Frederick County Division of
Parks and Recreation

# Volunteer Guidelines

## Policies and Procedures

(Updated 7/15/14)

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## Mission of Division

Frederick County Division of Parks and Recreation is committed to the highest level of care for our natural and historic resources, while making the park facilities and the recreation programs available to all. We believe that the benefits of parks and of recreation are far-reaching and vital to each and every individual, family, and community in Frederick County.

## Volunteer Vision Statement

The achievement of the mission of the Division of Parks and Recreation is better served by the active participation of citizens of the community. To this end, the Division accepts and encourages the involvement of volunteers at all levels and within all appropriate programs and activities. All Division employees are encouraged to assist in the creation of meaningful and productive roles in which volunteers might serve, and to assist in the recruitment, management, and recognition of Division volunteers. The goal of the volunteer program is to increase and/or improve the capabilities of paid staff through the effective utilization of community volunteers.

## Goals and Objectives

Volunteers are viewed as valued additions to the Division staff. As such, volunteers shall be extended the right to be given meaningful assignments, the right to be treated fairly, the right to effective supervision, the right to full involvement and participation, and the right to recognition for work performed. In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the goals, rules, and procedures of the Division and County.

Volunteers do not replace paid staff; rather they enhance paid staff's ability to achieve their goals in accordance with their priorities. No volunteer shall be appointed to serve in a position where there is a direct conflict of interest with an activity or program of the Division, whether personal, philosophical, or financial.

The Division accepts the service of all volunteers with the understanding that such service is at the sole discretion of the Division. Volunteers agree that the Division may at any time, for whatever reason, decide to terminate the volunteer's relationship with the Division. Likewise, the volunteer may, at any time, decide to sever the volunteer's relationship with the Division. Notice of such a decision should be communicated as soon as possible to the volunteer's supervisor.

**Division Expectations of Volunteers**
Volunteers are expected to act on behalf of the Division, in the best interests of the Division, and according to the Division and County Policies and Procedures.

**Benefits to the Volunteer**
Volunteers receive personal gratification by becoming involved in the community.

**Application**
All volunteers must complete a Division Volunteer Application.

**Volunteer Areas**
The Division has three different volunteer areas: volunteering in the parks, volunteering in a program, or volunteering with a recreation council.

**Background Investigation**
All volunteers will be subjected to a background check and must successfully pass the check prior to working in a volunteer capacity for the Division.

**Health Information**
Volunteers should notify their supervisor if they have any important health related information and also immediately if they have received an injury on the job.

**Home Address and Phone Number Changes**
Volunteers should notify their supervisor immediately if their home address or phone number changes during their time of service. It is important that the supervisors and the Division have up-to-date information.

**Volunteer Training**
Volunteers are required to attend the mandatory training associated with their volunteer responsibilities. This training will be scheduled with the volunteer by their direct supervisor.

**Volunteer Time Record**
Volunteers are required to complete and sign the approved "Time Record" form which documents the volunteers time spent working with the Division. This form should be given to the supervisor at either the completion of a volunteer assignment, or if the volunteer relationship is consistent, then every two weeks.

**Dress Policy**
The volunteer's supervisor will inform the volunteer of any specific dress policy relate to the volunteer's area of service.

**Preventing accusations of child abuse, sexual abuse, and inappropriate behavior**
In addition to the information that follows on Sexual Harassment, a volunteer should not allow individuals to sit on his/her lap; should not lift, hold, or carry an individual except in an emergency; should never touch an individual in their private areas; should never use

teasing, abusive, or cruel language; should never force an individual into a seat, shake them, grab them or use punishment that can be considered abusive.

**Sexual Harassment**
Volunteers are strictly prohibited from exhibiting conduct that could be considered any form of harassment or abuse. Sexual harassment refers to verbal or physical conduct that is unsolicited, offensive, and detrimental to an individual. Strive for utmost professionalism in your actions and words with the public, other volunteers, and the Division staff. Refrain from chatting with public, other volunteers, and the Division staff regarding any non-work, potentially inappropriate topic.

**Drug and Alcohol Policy**
It is the Division's policy to ensure a smoke and drug-free workplace for all employees and volunteers. Being under the influence, using, possessing or distributing controlled dangerous substances, including alcohol and tobacco, at any time during your volunteer service for the Frederick County Division of Parks and Recreation is strictly prohibited. Frederick County Schools and County Buildings are smoke-free zones. FCPS regulation prohibits smoking in school buildings and on school property. Additionally, according to Maryland law it a civil offense for anyone under the age of 18 to use or possess tobacco products.

**Policies and Procedures**
Volunteers are responsible for knowing and following the volunteer guidelines policies and procedures. Supervisors of program volunteers will review the appropriate part-time staff manual and or addendum with the volunteers. Volunteers are responsible for knowing and following the volunteer policies and procedures that pertain to their volunteer area.

- Any violation of stated policy may result in a verbal or written warning (which shall be placed in your volunteer file), a conference with your supervisor, suspension, or dismissal depending on the severity of the infraction.

**Termination, Discipline, Grievances**

- In addition to policy violations, dismissals may be made for such actions as serious inefficiency, a careless or uninterested attitude, habitual tardiness, incompatibility, dishonesty, or not performing in a professional manner.
- Suspension or immediate dismissal may be made for such action as intoxication, insubordination, committing a felony, or causing physical or mental harm to staff or participants.

Any volunteer who has been dismissed will be informed expediently in writing by his/her supervisor or the Recreation Superintendent, stating the reason or reasons for dismissal.

**Code of Ethics & Conduct**

Volunteers are expected to maintain the following attributes while assisting parks and recreation staff in the Division's mission and purpose:

1. Cooperate with all participants involved with the activity. This includes officials, other coaches, participants, parents and spectators.
2. Never physically, verbally or emotionally harm, hurt, humiliate, or intimidate another participant, coach, parent, or official. Never show frustration in the presence of participants, parents, or spectators.
3. Never use profanity or language that is in bad taste.
4. Listen to and follow all direction from program directors, FCPR staff and officials.
5. Respect all facilities, fields, and equipment.
6. Be professional at all times.
7. Lead by example by demonstrating respect towards others.
8. Provide an environment that is free from aggressive behavior, violence, drugs, tobacco and alcohol.

**Volunteer Guidelines Acknowledgement**

I acknowledge that I have reviewed Frederick County Division of Parks and Recreation Volunteer Guidelines. I understand the guidelines, policies, and ethics and agree to abide by them and practice them during my volunteer time with the Division.

Signature: _____