...thanks for joining us on our GCP&T journey.


GREENE COUNTY PARKS & TRAILS

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# Volunteer Manual Policy

GREENE COUNTY PARKS & TRAILS

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## VOLUNTEER RESIGNATION/DISMISSAL

For many reasons, hopefully a positive, volunteers may need to resign from their position. If a volunteer sees the need to step down, the supervisor for that volunteer is to be notified as soon as possible. The notification can take place either verbally or in writing. The supervisor may ask for a brief exit interview to discuss changes that could be made in the program and any suggestions the volunteer may have to share.

At any time, Greene County Parks & Trails reserves the right to remove any volunteer from their duty. This removal may be due to (not all inclusive of): breech of policy, acts not following the mission of the department or any illegal action.

At the time of the resignation/removal, all equipment and uniforms belonging to Greene County Parks & Trails will be returned.

## VOLUNTEER COMPLAINT PROCEDURES

Even in the best of situations, conflicts can arise and a volunteer may feel they have been treated unfairly. A volunteer grievance is a complaint brought by a volunteer concerning this type of situation. It can include allegations that the volunteer was treated unjustly or in an arbitrary manner in regard to job performance or it can be a disagreement with interpretation of a specific policy. Every attempt shall be made to resolve differences and disputes before making use of the Grievance Procedure. When a grievance occurs, the following procedure shall be followed:

1- Discuss the complaint with the designated volunteer supervisor and/or Division Manager in an attempt to resolve it.

2 - If the grievance is not settled in step 1, it should be submitted in writing to the department director. The director shall reply within 7 business days of receiving the grievance. The Director can respond only to grievances submitted in writing. The decision of the Director is final.



## WELCOME

The staff would like to welcome all new and potential volunteers. We appreciate your commitment to Greene County Parks & Trails and our mission to provide leisure time services for the public as well as to protect our natural and cultural history. We hope that you will enjoy the time you spend with staff and the time spent in the parks or on the trails. We will strive to find the appropriate match for your talents and hope that we are able to learn from your expertise. Volunteers play an important part in helping Greene County Parks & Trails provide the best possible services to the public. Without the assistance of volunteers, we would not be able to maintain the quality facilities and programs that we offer. Thank you for your time and assistance.

## HISTORY

The Greene County Park District was established in 1963. The Greene County Recreation and Parks Department, under the Board of County Commissioners, was created in 1971. A management agreement between the two agencies was adopted to provide one staff under the Commissioners to provide services for Greene County residents. Today, Greene County Parks & Trails manages 2,600 acres of park land, 62 miles of paved trails, 36 miles of river trails, 12 miles of hiking trails as well as preserving and protecting our environmental and cultural heritage.

## MISSION STATEMENT

Conserve and promote Greene County's natural and cultural treasures as an exceptional destination for outdoor experiences while enhancing the quality of life for citizens and visitors.

## EQUAL OPPORTUNITY

Greene County Parks & Trails provides volunteers with equal opportunity without regard to race, color, religion, national origin, sexual orientation, gender, age, or disability. Diversity encourages creativity, growth and opportunity.

## RECORDING HOURS

One of the most important aspects of volunteering is keeping track of hours. This is important not only so that the volunteer can be recognized by the number of hours spent volunteering, but also because these hours can be utilized as part of matching dollars for the many grant programs we apply to receive funding.

Greene County Parks & Trails has established a computer system to track all volunteer hours. Time sheets will be provided to all volunteers; additional sheets can be obtained through each of the volunteer supervisors. Additional time sheets can be sent electronically to volunteers once e-mails have been provided. Volunteer hours need to be recorded each time a volunteer works. A volunteer can accumulate hours and turn them in on a weekly or monthly basis. All volunteer hours need to be turned in by the first day of the following month. Hours are recorded by type of job preformed.

A volunteer showing no hours for a complete calendar year will receive a letter stating that no hours were logged for the year. The letter requests that the volunteer contact Greene County Parks & Trails by a specific date in order to continue as a volunteer. If no contact is made, we will assume that the volunteer has resigned.

## COMMUNITY SERVICE HOURS

Students from the area occasionally request volunteer positions to complete their required community service hours for school. All students are required to fill out the application and medical/liability release paper work. It is up to the discretion of the supervisor if multiple volunteers can work together or if the situation warrants only one volunteer. It is the responsibility of the student to schedule with the supervisor when they will be available, and what, if any equipment is necessary. Only when the project is completed to the supervisor's satisfaction will the supervisor then sign off on any paperwork the student is required to return to the school. It is not up to Greene County Parks & Trails to notify the school of hours completed.

Scout troops inquiring about service projects, Eagle Scout Project, Gold Award Projects, etc., should be put in contact with the Operations Manager. The Operations Manager handles all projects when working with scouts.



## SEXUAL HARASSMENT POLICY

Greene County Parks & Trails prohibits all forms of sexual harassment. Any volunteer who believes they have been the victim of sexual harassment should bring their concerns to the attention of their immediate supervisor. If the allegation of sexual harassment involves staff or immediate supervisor, the Director of Greene County Parks & Trails should be notified. If a volunteer is not comfortable speaking with staff, the Greene County Personnel Office is available to help with the situation. The investigation of the complaint shall be conducted in a prompt, professional and confidential manner. Any employee or volunteer who, after appropriate investigation, has been found to have sexually harassed or discriminated against another employee or volunteer, will be subject to appropriate disciplinary actions.

## MEDICAL/HEALTH INSURANCE

Volunteers must provide their own medical insurance should they become injured while volunteering. Primary payer for any injuries which occur while in a volunteer capacity will be the volunteers own medical/health insurance.

## VOLUNTEER OPPORTUNITIES

- Activity Guide Distribution
- Bluebird Monitoring
- Breeding Bird Atlas Survey
- Butterfly Monitoring
- Doggie Dash & Splash
- Donations
- Festivals
- Gardening
- Grant Research/Writing
- Greene Trails Cycling Classic
- Group Projects
- Historical Programming
- Land Stewardship
- Maintenance Special Projects
- Maple Sugaring Program
- Mobile Nature Center
- Nature Programs
- Office Assistance (administration, nature center, maintenance, marketing, recreation)
- One Day Projects
- Photography
- Research
- Santa's Holiday in the Park
- Scout Projects
- Spring Lakes Attendant
- Teaching or Assisting with Programs
- Trail Maintenance
- Trail Sentinel
- Workshops/Seminars
- Woodworking



## RANGER ASSISTANCE

Volunteers may assist the rangers only in the capacity that would not place the volunteer or the public in a life-threatening situation. Volunteers can assist by observing, recognizing and recording illegal activities. Volunteers will not be expected to enforce laws and regulations. When they see a violation, incidents should be reported to the ranger on duty or to the GCP&T headquarters. Volunteers should not intervene in the situation. All safety hazards that are an immediate danger to the public must be reported. Information will include the location of the incident, a brief description and if a ranger is required. In case of serious injuries in which more advanced medical attention is needed, notify local emergency 9-1-1 immediately, then the rangers or Greene County Parks & Trails. For non- threatening injuries, assist the victim only in the capacity in which you were trained and request assistance from the ranger on duty by contacting the office at 562-6440.

## SAFETY AND EMERGENCY PROCEDURES

Volunteers may assist with emergencies only to the level that they have been trained or if they are trained Medical/EMS or Firefighters. In emergency situations, volunteers should first consider the safety of themselves and the public around them. If the situation is not life threatening, volunteers should contact the park staff immediately, assist in any capacity in which they are trained and wait with the individual until additional assistance has come to the scene if necessary. Once the emergency has been taken care of, volunteers are instructed to complete an accident/injury form. The Volunteer's supervisor will have these forms to be filled out.

The accident/injury form needs to be completed and returned to the supervisor within 24 hours of the incident. If it is a volunteer that is injured in a non-life threatening situation, the volunteer's supervisor should be contacted as soon as the volunteer is physically able. For all life threatening injuries, 9-1-1 should be called immediately. The volunteer should only act in the capacity in which they have been trained.



## VOLUNTEERS ROLE

Volunteers are a very important part of Greene County Parks & Trails. Through the help of volunteers, we have been able to expand our services to the community and better maintain our facilities. As a volunteer, you represent Greene County Parks & Trails whenever you are working in one of our facilities. Many of the public's first interactions with our department is with volunteers, such as yourself. It is very important that all volunteers provide the best service possible and interact with the public in a positive fashion.

Participants in park activities come in all ages, gender, race, ethnic and religious backgrounds and with different abilities. Volunteers are expected to treat all participants, staff and other volunteers in a positive manner. Greene County Parks & Trails does not permit discrimination in any form towards park patrons, volunteers and staff. Reasonable accommodations will be made for individuals with disabilities.

## VOLUNTEER APPLICATION

All volunteers need to complete a volunteer application and all forms included in the volunteer packet. This includes any volunteer working with local universities or other group type situations. Volunteers under the age of 18 must have a parents' signed consent as listed on the application. The naturalist staff does not accept volunteers under the age of 16. All applications require a driver's license and social security number. This is strictly for Risk Management purposes. No volunteer can perform volunteer duties until a completed application, medical/liability and any other appropriate forms are on file with the Greene County Parks & Trails, Personnel and Risk Management Department.

## WEAPONS

Greene County Commission policy prohibits any-One, except law enforcement personnel, from carrying firearms or any other dangerous weapons while working in any capacity for Greene County Parks & Trails.

In accordance with this policy, no Greene County Parks &Trails volunteer may wear, transport, store or use any firearm or dangerous weapon while on property owned or managed by Greene County Parks & Trails. A valid concealed carry license does not allow volunteers to carry a weapon while volunteering for Greene County Parks & Trails.

Any volunteer who violates this policy is subject to disci-plenary action, up to and including discharge from their position with Greene County Parks & Trails. Violations of this policy may also result in criminal charges being filed pending an investigation of the incident.

A dangerous weapon is defined as any instrument, device or thing capable of inflicting death or serious physical harm, and designed or specially adapted for use as a weapon.

Dangerous weapons include but are not limited to hand-guns, rifles, explosives, archery equipment, brass knuck-les, clubs, martial arts weapons, stun guns and knives (other than a small folding pocket knife). If you have any questions regarding whether an item is covered under this policy, you may contact your immediate supervisor or speak with a Ranger.

## SMOKING

Greene County Parks & Trails has a no-smoking policy within all buildings and vehicles. Volunteers are expected to comply with this policy. Volunteers are not permitted to smoke while at a program or within view of the public.

## DRUG & ALCHOL POLICY

Greene County Parks & Trails is committed to a drug-free work place. Volunteers are prohibited from using, possessing or being under the influence of any alcohol, drug or illegal controlled substance while volunteering for Greene County Parks & Trails. Any volunteer who violates this policy will be suspended and is subject to termination.

Volunteers engaging in off-site possession, sale or use of illegal drugs are subject to termination.

Volunteers involved in the possession, sale, purchase or transfer of illegal drugs or controlled substances on Greene County Parks & Trails property, in park vehicles or while conducting Greene County Parks & Trails business will be immediately terminated and subject to potential criminal prosecution.



## VOLUNTEER RESPONSIBILITIES

* Assist Greene County Parks & Trails in maintaining the best quality programs and facilities that we can offer to the public.

* Provide expertise and offer suggestions to make the job at hand easier and more cost effective for the public.

* Be respectful, courteous and helpful to park patrons, other volunteers and staff at all times.

* Be positive while interacting with the public and provide a positive first impression to park patrons.

* Be on time and prepared.

* Be team players, supporting Greene County Parks & Trails, its staff and other volunteers.

* Appreciate the idea of what parks are all about--- providing space and leisure time activities while protecting our natural environment and historical/ cultural sites.

* Adhere to policies and procedures as outlined in this manual.

* Accept supervision while involved with volunteer activities.

* Inform the supervisor they are assigned to of any problems or concerns.

* Keep themselves informed about Greene County Parks & Trails activities.

* Attend appropriate training required by volunteer position.

## STAFF RESPONSIBILITIES

* To treat all volunteers as part of the team with dignity and respect.
* To provide needed supplies, equipment and required safety gear, (within reason).
* To provide all volunteers with clear job descriptions and explain duties as necessary.
* To provide training including safety procedures that will help volunteers do their job to the best of their ability.
* To provide supervision and serve as a resource for volunteers.
* To provide appropriate recognition for volunteer services.

## RADIO/CELL PHONE POLICY

Volunteers with the GCP&T Trail Sentinel program are required to have some form of communications with them while on the trails. This can be either a park radio or a cell phone. Sentinels are trained on radio usage through the ranger staff. All other volunteers are welcome to have a cell phone while performing volunteer duties within the Greene County Parks & Trails system, but the phone must be turned to vibrate. No volunteer is permitted to take a park radio away from park property or program.

## TOOL/EQUIPMENT POLICY

The use of personal tools or equipment is up to the individual volunteer. Staff cannot request that volunteers utilize their own personal equipment to complete an assigned project. Personal tools are used at the volunteer's expense. Greene County Parks & Trails is not responsible for the repair or replacement of any tool that may be lost or damaged while on park property.

## FUNDRAISING POLICY

Volunteers are not permitted to fund raise for any outside organization while performing their volunteer duties. Volunteers are only permitted to collect donations (monetarily or products) as part of a scheduled event or program that has been authorized by the volunteer's direct supervisor. Individuals and organizations from which donations are being collected are only those approved by the department prior to the request.

## POLITICAL CAMPAIGNS

Volunteers are not permitted to promote any political campaign while acting in a volunteer capacity or on park property. This includes any promotional materials, buttons, shirts or conversation promoting any candidate.

# GENERAL POLICIES AND GUIDELINES

## INTERVIEW

All volunteers will participate in the interview process once their application is complete. The interview process will help determine the availability and skills of each volunteer. The interview will be conducted by the division supervisor with whom the volunteer will be working. Greene County Parks & Trails reserves the right to not accept volunteer applicants.

## ORIENTATION

All new volunteers and any volunteer upon request will go through an orientation process. Orientation will include: reviewing job description for volunteer position; being introduced to staff the volunteer will be working closely with; reviewing policies and procedures; receiving any required name tag, clothing (if available) for position; volunteer scheduling; tracking hours; and supervisor contact information. Volunteers are required to complete their orientation prior to beginning volunteer services (exception: one-day projects).

## CONFIDENTIALITY

Volunteers are responsible for maintaining the confidentiality of all information to which they have access. This includes information concerning public and staff personnel matters. Failure to comply with this guideline may result in dismissal.

## VOLUNTEER ATTENDANCE

It is important that volunteers complete their scheduled volunteer hours. If you are unable to work the day or time of your assignment, please call your supervisor as early as possible. This will allow the supervisor to locate additional assistance. If you are going to be late, please call your immediate supervisor as soon as possible. Many times, activities revolve around timing and if you are going to be late the supervisor may need to make a change in staffing or activity. Failure to notify the appropriate individual in a timely manner will result in great inconvenience and potential problems for your division and co-workers. Multiple incidents of tardiness or absence may result in termination.

## VOLUNTEER TRAINING

Training is made available within each division. GCP&T Trail Sentinel volunteers are required to attend an eight-hour bike safety training course with a Greene County Park Ranger, along with CPR and First Aid Training. Naturalist volunteers, whom are working as trail guides, are required to attend at least three other trainings held throughout the year. All other departments will schedule training as appropriate.



## PUBLIC SPEAKING

As a Greene County Parks & Trails volunteer, you may be asked or find yourself in a situation where you are speaking in front of the public. If it is concerning information not directly related to your assigned volunteer duties, you can only speak as a private individual, not as a representative of Greene County Parks & Trails. When a volunteer represents the agency, things should be presented in a positive manner, be items that the volunteer is directly involved with and portrays the mission of the department. Any additional information requested should be sent to the volunteer's direct supervisor or marketing specialist.

## PHOTO POLICY

Greene County Parks & Trails are public facilities. Visitors should have no expectations of privacy in a public park. Photo releases are not required when using photos of park visitors engaged in park activities.

Photos taken of park activities can be used in future promotional information, park brochures, program flyers, etc. All photos taken by volun- teers need to be provided to staff and added to the depart- ment's collection. No volunteer can take photos of park visitors for the volunteer's own personal use.

## MEDIA COMMUNICATION POLICY

If a representative from the media shows up without prior notification, volunteers should be polite and inquire as to what information they are seeking. Questions from the media should be directed to their supervisor on site. Do not speak to the media concerning emergency situations. All requests under these circumstances must be referred to a supervisor.

Any media contact shall be immediately reported to the staff person supervising the volunteer.

## VOLUNTEER RECOGNITION

Each year, Greene County Parks & Trails staff hold a volunteer recognition event. This event is held to show appreciation for all that the volunteers contribute to the department and the community. Volunteers are encouraged to attend this event to receive thanks, mingle with staff and learn about the ways volunteers contribute to the department. It is the responsibility of staff to express their gratitude throughout the year in a non-formal setting to the volunteers.

## FINGER PRINTING AND BACKGROUND CHECKS

All volunteers will be subject to a background check annually. Individual volunteers may be asked to also complete a finger print check.

## VEHICLES

Volunteers are not permitted to drive county vehicles at any time. As passengers, volunteers are required to complete a waiver form prior to riding in a county vehicle, along with wearing safety belts.

## INTERNET & COMPUTER USAGE

Only volunteers with prior approval from their supervisor are permitted to utilize county computers and Internet. Computers will be used solely for the purpose of completing volunteer responsibilities. Volunteers are not permitted to use the Internet or computer for personal use, search any undesirable websites or contact outside people/ groups through email, websites or social media sites. Any volunteer found abusing this policy may be subject to dismissal.



## DRESS CODE

Greene County Parks & Trails has dress guidelines for staff and volunteers. Except when a department has specific requirements, the dress code is as follows:

All clothing should be: **Please wear park attire….**

- GCP&T logo wear if applicable.
- Neat, clean, free of holes and unsightly stains.
- Appropriate for the volunteer responsibility for that given day.
- Free of any advertisements—political, age appropriate, or drugs/alcohol/dangerous weapons.
- No tube tops, midriff tops, plunging necklines, muscle shirts, tank tops, cut off shorts, or short shorts (if you are not sure on length, please see your supervisor).
- Body art (tattoos) must be covered. If you have a question on what is acceptable see your supervisor.
- Body piercings are to be removed. Earrings such as studs and small hoops are acceptable. If you have a question on what is acceptable see your supervisor.
- At this time, the naturalist staff does not permit volunteers to wear sandals.

Volunteers that are provided with GCP&T uniforms are responsible for keeping them neat and clean, wearing the uniform while participating as a volunteer and returning the uniform upon resignation or dismissal. No alterations or decorations will be permitted on uniforms.

All uniform items assigned to a volunteer will be returned if replacement is needed or at the time of the volunteer's resignation/dismissal.