

City of Logan



Parks and Recreation Department Volunteer Handbook



Updated October, 2009

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Welcome Volunteer!

Dear Volunteer:

Welcome! The City of Logan Parks and Recreation Department is privileged to join ranks with you as a volunteer. Logan Parks and Recreation has a long and distinguished history of service rendered by many as volunteer coaches, event and program organizers, service helpers, project helpers, and so on. We believe the substance that binds us together as a community is due to the volunteer spirit of the people of Cache Valley.

As a volunteer, we desire to integrate your service with the personnel from the Parks and Recreation Department in a safe and sound setting while providing you with orientation training opportunities that we hope meet your expectations. The enclosed information will introduce you to the process we have to start you off as a volunteer for the City of Logan Parks and Recreation Department.

We hope your service experience with us is fulfilling and rewarding to you. Thank you for considering us.

Best to you,



Russ Akina, CPRP
Director of Parks and Recreation
City of Logan



City of Logan

Parks and Recreation Department



City of Logan Mission Statement

“The Mission of the City of Logan is to sustain and enhance the quality of life for the citizens of Logan.

Quality of Life / Recreation

If recreational activities are what you desire, Logan is hard to beat. Outstanding fishing, biking, hiking, skiing and golfing are minutes away from your door. Logan also has an excellent park system, with one of Utah's two zoos and a challenging municipal golf course. Cache Valley provides beauty and activities year round.

Diversity of Industry

The valley is also blessed with a strong agricultural base. Cache County is Utah's leading agriculture producer. Our agriculture and other diverse industries such as electronics, publishing, food processing, light manufacturing and so forth, all add to Logan's robust but stable economy.

People

While the physical aspects and the quality of life are phenomenal, it is the people that really define Logan. No matter where residents hail from, Logan soon feels like home; comfortable yet challenging, quiet yet stimulating. Whether you make Logan your home for a week, a year, or a lifetime, you are always welcome back.

Education

Having Utah State University as an integral part of our community also sets us apart. Founded in 1888 by Logan residents, USU has provided the community with unique educational and cultural opportunities. USU brings Logan such things as entertainment and spectator sport opportunities, a vigorous economic base, and businesses based on university research.

Heritage

With a heritage dating back nearly 150 years, our cultural offerings are excellent. We have our own opera company, our own repertory theatre, several dance companies, renowned artists and outstanding facilities to show them off. Logan truly offers something for everyone to participate in and become involved.

Randy Watts, Mayor of Logan
State of the City, January 8, 2008

Parks and Recreation Department Vision
Creating Community through People, Parks, and Programs



PARKS & RECREATION

Volunteer Opportunities

Volunteers are used in many different ways throughout the Department

Zoo Volunteers

Willow Park Zoo uses volunteers in several capacities:

-General zoo work, assisting in animal care, clean up, building and grounds cleaning and maintenance. The number of volunteers is based on current numbers and needs.

-Education and programs. This is limited, and determined on an as-needed basis by the Education Coordinator.

-Story Time volunteers are enlisted each season and can volunteer to read one time or multiple times during the story time season.

-Special Event volunteers are used to help run activities at events such as "What's New at the Zoo", "Boo at the Zoo" and others.

Youth Sports Coaches:

The opportunities for volunteer help that are at the Logan Parks and Recreation department are as follows; Coaches, Assist Coaches and Team Reps for the following, Jr. Jazz, Tee-ball, Coaches pitch, Girls fast pitch, Tackle football and tackle football camp, Pony baseball, Flag football, Youth co-rec indoor soccer both spring and fall, Logan Fliers, Hershey's track, and the MLB Pitch, Hit, and Skills competition

Golf Course Hosts:

The course host is a volunteer position. The host is given golf privileges for his or her volunteer hours. The host is responsible for the pace of play as well as all customer service related issues and problems. These responsibilities include, sand and seed replacement, water jug filling and replacement, ball mark repair and divot replacement and divot filling. The course host is also responsible for making sure that all rules and regulations are followed i.e.: all rules on the scorecard.

After School Club Volunteers: Volunteers for the After School Club assist Site Coordinators in working directly with children. Volunteers must pass a background check and are provided with the appropriate instruction and training necessary. *(Refer to attached Volunteer Checklist specific to After School Club)*

Large Volunteer Groups: Large groups seeking a one-time project are not required to go through the background check process. Persons must be 18 years of age. They must work under direct supervision of a specific staff member at all times. No volunteers will be allowed to operate any power machinery or power equipment/vehicles.

Individual Volunteers: Projects in parks or the City Cemetery may from time to time accommodate individual projects such as Eagle Scout projects, Girl Scout Projects, or special event assistance.

Advisory Boards: Members of the Advisory Board are appointed by the Mayor and serve for the term as described in the board by-laws.

Interns: The City of Logan Parks and Recreation Department periodically utilizes college interns to assist Department staff with projects, programs, or services. The need for assistance will vary depending on the needs and available staff to work with interns. The supervision for interns is provided by the division in the Department where the intern will serve. Each supervisor is responsible for following the established policies and procedures currently in the Department to orient the intern to the nature of the project or program and throughout the course of the project or program, including evaluation of the service.

Volunteer interns are frequently used in zoo operations. Generally these interns are in the Animal Science or Pre-Vet Science programs, or in Wildlife Science related fields of study.

Volunteer General Information

Process for becoming a volunteer:

Volunteerism occurs in two ways: Opportunities initiated by the Department and inquiries generated by individuals or organizations. Volunteers accepted by the Department must complete the following procedures prior to performing volunteer service for the Department.

- Prospective Volunteers are directed to the appropriate Program/Project Supervisor to begin the volunteer process.
- For youth volunteer sports, recruitment begins at the time of registration. Volunteers indicate on registration form if they are interested in volunteering as head coach, assistant coach, or team player.
- For After School Club, prospective volunteers are referred to the Community Youth Coordinator where they will be interviewed and then selected to placement in elementary schools as needed.
- Golf Course Hosts are referred to the Golf Professional.
- Zoo Volunteers are referred to the Zoo Superintendent.
- A Consent, Authorization, and Release for the Procurement of a consumer and/or Investigative Report to a Third Party Form (Background Check Form) must be completed by all prospective volunteers. *See Attachment, page 18*
- Upon receipt of a cleared background, the Program/Project Supervisor will contact the prospective volunteer to schedule the required training.
- In the event that a positive background is reported, the report will be given to the Department Head. The Department Head will contact the appropriate Program/Project Supervisor
- All volunteer service for the Department shall include completion of the required forms for the purpose of ensuring volunteer safety and reducing risk to the Department and the City.
- No volunteer will be allowed to operate mechanized equipment of any kind for the benefit of the Department.
- Coaches receive a list of program rules, code of conduct, and expectations of the program.
- After School Club volunteers are instructed on goals and objectives of the program.
- The number of zoo volunteers will be determined by the zoo staff based on their program needs. All zoo volunteers must be thoroughly trained in all duties and situations they may encounter. Volunteers will not be allowed into areas containing potentially dangerous animals.
- A volunteer agrees to serve without monetary compensation for their donated time.
- Volunteers are not eligible for City employee benefits.



Volunteer Expectations

As a volunteer for the Logan Parks and Recreation Department, you may expect the following:

- Opportunities for Community Service when available.
- Appropriate training for the service to be performed.
- Guidance and direction from Department Staff.
- Recognition for service rendered to the Parks and Recreation Department.

Responsibilities of a Volunteer

A volunteer has the following responsibilities:

- Stay in contact with your designated Department Staff member.
- Follow the direction provided by Department Staff.
- Ask questions when direction or information may not appear to be clear.
- Complete the service indicated.
- Communicate with your Program/Project Supervisor.
- Participate in the program or project evaluation with your designated Department Program/Project Supervisor as circumstances permit.

Responsibilities of Parks and Recreation Department Staff

The Parks and Recreation Department staff has the following responsibilities to a volunteer:

- Inform public of possible volunteer opportunities.
- Obtain signature of potential volunteer on a Release for the Procurement of a consumer and/or Investigative Report to a Third party Form (Background Check Form).
- Contact volunteer after the background check has cleared and schedule any necessary orientation or training for the volunteer.
- In the event a background check comes back with a positive report, the Department Head will be notified and will determine process of notifying volunteer applicant.
- Insure that all required forms for the purpose of ensuring volunteer safety and reducing risk to the Department and the City are completed and signed.
- Insure that no volunteer be allowed to operate mechanized equipment of any kind while volunteering for the Department.
- Provide volunteer with appropriate training, league rules, code of conduct, and any training on expectations of the program/project for which volunteer service is being rendered.
- Record volunteer hours for program, project, or event.
- Recognize volunteers for their service at the Department/Division level.
- Complete and file the Volunteer Evaluation Form for volunteers/volunteer groups at the completion of season, project, program, or event. *See attachment, page 14*

Volunteer Program Standards

- Respect the privacy of persons employed by and served by the Parks and Recreation Department and hold in confidence all information obtained in the course of the volunteer work that you do.
- Volunteers shall not discriminate because of race, color, religion, sex, age, national ancestry, marital status, or ability.
- Personal use of City-owned tools, equipment, parts, or supplies is prohibited.
- Volunteers should maintain a professional relationship with Department Staff and the general public during the course of his or her service.
- Volunteers may not solicit gratuities, gifts, or bequests from the Department or its patrons.
- Visitors and customers who are friends, relatives, or business associates of volunteers are not to receive preferential treatment while volunteering with the Department.
- Volunteers must serve only in the area described and fulfill the duties outlined in the Volunteer Service Report. *See attachment, page 13*
- Volunteers serve only on days and hours that have been designated by Department staff, unless allocated a different schedule.
- Volunteers must call the designated Program/Project Supervisor if they are unable to fulfill their schedule.
- Volunteers do not give out Department news releases or press releases.
- Volunteers do not represent Logan Parks and Recreation Department personnel or matters pertaining to operations, maintenance, direction, or leadership capacities.

Volunteer Guide

The purpose of the following guide is to help the volunteer have a positive experience throughout the course of his or her service.

- **Volunteer Training**
Orientation and training is given to the volunteer prior to beginning their service.
- **Absences**
Please report any unavoidable absences to your Program/Project Supervisor as soon as possible.
- **Change of Address/Phone Numbers**
Please report any changes to your Program/Project Supervisor.
- **Dress Code**
Volunteers should dress according to the duties of their volunteer service as determined by the Program/Project Supervisor's instruction.
- **Recording Hours**
Program/Project Supervisor will maintain a record of volunteer hours.
- **Duration of Service**
Service is voluntary. The volunteer shall communicate with their program/project supervisor regarding their duration of service.
- **Evaluation of Service**
Whenever possible, the volunteer is strongly advised to participate in the evaluation of the service rendered. This is conducted between the designated Project /Program Supervisor and the volunteer. In large group settings, there may be a contact person for the volunteer group who can evaluate with Department staff. In exceptional situations, the Program/ Project Supervisor may need to perform the evaluation.
- **Service Recognition**
Volunteers are recognized in the Leisure Guide which is distributed to approximately 27,000 households by-annually. The Leisure Guide is also posted on the Web and available at the Chamber of Commerce, the Tourist Council, and the Logan City Library. Logan City hosts an annual Volunteer Appreciation Swimming Party at the Logan Aquatic Center where all volunteers from throughout the year are invited to bring their families and participate in the pool party where volunteers are recognized.

Volunteer Training Checklist


Upon contact by your Program/Project Supervisor, you will be given an orientation and training for your intended service. Orientation for certain tasks and on-site training for other volunteer positions will be provided as needed. The following are topics that will be covered in the orientation provided by the Program/Project Supervisor:

- Introduce the volunteer to Department personnel. Extra time should be spent with Department personnel who will interact most with the volunteer.
- Familiarize the volunteer with the area where service will be rendered.
- Include a thorough tour of the facility, park, and any other areas the volunteer may use as needed. (break room, restroom, supplies, etc.).
- Explain safety procedures including evacuation procedures in case of fire or other emergencies.
- Explain the assignment thoroughly to the volunteer and demonstrate the skills which need to be used.
- Demonstrate and explain any authorized equipment to be used (telephone, fax machines, computer software, copy machine, etc.) by the volunteer.

Evaluations

Evaluations are conducted at the end of each service for the purpose of analyzing performance and determining project/program objectives and outcomes.

SAMPLE



**City of Logan Parks and Recreation Department
Volunteer/Volunteer Group Evaluation**

Name of Volunteer/Volunteer Group _____ **Date** _____

Volunteer Position/Project _____

Period of Evaluation _____ **to** _____

The Above Volunteer/Volunteer Group was evaluated according to the following Standards:

1. Works effectively with other volunteers	Yes <input type="checkbox"/>	No <input type="checkbox"/>
2. Works effectively with staff	Yes <input type="checkbox"/>	No <input type="checkbox"/>
3. Works well with participants & patrons	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4. Desired project completed	Yes <input type="checkbox"/>	No <input type="checkbox"/>
5. Recommended for future volunteer opportunities	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Comments _____

Signature of Program/Project Supervisor _____ **Date** _____

Signature of Volunteer/Volunteer Group Representative _____ **Date** _____

Volunteer Evaluation Forms should be completed annually or at the end of program or project. Completed Volunteer/Volunteer Group Evaluation Forms to be kept on file with the Department Administrative Secretary.

Parks and Recreation Department Directory

195 South 100 West, Logan, UT 84321 Phone: (435) 716-9250 Fax: (435) 716-9254

<u>DIVISION</u>	<u>CONTACT NAME</u>	<u>PHONE</u>
Administration	Russ Akina, Director	716-9240
Administrative Secretary	Launa Murdoch	716-9240
Secretary III	Tonya Petersen	716-9242
Program Information Rep	Debbie Harvey	716-9244
Cemetery	Seth Sparks, Cemetery Sexton	750-9895
Golf Course	Jeff John, Golf Professional	716-9275
Golf Course Superintendent	Nick Purintun	750-7126
Parks	Ed Stephens, Parks Superintendent	716-9260
Recreation	Mark Johnson, Recreation Manager	716-9245
Youth Coordinator	Tara Alder	716-9249
Aquatic Supervisor	Dan Blakely	716-9247
Recreation Supervisor	Shelley Compton	716-9246
Willow Park Zoo	Rod Wilhelm, Superintendent	716-9264



Logan City Parks and Recreation Volunteer Interest Form

Please complete each of the following items on this form.
We appreciate your interest in volunteering.

ALL LOGAN CITY VOLUNTEERS ARE REQUIRED TO COMPLETE AND PASS A BACKGROUND CHECK.

Date _____

Name of Volunteer / Volunteer group _____

Address _____

Phone # () ____ - ____ Alternate Phone # () ____ - ____ E-mail _____

Employment: Currently Employed () Retired () Profession _____

Check all areas of interest:

- | | | |
|--|--|--|
| <input type="checkbox"/> Coaching | <input type="checkbox"/> Office/ Records | <input type="checkbox"/> Cemetery |
| <input type="checkbox"/> Assistant Coach | <input type="checkbox"/> After School Club | <input type="checkbox"/> Golf Course |
| <input type="checkbox"/> Time Keeper | <input type="checkbox"/> Zoo | <input type="checkbox"/> Telephones and Filing |
| <input type="checkbox"/> Score Keeper | <input type="checkbox"/> Parks | <input type="checkbox"/> Other _____ |

Please list prior volunteer experience: _____

Have you ever volunteered for the City of Logan? () No () Yes

If yes, in what capacity? _____

In what department (s) _____

How did you hear about volunteering for the Department of Parks and Recreation?

Please return your interest form to:

Parks and Recreation Department

Attention: Launa Murdoch

195 South 100 West

Logan, UT 84321



After School Club Volunteer Check List

1. Complete a background check and application.
2. Upon arrival at the site you should do the following:
 - Sign in on the volunteer sheet.
 - Check in with the Site Coordinator.
 - Review the day's activities with the Site Coordinator to determine where your service is needed. Be informed of any special circumstances that you may need to be aware of.
3. Introduce yourself to the children and get involved with them quickly.
4. Become familiar with the daily schedule, rules, and incentive programs at the site.
5. Follow all school rules and program rules and encourage participants to do the same.
6. Encourage all participants to participate in prepared activities. However, some children will not want to participate in an activity. If this occurs, direct them to an After School Club staff for other alternatives.
7. When with a child, **ALWAYS** stay with the group. **NEVER** be alone with a participant.
8. Define your boundaries. Find a balance between being a friend and a leader. Do not give piggy back or shoulder rides, wrestle with the children, or allow them to sit on your lap. These things can show favoritism and take your attention away from the group as a whole.
9. Orient yourself with the site discipline policies so you can handle situations as they arise. If you have witnessed a problem, which needs discipline, or if you have directed a child to do something and they will not, inform the After School Club staff of the Site Coordinator as soon as possible so they can take care of the situation. Allow the After School Club staff or the Site Coordinator to handle major discipline issues and inform them of any discipline actions you have taken.
10. Introduce yourself to staff, parents, and school faculty.
11. Allow the Site Coordinator to answer questions from parents, teachers, or others.
12. Do not bring cell phones! They distract your attention from the children.

***Remember, Volunteers are just as important to the program as everyone else is. Your behavior and attitude have a significant effect on the children and the program!**

Sample Background Check Form for Volunteers 17 Years of Age and Under



CONSENT, AUTHORIZATION, AND RELEASE FOR THE PROCUREMENT OF A CONSUMER AND/OR INVESTIGATIVE REPORT TO A THIRD PARTY

I understand that my records are protected under state and/or federal privacy laws and/or regulations and cannot be disclosed without my written consent unless otherwise provided for by state or federal law. I also understand that I may revoke this consent at any time except to the extent that action has been taken in reliance on it. Revoking consent, prior to information release, must be done in writing. Further, by authorizing the release of this information to a third party, I release the City of Logan, the Logan City Police Department and its agents from any civil liability which may result because of the information released.

I, the undersigned consumer, do hereby authorize the City of Logan, by and through its independent contractor, Mind Your Business, Inc. ("MYB"), to procure a consumer report and/or investigative consumer report on me.

These above mentioned reports may include, but are not limited to, employment and education verification; personal references; citations; a social security number verification; present and former addresses; criminal and civil history/record; and any other public record; and any other information bearing on my credit standing, credit capacity, worthiness, character, general reputation, personal characteristics, trustworthiness and/or mode of living.

I understand that the investigative consumer report I have authorized above may include information obtained by interviews with my neighbors, friends and/or associates and/or others with whom I am acquainted or who may have knowledge concerning said information. I understand that I am entitled to a complete and accurate disclosure of the nature and scope of any investigative consumer report prepared on me upon written request to MYB that is made within a reasonable time after the date hereof.

I further authorize any person, business entity or governmental agency who may have information relevant to the above to disclose the same to the City of Logan, by and through MYB, including but not limited to, any courthouse, any public agency, any and all law enforcement agencies and any and all credit bureaus, regardless of whether such person, business entity or governmental agency compiled the information itself or received it from other sources, *including alcohol and controlled substance information from previous employers.*

I hereby release the City of Logan, MYB and any and all persons, business entities and governmental agencies, whether public or private, from any and all liability, claims and/or demands, of whatever kind, to me, my heirs, or others making such claim or demand on my behalf, for procuring, selling, providing, brokering, and/or assisting with the compilation or preparation of the consumer report and/or investigative consumer report hereby authorized.

Position Applying For: _____ Department _____

Name: _____
First Middle Last (Maiden/Other within past 7 years only)

Signature: _____ Date: _____

Complete Address: _____
Street Number/Street name/P.O. Box

City _____ State _____ Zip Code _____ County _____

Social Security Number: _____ -- _____ -- _____

Driver's License Number: _____ State Issued: _____

Daytime Phone Number: _____

Date of Birth*: _____

* This information is voluntary and will not be used to determine an applicant's age. If indicated, it may be used in conjunction the applicant's name, address, and social security number to correctly identify the person.

Please list all additional residences that you have resided in the past five (5) years:

Street Number/P.O. Box Street Name City State Zip Code County

Street Number/P.O. Box Street Name City State Zip Code County

Street Number/P.O. Box Street Name City State Zip Code County

Minnesota employees – Please check here to have a copy of your Investigative Report mailed to you.
 California employees – Please check here to have a copy of your Investigative Report mailed to you.

Office Use Only – Logan City _____ Eligible to Hire _____ Not Eligible to Hire

Identity of third party verified by means of _____

CITY OF LOGAN POLICE

Name of Agency _____ Name _____ Date _____

Sample Background Check for Volunteers Over 17 Years of Age



Candidate Disclosure / Authorization Regarding Procurement of Consumer Reports

The City of Logan will order a consumer report and/or investigative consumer report ("background check report") on you in connection with your application for employment, or if you are already hired, or if you already work for the City of Logan, we may order additional background check reports on you for employment purposes without obtaining additional consent, where permissible by law. The consumer reporting agency ("Consumer Reporting Agency") that will prepare the report is ADP Screening and Selection Services, 301 Remington Street, Fort Collins, Colorado 80524, telephone 800-367-5933. In the event that information from the report is utilized in whole or in part in making an adverse decision with regard to your potential employment or employment, before making the adverse decision, we will provide you with a copy of the consumer report and a description in writing of your rights under the law.

You have the right to request, in writing, within a reasonable time, that we make a complete and accurate disclosure of the nature and scope of the information requested. Such disclosure will be made to you within 5 days of the date on which we receive the request from you or within 5 days of the time the report was first requested, whichever is the later. To receive this information or to inspect any files concerning such a report or to determine if a report has been requested, you may contact the Company or the Consumer Reporting Agency.

The Fair Credit Reporting Act and certain state laws give you specific rights in dealing with consumer reporting agencies. You will find these rights in the attached documents.

Please be advised that we may also obtain an investigative consumer report including information as to your character, general reputation, personal characteristics, and mode of living. By your signature below, you hereby authorize us to order consumer and/or investigative consumer reports including, but not limited to, the following information: social security number validation; criminal, public, educational and, as appropriate, driving records; employment history and earnings history; military service; credit reports, licensing and certification checks, and drug testing results. The information may be obtained from private and public repositories of information, and can be disclosed to the processing agency below and its agents.

I agree that a facsimile or photocopy of this form is valid just like the original form.

This report will be processed by:
ADP Screening and Selection Services
301 Remington Street
Fort Collins, Colorado 80524
800-367-5933

Applicant's Name: _____
(Please Print)

Applicant's Address: _____

City/State/Zip: _____

Signature: _____

Social Security Number: _____

For Identification Purposes Only: Date of Birth: _____

Give copy with State Law Notices, Summary of Rights and Release Authorization documents to applicant. Retain a copy for your files.