

# Volunteer Policies & General Information

## Welcome – General

The Blue Island Park District welcomes you as a volunteer member of the BBQ on the Hill staff and hopes your association with the Blue Island Park District will be a mutually satisfying experience. This handbook has been designed to acquaint you with the BBQ on the Hill and to serve as a guide to the operation and procedures of the volunteer program.

## Parking Information

Memorial Park has limited parking. Parking is available on the street or in our parking lot on Highland Ave. We encourage all staff and volunteer members to use alternate transportation when possible. Bicycle parking is available next to the main entrance.

## Personal Belongings

You may store your personal belongings in the Volunteer Area while you volunteer. **THE BLUE ISLAND PARK DISTRICT CANNOT BE RESPONSIBLE FOR LOSS OF PERSONAL PROPERTY.**

## Dress Code

All volunteers must wear a volunteer t-shirt and name tag while volunteering. Please dress comfortable and appropriate. Closed toe shoes required. Wear a name tag while working. The name tag identifies our staff to the public. Please remove your volunteer shirts if you are not on duty.

## Community Service/ References

Many employers recognize volunteer work as valid job experience. You must make sure to keep a record of your volunteer hours. References will be given upon request. Please let us know in advance if you need a form signed for community service or a letter of recommendation.

## Volunteer Responsibilities

- \* Have a clear understanding of the job. Ask questions!!
- \* Carry out duties promptly and reliably
- \* Conduct yourself appropriately at all times
- \* Smile appropriately and be respectful
- \* You must notify the Volunteer Coordinator if you change or end your position
- \* The Park will discharge a volunteer if their work or conduct is unsatisfactory

## Position Description

You will receive a written position description before you begin your volunteer assignment. Your position description includes the purpose and duties of the position, a designated support person and work site. Also included is a listing of job qualifications, and a description of job benefits. Every effort is made to place you in an assignment matching your abilities and interests. This position description will be used in evaluation efforts.

## Sign In/Out

Please sign in and out as you work each day. This enables us to keep track of how many volunteer hours you work. The sign-in sheet is in the Volunteer Station, located !!!!!.

**IF YOU ARE UNDER 18 YEARS, PLEASE HAVE YOUR WAIVER SIGNED BEFORE YOUR SHIFT.**

- \* Please plan accordingly and arrive 15 minutes before your shift.
- \* If after your shift you have no replacement, notify the Volunteer Coordinator.
- \* There are options to stay later than your scheduled shift, in which you must notify the Volunteer Coordinator
- \* Notify the Volunteer Coordinator so that he or she can find a substitute for you if you are going to miss a shift.

### **Non-Discrimination Policy**

It is the policy of this agency that there will be no discrimination or harassment in its programs, activities or employment based on race, color, sex, sexual preference, marital or parental status, religion, national origin, age, mental or physical disability, Vietnam era or veteran status. Questions or concerns related to affirmative action, nondiscrimination or equal opportunity should be directed to the Volunteer Coordinator.

### **Disability Policy**

Blue Island Park District welcomes volunteers with disabilities. Blue Island Park District complies with the Americans with Disabilities Act. Please contact the Volunteer Coordinator if you have special requirements so we may accommodate your needs.

### **Recruitment of Minors**

Volunteers under the age of 18 must have the written consent of a parent/guardian before volunteering.

### **Performance Problems**

The following are considered performance problems and are not acceptable:

- \* Conducting personal business during your shift
- \* Excessive personal telephone use
- \* Littering or otherwise creating unsanitary conditions
- \* Safety violation
- \* Tardiness for your shift
- \* Unauthorized operation of equipment
- \* Unfriendly or uncooperative attitude in dealing with the public, staff members, or volunteers
- \* Unsatisfactory work performance
- \* Theft
- \* Waste, misuse or damage of property

Consequences:

1. First Incident: The volunteer will be notified of the problem and the changes required.
2. Second Incident: The volunteer will be issued a second warning.
3. Third Incident: Cancellation of volunteer status

For serious problems, steps may be carried out immediately.

### **Phone Usage**

Personal phone calls, except in cases of emergencies, are discouraged. Please refrain from being on your phones.

### **Safety**

The safety and health of staff members is important. A safe work environment and safe work procedures are both of major concern. If in your work you should encounter an unsafe situation, or observe others working in an unsafe manner, please report it.

- \* Accident Reporting: Volunteers must report immediately all personal injuries and incidents to the Volunteer Coordinator or security
- \* Please keep your work area clean