



We create community through people, parks and programs.

Volunteer Handbook



Contact Information:

Volunteer Coordinator, Renée Edsall..... 847-931-6770 edsall_r@cityofelgin.org

Hours of Operation:

The Centre

Monday – Friday: 5:00 am to 9:00 pm

Saturday: 7:00 am to 5:00 pm

Sunday: 8 am to 5:00 pm

The Eastside Recreation Center (ERC)

Monday – Friday: 6:00 am – 9:00 pm

Saturday & Sunday: 8:00 am – 4:00 pm

Hawthorne Hill Nature Center

Every Friday 9:00 am – 1:00 pm

2nd Saturday of each month 1:00 pm – 4:00 pm

4th Saturday of each month 1:00 pm – 4:00 pm

I. WELCOME

Thank you for your interest in becoming a City of Elgin Parks and Recreation Department volunteer! We are pleased that you are here and appreciate your desire to serve the community. We hope you will find answers to your questions about the volunteer program in this handbook.

Volunteers are recruited from a variety of sources to fill specific positions. Anyone with a willingness to learn, improve the sense of community and help others is encouraged to explore volunteer possibilities with the Parks and Recreation Department. Prospective volunteers complete an application form, background check, interview, and training program before starting.

Volunteers are a great enhancement to our commitment to building community. Greeters, fitness assistants, docents, teacher assistants and more all serve important roles in providing exceptional customer service. You are an advocate for parks and recreation programs to your friends, family and neighbors.



II. VOLUNTEER PROGRAM

The Volunteer Coordinator will assign you to a staff supervisor. Your staff supervisor will provide you with any necessary training. If you are asked to work on a special project, your staff supervisor will serve as your link to the staff member coordinating that project.

You will be given a volunteer assignment based on your skills and experience and on the Parks and Recreation Department needs.

Most volunteers work an average of two to six hours per week, depending on their assignments. After volunteering for a while, you may wish to add more hours to your schedule, or you may find that you would prefer an entirely different task. Schedules and assignments may be changed as needed, by you or by the Parks and Recreation Department. Please consult with your staff supervisor and the Volunteer Coordinator if you are interested in changing your schedule.

III. MISSION STATEMENT

The mission of the Elgin Parks and Recreation Department is to enhance the quality of life for residents of every Elgin neighborhood by protecting the unique natural resources, enhancing the cultural treasures and protecting the historical identity of the city. Provide access to an integrated community and regional system of parks and recreation facilities, services and programs with an eye on the future while preserving the past.

IV. VISION STATEMENT

We create community through people, parks and programs.

V. DEFINITIONS

Our guests

At the Parks and Recreation Department facilities, everyone who walks through our door is a valued guest and should be treated with respect.

Whether you are a Greeter or not, take a moment to acknowledge the presence of a guest. A simple 'welcome' or wave (if you are on the phone) indicates that you have seen the person enter and are available to help.

When answering questions, don't feel bad if you don't know an answer, be honest! Escort the guest with a smile to the closest available paid staff person to assist the guest with an answer. If no one is available to answer the question, offer to take the guest's name and phone number and someone will contact them the next business day.

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Administrative Staff

Administrative Staff means the Division Heads and Program Supervisors of each Division within the Parks and Recreation Department and includes the Superintendent of Recreation and Facilities, the Centre of Elgin Operation Manager, the Centre of Elgin Customer Service Manager and the Director of Parks and Recreation.

Director

Director is the Director of Parks and Recreation for the City of Elgin.

Immediate Supervisor

The person responsible for directing the activities of individuals under his charge (i.e., the person to whom an employee/volunteer reports on a daily basis).

Volunteer

A person who contributes services for which there is no financial compensation. Services are given on a regular, scheduled basis for an assigned position, under the supervision of a staff person.

VI. GUIDELINES FOR VOLUNTEER CONDUCT

We are an energetic group of paid staff members and volunteers with a common mission and vision. Volunteers are an important part of the Parks and Recreation Department, and perform functions that keep the department running smoothly. Please adhere to the following guidelines to ensure exceptional customer service to the community.

Attendance and Resignations

You are an important part of the team. Regular attendance and punctuality to all pertinent activities is needed. If you will be absent or late, notify your supervising manager/team leader and volunteer coordinator. Early notification of absences is greatly appreciated so that a substitute may be found to take your place. A minimum of a one week notice is preferable.

Renée Edsall, Volunteer Coordinator	847-931-6770
The Centre	847-531-7000
Eastside Recreation Center	847-888-1989
Hawthorne Hill Nature Center	847-531-7055 or 847-931-6123

Please record the date and time of arrival, the time of departure, and the amount of time you worked, each time you work as a parks and recreation volunteer. Volunteers' time sheets are kept in the volunteer notebook at the desk or near your worksite.



Please notify the Volunteer Coordinator and your staff supervisor if you decide to end your participation in the volunteer program. Two weeks' notice is appreciated.

Volunteers that are unable to work their scheduled shifts and/or excessive requests for days off may be asked to leave the volunteer program.

Proper Dress and Appearance

All volunteers please wear assigned uniforms. The Parks and Recreation Department "VOLUNTEER" T-shirt, name tag and Khaki or Black pants.

Your attire while on duty should be in good taste, neat, clean, and appropriate for your duties. All visible body piercing jewelry has to be removed, except for earrings. No torn or worn clothes or jeans are allowed. Flip flops/athletic sandals are not appropriate.

Cooperation/Courtesy

As a part of a team providing services for the public's benefit, you must cooperate with fellow volunteers and workers and the public in order to achieve a high standard of work performance. You must treat fellow volunteers and workers and the public with respect and courtesy. Wrongful conduct which engenders employee divisiveness or loss of morale or work place disruption will not be condoned.

Compliance with Parks and Recreation Department Policies and Procedures

You are required to comply with all policies, rules and guidelines established by the Elgin City Council, immediate supervisors, and administrative staff of the Parks and Recreation Department.

Compliance with Supervisory Direction

You are required to comply with the directives of your immediate supervisors in the performance of your duties. Please discuss any work-related problems or concerns with your staff supervisor or the Volunteer Coordinator.

Purchasing

You should not purchase any supplies or materials for your assigned duties without first obtaining approval from your immediate supervisor.

Accurate Records

Any reports you produce or records you maintain are important to the administration of the Parks and Recreation Department please complete accurately and promptly. To ensure the confidentiality of our patrons, no registration information may be used for any personal activity or venture.



VII. COMMUNICATIONS

Address Changes

Emergency conditions may necessitate immediate contact with you. Please notify your immediate supervisor and Volunteer Coordinator of any change in your name, address, or telephone number.

Suggestions

You are urged to make any suggestion you believe will benefit the Parks and Recreation Department and will save time, money, reduce waste, promote safety or increase efficiency. Suggestions should be made to your immediate supervisor or Volunteer Coordinator.

VIII. Computer Policy

A volunteers' use of the computer terminals, system software, system data and all related equipment is solely restricted to the business purposes of the city.

The computer system shall not be used by any volunteer for personal accounting; personal communications, including e-mail messages; personal record keeping, or; any other confidential, sensitive or purely personal matters.

Volunteers shall maintain the confidentiality of their passwords and access codes.

No volunteer shall add, delete or modify any computer related hardware or software without the express permission or direction of the MIS Director.

Access to the Internet through the city's computer system is solely provided for bona fide city business purposes.

An volunteer's use of the city's computer system to access the Internet to view, access, upload, download, store, transmit, create, or otherwise manipulate pornographic or other sexually explicit materials is expressly prohibited.

IX. USE OF PARKS AND RECREATION DEPARTMENT PROPERTY AND FACILITIES

You are prohibited from taking or using Parks and Recreation Department supplies, materials, equipment, or facilities for your own personal use.

Participation in Parks and Recreation Programs

You may register for Parks and Recreation Department programs through the normal registration process.



Lockers, Desks and Other Parks and Recreation Property

Lockers, desks, equipment and other Parks and Recreation Department containers and property that volunteers are permitted to use during their volunteer time are and remain the property of the Parks and Recreation Department. Volunteers are not permitted to keep or store any illegal or prohibited items or substances in or on such property. Any such property reasonably suspected of having or holding illegal or prohibited items or substances or missing or stolen Parks and Recreation Department funds or property is subject to search by the Parks and Recreation Department.

Bulletin Boards

Only organizations co-sponsored and/or funded by The City of Elgin will be allowed to post notices and/or flyers on Parks and Recreation Department bulletin boards. Please direct any inquiries to The Centre Management Team prior to posting such notices.

Telephone Use

Parks and Recreation Department telephones are for official business only and must not be used for personal calls except when absolutely essential. Long distance phone calls must be charged to your home phone. Cell phone use by staff while on the job is prohibited.

Return of Parks and Recreation Equipment and Property

You must return all Parks and Recreation Department keys, uniforms, equipment, and any other Parks and Recreation Department equipment or property before separating from the Parks and Recreation Department.

X. ANTI HARASSMENT/NON DISCRIMINATION POLICY

The City of Elgin is committed to maintaining a work environment that is free of discrimination or harassment. In keeping with this commitment, we will not tolerate any form of harassment or unlawful discrimination by anyone. All volunteers/employees are expected to avoid any behavior or conduct that could reasonably be interpreted as unlawful harassment of, or discrimination against, employees or persons who do business with the City of Elgin.

Harassment consists of unwelcome conduct, whether verbal, physical, or visual, that is based upon a person's protected status, such as sex, sexual orientation, color, race, ancestry, religion, national origin, age, disability, veteran status, citizenship status, or other protected group status. Harassment includes conduct that denigrates or shows hostility or aversion toward an individual because of his or her protected status or that of his or her relatives, friends, or associates.



Sexual harassment may include such actions as: sex-oriented verbal “kidding”, “teasing”, or jokes; foul or obscene language or gestures; display of foul or obscene printed or visual material; derogatory, sarcastic or demeaning remarks; physical contact such as patting, pinching, or brushing against another’s body; and demands for sexual favors. While such conduct generally can amount to sexual harassment only if it is both unwelcome and either severe or pervasive, the City of Elgin nonetheless will not condone any such conduct regardless of the circumstances.

If you feel that you have experienced or witnessed discrimination or harassment in the work environment, you are to notify immediately the Director of Human Resources or the Corporation Counsel who will take steps to ensure that your report is properly investigated. There will be no retaliation or tolerance of any retaliation against anyone for reporting discrimination or harassment, or for cooperating with an investigation of a complaint of discrimination or harassment.

The policy of the City of Elgin is to investigate each complaint promptly and to keep complaints and the result of our investigation confidential to the fullest extent practicable.

If an investigation confirms that a violation of this policy has occurred, then appropriate corrective actions, including disciplinary measures, will be taken. Such disciplinary measures may include termination. In investigating complaints of harassment or discrimination under this policy, the City may impose discipline for inappropriate conduct without regard to whether the conduct constitutes a violation of the law and even if that conduct does not rise to the level of violation of this policy, but constitutes a violation of other city policies, rules or regulations.

The City will advise interested parties of the outcome of an investigation, although not necessarily all details of the actions the City has taken to maintain a harassment and discrimination-free environment.

XI. Work Place Violence Policy

Section 14.06 Workplace Violence.

The City of Elgin has a zero tolerance policy towards violence in the workplace. Deliberate offensive physical contact by any employee/volunteer on city property or while performing any work-related duties to any other person shall constitute misconduct and just cause for disciplinary action, up to and including termination.

Threats of violence, whether verbal or by action, shall be treated seriously and shall not be tolerated. Such threats shall constitute misconduct and shall constitute just cause for disciplinary action, including termination. Any threats of physical violence, or the bringing into the workplace or any other City-owned property of an unauthorized gun,



or any other instrument brandished as a weapon against or towards another person, shall result in the immediate termination of at will employees/volunteers. All employees shall immediately report any threat or act of physical violence, intimidation or violation of this policy to the Director of Human Resources. The provisions of this policy shall not apply to peace officers lawfully engaged in the performance of their duties or to employees engaged in a lawful exercise of self defense.

XII. DRUG FREE WORK PLACE

The Policy expresses the City of Elgin's desire to satisfy the requirements of the federal and state Drug Free Work Place Acts (41 U.S.C.A. § 701 et seq. and 30 ILCS 580/1 et seq.). In accordance with these statutes and concerns, the City of Elgin has resolved to maintain a drug free work place. As such, the unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance, including cannabis or alcohol is prohibited on City of Elgin Property.

Reasonable Suspicion

Volunteers may not report to their shift under the influence of any drug, alcoholic beverage, intoxicant or other substance. Volunteers who do so will be asked to leave the facilities and will be removed from the volunteer program.

Smoking

Smoking is not permitted in or on any City of Elgin building, equipment, or vehicle or while working with the public. Volunteers who smoke are asked to use the Catering Kitchen entrance only.

XIII. CRIMINAL BACKGROUND CHECK POLICY

Preface

It is hereby found and determined that the use of criminal background checks, in accordance with the Illinois Uniform Conviction Information Act, will assist in providing a safe environment for children, volunteers and participants of the programs sponsored by the City of Elgin. Accordingly, the City of Elgin shall conduct criminal background checks, pursuant to this policy, as a condition of acceptance as an employee/volunteer with the City of Elgin.

Employees / Volunteers

Illinois State background checks shall be required for all employee and volunteer positions.

The results of the criminal background checks will be kept strictly confidential. The reports shall be kept in a locked, secure location.



If a background check discloses a criminal conviction, the Parks and Recreation Supervisor/Volunteer Coordinator and/or Human Resource Manager shall analyze each conviction on a case-by-case basis. If the result of the screening indicates that an individual has a record or a red flag the volunteer will be asked to make an appointment with the City of Elgin Human Resources Department to be fingerprinted for a Federal Background Check.

The Parks and Recreation Department and Human Resource Manager shall exercise discretion in a uniform manner, so that similar convictions and circumstances result in similar treatment by the City of Elgin, and shall consult with the Corporate Council when any legal issue arises.

XIV. PARKING

Please note the following parking options for Centre Staff:

- 1) **Parking lot on the corner of Kimball/North Grove Avenue** – This lot is directly behind The Centre and currently holds only City of Elgin vehicles. Perm. PT & FT Staff are encouraged to use this parking lot and park towards the east end of the lot to leave the west end for City vehicles. Please pick up a vehicle sticker if needed from Amy Knorek prior to parking in this lot.
- 2) **Old Library Parking Lot** – This lot is 10 hour parking and requires no sticker/tag. This is a great option for our regular part time staff and volunteers.
- 3) **Parking Garage** – The parking garage is 3 hour parking between 8 a.m. and 5:00 p.m. Monday – Friday.

Due to the congestion in the garage, we are encouraging our employees/volunteers to use one of the other options for parking. If you do need to use the parking garage, please use caution and watch your speed. Many accidents have occurred due to speeding and visibility problems at the corners.

Staff/volunteers should not be using the 15 & 30 minute or the Sherman Health parking spaces directly in front of the facility at any time as we need these spots available to our guests.



XV. CONTACT INFORMATION

The Main Courtesy Desk number is.....847-531-7000

Volunteer Coordinator, Renée Edsall..... 847-931-6770 edsall_r@cityofelgin.org

Hemmens Cultural Center

150 Dexter Court
Elgin, IL 60120
847-931-5900

Wing Park

1000 Wing St.
Elgin, IL 60123
(847) 931-6648

The Centre of Elgin

100 Symphony Way
Elgin, IL 60123
(847) 531-7000
Fax: (847) 531-5705

Wing Park Golf Course

1000 Wing St.
Elgin, IL 60123
(847) 931-5952
Fax:

Elgin Sports Complex

601 S. McLean Ave.
Elgin, IL 60123
(847) 931-6644
Fax: (847) 931-6645

Highlands of Elgin Golf Course

875 Sports Way
Elgin, IL 60123
(847)931-5950
(847)931-5951

Lords Park

325 Hiawatha Drive
Elgin, IL 60120
(847) 931-6132

Wing Park Family Aquatic Center

1010 Wing St.
Elgin, IL 60123
(847) 289-2542

Lords Park Pavilion

100 Oakwood Blvd.
Elgin, IL 60120
(847) 931-6780

Lords Park Family Aquatic Center

325 Hiawatha Drive
Elgin, IL 60120
(847) 931-6196

Eastside Recreation Center

1080 East Chicago St.
Elgin, IL 60120
847-888-1989

Hawthorne Hill Nature Center

28 Brookside Drive
Elgin, IL 60123
847-531-7055 or 847-931-6123

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The Volunteer Policy manual is designed to give you an understanding of the basic policies, rules and guidelines that you must follow as a volunteer of The City of Elgin Parks and Recreation Department. **Neither the existence of the manual, nor anything contained in the manual or any written or oral statement interpreting, explaining or clarifying the policies, rules or guidelines contained in the manual, is intended to create or shall create an employment contract or contractual commitment, either expressed or implied. The City of Elgin and the Parks and Recreation Department reserve the right to unilaterally revise or supplement any of the policies, rules or guidelines described in this manual.** The Parks and Recreation Administrative Staff will make a reasonable effort to inform you of any such revisions, supplements or other changes.

Administrative Staff and immediate supervisors are available to assist you in interpreting the policies, rules and guidelines contained in the manual. You are encouraged to seek their assistance when necessary. The Parks and Recreation Department Management Team is responsible for overseeing the enforcement of the policies, rules and guidelines contained within the manual. Should any question arise as to the proper interpretation of any provision in the manual, or any other policy, the decision of the Parks and Recreation Management Team will be final.

I (print name) _____, have read the volunteer manual and agree to adhere to the policies and guidelines.

Signature

Date



Volunteer Waiver Form

Name: _____

Street: _____

City: _____ State: _____ Zip Code: _____

Email: _____ Home Phone: _____

May we send our newsletter to your email address? ___ Yes ___ No

I, _____, agree to assume all risks of loss and injury that may arise out of participation. I hereby release and agree to indemnify the City of Elgin and the participating agency and their respective agents, officers, and employees from any and all liability, claims, demands, and causes of action whatsoever, related to any loss or damage to my person or property whether anticipated or unanticipated. This release shall be binding on me, my heirs, successors, assigns, administrators and/or executors.

I understand that public relations is an important part of volunteering at the City of Elgin Parks and Recreation Department. On behalf of myself, my heirs, personal representatives, and executors, I allow the City of Elgin to use any photographs taken of me for use in public relations efforts.

Also, all photographs that I submit to the City of Elgin will remain the property of the photographer. The City of Elgin will have the rights to use these photographs for marketing materials or in any other ways that the City of Elgin sees fit.

I hereby acknowledge that I have read, understood and do voluntarily sign the foregoing release.

I am over the age of eighteen or my parent or guardian has also read and signed this release below my signature. I have read the authorization, release and agreement prior to its execution, I am familiar with the contents thereof, and have every right to contract in my own name in this matter.

Date **Signature**

Date **Signature of Parent or Guardian if volunteer is under 18** **Relationship to volunteer**