

VOLUNTEER HANDBOOK

You're free to volunteer



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This handbook is yours to keep. It is designed to answer questions, provide required information, and give guidance and direction to all volunteers. This handbook contains policies, procedures and work rules that are applicable to all volunteer programs. Additional work rules may be made available to you as part of your training and orientation to a particular location or volunteer duty.

All volunteers should be aware they are serving the citizens of Liberty. It is expected all volunteers follow the rules and regulations of the Liberty Parks & Recreation Department and the City of Liberty.

LPR Mission: The purpose of the Liberty Parks and Recreation Department is to enhance the quality of life for the citizens of Liberty through a mix of organized recreational, cultural, and social programs, and utilization of community-owned facilities.

How to Get Started

- Review the various opportunities & read the volunteer handbook
- Meet with volunteer coordinator to discuss details of the opportunities
- Submit an application and all required paperwork
- Provide excellent customer service
- Have fun!

Important Numbers

Name	Title	Office Number
Janet Bartnik	P&R Director	439-4363
BJ Staab	Asst. P&R Director	439-4391
LeAnn Lawlor	Community Services Manager	439-4396
Chris Lucas	Recreation Program Manager	439-4392
Chris Wilson	Parks & Open Space Manager	439-4384
Donna Kay Taylor	Facilities & Membership Manager	439-4364
Liberty Community Center		439-4360
Non-emergency		439-4701
Animal Control		439-4791

Volunteer Rights and Responsibilities: As a volunteer, you have the right to be offered meaningful assignments that provide a good fit for your interests and abilities. You have the right to be treated fairly, receive proper orientation and effective supervision. You have the right to work in a safe environment and to communicate any concerns should they arise.

In return, we ask you perform your volunteer duties to the best of your abilities and represent LPR in a positive light. We ask you treat park patrons fairly and work within your volunteer assignment to make LPR and its programs successful and accessible for all community members.

Volunteer-related Policies: Following are volunteer-related policies, procedures and work rules based on legal requirements and best practice standards.

Appearance & Grooming: Volunteers will be expected to maintain their appearance including clothing, grooming and personal hygiene in a manner consistent with accepted business standards.

- Tattoos: Tattoos must not contain any offensive pictures and/or obscene language.
- Clothing: Clothing appropriate to the job must be worn while volunteering. Volunteers are not permitted to wear clothing that promotes illegal activity, inappropriate language, alcohol, drugs, and cigarettes or contains images or words of a sexual nature.

Age Minimum

The minimum age for volunteers is 16 unless accompanied by an adult or staff supervisor. Exceptions may be made on a case-by-case basis. All minors under the age of 18 will require parent/guardian approval prior to beginning volunteer work.

Tobacco Free Facility: Liberty Parks & Recreation is a tobacco free environment. There are designated smoking areas at all park locations.

Alcohol & Drug Free Work Environment: For the safety of our patrons, employees and volunteers, the Liberty Parks & Recreation Department is an alcohol and drug free work environment. Any volunteer reporting to work under the influence will be asked to leave the premises immediately.

Weapons Prohibition: No volunteer may have in his/her possession a weapon while volunteering for the City of Liberty. Weapons include, but are not limited to: firearms, electrical or stun devices, brass knuckles or knife blades longer than two inches not used in the performance of job responsibilities or any other weapon as defined by state statute. Additionally, a volunteer may not carry any device he/she intends to use as a weapon.

Workplace Violence Prevention: The City does not tolerate any type of workplace violence committed by or against employees/volunteers. Employees/volunteers are prohibited from making threats or engaging in violent activities.

Discrimination/Harassment Prevention: The City of Liberty expressly prohibits any form of unlawful volunteer harassment based on race, color, religion, sex, national origin, age,

disability, individual genetic information or any other characteristic protected by federal and/or state law, or status as a Vietnam-era or special disabled veteran. The City has a “zero tolerance” attitude towards harassment and encourages anyone who believes he or she is a victim of harassment to come forward and file a complaint.

Interaction with Youth Code of Conduct: Please see Appendix A for complete Youth Code of Conduct Policy.

Speaking to the Media: The Liberty Parks and Recreation Department requests volunteers refrain from speaking to the media unless given permission by an LPR staff member.

Solicitation: Volunteers may not distribute non-Liberty Parks & Recreation literature during volunteer work hours.

Transportation/Driving: Under no circumstances are volunteers to drive a City of Liberty vehicle. Volunteers who choose to use their personal vehicles while conducting volunteer activities assume liability under their own insurance.

Injury, Incident and Accident Reports: For all serious emergencies, call 911. Any accident or injury which involves an on-duty volunteer must also be reported to your supervisor immediately, regardless of the nature of the injury. The incident, accident or injury may require the completion of paperwork by you and/or your staff supervisor. Please report unsafe conditions or defective equipment to your supervisor immediately. All staffed LPR sites are equipped with a first aid kit. A staff supervisor will inform volunteers of the first aid kit location.

Inclusion Services and Adaptive Programming: LPR welcomes people of all ages with disabilities to participate in programs and services. LPR provides appropriate and reasonable accommodations, support, and special staff preparation and training to make your volunteer experience inviting, pleasant and successful. Please contact the Volunteer Coordinator at 816-439-4396 or volunteer@ci.liberty.mo.us should you have any questions or would like to arrange accommodations for your volunteer activity.

Separation of Volunteer Service: All volunteers willingly and freely offer services with no expectation of payment or compensation, LPR recognizes the right of volunteers to discontinue their service at any time and for any reason. LPR reserves the right to limit the use of volunteers based on staff determination of needs and City policies. Volunteers will be dismissed if their behavior or language is harmful or threatening to park users, staff or other volunteers. Grounds for terminating volunteer service may include, but are not limited to: failing to meet background check criteria; misconduct; use of alcohol or drugs while on duty; property theft; misuse of LPR equipment or materials; mistreatment of staff, volunteers or members of the public; imposing religious or political views on others; failure to adhere to the policies outlined in this handbook; and/or failure to perform assigned volunteer duties.

Feedback: Volunteer feedback helps us to set goals, measure progress, gather input and identify ways to improve the volunteer experience as well as assess the volunteer’s interest in future opportunities with LPR. Volunteers are welcome to give feedback to their supervisor or the Volunteer Coordinator at any time. Volunteers may be asked for feedback by their supervisor.

Appendix A

Interaction with Youth Code of Conduct

The purpose of the Interaction with Youth Code of Conduct is to promote the safety of juvenile participants (age 16 or younger) in their interactions with volunteers.

The City of Liberty and Liberty Parks & Recreation takes seriously its responsibility to ensure youth participating in LPR programs have a safe, healthy and positive environment in which to have fun. Appropriate, positive interactions between volunteers and youth are essential in supporting positive youth development.

Volunteers are expected to conduct themselves professionally at all times during their interactions with all participants. A social relationship with juvenile participants outside the context and scope of LPR services is inappropriate and prohibited. It is the City of Liberty's expectation that everyone involved in LPR programs will contribute in a positive manner, creating a healthy environment where participants feel safe and welcome. Volunteers interacting with young people should do so with integrity and respect for the child.

It is the volunteer's responsibility to set and respect boundaries. When a child attempts to involve a volunteer in inappropriate behavior, the adult is responsible for redirecting the behavior.

Examples of appropriate and positive interactions include:

- Praise
- Pats on the back or shoulder
- Positive reinforcement
- High fives

Examples of inappropriate and/or harmful interactions include:

- Sexually provocative comments or jokes
- Corporal punishment
- Intrusive questions, comments or observations, verbally or through notes
- Patting on the buttocks
- Behavior or language that is threatening or demeaning
- Excessive staring or watching

Under NO circumstances should volunteers engage in the following activities with juvenile participants:

- Affectionate contact including, but not limited to: any type of sexual contact, kissing, dating, holding hands, or allowing children to sit on an employee/volunteer's lap.

- Providing any mood altering substances to any participant, including but not limited to: alcoholic beverages, illegal drugs, and/or prescription drugs.
- Allowing a juvenile participant to visit the volunteer's residence at any time.
- Initiating or responding to social or personal contact with a juvenile participant by phone, e-mail, text messaging, visit at home or school, etc. for any purpose unrelated to LPR business.
- Providing a juvenile participant with the employee/volunteer's personal contact information, including but not limited to: the employee/volunteer's phone number; social networking contact information; personal e-mail address; and/or home address.
- Giving, offering, providing, or promising juvenile participant money, food, gifts or anything of value, unless related to LPR programs or services or in an emergency.

Volunteers who engage in any of the behaviors outlined in this policy will be subject to immediate discipline, up to and including discharge, and may also be subject to criminal penalties. It is understood that occasionally an employee/volunteer's relationship with a program participant pre-dates the employee/volunteer's hire. Circumstances such as these should be communicated to a supervisor immediately and will be managed on a case-by-case basis.

Two Adult Rule: To reduce the risk of accusations of inappropriate conduct with youth, volunteers should ensure that there is more than one adult present during activities with youth. If this is not possible, any one-on-one interaction with youth (e.g. providing first aid, correcting conduct, etc.) must take place within sight or hearing of others. Volunteers should not allow touching to occur out of sight of others, even in the event of tending to an injured youth. If privacy is needed, have another staff or youth present. Any touching that is resisted or refused by a child or youth must be respected. All doors should remain open unless there is a window in the door or a side window beside it. Doors should never be locked while persons are inside the room.

**Liberty Parks & Recreation
Volunteer Handbook
Receipt of Acknowledgement**

I acknowledge that I have received my personal copy of the Liberty Parks & Recreation Volunteer Handbook. I understand that it is my responsibility to read and become familiar with the policies, rules and regulations contained in this document.

I also understand that this document may change from time to time with or without notice and is no way meant to create, be or imply a contractual agreement regarding employment or benefits with the City of Liberty and that failure to comply with the Volunteer Handbook may lead to disciplinary action up to and including termination from my volunteer position with the City of Liberty.

Volunteer Signature

Date