



Volunteer Manual

Mission Statement

Glen Ellyn Park District is driven to foster diverse, community-based leisure opportunities, through a harmonious blend of quality recreation programs, facilities and open space, which will enhance the quality of life into the future.

Disclaimer

This manual has been prepared to furnish you with information about the Park District and guidelines that concern your volunteer service. Volunteers do not have a contractual agreement for continued service and may be dismissed by the Park District or resign from service at any time, with or without cause, and with or without notice of a hearing.

Welcome to the Glen Ellyn Park District

On behalf of the Board of Commissioners and staff, I would like to welcome you to the Glen Ellyn Park District's team. We believe you will find your volunteer assignment to be fun and rewarding.

The quality of Park District programs is directly affected by the performance of every volunteer. The Park District has approximately 400 volunteers that provide thousands of hours of valuable time to help enhance recreational experiences for all participants.

This volunteer manual is designed to give you important and useful information that will help you with your volunteer experience. A Recreation Supervisor will give you additional information about the program with which you volunteer to help.

Please feel free to contact your Supervisor, a Department Head or myself should you have any questions.

Cordially,
Dave Harris
Executive Director

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General Information

The Glen Ellyn Park District was established in 1919 and is committed to providing parks/open space and recreational opportunities for residents of the District.

The Park District is governed by seven elected Park Commissioners, who set policy for the operations of the District. Commissioners are elected by residents of the Park District and serve a four-year term. Park Board meetings are held the first and third Tuesday of each month, 7:00 p.m., at the Spring Avenue Recreation Center, 185 Spring Avenue. Residents are welcome to attend and provide feedback to help improve programs and facilities.

Parks and Facilities

The Glen Ellyn Park District's 29 parks total over 327 acres. Spring Avenue Recreation Center, Main Street Recreation Center, Ackerman Sports & Fitness Center and Lake Ellyn Boathouse are available for a wide variety of recreation opportunities, as well as the many amenities in Maryknoll Park.

Staff

Park District personnel are organized into three departments.

A. _ Administration

Responsible for all operational and financial services for the District.

B. _ Recreation

Responsible for all recreation programs, special events, and recreational facilities.

C. _ Parks Department

Responsible for maintaining the parks and facilities.

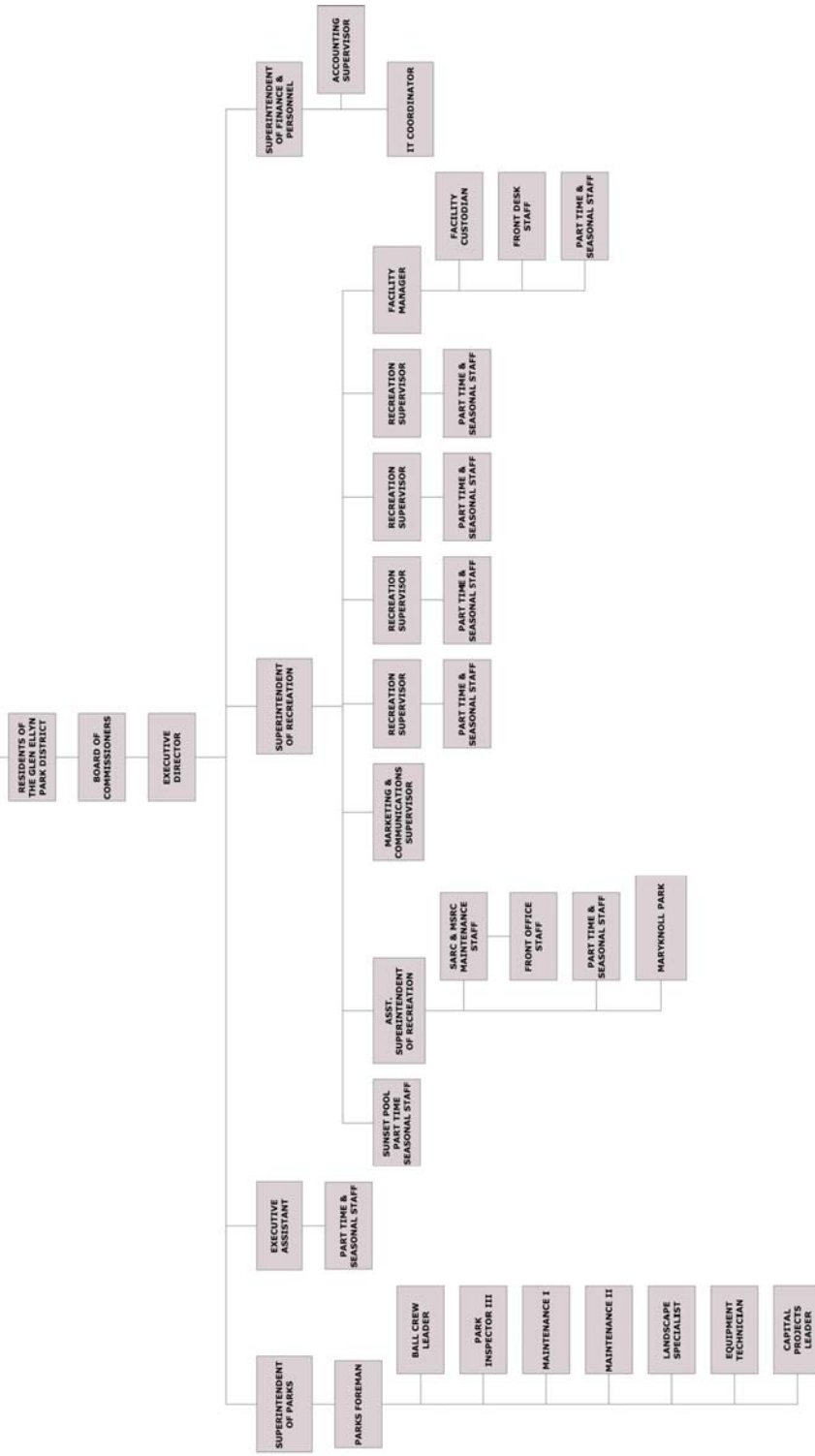
Organizational Chart



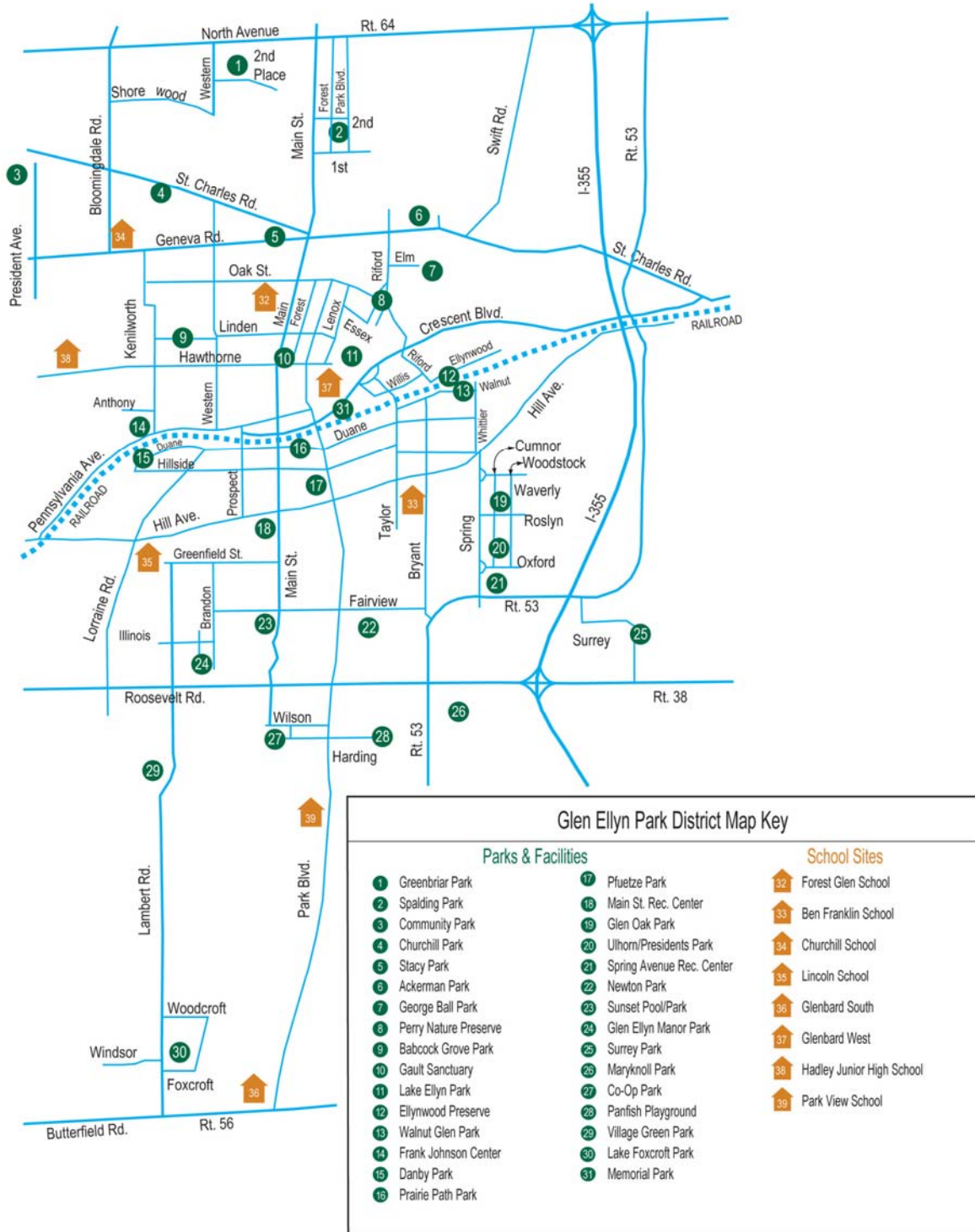
MISSION STATEMENT
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GLEN ELLYN PARK DISTRICT ORGANIZATIONAL CHART



Park & Facility Map



Important Phone Numbers

Park District Facilities

Spring Avenue Recreation Center, 185 Spring Avenue(630) 858-2462
Main Street Recreation Center, 501 Hill Avenue(630) 858-2463
Ackerman Sports & Fitness Center, 800 St. Charles Road(630) 317-0130
Dr. Frank Johnson Center, 490 Kenilworth Avenue(630) 858-6037

Emergency

Police / Fire / Paramedics 911

Park District Hotline Numbers

Weather(630) 984-5075
http://www.gepark.org/pro_weathercancellations.html

After Hours Park Emergency(630) 947-3206

Coach Coordinator

Name:

Work Phone:

Cell Phone:

Park District Supervisor

Name: Clint Babicz

Work Phone: 630-858-2462

Email: cbabicz@gepark.org

Volunteer Job Description

Volunteers assist full-time staff, part-time staff and other volunteers in the implementation of programs, maintenance and/or clerical services.

Supervision

Volunteers report to the full-time, park district staff member responsible for the program or event .

Duties and Responsibilities

1. _ Arrive at program site at least 15 minutes prior to program begins and stay until your assignment is completed.
2. _ Notify your supervisor if you will be absent before the program or as soon as possible in the event of an emergency.
3. _ Assist staff with a positive and enthusiastic attitude.
4. _ Assist and/or supervise the implementation of activities.
5. _ Insure the safety of participants.
6. _ Assist in keeping supplies and equipment in order.
7. _ Report all accidents or incidents to your supervisor as soon as possible.
8. _ Respect the rights of the participant's confidentiality. Do not discuss publicly any situations or personal characteristics of a participant.
9. _ Display professional behavior at all times when representing the Park district.
10. Follow all Glen Ellyn Park District policies and procedures.
11. Complete other duties as assigned.

Minimum Qualifications

1. _ Should be at least 14 years of age depending program or event. Individuals under the age of 18 must have a signed parental consent form. Some programs and events may have stricter requirements.
2. _ Ability to work well with participants and staff.
3. _ Ability to follow directions.
4. _ Attend volunteer training as needed.

General Rules & Regulations

Volunteer Conduct

Volunteers are expected to work toward meeting the goal of providing services in a friendly, efficient and professional manner. Volunteers are also expected to demonstrate the highest standards of personal and professional integrity, honesty, responsibility and fortitude in the performance of their duties;

Background Check

In an effort to provide our volunteers and program participants with the safest environment possible, the Park District conducts background checks on volunteers.

Public Relations/Dealing with the Public

Please remember that as a volunteer, you are representing the Park District. Everything you say and do will be a direct reflection on the Park District. Always treat Park District staff, program participants and fellow volunteers honestly, fairly and courteously.

At some point during your volunteer service you may encounter a participant or situation with a member of the public that requires diplomacy. The following techniques may help you in those situations:

1. Be a good listener.
2. Be calm and attentive.
3. Do not get into a verbal argument.
4. Treat people the way you would want to be treated.
5. Get as much information as possible and provide it to you supervisor.
6. If requested, provide the individual with the supervisor's name and phone number.
7. Do not promise them anything.

Attendance/Dependability

Absenteeism and tardiness are expensive, disruptive and place an unfair burden on fellow volunteers, participants and your Supervisor. It is imperative that you report to your assignment regularly, promptly and be ready to perform your assigned duties in a timely manner.

If you are going to be absent for any reason, you must contact your Supervisor (Coach Coordinator if applicable) at least one day prior to your absence or if you are going to be late at least thirty (30) minutes prior to your scheduled starting time.

Discipline

To provide the best service to our residents the Park District must have reliable volunteers. Any volunteer who disregards Park District rules and regulations will be subject to disciplinary action which may result in

suspension and/or termination.

Insurance

The Glen Ellyn Park District is a member of Park District Risk Management Agency (P.D.R.M.A.) an intergovernmental membership organization which provides for the risk management needs of park districts, special recreation agencies and forest preserve districts in Illinois. The following is a representation of insurance coverage for volunteers:

- A. _ Volunteers are covered for accidental injuries to themselves while within the scope of their designated duties as a volunteer.
- B. _ Volunteers are not covered under Illinois Workers Compensation statutes.
- C. _ If a volunteer is injured while performing their volunteer duties, the claim should first be processed through any health insurance or Medicare coverage the volunteer may have.
- D. _ If the volunteer does not have insurance or Medicare or their insurance does not pay all expenses, PDRMA does provide Volunteer Medical Accident Insurance, with certain limitations. The policy provides \$5,000 in medical expense coverage and \$5,000 accidental death and dismemberment benefits for the injuries incurred while the volunteer is performing volunteer duties. There is no coverage for lost wages from another job. The coverage is excess over all other insurance the volunteer may have. The volunteer will be required to sign an affidavit attesting to what other insurance he/she may have, and provide bills and copies of explanations of benefits before PDRMA will cover any outstanding bills or out of pocket expenses.

Health and Safety

Volunteers are expected to be in appropriate mental and physical condition while volunteering.

Smoking

Smoking is not permitted in any Park District facility, within 15' of the entrance to a facility, at program sites or when working with participants or residents.

Use of Intoxicants

The Glen Ellyn Park District is committed to a safe, healthy and productive environment for all volunteers and that they are free from the effects of substance abuse. Volunteers will perform their duties free of the influence of illegal drugs or other intoxicants.

Training

Volunteers will be trained by the park district staff member for whom they are working. Training may include basic approaches of safety that the Park District mandates and follows. Items such as emergency exits, evacuation and severe weather procedures for the area the volunteer is working should be reviewed.

Coaches/ASEP

1. All volunteer youth sports coaches and youth committee volunteers are required to successfully complete an American Sports Education Program (ASEP) certification program or other coaches training programs used by the Park District at least once every three years. Volunteers working with youth sports programs should be trained on basic first aid and emergency procedures.
2. Volunteers should NOT administer first aid unless they have been trained in first aid, CPR and in the Bloodborne Pathogen Policy.

Bloodborne Pathogens

1. _ O.S.H.A. (Occupational Safety Hazard Association) requires the Park District to treat all blood and other potentially infectious materials as contaminated (possible HIV or Hepatitis B infected).
2. _ Volunteers should take precautions to avoid contact with blood or bodily fluids. First aid should not be administered unless volunteer has received proper training.

Should an injury occur at a program site:

1. _ If the injury is minor, first aid should only be provided by a properly trained person.
2. _ If injury is severe, paramedics will be notified and the program leader and/or volunteer will take necessary precautions and address the medical situation.
3. _ If blood is visible on any part of the participant's, volunteer's or staff's clothing, that part of the clothing must be removed and replaced with clean clothing. Participants, volunteers and staff will not be allowed to return to a program with any blood on their clothes.

Safety/Risk Management

Personnel at all levels, including volunteers, are to make safety a matter of continuing and mutual concern. Department Heads are to ensure that work is done in a safe manner, inspections are conducted on a regular basis, hazards are confronted and accidents are investigated. Volunteers will be briefed about safety procedures before their assignment begins. Volunteers are to immediately report any safety concern to their supervisor.

1. _ Accidents/Incidents

It is the responsibility of every Park District volunteer to report any injury or accident to any program participant or any accident or injury that occurs on Park District property. Volunteers must fill out an Accident/Incident Report Form and submit it to their supervisor as soon as possible after such incident occurs. The report should be submitted within 24-hours of the incident.

In the event someone is injured or property is damaged:

1. _ Remain calm
2. _ Do not speak to any member of the public or press regarding the incident.
3. _ Always cooperate with the police and assist them as they deem necessary.

4. _ Never admit guilt or speak with individuals, other than the police, about the incident.
5. _ If incident is severe, your Supervisor or Department Head should be contacted as soon as possible.

Safety Precautions and Regulations

1. _ First aid kits will be available in all program facilities
2. _ First aid kits are provided to all coaches.
3. _ First aid kits should accompany all field trips and group outings.
4. _ Be aware of the surroundings and know where participants are at all times. Take frequent head counts.
5. _ Make supervisor aware of any safety concern.

Fire

1. _ In the event of a fire, follow the building evacuation plan.

Weather

Indoor Activities

1. _ In the event of a tornado, seek shelter in the designated area of the facility.

Outdoor Activities

2. _ In the event of lightening, or if the ThorGuard Lightning Detection System siren is activated, all programs shall be discontinued and everyone should seek shelter. NEVER seek shelter under a tree.

In the event of a tornado, go inside immediately to a designated shelter, such as a concession stand, if possible. Teams should stay together as a group and coaches should account for all players.

Transportation

Under no circumstances are volunteers to transport participants in their personal vehicle.

Sexual Harassment

Sexual harassment may occur whenever there are unwelcome sexual advances, requests for sexual favors, or any other verbal, physical or visual conduct of a sexual nature when:

1. _ Submission to the conduct is made either implicitly or explicitly a condition of the individual's employment;
2. _ Submission to or rejection of the conduct is used as the basis for an employment decision affecting the harassed employee; or
3. _ The harassment has the purpose or effect of interfering with the employee's work performance or creating an environment that is intimidating, hostile or offensive to the employee.

Any and all activities described above are prohibited. If you experience or witness harassment or

discrimination of any kind, you should deal with the incident as directly and firmly as possible by clearly communicating your position to the offending person, your immediate supervisor and/or the Superintendent of Finance & Personnel. If your immediate supervisor is involved in the activity you should contact the Superintendent of Finance & Personnel. Incidents of harassment or discrimination may also be reported directly to the Executive Director. In all circumstances, an investigation will be conducted and appropriate action taken when an allegation is determined to be valid. At no time will personnel involved in the alleged harassment conduct the investigation.

Emergencies

Call 911. Take whatever steps are necessary to make the environment safe for the injured party, you and other volunteers. If you are willing and able, administer first aid and wait for help to arrive.

Non – Harassment Policy

All employees/volunteers have the right to a work environment free from intimidation and harassment because of their sex, race, age, religion, ethnic origin, handicap, marital status, sexual orientation, and military discharge. The Glen Ellyn Park District prohibits any physical, verbal, or visual harassment. An employee/volunteers should report any complaints to their immediate supervisor, Department Head, or Executive Director.

Glen Ellyn Park District Volunteer Waiver & Release

IMPORTANT INFORMATION

The Glen Ellyn Park District is committed to conducting its recreation programs and activities in a safe manner and holds the safety of volunteers in high regard. The Park District continually strives to reduce such risks and asks that all volunteers follow safety rules and instructions that are designed to protect the volunteer's safety. However, volunteers must recognize that there is an inherent risk of injury when choosing to volunteer for any activity or program.

Please recognize that the Glen Ellyn Park District carries only limited medical accident coverage for volunteers; therefore, it is strongly urged that all volunteers review their own health insurance policy for coverage. Additionally, each volunteer is solely responsible for determining if he/she is physically fit and/or properly skilled for any volunteer activity. It is always advisable, especially if the volunteer is pregnant, disabled in any way or recently suffered an illness, injury or impairment, to consult a physician before undertaking any physical activity.

WARNING OF RISK

Despite careful and proper preparation, instruction, medical advice, conditioning and equipment, there is still a risk of serious injury when providing volunteer services. Understandably, not all hazards and dangers can be foreseen. Volunteers must understand that depending upon the volunteer services, certain risks, dangers and injuries due to acts of God, inclement weather, slip and falls, inadequate or defective equipment, failure in supervision or instruction, premises defects, horseplay, carelessness, lack of skill or technique, and all other circumstances inherent to the particular volunteer services exist. In this regard, it must be recognized that it is impossible for the Glen Ellyn Park District to guarantee absolute safety.

WAIVER AND RELEASE OF ALL CLAIMS AND ASSUMPTION OF RISK

Please read this form carefully and be aware that in consideration for providing volunteer services, you will be expressly assuming the risk and legal liability and waiving and releasing all claims for injuries, damages or loss which you may sustain as a result of participating in any and all activities connected with and associated with your volunteer services (including transportation services/vehicle operations, when provided).

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 my volunteer services. I further agree to waive and relinquish all claims I may have (or accrue to me) as a result of my volunteer services against the Glen Ellyn Park District, including its officers, officials, agents, volunteers and employees (hereinafter collectively referred as "Parties"). I do hereby fully release and forever discharge the Parties from any and all claims for injuries, damages, or loss that I may have or which may accrue to me and arising out of, connected with, or in any way associated with my volunteer services.

I have read and fully understand the above important information, warning of risk, assumption of risk and waiver and release of all claims. If registering on-line or via fax, my on-line or facsimile signature shall substitute for and have the same legal effect as an original form signature.

Volunteer's Name: _____
(Please Print)

Volunteer's Signature: _____ Date: _____

Participation Will Be Denied

If the signature of volunteer and date are not on this waiver.

Coaching Contract

I understand that my responsibilities as a youth coach are of great importance and that my actions have the potential to significantly influence the young athletes I coach. Therefore, I promise to uphold the following rights of young athletes to the best of my ability.

- I. Right to participate in sports.
- II. Right to participate at a level commensurate with each child's maturity and ability.
- III. Right to have qualified adult leadership.
- IV. Right to play as a child and not as an adult.
- V. Right of children to share in the leadership and decision-making of their sport participation.
- VI. Right to participation in safe and healthy environments.
- VII. Right to proper preparation for participation in sports.
- VIII. Right to an equal opportunity to strive for success.
- IX. Right to be treated with dignity.
- X. Right to have fun in sports.

I also promise to conduct myself in accordance with the Code of Ethics for Coaches as given below.

1. I will place the emotional and physical well being of my players ahead of any personal desire to win.
2. I will remember to treat each player as an individual remembering the large spread of emotional and physical development for the same age group.
3. I will do my best to provide a safe play situation for players.
4. I promise to review and practice the necessary first aid principles needed to treat injuries of my players.
5. I will do my best to organize practices that are fun and challenging for all my players.
6. I will lead through example by:
 - * Demonstrating fair play and good sportsmanship.
 - * Treating all players, coaches, officials and parents with respect and dignity.
 - * Refraining from smoking, drinking or other personal habits, which are inappropriate around youth sports during practice and games.
7. I will insure that I am knowledgeable in the rules of each sport that I coach, and that I will teach these rules to my players.
8. I will use those coaching techniques appropriate for each of the skills that I teach.
9. I will remember that I am a youth coach, and that the game is for children and not adults.

With my signature, which I voluntarily affix to this contract, I acknowledge that I have read, understand, and will do my best to fulfill the promises herein. I further understand that failure to comply with this contract can result in my removal from this program as coach.

Signature of Coach

Date

Print Name

Softball

Sport(s)

WAIVER AND RELEASE OF ALL CLAIMS FORM

I understand that a successful criminal background check is a condition of employment/volunteer capacity with the Glen Ellyn Park District.

I consent to the Glen Ellyn Park District obtaining my criminal conviction history from the Illinois State Police and / or FBI.

I understand I will be provided a copy of the criminal background check if any convictions are reported, and it is my duty under the law to notify the Park District within 7 working days if the information is inaccurate or incomplete.

I hereby fully release and discharge the Glen Ellyn Park District, its officers, agents, and employees, from any and all claims for damages which may arise from participating in or as a result of the criminal background check, except for willful and wanton conduct.

I have read and fully understand this release form.

This form will be kept on file by the Glen Ellyn Park District for a minimum of 2 years.

Printed Name: _____

Date of Birth: _____ Sex: (Circle) M F

Race: White Black Asian/Pacific Islands American Indian/Alaskan

Signature: _____ Date: _____

Supervisor's Signature:  _____ Date: 01-26-2015

Volunteer Orientation Checklist

- ORGANIZATIONAL CHART
- JOB DESCRIPTION REVIEWED
- RULES & REGULATIONS
 - CONDUCT
 - PUBLIC RELATIONS
 - ATTENDANCE
 - DISCIPLINE
 - INSURANCE
 - HEALTH & SAFETY
 - SMOKING
 - USE OF INTOXICANTS
 - TRAINING

- ASEP
- BLOODBORNE PATHOGENS
- SAFETY/RISK MANAGEMENT
- SAFETY PRECAUTIONS
- TRANSPORTATION
- SEXUAL HARRASSMENT
- EMERGENCIES
- NON-HARRASSMENT POLICY

- COACHING WAIVER & RELEASE
- COACHING CONTRACT
- BACKGROUND CHECK FORM
- VOLUNTEER MANUAL AND RECEIPT

I acknowledge that we have discussed all the above and I have received a part time employee policy manual.

Print Name

Employee's/Volunteer's Signature Date



01-26-2015
Date

Supervisor