



Volunteer Coach 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. Thank you for your service to the Park District and the community we serve.

Cordially,

Dave Thommes
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 District 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.

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
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Park District Hotline Numbers

Weather	(630) 984-5075
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<http://www.gepark.org/rainout-line/>

Volunteer Coach Job Description

Volunteers are an integral part of our being able to offer and run various athletic programs at both the recreation and competitive levels. We appreciate you taking the time and committing to the success of our programs. If you have any questions or concerns at any time, please direct them to your supervisor, HR or other Recreation department management.

Supervision

Volunteer Coaches report to the full-time, park district staff member responsible for the program.

Duties and Responsibilities

1. Arrive at program site at least 15 minutes prior to the program start time and stay until your assignment is completed and the last child has been picked up.
2. Notify your supervisor if you will be late or absent before the program begins 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. Ensure the safety of participants.
6. Assist in keeping supplies and equipment in order. Report any broken or missing equipment and/or supplies to supervisor.
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 and good sportsmanship at all times when representing the Glen Ellyn Park District.
10. Follow all Glen Ellyn Park District policies and procedures as appropriate to the best of your ability.
11. Complete other duties as assigned.

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 all 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 with courtesy and respect.

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. Remain 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 your supervisor.
6. If requested, provide the individual with the supervisor's name and phone number.
7. Do not promise them anything.

Discipline/Corrective Action

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 removal from the program or event.

We will do our best to explain expectations and offer recommendations for corrective action to resolve the problem or concern.

Insurance Coverage

The Glen Ellyn Park District is a member of the Park District Risk Management Agency (PDRMA), 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/Tobacco

Smoking/Tobacco is not permitted in any Park District facility.

Use of Intoxicants

The Glen Ellyn Park District is committed to providing a safe, healthy and productive environment for all volunteers, employees and participants. Volunteers are expected to be free from the effects of substance abuse. Volunteers will perform their duties free of the influence of alcohol, illegal drugs, prescription 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 to 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/PCA

1. _ All volunteer youth sports coaches and youth committee volunteers are required to successfully complete a Positive Coaching Alliance (PCA) certification program or other coaches training programs used by the Park District. 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.
3. Always protect yourself first! Put gloves on prior to touching an injured party or cleaning up afterwards.

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/accident of any program participant or any accident/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 and assess the situation and any possible injuries.
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.

Statement of Admission

All employees/volunteers are expected to act and conduct themselves at all times in the best interest of the District. When an accident occurs, no matter how insignificant it may seem to be, it is of the utmost importance never to presume or admit guilt or fault of any kind. Employees/Volunteers should never speculate on the cause(s) of the accident or injury or discuss any facts of the accident. Employees/Volunteers should cooperate with investigating authorities and with any investigation conducted by or on behalf of the Glen Ellyn Park District. Any and all questions relating to an accident involving District property and/or personnel should be promptly directed to your Supervisor or other management staff that is immediately available.

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.

Emergencies

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

Fire

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

Severe Weather

Indoor Activities

1. In the event of a tornado, seek shelter in the designated area of the facility.
2. Bring a class list (if applicable) and take a headcount to be sure everyone is accounted for.

Outdoor Activities

1. Athletic Fields & Parks Without Lightning Prediction System -
In the event of lightning or thunder, all games and practices along with other park activities must be immediately suspended if:
 - ANY thunder is heard regardless of how far away it is believed to be, and or
 - ANY lightning is seen regardless of how far away it is believed to be

If a game or practice is delayed due to thunder or a visual spotting of lightning at a field, **30 minutes without another spotting** must pass before play resumes. Each time an occurrence of lightning and/or thunder, you must wait 30 minutes additionally from that time.

It is recommended that park patrons and staff seek and remain in lightning-protected buildings in the event of threatening weather. If such shelter is unavailable, patrons are encouraged to get into their cars, avoid areas that are higher than surrounding landscape, and stay away from trees, playgrounds, spectator bleachers and metal objects such as bicycles and umbrellas. **Do not seek shelter in the dugouts.**

Getting off a playing field or playground but remaining on the sidelines or in the immediate area is Not considered moving to a safe and protected area.

2. Sunset Pool and Maryknoll Park (with Lightning Prediction System) -
In the event of severe weather in the area, these two facilities contain a sensor system called Thor Guard that measures electrostatic charges at ground level and in the atmosphere. It is intended to help you assess weather conditions.

*** Neither the signal nor the system is intended to guarantee that conditions are safe.**

The strobe light signal is located on the roof of the entrance building at Sunset Pool and on a pole near the garbage corral behind the Holes & Knolls miniature golf course.

When conditions indicate that a lightning occurrence is probable, a signal is sent to the alarm horn/flashing strobe light located on the roof of the facility. Once the alarm has sounded, you have approximately 8 to 12 minutes to seek shelter. There will be one long signal blast which indicates to seek shelter fast. There will be three short signal sounds which indicate it is safe to be around. The strobe light will turn off when the facility and area is safe.

Holes and Knolls, the Splash Park and Sunset Pool are staffed facilities and District employees are responsible for enforcing the severe weather procedures in accordance to the lightning prediction system. Facility supervisors based on their judgment and observation may enact the severe weather procedures even if the lightning prediction system has not been activated. However, if the lightning prediction system is activated, they do not have the ability or authority to disregard.

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.

Non-Discrimination and Anti-Harassment Policy

The Glen Ellyn Park District is committed to maintaining a work environment that is free of discrimination and harassment, including sexual harassment, which are all illegal under the Illinois Human Rights Act (IHRA) and Title VII of the U.S. Civil Rights Act of 1964 (Title VII). In keeping with this commitment, the District will not tolerate discrimination against or harassment of District employees, volunteers, interns, or contractors by anyone, including any supervisor, co-worker, vendor, contractor, intern, volunteer, or other regular visitor of the District. Violation of this policy shall be considered grounds for disciplinary action up to and including dismissal.

Discrimination

Discrimination consists of actions taken against an individual based on a characteristic protected by law, such as sex, race, color, ancestry, national origin, citizenship status, religion, age, disability, marital status, sexual orientation, gender identity, pregnancy, military or veteran status, genetic information, order of protection status, or any other category protected by applicable law. In other words, discrimination occurs when an individual is treated differently or unequally because the individual is a member of a protected group.

Harassment

Harassment consists of unwelcome conduct, whether verbal, physical, or visual, that is based upon a person's protected status such as race, color, ancestry, national origin, citizenship status, religion, sex, pregnancy, sexual orientation, gender identity, age, disability, marital status, military or veteran status, genetic information, order of protection status, or any other category protected by applicable law. The District will not tolerate harassing conduct that affects or interferes unreasonably with an individual's performance, or creates an intimidating, hostile or offensive environment.

Sexual Harassment

Sexual harassment, as defined by the IHRA, consists of unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature when made where:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of a person's employment;
2. Submission to or refusal to engage in such conduct is used as the basis for any employment decisions affecting such individual; or
3. Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment may include a range of subtle and not so subtle behaviors and may involve individuals of the same or different gender. As defined above, these behaviors may include, but are not limited to:

1. Uninvited sex-oriented verbal "kidding" or demeaning sexual innuendoes, leers, gestures, teasing, sexually explicit or obscene jokes, remarks or questions of a sexual nature;
2. Graphic or suggestive comments about an individual's dress or body;
3. Displaying sexually explicit objects, photographs, writings, or drawings;

4. Unwelcome touching, such as patting, pinching or constant brushing against another's body; or
5. Suggesting or demanding sexual involvement of another employee, whether or not such suggestion or demand is accompanied by implicit or explicit threats concerning one's employment status or similar personal concerns.

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 possibly 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.

Alcohol and Drug-Free Workplace Policy

The Glen Ellyn Park District has implemented an Alcohol and Drug-Free Workplace Policy in response to overwhelming evidence that alcohol and drug abuse has a detrimental impact on employees' (or volunteers') health, performance, safety, and efficiency. Since District employees and volunteers offer programs and services for participation by members of the public that may have a direct effect on the health and safety of the public, the Park District wishes to maximize the health and safety of its patrons, employees and volunteers.

Acts Prohibited

The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance, including cannabis, medical marijuana and alcohol, is prohibited on agency Property or while acting on behalf of the District. Violation of this policy shall be considered grounds for disciplinary action up to and including dismissal.



VOLUNTEER WAIVER AND RELEASE

Please read this document carefully so that you fully understand your rights and responsibilities as a volunteer. Participation will be denied if the signature of the volunteer and date are not on this waiver.

I agree to serve as a volunteer for the Glen Ellyn Park District. I understand that my volunteer service with the District may be ended for failure to adequately perform my volunteer duties, for improper conduct while serving as a volunteer, or for any other lawful reason. I also acknowledge that the District recommends each person carry their own medical accident insurance, since worker's compensation benefits are not available to volunteers.

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 participants in high regard. The District continually strives to reduce such risks and insists that all volunteers follow safety rules and instructions that are designed to protect the volunteers' safety. However, volunteers and parents/guardians of minors volunteering for this program/activity must recognize that there is an inherent risk of injury when choosing to participate in recreational activities/programs, whether as a volunteer or participant.

You are solely responsible for determining if you or your minor child/ward are physically fit and/or adequately skilled for the activities contemplated by this agreement. It is always advisable, especially if the volunteer is pregnant, disabled in any way or has recently suffered an illness, injury or impairment, to consult a physician before undertaking any physical activity.

WARNING OF RISK

Recreational activities are intended to challenge and engage the physical, mental and emotional resources of each participant and, consequently, volunteers. Despite careful and proper preparation, instruction, medical advice, conditioning and equipment, there is still a risk of serious injury when volunteering in any recreational activity. All hazards and dangers cannot be foreseen. Depending on the particular activity, certain risks, dangers and injuries may exist due to inclement weather, slips and falls, poor skill level or conditioning, carelessness, horseplay, unsportsmanlike conduct, premises defects, inadequate or defective equipment, inadequate supervision, instruction or officiating, and other risks inherent to the particular activity. In this regard, it is impossible for the 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 signing up to volunteer in this program/activity, you will be expressly assuming the risk and legal liability and waiving and releasing all claims for injuries, damages or loss which you or your minor child/ward might sustain as a result of volunteering in any and all activities connected with and associated with this program/activity (including transportation services and vehicle operations, when provided).

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 my minor child/ward or I may sustain as a result of said participation. I further agree to waive and relinquish all claims I or my minor child/ward may have (or accrue to me or my child/ward) as a result of participating in this program/activity against the Glen Ellyn Park District, including its officials, agents, employees, and other volunteers.

I have read and fully understand the above important information, warning of risk, assumption of risk and waiver and release of all claims. If applying 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 Name (Printed)

Volunteer Signature

Date

Parent/Guardian must sign if volunteer is under age of 18

Date

(THIS IS BEING PROVIDED AS A COPY FOR YOUR RECORDS)

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 a safe and healthy environment free of intimidation or discrimination.
- 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 wellbeing 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 ensure 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

Sport(s)

(A COPY IS PROVIDED HERE FOR YOUR RECORDS)

**GLEN ELLYN PARK DISTRICT
VOLUNTEER CRIMINAL BACKGROUND CHECK
WAIVER AND RELEASE OF ALL CLAIMS FORM**

Please read this form carefully and be aware that by agreeing to allow the Glen Ellyn Park District to investigate your background with the Illinois State Police Bureau of Identification and/or the FBI, you will be waiving and releasing all claims for damages you might sustain arising out of the criminal background check and review.

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

I agree to waive and relinquish all claims I may have as a result of participating in the criminal background check against the Glen Ellyn Park District and its officers, agents, servants, and employees.

I hereby fully release and discharge the Park District, their respective officers, agents, servants, and employees from any and all claims from damages which I may have or which may accrue to me on account of the results of any aspect of the criminal background check.

I further agree to indemnify and hold harmless and defend the Glen Ellyn Park District, their respective officers, agents, servants, and employees from any and all claims resulting from damages sustained by me or arising out of, connected with, or in any way associated with any of the activities of the criminal background check and review except for willful and wanton conduct.

I have read and fully understand this Waiver and Release of All Claims. Please Initial Here: _____

Printed Name: _____

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

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

Signature: _____ Date: _____

Supervisor's Signature: _____ Date: _____

Volunteer Program Assigned to: _____

FOR OFFICE USE ONLY

CBC Initiated Date: _____ CBC Initiated By: _____

CBC Results Received/Reviewed: _____ Sex Offender Check: _____

Entered/Updated on Volunteer Tracking Form: _____ Date: _____