

L I T T L E R O C K



Parks & Recreation

"A City In A Park"

Volunteer Management Manual

Little Rock Parks and Recreation

www.lrpr.org

500 West Markham Street, Room 108
Little Rock, AR 72201
501-371-4770

VOLUNTEER RESPONSIBILITIES

Volunteers are asked to:

- Accept assignments suited to personal interests, talents, and skills.
- Participate in orientation and training programs.
- Behave professionally, which includes respecting all confidences.
- Be accountable to and supportive of our department when volunteering.
- Participate in staff and program evaluation, if appropriate.
- Be willing to try new ideas on procedures while volunteering.
- Treat the public fairly and with respect.
- Learn about and support Little Rock Parks and Recreation's policies and procedures.
- Do not accept gifts or tips while volunteering. Contact your supervisor if someone is interested in giving a donation to the department.
- Learn and follow the safety rules and procedures as explained by your supervisor.
- Please leave valuable personal property at home. Little Rock Parks & Recreation cannot be responsible for loss of personal items.

VOLUNTEER POLICIES

1. By law a government agency cannot practice any form of discrimination. Paid staff and volunteers must treat people with dignity and respect. You will have the opportunity to meet people of different racial, ethnic, and economic backgrounds. We hope you will see this as enriching your life and new opportunity for learning.
2. It is the policy of the City that there will be no discrimination or harassment in its programs, activities or employment based on race, color, sex, sexual preference, marital status, religion, national origin, age, and mental or physical disability. Questions or concerns related to affirmative action, nondiscrimination or equal opportunity should be directed to the City of Little Rock's Human Resource Division.
3. Little Rock Parks and Recreation welcomes volunteers with disability and complies with the Americans with Disabilities Act. Please contact a staff person if you have special requirements so we may accommodate your needs.
4. To help ensure a healthy environment for volunteers, the general public, and employees, all Little Rock Parks and Recreation facilities are "smoke-free".
5. Never bring unauthorized items such as drugs, alcohol, or fire arms with you while volunteering. Eating may be restricted to certain areas – check with your supervisor.
6. A Little Rock Parks and Recreation volunteer, acting in an official capacity, will not take any action that would result in the volunteer's financial benefit. They will not ask for or receive for themselves or for a member of their household, directly or indirectly, any moneys or gifts from anyone.

VOLUNTEER BENEFITS

1. Free training provided – sometimes includes first aid training.
2. Volunteers will be invited to attend an appreciation party.
3. Some volunteers receive a T-Shirt for assisting with different activities.
4. Intangible benefits such as meeting new friends, learning a new skill, or participating in an activity that you enjoy are likely to be anticipated.
5. The community benefits because contact with our organization promotes a better understanding of city policies and procedures.

BACKGROUND CHECKS

All volunteers who work with vulnerable populations (children, elderly developmentally delayed, physically challenged, etc.) will undergo a criminal background check and receive a clean bill before starting work.

SAFETY

- The safety and health of volunteers is very important. A safe work environment and safe work procedures are critical issues. If you encounter an unsafe situation or observe others working in an unsafe manner, try to resolve the situation if you can. Report any safety problems or concerns to your supervisor immediately.
- Be familiar with the emergency plan of the facility where you are working.
- Volunteers must report immediately all personal and public injuries and incidents to staff. An accident report must be filled out. The volunteer's supervisor should be notified as soon as possible.
- First Aid Kits are located in each facility and vehicle. Volunteers should know their location. A prompt first aid response can keep many injuries and medical situations from getting worse. If there is an injury with bleeding, use latex gloves, which can be found in the first aid kits. Volunteers are encouraged to take basic first aid training and CPR.
- People working for Little Rock Parks and Recreation in a volunteer capacity may be immune from liability to others for damage or injury caused by mistakes or oversights committed in the performance of their volunteer duties, however, volunteers may be held personally liable for any damage or injury caused by their intentional or reckless acts of neglect.

ATTENDANCE

- In the event of sickness, or a time/schedule conflict, you must call in as soon as possible to let the staff know you will be absent. When possible, volunteers must give at least 24 hours notice of their absence. Regularly scheduled volunteers must let the staff know in advance of vacations and leaves of absence.
- Little Rock Parks and Recreation is closed on major holidays throughout the year, however, due to meeting the leisure needs of the residents, buildings are often open. Check with your supervisor on your specific work schedule.

EMERGENCIES

- In the event of an emergency, call 9-1-1. Tell the paid staff at the site as soon as possible.
- If needed, use basic first aid techniques while waiting for medical help. Have someone readily visible so emergency personnel can easily locate the person(s) in need of help.
- In case of a fire or other emergency requiring the evacuation of the building, try to remain calm. Assist other staff in notifying participants and helping to direct them out of the facility safely and quickly.
- If the media is present, the volunteer should not answer questions but direct them to their supervisor or other staff.

PROPER DRESS

1. Clothes should be neat, clean, appropriate and presentable to the public.
2. In cases where shirts or badges are provided, volunteers must wear them while working.

TELEPHONE

1. Personal phone calls while at work are discouraged, except in case of an emergency.
2. We will not release volunteers' telephone numbers or addresses to anyone who is not officially connected with Little Rock Parks and Recreation. This information will be on a volunteer mailing list. If such inclusion presents a problem, the volunteer must inform their supervisor.

VISITORS

- Volunteers must get advance approval from their supervisor before bringing friends or family members in to assist them with their volunteer duties.

PAID POSITIONS

- Contact your supervisor about paid positions involving Parks and Recreation. If you are interested in paid administrative positions, contact the City Human Resources Office.
- A volunteer applying for a paid position must go through the same procedure as any other applicant. We do encourage you to apply.

PARKING

The City is not responsible for theft or damage to cars of volunteers while on duty.

SUPERVISION

Volunteers will be under the supervision of a Little Rock Parks and Recreation staff member, prior to and during their task the first time or during special/one-time only events. In the case of regular/routine volunteer responsibilities (i.e. Adopt-A-Park) the volunteer will have the option to check in before and after the project but have the freedom to do their work independently while following the department's rules and regulations. Each division has a "lead" to work with the volunteers in their area. This lead reports to the Volunteer Coordinator. Volunteers at the golf courses will work under the supervision of golf course staff. Greenhouse volunteers will be under the supervision of our horticulture staff. Park supervisors will be the leaders of group volunteer projects in their respective areas, etc. Hours and tasks will be recorded on the appropriate form and turned in at the end of each project/task. Each supervisor or individual will report their hours to the Volunteer Coordinator who then reports them monthly at LR Stats meeting.

EVALUATION

- Volunteers may be evaluated on an annual basis or at the end of his/her assignment. Supervisor of the group or individual will work with volunteers to determine what works best for each partner. Some volunteers will require evaluations for their organizations such as Boy Scouts, AmeriCorps.
- Volunteers will be given the opportunity to evaluate the volunteer program and provide comments to improve the program.

VOLUNTEER/CITY RELATIONSHIP

- Either party may end the Volunteer/City relationship at any time.
- Volunteers are expected to be dependable, punctual and willing to work harmoniously and effectively with other volunteers and with Little Rock Parks and Recreation staff. Volunteers are also expected to abide by the Volunteer Program Policies and Procedures and the Little Rock Parks and Recreation Policies and Procedures.
- Following a volunteer's resignation, the program supervisor may conduct an exit interview with the volunteer, either by phone or in person. Topics covered in the interview will include the volunteer's reason (s) for leaving, feedback on training and general observations or recommendations the volunteer might have to improve the relationship or program.

LIABILITY

Liability: Arkansas Law – **Subchapter 3 – Liability of Political Subdivisions**

§21-9-301. Tort Liability – Immunity declared.

It is declared to be the public policy of the State of Arkansas that all counties, municipal corporations, school districts, special improvement districts, and all other political subdivisions of the state and any of their boards, commissions, agencies, authorities, or other governing bodies shall be immune from liability and from suit for damages except to the extent that they may be covered by liability insurance.

(a) No tort action shall lie against any such political subdivision because of the acts of its agents and employees.

Acts of 1969, Act 165, § 1; Acts of 1991, Act 542, § 7; Acts of 1993, Act 292, § 2, eff. March 2, 1993; Acts of 1999, Act 984, § 1, eff. July 30, 1999.

CONCLUSION

The Little Rock Parks and Recreation is pleased that you chose to become a volunteer with Little Rock Parks and Recreation. We are proud of the programs, services and staff associated with our department. Citizens who volunteer time and talents are valuable assets to our organization. We encourage constructive participation of volunteer groups and individuals to perform appropriate tasks under the direction, training, and supervision of paid staff.

Little Rock Parks and Recreation needs volunteers of all ages from youth through older adults in order to carry out the mission of the organization. Without the help of volunteers, additional part time staff would be necessary to continue the current level of programs and services. It is the philosophy of Little Rock Parks & Recreation that community volunteers enrich our programs, promote a positive environment and improve our community relations. We hope you will enjoy your experience as a volunteer!

General Descriptions of Volunteer Opportunities with Little Rock Park and Recreation

Adopt-A-Park Volunteers

Volunteers maintain the flowerbeds in parks and may also assist at the greenhouses. They are trained and supervised by Horticulture Staff.

Seniors Program Volunteers

Assist with activities with the Aging and Active Programs at the Community Centers
Examples: Games, arts and crafts

Special Event Volunteers

Volunteers are especially needed to help in special events. This may be a family fun run/walk in one of our parks, a reception, etc.

Therapeutic Recreation “Leisure Buddy”

Offers direction and assistance, when necessary, in order for your “buddy” to experience leisure activities
Therapeutic Recreation division takes several outings and day trips throughout the year.

Other volunteer positions include:

Park Clean-Up Volunteer – Usually works with a group to clean up a park.

Marathon —For detailed information on marathon volunteer tasks, visit www.littlerockmarathon.com

Trip Escorts – Chaperones youth and seniors on trips.

Office Assistants – Assists staff by answering telephones, filing, etc.

Athletics Assistants – Assists staff at sporting events.

Assistant Coaches –Assist youth sports coaches. (Basketball, Baseball, Softball, Football, and Soccer).

*This list is a portion of opportunities. Other opportunities may be discussed and executed on as-is basis.

NOTES

Supervisor: _____

My work number is: _____
