

WHEELING PARK DISTRICT VOLUNTEER MANUAL

October 2018



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INTRODUCTION

Welcome to the Wheeling Park District! The Wheeling Park District is proud of the quality services offered to the residents of Wheeling. The reputation of the Park District is the direct results of individual efforts and close cooperation by all our employees and volunteers. We want to thank you for volunteering and getting involved with our organization. The Wheeling Park District staff greatly appreciates your help.

All volunteers are required to complete the *Volunteer Application* form prior to being considered for a volunteer opportunity or beginning any volunteer work assignment. See Appendix A.

STAFF NUMBERS

Wheeling Park District staff may be reached by calling the Park District main number: 847-465-3333.

PARK DISTRICT ADMINISTRATION

The policies of the Wheeling Park District are governed by a seven member Board of Park Commissioners who are interested citizens elected at large. They serve without compensation and are the policy making body. The administrative staff conducts the day to day affairs and activities of the District with the approval of the commissioners.

VISION STATEMENT OF THE WHEELING PARK DISTRICT

To become the provider of choice in parks and recreation within the communities that we serve.

MISSION STATEMENT

We provide memorable experiences in parks and recreation that enrich our communities.

SAFETY POLICY STATEMENT

It is the intent of the Wheeling Park District to provide a safe working environment for employees, participants, and volunteers as well as a safe leisure environment for the public utilizing parks, facilities, and programs. It is also the intention of the Wheeling Park District to develop, implement and administer a comprehensive loss control program. In all assignments, the health and safety of all should be of paramount consideration. Safety will take precedence over expediency or short cuts and every attempt will be made to reduce the possibility of accident occurrence.

Personnel and volunteers at all levels are directed to make safety a matter of continuing and mutual concern, equal in importance with all other operational considerations. The District will comply with all safety laws and ordinances. Each supervisor is responsible for work being performed in a safe manner, inspections being conducted on a regular basis, hazards and dangers being confronted and accidents being investigated. This program is established to emphasize that effective loss prevention is an integral part of management procedures designed to fully utilize the Park District's capital and personnel.

Every employee and volunteer is charged with the responsibility of supporting and cooperating with the loss prevention program outlined in this manual. All employees and volunteers are expected to adopt the concept that the safest way to perform a task is the most efficient and the only acceptable way to perform it. Non-compliance with safety policy is considered very serious and could lead to suspension or dismissal.

Please refer to the Wheeling Park District's Safety Manual for a complete listing of Park District safety information.

AGE REQUIREMENT

All volunteers must be a minimum of 12 years of age to volunteer. If a volunteer is under the age of 18 they must have a parent/guardian signature on the *Volunteer Application* in order to begin volunteer duties. Volunteers under the age of 18 will require additional supervision and duties may be restricted as deemed appropriate and/or safe.

NON-DISCRIMINATION AND ANTI-HARASSMENT POLICY

It is the responsibility of each and every employee, official, Board Member, agent, volunteer and vendor of the District, as well as anyone using the District's facilities, to refrain from sexual or any other forms of illegal harassment. Sexual or other harassment based upon a protected category (including, but not limited to, race, national origin, religion, disability) is illegal, unacceptable, and violates the policies of the District. Title VII of the Civil Rights Act, as well as the Illinois Human Rights Act, prohibits discrimination, harassment, or segregation in terms and conditions of employment on the basis of race, color, religion, sex, sexual orientation, age, disability, or national origin.

Each employee, officer, Board Member, agent and volunteer of the District has the responsibility to refrain from sexual and other harassment in the District workplace. Any such individual who sexually or otherwise harasses District personnel and/or patrons is liable for his/her individual conduct.

All District volunteers are encouraged to report incidents of sexual or other harassment, regardless of whom the offender may be, or whether or not he/she is the intended victim.

Incidents of harassment should be immediately reported to a volunteer Supervisor, Human Resources Manager, or Director of Administrative Services.

PERSONAL CONDUCT

- **Sobriety and Substance Abuse:** Volunteers are expected and required to report to their volunteer assignment in an appropriate mental and physical condition for work. To do so, volunteers must *not* have alcohol or illegal drugs in their system. Violators may be ineligible to volunteer in the future with the Wheeling Park District.
- **Weapons Policy:** The Park District strictly prohibits and does not tolerate weapons at any Park District facility, on any Park District property, or at any Park District-sponsored event.
- **Violence:** Acts of violence will not be tolerated. Any instances of violence will be reported to a Supervisor, Division Head, and/or the Executive Director. For purposes of this policy, violence is defined as an action or behavior of a volunteer that threatens the safety or well-being of other workers or the public. All complaints will be investigated. The Park District will promptly respond to any incident or suggestion of violence. Violation of this policy will result in disciplinary action, up to no longer being eligible to volunteer with the Wheeling Park District.

- Smoking: Smoking is prohibited in or on any Park District building, facility, or equipment. Volunteers who are legally able to smoke are prohibited from smoking within fifteen (15) feet from District facility entrances, exits, windows that open, and ventilation intakes that serve an enclosed area where smoking is prohibited. Smoking is prohibited within fifty (50) feet of all parks, playgrounds, or other non-enclosed District facilities when organized children's activities or organized special events are present.
- Proper Dress and Appearance: Your personal appearance conveys to the public a general impression of the organization. Your attire while on duty should be in good taste, neat and clean as appropriate for your volunteer duties which are directed by your supervisor.
- Cooperation/Courtesy: As a part of a team providing services for the benefit of the public, you must cooperate with fellow volunteers, Park District staff and the public. You must treat fellow volunteers, Park District staff and the public with respect and courtesy.
- Attendance, Punctuality, and Dependability: As a volunteer it is imperative that you report to your assigned position, and be ready to perform your duties at the agreed to volunteer start time. If you are going to be late or absent for any reason, please telephone your assigned supervisor as soon as you know you are no longer available to volunteer for your shift. The Wheeling staff count on volunteers, and appreciate their help.
- Telephone and Cellular Telephone Usage: During work time, employees are not permitted to use personal cellular telephones except in the case of an emergency. As a volunteer we ask you to limit personal calls.
- Use of Park District Information, Property, and Equipment: The protection of the Park District's business information, property, and all other Park District assets are vital to the interests and success of the Park District. No Park District property may be removed from the Park District's premises. If using a radio these should be used in a professional manner and taken care of when in your possession.

VOLUNTEER INSURANCE COVERAGE

Volunteers and parents of volunteers agreeing to participation in volunteer activities must recognize and appreciate that there are always inherent risks of injury associated with any volunteer activities. Such risks will vary depending upon the nature of the particular volunteer activity.

Please recognize that the Wheeling Park District does not carry medical/accident insurance for injuries sustained in its volunteer programs. It should be further recognized that the absence of medical/accident insurance does not make the Wheeling Park District responsible for the payment or reimbursement of medical expenses. Therefore, each person participating in volunteer activities, and/or their parents, should review their own health insurance policy for coverage.

Persons who volunteer their services to the District are not "employees" within the Workers' Compensation Act and are NOT eligible for the benefits of the Act.

MANDATED REPORTERS

By law, all Park District employees are required to report any suspicion or actual witnessing of child abuse. This includes physical harm or injuries that are untreated, sexual abuse, or neglect. If volunteers witness suspected abuse they should notify their supervisor immediately.

PERSONAL COMFORT

As a volunteer it is important to feel safe and secure. If any problem occurs (with a patron or situation) notify a staff member who will handle the circumstances accordingly.

PARTICIPANT CONDUCT

The following behavior code of conduct will be used as a guideline for Wheeling Park District program participants:

- Will show respect to all participants, staff, and volunteers.
- Will follow direction from staff and volunteers.
- Will show respect to equipment, supplies, and facilities.
- Will not use inappropriate, abusive, or foul language.
- Will not show any aggressive behavior (hitting, punching, slapping, kicking biting, etc.) regardless if the behavior is initiated or in retaliation.
- Will not show continuous disruptive behavior.

VOLUNTEER FIRST AID AND EMERGENCY PROCEDURES

Even with proper program planning, adequate staff and volunteer training, and using common sense, accidents and injuries can and will happen. Practicing safety habits such as checking the field, court, and equipment before a game or practice, can help avoid an injury. Unsafe acts or conditions should be reported to a Supervisor and corrected as soon as possible.

Make yourself familiar with locations of emergency equipment such as first aid kits, fire extinguishers, exits, telephones, etc.

ACCIDENT/INCIDENT REPORTING PROCEDURES

An accident report should be prepared for any accident or injury which occurs on Wheeling Park District property or at any program sponsored by the Park District. Accident report forms will be used for all injuries sustained by patrons or injuries that occur to staff or volunteers. When an injury occurs notify Wheeling Park District personnel, ***only Wheeling Park District personnel should prepare an accident report***

If a volunteer is a witness to a behavioral incident he or she ***must*** report the incident to a staff member. An Incident Report Form should be filled out ***only*** by a Supervisor for any activities witnessed where the behavior of an individual could result in either bodily injury to themselves or others, or damage to park property.

If you need to call 9-1-1, please be prepared to supply the following information:

- WHERE the emergency situation is, with cross streets if possible.
- PHONE NUMBER you are calling from.
- WHAT HAPPENED - heart attack, auto accident, fall, etc.
- HOW MANY persons need help.
- WHAT is being done for the victim.

EMERGENCY RESPONSE CODES

Missing Person - Code Adam

1. Obtain detailed information about the missing person. This information must include: height, approximate age, hair color, eye color, style of clothing and any other distinguishing characteristics.
2. Notify Volunteer Supervisor or other Staff member.

Severe Weather - Code Black

1. Seek shelter immediately

Fire or Chemical Leak - Code Red

1. Evacuate Facility or area through nearest unobstructed exit.
2. Do not re-enter facility or area until given "all clear" by emergency responders

Bomb Threat - Code Purple

1. Evacuate Facility or area through nearest unobstructed exit.
2. Do not re-enter facility or area until given "all clear" by emergency responders

Hostile Person - Code Yellow

1. Evacuate Facility or area immediately
2. Call 911
3. If unable to evacuate, seek shelter

In the event of an emergency always:

- Protect yourself from harm
 - Follow the direction of Emergency Responders
 - Follow the direction of volunteer supervisor and staff
- 



Volunteer Application

Instructions: All volunteers must complete this application prior to being considered for or beginning any volunteer work assignment. Please sign and date on the bottom of page 2. A parent or legal guardian may complete the application on behalf of a prospective volunteer who is under 18 years of age.

DATE ____ / ____ / ____

NAME: _____

ADDRESS: _____

PHONE: (Home) _____ (Work) _____ (Cell) _____

E-MAIL ADDRESS: _____

EMERGENCY CONTACT NAME: _____

(Relationship) _____ (Cell) _____

AREA OF INTEREST: (Please check all that apply)

Specific Park District Programs or Facilities

_____ Special Events (Egg Scramble, Concerts, Movie Nights, Kids Concert, Car Show, National Night Out, International Festival, Fallapooloza, Boonaza, Thanksgiving Feast, Breakfast w/Santa, Happy Noon Year)

_____ Senior Programming

_____ Preschool Programming

_____ Youth Soccer

_____ Youth Basketball

_____ Youth Dance

_____ T/Ball & Rookie Ball

_____ Community Recreation Center

_____ Other: _____

AVAILABILITY (Please indicate when you are available to volunteer -days, times, etc.):

ANY ADDITIONAL INFORMATION:

CRIMINAL BACKGROUND DISCLOSURE: Pursuant to Public Act 100-0472, park districts in Illinois are prohibited from knowingly engaging the services of a volunteer who has been convicted of or found to be a child sex offender.

Have you been convicted of or found to be a child sex offender?

Please check yes or no: Yes _____ No _____

IMPORTANT INFORMATION – PLEASE READ:

Volunteers and parents of volunteers agreeing to participation in volunteer activities must recognize and appreciate that there are always inherent risks of injury associated with any volunteer activities. Such risks will vary depending upon the nature of the particular volunteer activity.

Please recognize that the Wheeling Park District does not carry medical/accident insurance for injuries sustained in its volunteer programs. It should be further recognized that the absence of medical/accident insurance does not make the Wheeling Park District responsible for the payment or reimbursement of medical expenses. Therefore, each person participating in volunteer activities, and/or their parents, should review their own health insurance policy for coverage.

WAIVER:

As a volunteer, I recognize and acknowledge that there are certain risks of physical injury to volunteers in this program/activity, and I voluntarily agree to assume the full risk of any and all injuries, damages or loss, regardless of severity, that I may sustain as a result of said participation. I further agree to waive and relinquish all claims I may have (or accrue to me) as a result of volunteering in this program/activity against the Wheeling Park District, including its officers, officials, agents, volunteers and employees.

Volunteer's Name (please print) _____

Volunteer's Signature _____

Parent/Legal Guardian Signature (if under 18) _____

Date _____

NOTE: Volunteer participation will be denied if the Criminal Background Disclosure question is not answered. Participation will also be denied if the waiver above is not signed and dated by the volunteer, or parent/legal guardian in the case of a volunteer under age 18.

Volunteer Acknowledgement:

I have received a copy of the Wheeling Park District volunteer manual and have completed volunteer training. I am fully aware of existing policies, will adhere to all rules and regulations and feel I can perform my volunteer duties in a safe manner.

Volunteer's Signature: _____

Date: _____

Print Name:

Parent/Guardian Signature **if volunteer is under the age of 18:**

Parent/Guardian Signature: _____

Date: _____

Print Name:

Please sign this acknowledgement form and return to your volunteer supervisor before you report for volunteer duties.

