



Volunteer Handbook

**1619 Wesley Avenue
Berwyn Il 60402
708-749-4900
www.nbpd4fun.org**

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Volunteer Handbook

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Welcome!

The North Berwyn Park District welcomes you as a volunteer to our organization. Thanks to your help we will be able to meet and exceed the expectations of our community and provide the best possible programs, and special events all year around.

Regardless of the amount of hours that you contribute, you will be making a difference in the lives of others by volunteering your time. We would like to make your experience with us an enjoyable one and provide for you the information that is needed to be a park district volunteer. Please use this handbook as a guide as to what is expected of you as a volunteer.

Agency Profile and Mission Statement

The North Berwyn Park District is an autonomous governmental entity established by the residents in 1976 to provide outdoor recreational areas and leisure service opportunities which foster community growth, family values, and enhance the quality of life.

The agency is comprised of a professional full-time and part-time staff, with volunteers, under the supervision of an Executive Director who is responsible to an elected five member board of commissioners.

Agency History

The agency was established in 1976, at which time there were inadequate recreational services provided within the current agency boundaries. At the time, programs and facilities were provided by the Berwyn Park District, whose boundaries did not cover the north end of Berwyn; and the Berwyn Playground & Recreation Commission, which was operated by the City of Berwyn.

Upon learning of the intent not to commit resources to the residents of North Berwyn, the residents then decided to run a petition declaring the intent to create a park district. The referendum passed successfully and established the North Berwyn Park District.

The early years did not reap instant benefits as much work was needed to develop facilities, staff, and resources to provide services. These developments have continued to progress and the agency now affords the ability to provide top-notch leisure services to the residents.

Park District Boundaries

The North Berwyn Park District boundaries are: north of Cermak between Harlem and Lombard and west of Lombard Avenue and East of Harlem Avenue.

Residents residing outside of the North Berwyn Park District boundaries have different registration dates. Residents residing outside of Berwyn have a different registration date and might have a higher nonresident fee.

Park District Locations

Community Center - 1619 Wesley Avenue, Berwyn IL 60402
(708) 749-4900 phone (708) 749-4966 fax www.nbpd4fun.org

Registration Hours

Monday thru Friday - 8:30 am - 8:00 pm

Saturday - 9:00 am - 12:00 Noon

- Pyrcce Park & Spray Pool, 16th St & Wesley Ave

The Studio @ Hett Park – 6300 W 19th Street, Berwyn, IL 60402

- Brocato Playground/Garden, 19th & Cuyler

Cultural Center/16th Street Theater – 6420 W 16th Street, Berwyn IL 60402
(708) 795-6704 www.16thstreettheater.org

Maintenance Building - 2134 Wenonah Avenue, Berwyn, IL 60402

- Berwyn Gardens, north of Cermak Road from Grove Ave thru Wisconsin Ave

Jefferson Field, 16th St & Wenonah Ave

Kriz Park/Skate Park, 15th St & Maple Ave

Prairie Oak Gym, 15th St & Oak Park Ave

Unity Park, 1227 Kenilworth Avenue

Park District Information

Parking Spaces at Sokol Tabor Lot

The North Berwyn Park District and Sokol Tabor Organization have an inter-organizational agreement that allows patrons who participate in park district activities to utilize the south end of the Sokol Tabor parking lot. North Berwyn Park District sincerely thanks the Sokol Tabor Organization for their cooperation in securing this arrangement. Residents are asked to utilize this area prior to accessing parallel street parking areas.

Board Meeting Schedule

Regular meetings are held the second Thursday of each month at 7:00pm and are held at the Community Center, 1619 Wesley Avenue. Meetings are open to the public. Interested citizens are encouraged to attend these meetings. Persons desiring to make a public comment at meetings are to register with the Board Secretary at least 15 minutes prior to the start of a meeting. Such comments will be addressed during the Public Comment portion of the meeting.

Various Volunteer Information

Benefits

Listed is just some of the benefits our volunteer program has to offer:

- Serve your community.
- Make new friends and be of service to others.
- Support the North Berwyn Park District staff.
- An opportunity to brush up on old skills and gain new ones.
- An opportunity to learn more about the recreation field.
- Share your knowledge, wisdom and experience with others.

Age Limitation

The minimum age for volunteers is 15 years. The Director reserves the right to approve volunteers who must provide Community Service as part of a Court Order. Please see supervisor for details.

Volunteers under the age of 18 must have the written consent of a parent or guardian before volunteering. The volunteer duties assigned to a minor will comply with all appropriate laws and regulations on child labor.

Employee Volunteers

The North Berwyn Park District does not accept paid staff as volunteers. This volunteering must be done outside normal work hours and must not be done as a requirement of employment. Family of staff may volunteer with the park district, and if so, they will not be placed under the supervision of the employee from within the same family.

Interviewing

Volunteers will be interviewed before any volunteer service. The interview will determine volunteer interests and skills, as well as inform volunteers of agency needs. The interview will preferably be in person and possible include the support person(s) who will be working with the volunteer.

Orientation

All volunteers receive an orientation. It will include information about the park district, policies and procedures for volunteers and requirements for the position they are accepting.

Placement

Volunteer interests and desires, and agency needs must be weighed in the interview process to insure the best match possible. When possible, the volunteer will have the final say in determining which volunteer position best fits his/her needs.

Various Volunteer Information - continued

Scheduling

The supervisor will establish a volunteer schedule based on needs for the department assigned.

If volunteers can't will be absent on a specific date or dates, supervisor should be informed 24 hours in advance (if possible). If suddenly ill, volunteer should let supervisor know as soon as possible as to volunteers condition and expected return date. Please do not come in to volunteer when you are ill.

Position Description

Volunteers may receive a written position description before beginning their volunteer assignment. Position description includes a description of the purpose and duties of the position, a designated support person and work site. Every effort is made to place you in an assignment matching your abilities and interests. This position description will be used in evaluation efforts.

Volunteer Expectations

An assigned supervisor will review with the volunteer what the expectation is for the area in which they are assigned.

Customer Service

Remember: The customer is number one. The customer is the reason you are here and should be treated as number one! When the customer walks into the office, greet them pleasantly and ask if you can be of any help. If you are engaged in another activity or in conversation with another staff person, break off quickly.

If you are busy helping another customer, take a second to acknowledge the new customer. Pleasantly let them know you will be right with them. Show the guest the brochures and other information about the North Berwyn Park District.

Registration Process

Please note that registration fees are only taken in by the front desk, who enroll all participants and provide them with a receipt. Customers may also mail in their registration. Volunteers are not to take in any registration/monies.

Various Volunteer Information - continued

Starting Out

Every time a volunteer arrives to work he/she must declare his/her presence. They must sign a timesheet, showing the time to the nearest 15 minutes and the date. Volunteers are to always wear a name tag and a volunteer shirt (if provided). When the volunteer leaves the worksite he/she will record the time to the nearest 15 minutes and list area of service. The volunteer will provide the same information on services provided outside the worksite.

Dress

Volunteers are asked to dress in a neat and clean manner appropriate for the duties in which they are performing. It is the volunteer's responsibility to wear a name tag, and if assigned a uniform, while on duty representing the park district.

Reimbursement Of Expenses

Volunteers may be eligible for reimbursement of reasonable expenses incurred while volunteering. Reimbursements are based on Director's discretion.

Complaint Procedure

If a volunteer has a complaint it should be reported to the immediate supervisor who will then report it to the Director.

If a participant has a complaint, the volunteer shall provide the participant with a ***General Response Form***. The volunteer should then collect the form and turn in to the supervisor in the department they are working with.

Record Keeping

Records will be maintained on each volunteer including dates of service, positions held, background check (if applicable) duties completed, evaluation of work, and awards received. You are entitled to access to the record by submitting a request to the volunteer coordinator. Volunteer personnel records are confidential.

Safety

The agency is a provider of public services and for this reason is determined to maintain high standards of risk management principles. A preventive loss control program allows agency staff to adhere to safety principles at all times.

This program includes ongoing park inspections, facility inspections, program evaluations, safety meetings, and policy initiatives. The agency is self insured and this insurance is managed through the Park District Risk Management Association (PDRMA), which is a self-insured pool made up of over 100 park districts throughout Illinois. The agency is a current member with this association, and participates in the extensive loss control review process which consists of a thorough safety analysis of the agencies risk management practices. To keep membership status the district must maintain high levels of safety and loss prevention techniques.

General Safety

The main responsibility of the volunteer is to perform their duties in a safe manner in order to prevent injury to themselves and others. As a condition of the time you put in at NBPD, volunteers **MUST** become familiar with, learn, observe and obey rules and established policies for healthy, safety, and preventing injuries while at work.

If a volunteer has any questions about how a task should be done safely, he or she is under instruction **NOT** to begin the task until he or she discusses the situation with a supervisor. If after discussing with a supervisor and there still are concerns, the supervisor in charge of safety should be contacted.

No volunteer is ever required to perform work that they believe to be unsafe or if they think it is likely to cause injury or a health risk to themselves or others.

Conduct

Horseplay, practical jokes, etc are forbidden. Conduct that places others at risk is forbidden.

Drugs and Alcohol

Use and/or possession of illegal drugs or alcohol while volunteering and/or on park district premises is forbidden.

Housekeeping

Work areas are to be kept clean, neat and organized. Exits, aisles, emergency equipment and electrical breakers are to be kept clear of obstructions.

Safety Orientation Training

Supervisor will provide basic safety training at orientation and as needed throughout the year.

Safety - continued

Accident/Injury Reporting

Any injury or suspected injury (while volunteering or other) must be reported to a supervisor immediately. Correct PDRMA accident/incident forms must be filled out as well.

Please recognize that the park district carries only limited medical accident coverage for volunteers; therefore, it is strongly urged that all volunteers review their own health insurance policy for coverage. Additionally, each volunteer is solely responsible for determining if he/she is physically fit and/or properly skilled for any volunteer activity. It is always advisable, especially if the volunteer is pregnant, disabled in any way or recently suffered an illness, injury or impairment, to consult a physician before undertaking any physical activity.

Volunteer Policies

Current volunteer policies and procedures that apply to volunteers include the following:

- Crisis Management Plan
- Emergency Response Plan
- Communicable Disease
- Anti-Harassment
- Abusive Behavior
- Drug Free Workplace
- Suspect Child Abuse

Volunteer Medical Accident Coverage

If a volunteer is injured while performing their volunteer duties, the North Berwyn Park District provides up to \$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 volunteer position or 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 this policy will cover any outstanding bills or out of pocket expenses. This coverage is managed and administered by the Park District Risk Management Agency (PDRMA).

Volunteer Waiver and Release Form

IMPORTANT INFORMATION

The North Berwyn Park District is committed to conducting its recreation programs and activities in a safe manner and holds the safety of volunteers in high regard. The Park District continually strives to reduce such risks and asks that all volunteers follow safety rules and instructions that are designed to protect the volunteer's safety. However, volunteers must recognize that there is an inherent risk of injury when choosing to volunteer for any activity or program.

Please recognize that the park district carries only limited medical accident coverage for volunteers; therefore, it is strongly urged that all volunteers review their own health insurance policy for coverage. Additionally, each volunteer is solely responsible for determining if he/she is physically fit and/or properly skilled for any volunteer activity. It is always advisable, especially if the volunteer is pregnant, disabled in any way or recently suffered an illness, injury or impairment, to consult a physician before undertaking any physical activity.

WARNING OF RISK

Despite careful and proper preparation, instruction, medical advice, conditioning and equipment, there is still a risk of serious injury when providing volunteer services. Understandably, not all hazards and dangers can be foreseen. Volunteers must understand that depending upon the volunteer services, certain risks, dangers and injuries due to acts of God, inclement weather, slip and falls, inadequate or defective equipment, failure in supervision or instruction, premises defects, horseplay, carelessness, lack of skill or technique, and all other circumstances inherent to the particular volunteer services exist. In this regard, it must be recognized that it is impossible for the Park District/SRA to guarantee absolute safety.

WAIVER AND RELEASE OF ALL CLAIMS AND ASSUMPTION OF RISK

Please read this form carefully and be aware that in consideration for providing volunteer services, you will be expressly assuming the risk and legal liability and waiving and releasing all claims for injuries, damages or loss which you may sustain as a result of participating in any and all activities connected with and associated with your volunteer services (including transportation services/vehicle operations, when provided).

As a volunteer, 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 I may sustain as a result of my volunteer services. I further agree to waive and relinquish all claims I may have (or accrue to me) as a result of my volunteer services against the park district, including its officers, officials, agents, volunteers and employees (hereinafter collectively referred as "Parties").

I do hereby fully release and forever discharge the Parties from any and all claims for injuries, damages, or loss that I may have or which may accrue to me and arising out of, connected with, or in any way associated with my volunteer services.

I have read and fully understand the above important information, warning of risk, assumption of risk and waiver and release of all claims. If registering 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.

PLEASE PRINT

Volunteer's Name _____

Volunteer's Signature _____

Date _____

PARTICIPATION WILL BE DENIED

If the signature of the volunteer and date are not on this waiver.

Volunteer Handbook Consent and Release Form

As a volunteer, it is my responsibility to follow the park district's policies, procedures and regulations. I further understand that once I am placed into the specified volunteer position, I will accept directions from the park district appointed supervisor.

I understand that as a volunteer I am offering my services to the park district, and I will not be compensated in any way. I acknowledge that there are certain risks of physical injury to volunteers, and I agree to assume full risk of any and all injuries, damage or loss, that I may sustain as a result of said participation. I further agree to waive and relinquish all claims I may have (or accrue to me) as a result of volunteering against the North Berwyn Park District, including its officials, agents, volunteers and employees. Additionally, I hereby give consent to use photos/videos that remain the property of the Park District.

Please Print Volunteer Name: _____

Volunteer Signature: _____

Date: _____



Volunteer Application

Name _____ Date of Birth _____

Address _____

Home Phone _____ Cell Phone _____ Work Phone _____

E-mail _____ Occupation (if applies) _____

Please check **one box** for appropriate service:

School Requirement **Court Requirement** **Volunteer**

If this is a *school requirement*, please fill out the following information:

School _____ Grade _____
Teacher _____ Phone _____

If this is a *court requirement**, please fill out the following information:

Offense/Reason for required hours _____
Probation Officer _____ Phone _____

****Need to provide court requirement copy with this application.***

Number of Hours Needed _____ Date to Be Completed*: _____

****Need 3 weeks advance notice prior to date.***

Circle Days Available to Volunteer: M Tu W Th F Sa Sun

List Times Available: _____

Circle Volunteer Area: Maintenance Seniors Office Other _____

Have you ever been convicted of a felony? _____

By signing this application you acknowledge that all information on this form is true to the best of your knowledge. That if selected, you are volunteering your services and will not receive any compensation, monetary or otherwise for said services.

Signature _____ Date _____

Signature of Parent* _____ Date _____

(if under 18years)

Print Parent Name: _____

Volunteer positions will be subject to a criminal background check