



PARKS AND RECREATION DEPARTMENT

# VOLUNTEER HANDBOOK



[NBPARKSANDREC.COM](http://NBPARKSANDREC.COM)

# MISSION AND VISION STATEMENTS

The City of New Braunfels provides facilities, programs and recreational opportunities for community that contribute to an aesthetically pleasing environment and enhanced quality of life. The Department operates and maintains over 500 acres of parkland, including 2 pocket parks, 9 neighborhood parks, 5 community parks, 4 regional parks, 14 recreation/special use areas, 6 greenbelt/conservation parks and a golf course.

## VISION

Our vision is to enhance the well being of our community through laughter, play, conservation and discovery.

## MISSION

Our mission is to afford diverse opportunities and access for all residents and visitors through innovative programs and facilities, open space preservation, and economic enhancement.

# DEFINITIONS

- **City Employee:** An individual currently working for the City of New Braunfels and is volunteering for an assignment outside the scope of their normal staff duties and working hours. Volunteer service is initiated by the City employee and is completely voluntary. The City Employee must receive prior approval from their Department Director. Human Resources Department must be notified of the volunteer assignment
- **Counselor in Training:** An individual between the ages 13-15 who has been accepted into the program after submitting a completed application, letter of recommendation and successfully interviewing with the Recreation Programs Supervisor.
- **Non-paid 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 OPPORTUNITIES

The City of New Braunfels 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 where you can volunteer for a few hours. Below are some examples of how you can volunteer with the Parks and Recreation Department.

## 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

## 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

## 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](http://www.nbtexas.org/adoptaspot).

## 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](http://www.nbparksfoundation.org).

## 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.

## 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

# VOLUNTEER APPLICATION PROCESS

1. Complete the Volunteer Application/Information Form using the Department’s website, or the form attached to this document (page 12).
2. The Volunteer Coordinator will contact you to discuss your volunteer interests and placement. This may include an interview by the volunteer supervisor in the specified area of interest.
3. Sign up for a volunteer opportunity and the Volunteer Coordinator will send the details of that opportunity prior to the event when appropriate. This will be done via email in most instances.
4. The volunteer may be required to participate in a training or brief orientation. This may take place immediately preceding the volunteer opportunity.

# VOLUNTEER SERVICE AGREEMENT

1. Volunteers acknowledge that the City will not provide a salary or other compensation, or prizes of any kind, for their services as a volunteer. Rewards or prizes for volunteer service to the City may be offered by other persons; however, the City is not responsible for the payment of any such reward or prize to the volunteer.
2. Volunteers agree not to hold the City of New Braunfels liable for any injuries, physical or mental, which may be sustained by participating in a volunteer program.
3. Volunteers agree to complete a “Volunteer Sign-up and Service Agreement” Form after each completed volunteer event and forward the form to the Volunteer Coordinator as soon as possible (page 14).
4. Volunteers under the age of 18 must complete a “Volunteer Service Agreement/Minor” form, which includes a signature by the volunteer’s parent or guardian (page 13).
5. The City of New Braunfels is a smoke and tobacco free workplace. Employees, visitors and customers (including volunteers) are prohibited from smoking or using tobacco products, including vapor/e-cigarettes, inside City buildings and City vehicles.

# SAEFTY GUIDELINES

All volunteers are required to follow these guidelines while performing tasks at any park.

## DO'S

- DO lift all objects with your legs, not your back.
- DO wear light or bright colored clothing, hard soled shoes, and sturdy work gloves.
- DO use sun block or wear a hat.
- DO tie bags tightly before placing in trash receptacles.
- DO wear gloves at all times.
- DO handle sharp objects with care – children should NOT pick up broken glass.
- DO work during park hours.
- DO work with a partner whenever possible.
- DO carry a small first aid kit.
- DO provide water for your volunteers.
- DO make sure that all volunteers in your business or organization are familiar with these safety precautions.
- DO have at least one adult supervisor for every five minors.
- DO be alert for stinging insects and snakes.
- DO be cautious of poisonous plants, such as poison oak.

## DONT'S

- DON'T overexert yourself. Be sure to take breaks, drink liquids, and dress appropriately for the weather.
- DON'T bring small children or pets along on projects unless they can be closely supervised.
- DON'T leave children or pets locked in the car at work locations.
- DON'T stomp on bags. Injuries may occur from broken glass or sharp objects.
- DON'T pick up materials you suspect might be hazardous, such as needles, or drug paraphernalia. Call the non-emergency dispatch at (830) 608-2179 and give the precise location of the material.
- DON'T pick up dead animals.

## TEACHERS AND GROUP LEADERS

- Youth must be supervised at all times.
- Review safety rules carefully with students before they begin the project.
- Tie bags tightly before placing them in trash receptacles; do not stomp on them.
- Wash paint brushes in the sink; do not pour excess paint down the drain or clean in streams/rivers.
- Report any safety hazards to Parks and Recreation staff.
- Add any additional safety precautions you feel appropriate.

## STUDENTS AND YOUTH

- Stay within sight of your teacher or group leader.
- Work with a buddy.
- Don't pick up trash near the street or curb.
- Don't pick up any sharp objects, such as broken glass.
- Report any broken equipment, such as swings, to your teacher or group leader.
- If park workers are present doing their job, don't run in front of them or get too close when they are working with a machine.
- Wash your hands thoroughly when you complete your work.
- Don't run, throw objects, or engage in horseplay.
- Breaking sprinkler heads, writing on walls, or destroying park equipment is NOT being a friend to the park. It costs everyone – including your family – money.

## LYME DISEASE

Lyme disease is transmitted to animals and man through the bite of a tick. There are several different ticks that carry Lyme disease, but the most common in the western part of the United States is the western-blacklegged tick. The ticks vary in size, anywhere from a sesame seed to the size of a grain of sand. Ticks do not jump like fleas. They must crawl onto you. Ticks on your clothing do not pose a threat if they are removed before they can reach your skin. A tick must feed on you for at least 12 hours to transmit the disease, so prompt removal of ticks is important. If you see one on your skin, pull it out with tweezers slowly without twisting, and without squeezing the tick. Save the tick. Your doctor may want it for testing. See a doctor for expert advice.

## HOW TO AVOID TICK BITES

- Wear light colored clothing. Dark ticks are more easily spotted against a light background.
- Tuck long pants into socks to prevent ticks from getting to your skin.
- Apply repellents according to the label instruction. Applying repellent directly on clothing is most effective.
- Stay on trails to avoid the most common tick habitats.

## INSECT BITES

- Stings from wasps, bees, and ants can cause death from an allergic reaction. Spiders are harmless except for:
- Black Widow - Symptoms include pain, headache, dizziness and nausea a black widow is black with a red hourglass shape on its underbody.
- Brown Recluse-Symptoms include local pain within an hour; lesion has a bull's eye which may enlarge and rupture and causes nausea and vomiting. A brown recluse is light brown with a darker brown, violin shaped marking on top of the body.

IF EITHER OF THESE SPIDERS IS SUSPECTED OF BEING INVOLVED, GET THE VICTIM TO THE DOCTOR IMMEDIATELY.

## FIRST AID

- Wash the affected area
- Call a doctor
- Identify the source of the bite
- Ice may be applied to reduce venom circulation.
- Rest/sitting-still should be encouraged to reduce circulation.

For minor stings that typically don't involve an allergic reaction, use the "sting" ointment in your first aid kit.

## POISON OAK/IVY

Poison Oak/Ivy grows along side trails, in forests and wooded areas. Poison Oak/Ivy causes your skin to itch, and you will definitely want to scratch. There is no immediate cure. You can only wait for the process to run its course and treat the symptoms. The symptoms are non-contagious rashes and non-poisonous blisters. Contaminated clothing should be washed thoroughly. Calamine lotion is the traditional remedy. Other treatment options include:

- Epsom Salts dissolved in water, applied with a paper towel.
- Apple Cider Vinegar applied with a paper towel. Smells, and will sting, but works.
- The inside of a banana peel.
- Severe reactions contact your doctor immediately.

# HEAT RELATED ILLNESSES

## Heat Exhaustion

Typically occurs after long periods of strenuous exercise or work in a hot environment. Over time, the victim loses fluid through sweating, which decreases the blood volume. This reduces blood flow to the vital organs.

### Signals

- Normal or below normal body temperature
- Cool, moist, pale, or red skin
- Headache
- Nausea
- Dizziness and weakness
- Exhaustion

### First Aid

- Cool the body
- Give fluids
- Minimize shock
- Move the victim to a cool area and give him cool water to drink.
- Loosen any tight clothing and remove any clothing
- soaked with perspiration.
- Apply cool, wet cloths, such as towels or sheets, to the skin and fan the victim to increase evaporation.
- Let the victim rest in a comfortable position and watch carefully for changes in his or her condition.

## Heat Stroke

This is the most severe heat emergency. It most often occurs when people ignore the signals of heat exhaustion. It develops when the body systems are overwhelmed by heat and begin to stop functioning. Sweating stops because body fluid levels are low. When sweating stops, the body cannot cool itself effectively, and body temperature rapidly rises. Soon after, the brain and other vital organs, such as the heart and kidneys, begin to fail. If the body is not cooled, convulsions, coma, and death will result.

### Signals

- High body temperature (often as high as 106 degrees)
- Red, hot, dry skin
- Progressive loss of consciousness
- Rapid, weak pulse
- Rapid, shallow breathing

### First Aid

- Cool the body
- Give fluids
- Minimize shock
- Move the victim to a cool area and give him cool water to drink.
- Loosen any tight clothing and remove any clothing
- soaked with perspiration.
- Apply cool, wet cloths, such as towels or sheets, to the skin and fan the victim to increase evaporation.
- Let the victim rest in a comfortable position and watch carefully for changes in his or her condition.

# WHEN TO CALL EMS PERSONNEL

Refusing water, vomiting, and changes in the victim's level of consciousness are signals that the victim's condition is worsening. Call EMS personnel immediately if you have not already done so. If the person vomits, stop giving fluids and position the victim on the side. Make sure the airway is clear. Monitor the ABCs and check vital signs. Keep the victim lying down and continue to cool the body.

A change in the victim's level of consciousness is the first reliable signal that a victim's condition is deteriorating. Cool the body with towels and sheets. Place cold packs on the victim's wrists and ankles, on the groin, in each armpit, and on the neck to cool the large blood vessels. DO NOT apply rubbing alcohol.

# TASK GUIDELINES

## LITTER REMOVAL

- Always wear work gloves.
- Work only during daylight hours.
- Work with a partner whenever possible.
- Do not work under potentially dangerous weather conditions, such as rain or heavy winds.
- Don't over exert yourself. Be sure to take breaks and drink plenty of fluids.
- Don't lift with your back, lift with your legs.
- Don't pick up materials that you suspect might be hazardous, such as needles, bloody objects or drug paraphernalia. Call your local fire station non-emergency number, (830) 221-4100, or the Parks Administration office, (830) 221-4350.
- Don't pick up litter close to the edge of curbs unless oncoming traffic is clearly visible.
- Tie bags tightly before disposal.
- Do not stomp on trash bags. Stomping may cause sharp objects to puncture the bag.
- Recycle whenever possible. Separate recyclables (glass, plastic, and aluminum) and take home for curbside pick-up, or take to a drop-off center.
- If trash cans are full, place your filled bags next to the cans.

## GRAFFITI REMOVAL

- Before painting over graffiti, check with the appropriate City of New Braunfels staff for approval.
- Try to clean off the graffiti before you attempt to paint over it. Graffiti can often be wiped off with Formula 409 or a commercial graffiti remover. Volunteers must go through training before using graffiti remover.
- A coating, called "universal sealer" should be applied over felt pen, lipstick or grease pencil tags.
- Let the sealer dry before attempting to paint over it.
- Do not paint over ceramic tile, unpainted brick, plumbing, or light fixtures.
- Check color of paint to be sure it matches. City staff must approve all paint colors.
- To remove graffiti from trees: spread dirt or mud over graffiti or mix baking soda and water and use a soft bristle brush to clean off. You may also use water-based saddle-brown paint to cover over graffiti.
- To remove graffiti from signs or poles: spray cheap hair spray, rubbing alcohol or nail polish remover over area and wipe clean.
- To remove graffiti on walkways: wire brush area with baking soda mixed with water. Never paint on walkways.
- Post area worked on with "Wet Paint" signs.
- Do not clean paint brushes, roller, bucket or other supplies at site.
- To clean up paint spills use sand, cat litter or sawdust.
- Dispose hazardous material at a hazardous waste collection site.
- Never clean brushes or rinse paint containers into a street, gutter, storm drain or stream. Chemicals that are poured into a storm drain will flow directly into rivers and streams without being treated.
- Recycle excess water-based paint or use it up. Dispose of any excess liquid in the sanitary drain (located in your house) not in the storm drain.
- Reuse left over oil-based paint. Dispose of excess liquid at household hazardous waste collection sites or events.



## WEED ABATEMENT

- Before removing weeds, check with Parks and Recreation staff for approval.
- Contact Parks and Recreation staff to coordinate in advance for pick-up of clippings.
- Wear protective gear: safety glasses/goggles, safety vests, long pants and long sleeves, sturdy work shoes, and work gloves.
- Do not use power equipment.
- Do not work under potentially dangerous weather conditions, such as rain or heavy winds.
- Do not spray or use any chemicals. It is against city policy.
- Don't over exert yourself. Be sure to take breaks and drink plenty of fluids.
- Small children should not use weeding tools. Volunteers must be at least 12 years old to use weeding tools.
- Be cautious around thorny or poisonous bushes, such as poison oak or stinging nettle.
- Do not bag weed clippings unless specified by park staff (to ensure that clippings are recycled).
- On pathway or trail:
  - Do not block pathways and trails.
  - Be cautious and respectful of pedestrians, cyclists, and other trail users.
  - Post appropriate "work ahead" signs on both ends of work area.

# IMPORTANT PHONE NUMBERS

## **CITY OF NEW BRAUNFELS PARKS AND RECREATION DEPARTMENT:**

<b>ADMINISTRATION OFFICE</b>	<b>(830) 221-4350</b>
<b>PARK MAINTENANCE</b>	<b>(830) 221-4367</b>
<b>LANDA RECREATION CENTER</b>	<b>(830) 221-4370</b>
<b>DAS REC</b>	<b>(830) 221-4170</b>
<b>FISCHER PARK NATURE CENTER</b>	<b>(830) 221-4378</b>
<b>LANDA PARK GOLF COURSE</b>	<b>(830) 221-4340</b>
<b>AQUATIC COMPLEX</b>	<b>(830) 221-4360</b>
<b>MAINTENANCE ON-CALL</b>	<b>(830) 221-6195</b>
<b>RANGER ON-CALL</b>	<b>(830) 837-0048</b>

**CITY OF NEW BRAUNFELS RIVER MANAGEMENT OFFICE (830) 608-2166**

**CITY OF NEW BRAUNFELS CITY HALL MAIN LINE (830) 221-4200**

**CITY OF NEW BRAUNFELS ANIMAL CONTROL (830) 608-2183**

**CITY OF NEW BRAUNFELS CODE ENFORCEMENT (830) 221-4074**

**CITY OF NEW BRAUNFELS NON-EMERGENCY DISPATCH LINE (830) 221-4100**