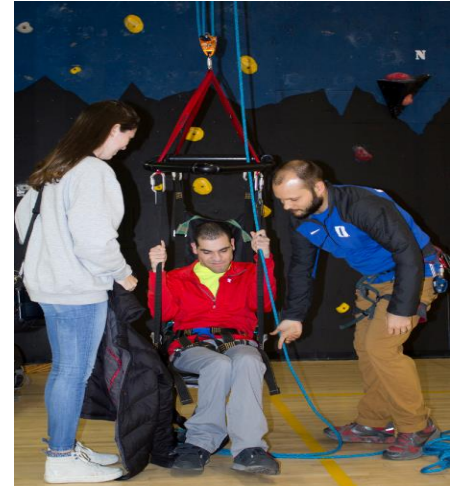


CHAPEL HILL PARKS AND RECREATION DEPARTMENT VOLUNTEER HANDBOOK



VOLUNTEERS GIVE THE WORLD A LIFT!



WE VALUE R.E.S.P.E.C.T

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VOLUNTEER CODE OF CONDUCT

To ensure that both participants and volunteers have the best experience possible, we have adopted the Town values of **R.E.S.P.E.C.T.** for all staff and volunteers.

- **Responsibility:** I will fulfill the responsibilities of my assignment.
- **Equity:** I will follow directions, policies and procedures.
- **Safety:** I will be aware of my surroundings for everyone's safety and report any problems.
- **Professionalism:** I will set a good example for participants and be an advocate for inclusion by ensuring equal access to all activities.
- **Ethics:** I will demonstrate good citizenship through honesty and trust.
- **Communication:** I will understand my role and expectations as a volunteer, and value constructive feedback.
- **Teamwork:** I will cooperate with others to support positive service in our community.

Revised: 10/25/17



WELCOME!

Volunteers are a valuable resource to the Town of Chapel Hill Parks & Recreation! Without the support of our volunteers, we would not be able to have nearly the impact that we have in areas such as providing recreation and sports programs, supporting our youth, maintaining our public spaces and greenways, or handling behind-the-scenes functions of administration. On behalf of our entire team, I want to thank you for your interest in volunteering with Parks & Recreation!

As a volunteer and as a supporter, you bring a valuable perspective to our operation. During the course of your involvement with us, I hope that you will take an opportunity to share ideas that you may have with your supervisor. Our programs and amenities can be made stronger with your input!

We have prepared this handbook in order to provide you with basic information about the various volunteer opportunities available and also our volunteer expectations. We offer short term and longer-term appointments depending upon the season or activity. Please review the attached materials and choose the volunteer role description that interests you. Contact the supervisor listed on the volunteer role description to begin the process and to embark on a unique experience!

I hope you will find your involvement with our department rewarding and meaningful. Again, thank you for your interest and willingness to lend your time and effort to the Town of Chapel Hill Parks & Recreation Department!

Sincerely,

A handwritten signature in black ink, appearing to read "Phil Fleischmann".

Phil Fleischmann
Director

VOLUNTEER PROGRAM OVERVIEW

Chapel Hill Parks and Recreation relies on a strong volunteer base to provide programs, activities and services to the residents and visitors of Chapel Hill. Volunteer opportunities with Chapel Hill Parks and Recreation are varied and can include: special event assistants; academic tutors; activity monitors, athletic coaches, van drivers, outdoor gardeners, swim buddies, instructors, interns, and more! There are weekday and weekend opportunities depending on the project or event. Some activities are regular and on-going while others are one-time events where you can volunteer for a few hours.

Note: A volunteer application is not a guarantee of placement in a volunteer task or position unless you have confirmation of acceptance by a Parks & Recreation staff person. Some volunteer positions may require an interview and/or a background check. Volunteers who wish to drive are required to have background and driving history checks.

OUR MISSION AND VALUES

The Town builds upon a foundation of 7 key values called R.E.S.P.E.C.T.-- Responsibility, Equity, Safety, Professionalism, Ethics, Communication, Teamwork. The Town's mission is "Learning, serving and working together to build a community where people thrive." The Senior Management Team and the Employee Forum adopted values for Town of Chapel Hill employees on April 28, 2011. The Parks and Recreation Department subsequently developed their mission statement to reflect the values of the Town, "*To provide exceptional recreational and cultural opportunities in beautiful, sustainable environments.*" Our values are the basis for our choices. They are reflected in our behavior and decisions every day. They are our compass as we accomplish our mission and objectives.

COMMUNITY PROFILE

The Town of Chapel Hill is a community where a diversity of ideas, people, and opportunities converge. It is a place where its citizens feel a vitality and pride that stem from Chapel Hill's history, traditions, and unique characteristics. Nicknamed the "Southern Part of Heaven," Chapel Hill was named after New Hope Chapel which stood upon a hill at the crossing of two primary roads (where The Carolina Inn currently stands). Town Government is a Council-Manager form of government with 8 Council members and a Mayor.

The population of ~57,233 is diverse, consisting of University faculty and staff, students, business people, and retirees from all over the world, not to mention residents native to Chapel Hill. The Town's transformation from a small, relatively rural, turn-of-the-century village to a thriving, cosmopolitan University city has occurred since 1940, largely in concert with corresponding growth and change in the University. In response to the demands of the rapidly growing population, Town government has undergone a thrust toward modern business professionalism to meet the higher levels of service needed. Between 1968-1978 the services of Parks and Recreation, Planning, Personnel, Transportation and the Public Library were added to Town government.

The Town's municipal government is organized into 14 departments with approximately 700 employees. The Town maintains: 165.3 miles of roads; 45.6 miles of sidewalks; 13.2 miles of on-street bicycle facilities; 350 acres of parks; and 14.8 miles of greenways and 15 parks. The Parks and Recreation Department has incorporated upwards of 300 volunteers to produce successful events and programs for the community. The Friends of Chapel Hill Parks and Recreation is a nonprofit created to enhance our parks, greenways, facilities, and programs. www.friendschparksrec.org.

BENEFITS OF VOLUNTEERING

Benefits to the **Volunteer** can include:

- Promoting a sense of community ownership, achievement and pride.
- Helping provide services to a diverse range of people.
- Meeting new people and networking.
- Eligible to become a member of the Local Government Federal Credit Union.
- Acting as a sounding board for new ideas.
- Having Fun.
- Exploring new careers and possible job opportunities.
- Becoming a part of the American volunteer movement.
- Creating an avenue for persons to 'give back' to their community.
- Being a good role model.
- Adding to a resume`.
- Participating in cutting-edge activities in the Parks & Recreation profession; learning about the Parks & Recreation industry.
- Experiencing professional development, gaining work experience, and learning new skills.

Benefits to our **Community** can include:

- Providing learning projects for youth and teens.
- Strengthening the community.
- Identifying a place to achieve important goals.
- Creating a sense of community team work.
- Observing the benefits of health and wellness.
- Receiving awards, letter of commendation and accolades.
- Creating quantifiable social impact figures.

TYPES OF VOLUNTEERS

Note: A volunteer application is not a guarantee of placement in a volunteer task or position unless you have confirmation of acceptance by a Parks & Recreation staff person. Some volunteer positions may require an interview and/or a background check. Volunteers who wish to drive are required to have background and driving history checks.

We have three categories of volunteers within the Parks & Recreation Department. We accept teens (ages 14-17) as well as adults (ages 18 and above). They include:

- **Short-Term Community Service Volunteers:** Community Service volunteers are individuals who wish to volunteer on a temporary basis for 25 hours or less. This can include approved service learning credits required by an education organization; caring and sharing residents; and groups such as scouts, schools, service clubs, churches, businesses, professional and fraternal organizations. Once the volunteer has completed their required hours they may request proof of completion. Proof of completion is a written acknowledgement of the number of hours of volunteer service provided. If any other documentation is needed by the volunteer, such as a signature form or timesheet from a school or other organization, it is the volunteer's responsibility to present these materials to the designated Parks & Recreation staff person in order to be signed upon completion of the volunteer's service.

- **Longer Term or On-going Temporary Volunteers:** volunteers that choose to volunteer with the Parks & Recreation Department on an on-going basis for more than 25 hours. On-going volunteers may choose a regular schedule on a weekly or monthly basis. Hours may last for a semester (for example a volunteer intern) or over several weekends, or longer. Unpaid internships are a great way for undergraduate and graduate students to earn real world experience. Those interested in gaining experience in marketing, park planning and design, recreation or park administration may apply.
- **Court-ordered Temporary Volunteers.** The Parks & Recreation Department may provide volunteer opportunities for individuals who are required to provide community service hours as ordered by a judge or as a condition of probation. Consideration regarding the applicant's background and the nature of the offense committed will be given in determining whether or not to accept the individual into the volunteer program and, if they are accepted, what type of work assignment would be appropriate. The court-ordered volunteer is responsible for his or her own paperwork related to or required by the court system.

VOLUNTEER ROLE DESCRIPTIONS

Attached to this manual are description sheets on all possible volunteer opportunities at this time. Each description lists: the volunteer title; purpose; duties; qualification requirements; how the Department measures participation success; location; the time and dates required; length of commitment; specific benefits to the volunteer; and the staff contact person for more information. Please note that some opportunities may be seasonal. Should you have further questions about an opportunity, contact the staff person listed and they will respond within 24 business hours. Additional Department program information can be found on our website at: <http://www.townofchapelhill.org/town-hall/departments-services/parks-recreation> and click on our current program brochure.

THE VOLUNTEER PROCESS

Recruitment: The Parks & Recreation Department participates in ongoing volunteer recruitment. Potential volunteers may learn about opportunities through: community center recruitment fliers; our Town web page; *PeachTree*, a Chapel Hill/Carrboro City Schools on-line news bulletin; the Chapel Hill/Carrboro City Schools LetServe App for student service learning hours; Facebook, Twitter. Finally, community information days throughout the year allow us to promote our volunteer opportunities to the community.

1. Look through the volunteer description sheets. Choose the volunteer opportunity that you can commit to a schedule and contact the staff person listed on the volunteer description sheet. It's important to plan in advance and submit your interest for a volunteer activity at least 1-2 weeks in advance. If you have additional questions about a specific description, please contact the staff person listed on the description sheet.
2. Once you contact the staff person of your chosen volunteer opportunity, you may be directed to an on-line application form; other staff may provide you with an application form. Each program area is a little different and may require information specific to their activity.
3. Return any application forms to the staff contact person listed on the volunteer description sheet. The staff person will tell you the best way to send the completed form(s).

Note: A volunteer inquiry is not a guarantee of placement in a volunteer task or position unless you have confirmation of acceptance by a Parks & Recreation staff person. Some volunteer positions MAY require an interview and/or a background check if you are 16 years and older. Volunteers 15 years and under require 3 reference names and contact numbers. Volunteers who wish to drive are required to have Town background and driving history checks, plus additional safety requirements.

The Department selects volunteers without regard to age, sex, race, color, religion, nonjob-related disability, national origin, sexual orientation, gender identity, gender expression, or marital status.

4. Your submitted volunteer information will be reviewed; at this step you *may* receive a call/ email asking for more information as necessary. Please respond in a timely manner.
5. Once you receive volunteer confirmation, you will participate in a training or brief orientation. This may take place immediately preceding the volunteer activity.
6. After the volunteer experience, you'll be directed to take a brief on-line survey. Information collected will help us improve our volunteer process and marketing efforts. Please take a moment to give us your feedback. Longer term volunteers can expect a brief performance evaluation every 6 months.

Orientation and Training: Orientation may include but is not limited to: review of the volunteer handbook, specific assignment(s), issuance of Town identification badge or name tag, introduction to members of the facility site; and familiarization of your chosen volunteer location.

Volunteer training MAY include:

- observing and “shadowing” a staff person or other volunteer in a class, program, activity, or other special event;
- completing computer tutorials; and/or
- attending a customer service orientation and/or safety training class or workshop.

Benefits/ Recognition: The Town of Chapel Hill appreciates the work of all volunteers. Without volunteers the Town could not meet the current demand for our services. Each Town Department develops its own recognition for their volunteers. Within the Parks & Recreation Department we have different program areas that may include recognitions such as: discounted coupons to local businesses, personal thank you notes, meal/dessert/pot-luck socials, resumé letter of recognition of your achievements, t-shirt, newsletter acknowledgement, framed portrait-certificate, or other special recognition.

VOLUNTEER POLICIES

As a volunteer, you are responsible for knowing and applying the information contained in this volunteer handbook. Please read the volunteer handbook completely and carefully. Ask questions if you don't know.

Accidents: If a volunteer is seriously injured, call '9-911'. Volunteers are NOT covered by worker's compensation since they are not a paid employee. **Remember: If an injury occurs, report this to your Supervisor immediately and complete a documentation report.** Volunteers are considered insured's under the Liability definition of "Insured" - which means that Bodily Injury or Property Damage caused by volunteers to a third party is covered but only while performing duties assigned and related to the conduct of our business.

Volunteers who are hired to drive a vehicle will have more extensive training with their supervisor on driver safety, refueling, and what to do if there is a vehicle accident.

Age: Individuals 14-17 years may be utilized as volunteers, providing they have permission of their parent or legal guardian, and work under the direct supervision of an adult during their volunteer time. Volunteers shall not perform duties utilizing heavy-duty equipment, power equipment, or utilizing Town equipment that may cause serious injury. Volunteers in general cannot supervise others or be placed in positions of authority. However, we welcome creative ideas and innovation.

Attendance: Good attendance and punctuality are vital to the success of the operation of the Parks and Recreation Department. Volunteers are expected to be at their assigned location on time for their assigned time(s)/day(s). Volunteers unable to fulfill a scheduled shift due to unforeseen urgencies are required to speak with their supervisor to report an absence as soon as possible. Please notify your supervisor of any address or phone number changes.

Attitude: The difference between being a good volunteer and being a great volunteer is being able to improvise, maintain a positive attitude, and keep going. No one can control all the variables in life, so be flexible and roll with the punches. Cooperation is essential and a positive atmosphere also affects our participants. Our Department team follows the Town's seven values of R.E.S.P.E.C.T. This includes Responsibility, Equity, Safety, Professionalism, Ethics, Communication, and Teamwork.

Cell Phone/I-Pads/MP-3 Player Use: Cell phones may be used for certain situations such as field trips and emergencies or to communicate with your supervisor. If you have a family urgency that requires calling/texting, please see your supervisor. Otherwise, these items are not allowed while you are on duty for safety reasons unless they are part of the actual activity experience.

Communications: The use of obscenity, profanity, bullying or vulgarity is inappropriate. It's everyone's responsibility to maintain a pleasant and comfortable atmosphere for patrons, staff and volunteers. Any concerns or complaints should be taken to your supervisor for discussion. Avoid gossip.

Computers, Communication & Technology: The Chapel Hill Public Library allows for public computer access. Using Parks & Recreation Department computers are prohibited unless directed by a supervisor for a volunteer assignment. The Town's Email and Internet communications are not private and are monitored. Users must respect the integrity of other Town computers and computer systems and not interfere with or disrupt network users, services, programs, software or equipment. Disruptions can include distribution of unsolicited advertising; computer worms or viruses or other debilitating programs; and using the network to make unauthorized entry to any other computer accessible via the network. To do so will result in recommending to the Director termination of volunteer status and possible criminal action.

Confidentiality: Volunteers are responsible for maintaining the confidentiality of all privileged information to which they are exposed while serving as a volunteer, whether the information involves a staff person, volunteer, or overall business of the Town of Chapel Hill. Disclosure of confidential information will result in recommending to the Director termination of volunteer status and possible criminal action. If you have a question about what is confidential, please ask your supervisor.

Discipline: Excessive absences, tardiness, or no-call/no-show for a volunteer shift are grounds for immediate recommendation to the Department Director for dismissal from the volunteer program.

Dress Code: Certain articles of clothing may be required to be worn while on duty for proper identification and safety. Close-toed shoes and a photo identification/ name tag are required at all times. (You are responsible for returning your ID card and/or card-key to your supervisor when you end your volunteer status.) If a volunteer shirt is required, please, wear it to your assigned activity.

Volunteers may come in contact with hundreds of people, upon which their impression of the Town may depend. A business-casual appearance reflects well on the volunteer and the Town. In general, business-casual means dressing professionally, yet relaxed, neat, and pulled together. For volunteer work performed outdoors, attire may be more casual in accordance with the type of physical labor being performed. We recognize that individuals have different styles of dress, and we support this aspect of individuality. The intention of the dress code is not to limit or restrict style, but to support a professional atmosphere. If you wear cologne or perfume, please use a minimalist approach. Patrons and coworkers with allergies will appreciate your thoughtfulness.

Driving: Volunteers over the age of 18 who are assigned to use a Town vehicle to perform their volunteer duty must have a valid NC driver's license and pass a Town background check and of driving record history. Volunteers will also be required to complete satisfactorily safe driver training.

Eating: The Town of Chapel Hill and our Department places a huge emphasis on treating others with DIGNITY and RESPECT, especially the patrons we serve. Please do not eat or drink in front of a patron. Remember, you are trying to project a professional image. We also want to protect our equipment from spills and food crumbs.

Emergency Procedures: In ANY emergency, please call 911 (or 9-911, if calling from a Town phone), and contact your supervisor about the incident as soon as possible. Each site has an Emergency Response Plan that your supervisor will share.

Lost and Found: Any items should be turned in to your supervisor. Do NOT borrow items from lost and found to another person. Health Department regulations prohibit this to avoid passing potentially nasty germs to another person.

Media: Volunteers are not authorized to speak to the media while wearing a volunteer uniform, or as a representative of the Parks and Recreation Department and/or the Town of Chapel Hill. Volunteers may direct media inquiries to the on-site supervisor or facility manager.

Personal Items: When available, the site supervisor will show you where to place your items while volunteering. We encourage all our volunteers/staff to leave items of high value at home or locked in their vehicle trunk. One suggestion is to carry a backpack/fanny pack with you with items you'll need.

Schedule & Tracking Hours: Volunteer schedules vary greatly and are dependent upon the length of service intended and program needs. Some volunteers work once or twice a week, while others contribute hours just once a month, or need to complete a minimum amount for school. Many volunteers

remain “on-call” for special events and programs, and these volunteers are scheduled as needed or when available.

Supervisors keep all their volunteer hours on a spreadsheet for reporting purposes. If you wish to know the total hours you’ve volunteered at any point in time, please contact your supervisor.

Security & Safety:

- **Sexual Harassment:** The Town has a zero tolerance on sexual harassment and violence by and toward any volunteer/staff member by the public and/or others.
- **Smoking/Tobacco/Drugs/Alcohol:** It is the Town’s policy to ensure a tobacco, drug and alcohol free workplace for all employees, volunteers, and patrons of the Department’s facilities and programs. Smoking is prohibited in all Town facilities, Town vehicles and on Town Grounds. Smoking is also prohibited on any Town of Chapel Hill or Orange County sidewalk. The use of electronic cigarettes is prohibited in all enclosed Town facilities and Town vehicles (Town Personnel Policy PP 8-3).
- **Weapons:** No person shall carry, possess or use any firearm or other dangerous weapon within any town-owned building and their appurtenant premises, in any town-owned building that is leased by the town for town purposes or upon any municipal recreational facility. (Town code of Ordinances, Sections 11-15, 11-15.1). <http://www.townofchapelhill.org/town-hall/government/code-of-ordinances>
- **Evacuation Drills:** Volunteers are expected to participate in any practice drills and meet at their designated site location as shown by their supervisor.
- **Visitors:** Direct all visitors to the front desk at your site or to a supervisor. Ask anyone you do not know to identify themselves and their purpose. Keep any designated safety doors locked. We all need to be aware of our surroundings and keep everyone safe.

Transportation: The Town of Chapel Hill encourages everyone to reduce their carbon footprint. The Town has an extensive greenway system for walking or riding bicycles. Town Transit is a fare-free system and there are stops near all facilities. Visit their website for more information. <http://www.townofchapelhill.org/town-hall/departments-services/transit/about-chapel-hill-transit>. Also, each facility has a parking lot available, or designated areas to park (for special event volunteers).

EXAMPLES OF VOLUNTEER PROJECTS

- Riding the annual winter parade float to help promote our Department; hand out candy.
- Placing candy eggs out for the county-wide Community Egg Hunt Celebration.
- Assisting persons with disabilities while they participate in our activities.
- Building a perennial garden for our Learning Garden by a local Girl Scout troop.
- UNC-CH students helping senior adults for the May Day program at the Hargraves Community Center.
- Removal of 50+ pounds of tree nails from vandalized trees.
- Tutoring students for “Students Achieving Individual Leadership & Success” with the Chapel Hill-Carrboro Area Alumnae Chapter of Alpha Kappa Alpha Sorority at the Hargraves Community Center.
- Building a tool shed for our Learning Garden by a Boy Scout for his Eagle project.
- Dressing in costume and assisting with games for the haunted Homestead Aquatic Center event in October.
- Helping booth vendors during our annual Festifall Street Fair.
- Clean-up projects along our local trails/streams.

DEPARTMENT DIRECTORY

For a list of our parks and trails visit www.chapelhillparks.org and click 'Greenways & Parks' for more information.

CHAPEL HILL PARKS & RECREATION DEPARTMENT

Administration	200 Plant Road (919) 968-2784	(fax) (919) 932-2923
NAME	TITLE	OFFICE
Phil Fleischmann	Director	968-2785
Linda Smith	Assistant Director	968-9849
Bill Webster	Planning & Development Manager	968-2819
Nikiya Cherry	Recreation Manager	932-2967
Andrea Judge	Administration Services Manager	968-2836
Lisa Baaske	Administrative Coordinator	968-2791
MaryLee Tyndall	Administrative Assistant	968-2787
Tracy Link	Administrative Assistant	968-2784
Wes Tilghman	Marketing & Sponsorship Manager	968-2823

Aquatics	300 Aquatic Drive (919) 968-2799	(fax) (919) 967-2559
Homestead Aquatic Center Park/ Batting Cages/ Skateboard Park/ Dog Park Areas		
NAME	TITLE	OFFICE
Anne Nicholson	Aquatics Supervisor	968-2789
Julia Herman	Assistant Aquatics Supervisor	968-2842
Chris Graham	Aquatic Specialist	968-2799
Austin Pearce	Aquatic Specialist	968-2799
John Robinson	Aquatic Specialist	968-2799

Athletics **200 Plant Road** **(919) 968-2784** **(fax) (919) 932-2923**

NAME	TITLE	OFFICE
Robb English	Athletic Supervisor	968-2789
Mike Troutman	Athletic Specialist	968-2736
Earnie Price	Athletic Specialist	968-2822
Colleen Lanigan	CH- Or. Co. Special Olympics Coordinator	968-2810

Chapel Hill Community Center Park Trails, Learning Garden & Compost Demonstration Site **120 S. Estes Dr.** **(919) 968-2790**

NAME	TITLE	OFFICE
Lizzie Burrill	Center Supervisor	968-2798
Keith Dodson	Recreation Specialist	969-4889
Jayne Coats	Recreation Assistant	968-2790
Samantha Slayer	Recreation Assistant	968-2790

Hargraves Community Center Park Northside Gym/ A.D. Clark Pool **216 N. Roberson St.** **(919) 968-2794**

NAME	TITLE	OFFICE
TBA	Center Supervisor	932-2965
Andre Boynton	Assistant Supervisor	969-2057
Robbin Justice-Jones	Recreation Specialist	969-6961
Tyrone Clark	Recreation Assistant	968-2794

Therapeutic Recreation **200 Plant Road** **(919) 968-2784**

NAME	TITLE	OFFICE
Marian Kaslovsky	Therapeutic Recreation Specialist	968-2813

The Corner Teen Center (lower level) 179 E. Franklin Street (919) 929-9675

NAME	TITLE	TITLE	OFFICE	TITLE
Deaver Smith	Teen Specialist		968-2732	

Parks Maintenance 6850 Millhouse Rd (919) 969 -5138 (fax) (919) 969-2003

NAME	TITLE	OFFICE
Kevin Robinson	Park Maintenance Superintendent	969-5104
Tanner Thompson	Supervisor	969-5153
Larry Rhodes	Supervisor	969-5151
Susie Whaley	Supervisor	969-5152
Adam Smith	Arborist	969-5148
Debra Lane	Administrative Assistant (Cemeteries)	969-5138

TOWN OF CHAPEL HILL ORGANIZATIONAL CHART

