



PARKS AND RECREATION DEPARTMENT

VOLUNTEER POLICIES & PROCEDURE



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PURPOSE

The purpose of this policy is to establish guidelines and regulations for the Volunteer Management Program.

POLICY

It is the policy of the City of New Braunfels to provide a Volunteer Management Program that recruits, places, retains and recognizes volunteers that support existing City services. The City of New Braunfels is committed to upholding a positive and professional image while delivering exceptional services to the public. It is a City policy that volunteers maintain a high standard of professional appearance appropriate for the assigned responsibilities; however, this requirement is not intended to preclude cultural or religious customs.

FUNCTION

The function of the Volunteer Management Program is to provide effective volunteer management to those that support existing services provided to the community, whether as:

- Volunteers.
- Interns.
- Temporary employees.
- Current employees.

DEFINITIONS

- Intern: An individual who is currently enrolled in college and may or may not receive course credit for the completion of their internship assignment.
 - Temporary Employee: Temporary employees fill positions in which there is no immediate expectation of on-going funding or for which there is no expectation of continued employment, or those who routinely work less than 20 hours per week or 1,040 hours per year. Temporary employment is usually tied to the accomplishment of a specific function(s) which occurs within a specified period such as a special project, temporary fill-in for regular employees, etc.
 - Volunteer: Any individual or group of individuals who, of their own free will, provide their services to the City of New Braunfels without the expectation of receipt of compensation from the City or its Departments and who performs a task at the direction of and on behalf of the City.
 - Volunteer Coordinator: The Parks and Recreation Department employee who coordinates details of volunteer assignment.
- Volunteer Supervisor: The Parks and Recreation Department employee who will directly supervise the volunteer on a day-to-day basis.

USE OF VOLUNTEERS

The City of New Braunfels Parks and Recreation Department has a multitude of volunteer opportunities that fit a variety of skills and interests. Some activities are regular and on-going, while others are one-time events.

1. SPECIAL EVENTS:

One-time events include, but not limited to:

- Wine and Saengerfest
- Arbor Day Celebrations
- Dos Rios Watershed Cleanup
- Soul Searching
- Daddy Daughter Sweetheart Dance

2. ADOPT-A-PARK:

Adopt-A-Park (AAP) is a citywide volunteer program that recruits and trains residents to assist in the general care and maintenance of neighborhood parks, trails and other city park land. AAP also educates the public about creating and preserving clean and safe parks and trails for everyone. AAP encourages all individuals and groups to get involved. Adopt-A-Park Partners could include:

- Service Organizations
- Scouts
- Schools
- Businesses
- Church Groups

3. ADOPT-A-SPOT:

The Adopt-A-Spot River Clean-Up program serves to raise public awareness, educate citizens, and generate community involvement by adopting a spot along the river or in contributing areas to clean. Details are available at www.nbtexas.org/adoptaspot.

4. NEW BRAUNFELS PARKS FOUNDATION:

Join Foundation members in making New Braunfels a better place to live, work and play. To volunteer or get more information, visit www.nbparksfoundation.org.

5. FISCHER PARK CHAMPIONS:

Volunteer with the Nature Center staff and other concerned citizens to improve the park habitats. Events are held every 3rd Saturday of the month from 9-11:30 am.

6. GENERAL VOLUNTEERS:

Volunteers can:

- Pick up litter
- Rake leaves
- Remove graffiti
- Report park hazards
- Sweep courts and pathways
- Care for landscape beds
- Pull weeds
- Mulch landscape beds

SPECIFIC PROCEDURES:

1. RECRUITMENT

Volunteers shall be recruited by the City on a pro-active basis, with the intent of broadening and expanding the volunteer involvement of the community. Volunteers shall be recruited without regard to race, color, national origin, gender, age, marital status, sexual preference, and/or disability. Volunteers may be recruited either through an interest in specific functions or through a general interest in volunteering which will later be matched with a specific function. Volunteers who have not reached the age of 18 must have the written consent of a parent or legal guardian prior to volunteering and will under no circumstances be allowed to operate power tools.

2. CITY EMPLOYEES AS VOLUNTEERS

A City employee may be considered for a volunteer assignment if the following requirements are met:

- a. The volunteer assignment is outside the scope of normal staff duties and working hours.
- b. Volunteer service is initiated by the City employee and is completely voluntary.
- c. The City employee has received prior approval from their Department Director.
- d. The Human Resources Department has been notified of the volunteer assignment.
- e. City employees will follow all procedures and guidelines of the City.

3. SELECTION

Volunteers shall be placed based on the capabilities and interest of the volunteer and requirements of the position.

4. BACKGROUND CHECK

A criminal record background check may occur depending on the requested volunteer assignment. The City will collect information about volunteers during the application process, and volunteers will be required to complete applicable authorization forms for the background check. Volunteer information collected by the City of New Braunfels is confidential and will not be shared with other departments or persons.

5. ORIENTATION

The Volunteer Coordinator or designee will provide an orientation program that will highlight key aspects of the task the volunteer, intern, temporary employee or employee volunteer will be engaged in, safety guidelines as well as all City of New Braunfels policies with which he or she will be expected to abide by prior to the start of a volunteer assignment.

All volunteers must sign a Volunteer Service Agreement at the completion of their orientation or commencement of the task assigned.

6. TRAINING AND RETENTION

The City will provide adequate instruction and, where necessary, training to ensure all workers perform a task properly and safely and provide individual volunteers with adequate knowledge of City rules and requirements.

7. SUPERVISION AND EVALUATION

- a. The Volunteer Supervisor will supply the volunteer with the proper supplies and equipment necessary to complete the assigned task.
- b. The Volunteer Supervisor will record time sheets and report the information to the Volunteer Coordinator so that the total number of volunteer hours for the Department can be recorded.
- c. The Volunteer Supervisor will document all policy and/or procedure violations by the volunteer and report them to the Volunteer Coordinator.
- d. Upon conclusion of a volunteer assignment, or as deemed necessary, the Volunteer Supervisor will complete a Volunteer Evaluation Form to be shared with the volunteer. This assessment documents a volunteer's strengths, weaknesses, provides constructive criticism and addresses any concerns.

8. VOLUNTEER ASSIGNMENT, SCHEDULE AND HOURS

- a. Upon completion of the application and background process, the volunteer will be contacted by the Volunteer Coordinator and will receive specific training from the staff member to whom they will report.
- b. Work schedules of volunteers are diverse and varied depending on the task and/or location. Volunteers should work with their supervisor to set a schedule that is mutually acceptable. If a volunteer cannot make it to his/her assignment on a scheduled day, the volunteer should notify the job supervisor as soon as possible.
- c. Volunteers may not perform professional services for which certification is required, unless they already hold the appropriate certificate or license, and have received approval from the Human Resources Department. Upon seeking approval, please make sure to provide copies of any certificates or licenses, including any special driving licenses, first aid or CPR certification.

9. LIABILITY COVERAGE

Volunteers who sustain injuries while acting in their volunteer capacity are entitled to full medical benefits and the minimum compensation (indemnity) rate in effect at the time of the injury through the Texas Municipal League (TML) Intergovernmental Risk Pool. Injuries sustained while on assignment must be immediately reported to the Safety and Training Coordinator in the Human Resources Department.

10. ADDITIONAL VOLUNTEER PARAMETERS

- a. Volunteers are asked to avoid personal phone calls, visits or other interruptions while on duty.
- b. Volunteers are prohibited from taking or using City supplies, materials, equipment, or facilities for personal use. City computers and telephone usage for personal reasons will be subject to the discretion of the Department Director. Property of the City must remain on site and at no time are volunteers authorized to remove equipment, archives, images, etc., without the written approval from the Department Director.
- c. All City of New Braunfels workers have a right to work in an environment free from all forms of discrimination and conduct which can be considered harassing, coercive or disruptive. Consistent with the City of New Braunfels respect for the rights and dignity of each employee and volunteer, harassment based on race, color, religion, sex, national origin, age, disability, sexual orientation or any characteristic protected by law, will not be sanctioned or tolerated. Volunteers shall be courteous to the public and coworkers. Volunteers shall be tactful in the performance of their duties; shall control their tempers; exercise patience and discretion; and shall not engage in argumentative discussions even in the face of extreme provocation. In the performance of their duties, volunteers shall not use coarse, violent, profane or insolent language or gestures and shall not express prejudice concerning race, religion, politics, national origin, lifestyle, or similar personal characteristics.
- d. Volunteers are prohibited from using their official position for personal or financial gain, obtaining privileges not otherwise available to them except in the performance of duty, avoiding consequences of illegal acts, etc.
- e. Volunteers who do not adhere to the rules, policies and regulations of the City of New Braunfels, or fail to perform their assignments satisfactorily, are subject to dismissal. A volunteer may be dismissed at any time. The City of New Braunfels reserves the right to request that a volunteer leave immediately if circumstances warrant such action. Volunteers are free to resign at any time for any reason, and the City reserves the right to terminate the service of a volunteer at any time for any reason.
- f. Volunteers are expected to use safe work practices and immediately report unsafe conditions that exist in the workplace to their supervisor. The personal safety and health of each employee and volunteer of the City of New Braunfels is of primary importance. Each employee and volunteer are responsible for exercising care and good judgement in preventing accidents and for observing safety rules. Employees and volunteers are also expected to comply with all applicable safety and health requirements whether established citywide, by

an individual department, or by federal, state, or local law.

g. The minimum age for volunteering is determined by individual divisions and dependent on the nature of the work being performed.

ATTACHMENTS

1. Volunteer Application/Information Form
2. Volunteer Sign-Up and Service Agreement
3. Volunteer Service Agreement – Minor
4. Volunteer Hours Report Form
5. Volunteer Evaluation Form
6. Volunteer Handbook