



***Mecklenburg County
Park and Recreation***

**Volunteer Services
Orientation**

Dear Volunteer:

On behalf of the Mecklenburg County Park and Recreation Department, it is my great pleasure to welcome you as a new volunteer. You are now a member of a unique and very special volunteer team. Each volunteer is tremendously important to us. You make a vital contribution to the overall operation of our department. In return for adding your unique talents to the talents of fellow volunteers, you receive the personal satisfaction of having done a vital and significant job very well.

I sincerely wish that you and the Department would enjoy a mutually beneficial and meaningful volunteer relationship. Together we can make a significant difference in the lives of those we touch.

Please let me know how I can be of assistance to you. You are a welcome and important member of our family.

*Sincerely,
Lori Saylor
Volunteer Coordinator*

*Phone: 704-336-5478
Fax: 704-319-9556
Email: lori.saylor@mecklenburgcountync.gov*

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This Volunteer Orientation Handbook is intended to provide volunteers with general information about The Mecklenburg County Park and Recreation's policies, procedures, benefits, and volunteer assignments. The information contained in this handbook may be changed from time to time without advance notice. This document does not constitute a volunteer agreement or contract. All information in this manual is gender neutral.

Mecklenburg County Mission and Vision Statement:

Mecklenburg County serves and partners with citizens to build and maintain a safe, healthy, livable, prosperous, well-governed and unified community.

Mecklenburg County Park and Recreation Mission Statement:

To enrich the lives of our citizens through the stewardship of the County's' natural resources and the efficient and responsive provision of quality leisure opportunity's, experiences and partnerships.

Volunteer Services Program Mission Statement

To assist Mecklenburg County Park and Recreation Department staff by providing the services needed to offer quality recreation and leisure services.

This mission is accomplished through:

- Supporting direct services provided by salaried department.
- Supplementing administrative, clerical, maintenance and other internal support service functions.

To provide the Citizens of Mecklenburg County opportunities for Citizen Involvement and to increase their awareness of the Department's Responsibilities, Services and Results.

Division of Therapeutic Recreation Mission Statement:

To enrich the lives of individuals with disabilities, select youth and teens, the homeless, culturally diverse groups or others with barriers to full recreation participation. By facilitating opportunities to: achieve personal goals, increase independence and improve quality of life through the provision of recreation and leisure services in the most appropriate setting.

ADA Statement:

Mecklenburg County will comply with the Americans with Disabilities Act (ADA) which prohibits discrimination on the basis of disability. Mecklenburg County will make reasonable accommodations in all programs to enable Participation by an individual with a disability that meets essential eligibility requirements. Mecklenburg County programs will be available in the most integrated setting for each individual. If any accommodations are necessary for participation in any program or service, participants are encouraged to notify staff at least one week prior to program commencement. Upon request, this information is available in an alternative format for persons with disabilities.

Time Commitment

Daily or weekly schedules are flexible, but a consistent volunteer time commitment or commitment to a specific program is encouraged.

Volunteer Purpose and Responsibilities

Volunteers assist the full and part-time staff members in the implementation of programs and special events.

Volunteers assist participants in working on specific goals and becoming as independent as possible.

Volunteers assist with the supervision of participants in a positive, enthusiastic manner.

Volunteers assist the program leader with maintaining a safe environment for the program participants.

Volunteers offer suggestions and comments on improving current programs and ideas for new programs.

Volunteers adhere to all the policies and procedures set forth in the volunteer manual.

Volunteer Code of Ethics

As a volunteer, I realize that I am subject to a code of ethics similar to that which binds professionals in the fields in which they work. Like them, I assume responsibilities and expect to account for what I do in terms of what I am expected to do. I will keep confidential matters confidential. I interpret "volunteer" to mean that I have agreed to work without compensation of money, but will be expected to do my work according to the standards set forth by the facility.

I promise to take my work with an attitude of openness, to be willing to be trained for it, and to bring interest and attention to it. I realize that I may have assets that my co-workers may not have, and that I should use these to

enrich the participants with whom I am working. I realize also, that I may lack assets that other co-workers have. I will not let this make me feel inadequate, but will endeavor to assist in developing good teamwork. Participants are guaranteed the right to privacy. Any information about a participant must be kept **confidential** outside of the facility. The information can only be discussed with those who are directly involved in the participant's care and treatment. Exchange of this information with persons other than those individuals mentioned is unethical, and could subject the facility to liability. Being eager to contribute all that I can to human betterment, I accept this volunteer code ethics as my code to be followed.

Equal Volunteer Opportunity

Mecklenburg County Park and Recreation is an Equal Employment Opportunity Employer and conducts its personnel practices in compliance with all-applicable state and federal laws. This organization is committed to the principle that all volunteer assignments and volunteer decisions shall be made on a non-discriminatory basis, without regard to an applicant's or volunteer's race, color, sex, religion, national origin, age, disability, or veteran status. All management and supervisory personnel have a continuing responsibility for administration and compliance with this policy.

Responsibility of the Department to the volunteer:

Volunteer Coordinator

- Adhere to the direction of the Policy and Procedures Plan.
- Review and provide input to the Volunteer Policy and Procedures Plan as required
- Participate in volunteer management training as required.
- Ensure that volunteers are accorded the same respect and consideration as paid staff with respect to recruitment, orientation/training, placement, supervision, evaluation and recognition.
- Research and revise the Volunteer Policy and Procedures Plan on a yearly basis.
- Assist/consult with Volunteer Managers in the implementation of the Volunteer Policy and Procedures Plan.
- Provide consultation and training to staff with respect to Volunteer Program Plans as requested.
- Ensure the provision of in-service training for all staff to implement the Volunteer Policy and Procedures Plan.

Staff

- Offer proper training and orientation.
- Offer opportunity for growth, expansion, and new challenges.
- Maintain records of hours spent in service.
- Encourage and insure support by management and other personnel.
- Assure that volunteers will be treated as co-workers.
- Offer opportunities to learn as much as possible about programs, policies and residents
- Assure that sound guidance and direction are available to volunteers by experienced leaders and understanding personnel.
- Encourage volunteers to make suggestions and share ideas with the Volunteer Coordinator.
- Be recognized by Mecklenburg County through expressions of appreciation and in awards recognition programs.
- Evaluate volunteer programs and individual volunteers on a regular basis.
- Provide supervision, guidance, and orientation via the Volunteer Coordinator and staff.
- Review yearly, revisions to the Volunteer Policy and Procedures Plan.
- Ensure adequate training opportunities in volunteer management are provided for their staff.
- To ensure a quality experience for volunteers

Responsibility of the Volunteer to the Department:

- Fill out volunteer application
- Attend orientation program.
- Sign volunteer contract and waiver.
- Adhere to policies and procedures outlined below.

Policies and Procedures

General Information

- Please be prompt when reporting for duty. Sign in and check your assignment for the day.
- If you cannot come at your scheduled time, please call the Volunteer Coordinator. Do not send a substitute without approval.
- Be cheerful and friendly to participants and visitors
- Report all accidents, no matter how small, to staff immediately.
- Personal calls should not be made on duty, except in emergency.
- Smoking for volunteers is permitted in approved areas only.
- Accidents are caused by carelessness. All volunteers are asked to be alert at all times, and to practice good safety habits. Unsafe conditions should be reported at once to the department head or supervisor.
- All volunteers will wear the I.D. Badges provided by Division of Therapeutic Recreation

Orientation Program

All new volunteers will be scheduled to attend a mandatory orientation program. This orientation program will include an introduction to volunteer policies and procedures, benefits, and the organizational structure.

Age Policy

- Volunteers of ages 6 (six) and up are welcome at Mecklenburg County Park and Recreation under the following conditions.
- Volunteers under the age of 16 (sixteen) must either be accompanied by an adult or have the authorization of the site supervisor.
- Volunteers under the age of 16 (sixteen) must be under direct supervision of Park and Recreation Staff.
- Community Service Volunteers under the age of 18 must either be accompanied by an adult or have the authorization of the site supervisor.
- Volunteers must be at least 18 years old to volunteer in the Therapeutic Recreation Division.

Attendance

- In order to meet the needs of our participants, we expect our volunteers to report to work as scheduled. Please arrive 15 minutes prior to the program start time. It is imperative that you are present for your volunteer assignment at your regularly scheduled times.
- Should you find you are unable to perform your volunteer assignment, please notify your supervisor and the Volunteer Coordinator twenty-four (24) hours in advance.
- We realize a volunteer may have extenuating circumstances and these will be taken into consideration. Each situation will be handled on an individual basis.
- Clothes should be kept clean and neat.

Dress Code/Appearance

You are a representative of The Mecklenburg County Park and Recreation Department. Personal cleanliness and good grooming are essential. Your personal appearance and dress should be neat and professional.

- Volunteers are not to wear tank tops, suggestive or offensive clothing, short shorts, heavy perfumes, long fingernails, dangling jewelry, long necklaces, sandals or high heeled shoes. ID badges should be worn during volunteer sessions.

Conduct

Violations of these rules are serious in nature and may result in immediate discharge. The following list of violations is not intended to be all-inclusive but is an example of the kinds of conduct that may result in immediate discharge.

- Deliberate destruction, abuse or unauthorized removal of Mecklenburg County Park and Recreation property
- Reporting to volunteer assignment with drugs or alcohol in one's system or selling, using, dispensing, or possessing alcohol, illegal drugs or other controlled substances.
- Possessing a firearm or other weapon on the organization's property or while engaged in organization business.
- Engaging in discrimination or harassment in violation of the organization's policies on equal employment and/or harassment.
- Deliberately interfering with another volunteer or employee in the performance of his/ her job.
- Unauthorized disclosure of confidential information.

- Conduct or action which endangers the safety or well being of any other person.
- Refusal to perform volunteer assignment or refusal to perform an action reasonably requested by a supervisor.
- Departure from job station, department, or campus premises without notifying supervisor.
- Unauthorized use of the organization's property for either personal or business purposes.
- Creating discord, using threatening or abusive language, or engaging in disorderly behavior which impedes operational activities or which may compromise the safety of other employees.
- Excessive absenteeism and/or tardiness.
- Instances of discourtesy toward members of the public, family members, residents, volunteers and employees.

Volunteer Assignment Changes

We want you to be happy and to develop your potential to the fullest extent possible. Should you desire a change in volunteer assignments you will need to make an appointment with the Volunteer Coordinator to discuss a change. All transfer decisions will be based on skill, ability, education, and availability of volunteer assignments, experience, and length of service in accordance with the organization's Equal Volunteer Opportunity Policy.

Drug Free Workplace

Illegal drugs in the workplace and place of volunteerism are a danger to us all. They impair safety and health, promote crime, lower productivity and quality, and undermine public confidence in the work that we do. The Mecklenburg County Park and Recreation Department are a drug free workplace. Use or possession of illegal drugs or controlled substances will result in termination.

Solicitation

Volunteers are prohibited from soliciting for any purpose during their regular hours of work. Volunteers are also prohibited from distributing material of any kind or nature during volunteer time except as required in the performance of their assignment. Violation of this policy is grounds for disciplinary action.

Problem Resolution Procedure

We encourage you to bring problems to the attention of your supervisor. If a satisfactory solution is not achieved contact the Volunteer Coordinator immediately.

Disclosure of Confidential Information

The Mecklenburg County Park and Recreation Department has a moral and legal obligation to maintain the confidentiality of medical, personal, and financial information about its participants. Inquiries regarding any participant must be referred to your supervisor.

In addition, no photographs may be taken of our participants unless prior approval through signing a release is given.

Mandatory Reporting

North Carolina law requires staff to report any suspected abuse or neglect of a child or a vulnerable adult to the appropriate authorities or to the local police.

As a volunteer for Mecklenburg County Park and Recreation, you are expected to follow these guidelines. You may report your concerns to your supervisor or may report it anonymously to:

Child Protective Services: 336-2276

Adult Protective Services: 336-2143

Insurance/Liability

Volunteer will indemnify and save harmless the County, it's officer, agents and employee from and against any and all loss, costs, damages, expenses and liability of any kind and description caused by accident or other occurrence resulting in bodily injury, including death, sickness and disease, to any person arising directly or indirectly from service to Mecklenburg County as a volunteer.

Volunteers may not Use County vehicles or motorized equipment. Use of personal automobiles motorized equipment may be approved in advance by county staff on a case by case basis.

Harassment *(including sexual harassment)*

It is the policy of The Mecklenburg County Park and Recreation Department that no individual shall subject another individual to any form of harassment. Harassment is defined as any improper conduct, verbal or physical, which reasonably interferes with an individual's work performance or creates an intimidating, hostile, or offensive working environment. Sexual harassment is defined as any unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature. Every volunteer, without fear of reprisal has the responsibility to bring any form of harassment, sexual or otherwise, immediately to the attention of his or her supervisor, the Volunteer Coordinator, or any member of management. Human Resources Department will investigate every reported incident. Volunteers who engage in such harassment will be terminated.

Care of Property

It is the responsibility of each volunteer to properly maintain The Mecklenburg County Park and Recreation Department property and equipment. Report any defective equipment immediately to your supervisor. Personal use of our property or equipment is strictly forbidden without proper authorization.

Volunteer Record Change

A record is maintained for each volunteer in the Volunteer Department. You are responsible for notifying the Volunteer Coordinator of any changes so that each record can be accurate and up to-date. Notify the Volunteer Coordinator when any of the following occur:

- Legal name change.
- Change of home address and/or telephone number.
- Change of person to notify in case of emergency.
- Certification of any regular or special training, such as school courses, seminars, etc., completed since employment.

Personal Business/Telephone Calls

Appointments, visits from relatives and/or friends, and other personal business must be conducted during unassigned hours. Telephones are for business use only. Only emergency incoming calls will be forwarded to your location.

Public/Media Relations

Only authorized personnel may provide information to representatives of the news media. This is essential to protect the rights of our participants. Any inquiries from the press or other agencies must be referred directly to your supervisor, the Division Head or the Volunteer Coordinator who will then notify the Communications Department.

Resignation Notice

Resignation is voluntary termination of volunteerism on your part. If you resign, you are encouraged to give at least two weeks notice. The notice of resignation should be made in writing to the Volunteer Coordinator. The working notice begins the day after the letter of resignation is turned in.

Exit Interview

The Volunteer Department will make every effort to conduct exit interviews for Volunteers leaving the organization. The Volunteer Coordinator will contact the Volunteer to schedule the interview.



MECKLENBURG COUNTY
Park and Recreation Department

Volunteer Enrollment Form

Volunteers under the age of 16 must be accompanied by an adult
Volunteers must be at least 18 years old to volunteer for the Therapeutic Recreation Division
Please fax your forms to 704-319-9556 Do not email confidential information

Name: _____ DOB: _____

Phone: (H) _____ (W) _____ Email: _____

Address: _____ City: _____ State _____ Zip Code _____

Drivers License # _____ Position you are applying for _____

Contact in case of Emergency: _____

Medical Conditions we should be aware of (allergies to Bee Stings): _____

Education Background: _____ Tee Shirt Size _____

Occupation: _____

Hobbies, Interests, Skills: _____

Reason for Volunteering: _____

Is there a particular location you want to work at? _____

Would you be willing to travel over night? _____

Is there a particular population you want to work with? (Check all that apply)

Adults Seniors Teens Youth Preschool

What times are you available for volunteering? (Check all that apply)

Weekdays Evenings Weekends AM Hours PM Hours

Are you bilingual? Yes No If yes what languages? _____

Have you ever worked for Mecklenburg County? Yes _____ No _____. If yes, where did you work? _____

Do you have any relatives who work for Mecklenburg County Park and Recreations? Yes ___ No ___ If yes, what is their name? _____

List name and number of two (2) personal references:

Name _____ Phone _____

Name _____ Phone _____

Please return this form to
Lori Saylor, Volunteer Coordinator 5841 Brookshire Boulevard Charlotte, NC 28216-2403
Fax: 704-319-9556



MECKLENBURG COUNTY
Park and Recreation Department
Volunteer Agreement

Please fax your forms to 704-319-9556 Do not email confidential information

Name: _____ (please print)

I and/or the volunteer group that I represent shall indemnify and hold harmless Mecklenburg County, its officers, employees and assigns from and against all claims, damages, losses or expenses arising out of participation as a volunteer.

I agree to conform to Mecklenburg County Park and Recreation rules and procedures to the best of my ability and agree to respect the confidential nature of information I may obtain as a volunteer for Mecklenburg County Park and Recreation Department. I understand that a criminal records check may be conducted if it is required by my volunteer placement and that references will be contacted. I also understand that Mecklenburg County Park and Recreation reserves the right to discontinue the services of any volunteer at any time.

I understand that volunteer services to Mecklenburg County are to be completed without remuneration or monetary benefit of any kind. I also understand that volunteers are responsible for their own insurance (medical, automobile, liability or any other) and are not covered in any way through County Insurance.

Volunteer Signature Date

Parents signature if under 18 years of age Date

Emergency Notification Information

Name **First** **Last** **Relationship**

Phone **(Home)** **(Work)**

Please return this form to
Lori Saylor, Volunteer Coordinator
5841 Brookshire Boulevard
Charlotte, NC 28216-2403
Fax: 704-319-9556



MECKLENBURG COUNTY

Park and Recreation Department

Security Clearance Form

Please fax your forms to 704-319-9556 Do not email confidential information

PLEASE NOTE:

**ANY ARRESTS NO MATTER HOW LONG AGO FOR
DRUGS, WEAPONS, VIOLENCE/ASSULT, or SEX RELATED ISSUES
WILL PROHIBIT YOU FROM VOLUNTEERING FOR MECKLENBURG COUNTY PARK AND RECREATION**

I request and authorize you to permit Mecklenburg County Park and Recreation Department to review my employment record, arrest and/or conviction records, juvenile or adult probation records, and to copy material to Mecklenburg County Park and Recreation Department authorized personnel.

I hereby release you, your organization or other from any liability or damage, which may result from furnishing the requested information.

The original of this form is on file at the Mecklenburg County Park and Recreation Department's Administrative Building, and will be made available upon request.

The information is to be used to assist Mecklenburg County Park and Recreation Department in my fitness and qualification for a position of trust and responsibility.

Please Print:

First Middle Last

Gender: _____ Male _____ Female _____ Race (W/B/A/O)

Address: Street City/St/Zip

Social Security # DOB

Signature Date

Volunteer Time Sheet

Name: _____ Telephone Number: _____

Supervisors Name: _____ Telephone Number: _____

| Date | Program | Time In | Time Out | Total Time | Supervisors Signature |
|------|---------|---------|----------|------------|--------------------------|
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Time Sheet Total _____ Hours

Please return this form to
 Lori Saylor, Volunteer Coordinator
 5841 Brookshire Boulevard
 Charlotte, NC 28216-2403
 Fax: 704-319-9556

STATEMENT OF CONFIDENTIALITY

Please fax your forms to 704-319-9556 Do not email confidential information

THE PURPOSE OF THE STATEMENT IS TO PROTECT THE RIGHTS OF APPLICANTS FOR MECKLENBURG COUNTY PARK AND RECREATION DEPARTMENT'S SERVICES AGAINST IMPROPER IDENTIFICATION, EXPLOITATION, AND EMBARRASSMENT.

As a condition of my providing volunteer work with persons who are receiving services or other assistance from Mecklenburg County Park and Recreation Department or who are applying or have applied to become a volunteer, I _____, agree not to divulge any information regarding persons or groups who have received services or have provided information in the course of their application to become a volunteer with Mecklenburg County Park and Recreation Department unless authorized by my department staff contact.

I recognize that unauthorized release of confidential information may make me subject to legal action.

I understand the Mecklenburg County Park and Recreation Departments' requirements and policy on observing confidentiality and my responsibility to follow this policy as a volunteer.

Signature: _____ Date: _____

Please return this form to
Lori Saylor, Volunteer Coordinator
5841 Brookshire Boulevard
Charlotte, NC 28216-2403
Fax: 704-319-955

QUESTIONS??

Please feel free to call me at 704-336-5478 or type up your questions on this page and email or fax this page to Fax :704-319-9556...email lori.saylor@mecklenburgcountync.gov

Welcome on Board, we're so excited to have you on our VIP (Volunteers in Parks) Team!!

THANKS!!

Lori