



Volunteer Training

New Brighton Parks & Recreation

You're a volunteer...so now what?

Why is volunteering so important?

- **Thank you** for your time and dedication to New Brighton Parks and Recreation.
- We're glad you're here!

Volunteer Opportunities

- NBCC Maintenance – Year round cleaning Community Center amenities.
- Gardeners – Looking for individuals who have a green thumb to maintain City flower beds/areas. Flexible hours
- Tree Planters – Looking for adults to assist school aged children plant trees on National Arbor Day at Hansen Park
- Special projects – a Scout with a project idea or fulfilling badge requirements
- Adopt-a-Park – Organizations, clubs, or neighbors (clean approximately four times per year on your schedule)
- Santa Cop
- Police Explorers
- VIPS – Volunteers in Public Safety
- CERT – Community Emergency Response Teams
- Kitchen KutUps – Entertainer or Van Driver (Weekdays-varying times)
- Office assistance
- Coaches
- Water Safety Instructor Aid
- Ed-ventures Day Care-help assist instructors with kids ages 5-12 at the park several times per week for 2-4 hours per time

Volunteer training for NBPR

- Every volunteer must complete a background check and an interview to be sure you are a good fit.
- Our goal is to match your skills and talents to an opportunity in our department.
- Overall, there are expectations and policies we need to communicate to all volunteers.

A FEW STATS

- In 2008, 189 volunteers logged 5,596 hours
- In 2009, 290 volunteers logged 6,647 hours
- In 2010, 181 volunteers logged 4,800 hours
- In 2011, 216 volunteers logged 6,014 hours
- In 2012, 638 volunteers logged 7,409 hours
- In 2013, 468 volunteers logged 5,331 hours
- In 2014, 470 volunteers logged 6,695 hours

Volunteers at Adventure Day



Paul volunteers an average of 45 hours a month at the NBCC creating balloon sculptures for children. Thanks Paul!



Goose Management – Egg Addling





Instructional Aids



Health & Fitness Expo





New Brighton,
**DID YOU
KNOW**

PARKS & RECREATION
Enriching Life. Inspiring Community.

Adopt A Park 2014

Research demonstrates that volunteering
leads to better health.

*Did You Know that in 2014 the Adopt A Park program
logged 407 hours,
186 volunteers,
had 10 groups adopting 11 parks
and increased by 52 volunteers & 189 hours from 2013.*

Source: United Way of Greenhaven

Adopt A Park - Driftwood



Adopt A Park - Freedom



Veterans Park Gazebo



Veterans Park Trail



Sunny Square Playground Hansen Park Bridge



Volunteer Expectations

- Arrive Early!



Volunteer Expectations

- Dress in weather appropriate attire or uniform assigned.
- No No!...
 - short shorts, spaghetti strap shirts, muscle shirts, sweats, work out clothes, pajama bottoms, jeans with holes or any other clothing that is worn or in disrepair, shirts with inappropriate logos, mini skirts or flip flops.



City Policies

- Media policy
- Communication
- Social Media
- Violence
- Sexual harassment
- Drugs
- IT



Media Policy

- If you come in contact with media personnel, you are NOT obligated to speak with them. If you are off-site, you should take their contact information and get in touch with your supervisor immediately. If you are on-site, tell them to wait politely, speak with a supervisor and let them decide the next step.
- Remember, nothing you say is “off the record” with the media and we prefer supervisory staff to speak with them.

Communication Policy

- The city strives to provide the public accurate and timely information, communicated in a professional manner, and in accordance with the laws regarding public information and data practices.
- As a volunteer, you may sometimes comment on city matters outside of your role as a volunteer. Therefore, this policy provides guidelines for you when communicating as a private citizen on matters pertaining to city business.

Communication Policy

- Only designated personnel should communicate on behalf of the city in interviews, publications, news releases, on social media sites and related communications.
- Remember, the personal communications of volunteers may reflect on the city, especially if you are commenting on city business.

Communication/Social Media Policy

- Remember, what you write is public. It may also be spread to large audiences. If your volunteer experience is less than positive, we respectfully ask that you speak with the Volunteer Coordinator without posting negative comments on social media sites.
- The City of New Brighton expects its volunteers to be truthful, courteous and respectful towards citizens, customers, supervisors and other persons associated with the city. Do not engage in name-calling or personal attacks.
- City resources, volunteer time, or official city positions cannot be used for personal profit or business interests, or to participate in personal political activity.

Harassment

- It is the policy of the City of New Brighton to maintain a positive volunteer atmosphere free of sexual harassment, harassment, and offensive behavior.
- The volunteer environment is comprised of individuals (staff, customers, guests) who have varying levels of sensitivity and individuals are often not aware of the offensive nature of their behavior.
- The city's policy on harassment includes, but is not limited to sexual harassment, harassment and offensive behavior.
- Harassment can either be conducted directly at individuals or behavior occurring around them.



Harassment

- Sexual harassment includes, but not limited to:
 - Unwelcome sexual advances
 - Requests for sexual favors
 - Sexually motivated physical contact
 - Other verbal, visual or physical conduct or communication of a sexual nature.

Harassment

- Harassment behaviors are defined as, but not limited to:
 - **Verbal harassment:** derogatory remarks, teasing, jokes, taunting, pestering or slurs



Harassment

- Harassment behaviors are defined as, but not limited to:
 - **Physical harassment:** gestures, assault, any physical interferences with normal work or movement



Harassment

- Harassment behaviors are defined as, but not limited to:

- **Visual harassment:**

derogatory posters, letters, emails, text messaging, and drawings



Harassment

- If you experience or witness harassment of any kind, please report it immediately.
- Supervisors are required to report any allegations to the City Manager/Human Resources.
- All volunteers shall cooperate in any investigation of such a complaint and realize disciplinary actions may be taken, such as directions to stop the offensive behavior, counseling and or training, warnings, suspension from future volunteer activities and possibly severing of the volunteer/city relationship.

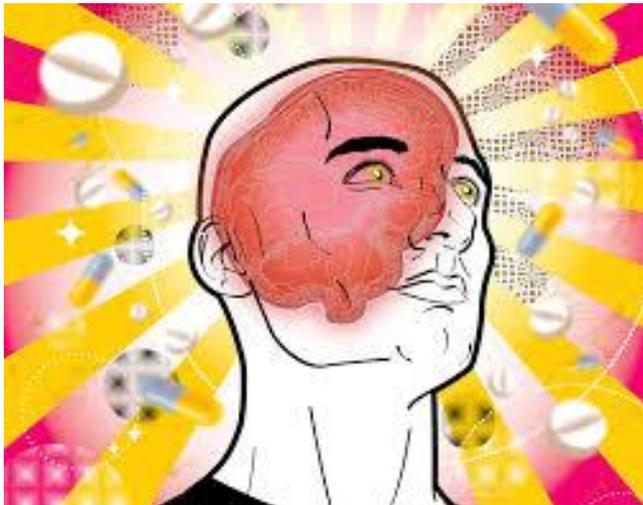
Tobacco/Alcohol/Drugs Policy

- No volunteer shall use tobacco products on city-owned park land, park facilities, and open space except according to the following exceptions:
 - Brightwood Hills (except during exclusive youth activities)
 - New Brighton Community Center's designated smoking areas



Tobacco/Alcohol/Drug Policy

- No volunteer should be under the influence of any type of drug.
- It is your responsibility to report the presence of any drugs at your volunteer site to your volunteer coordinator.
- If you are under the influence of drugs or fail to report the presence of drugs you will face disciplinary actions including calling the New Brighton Public Safety Department.



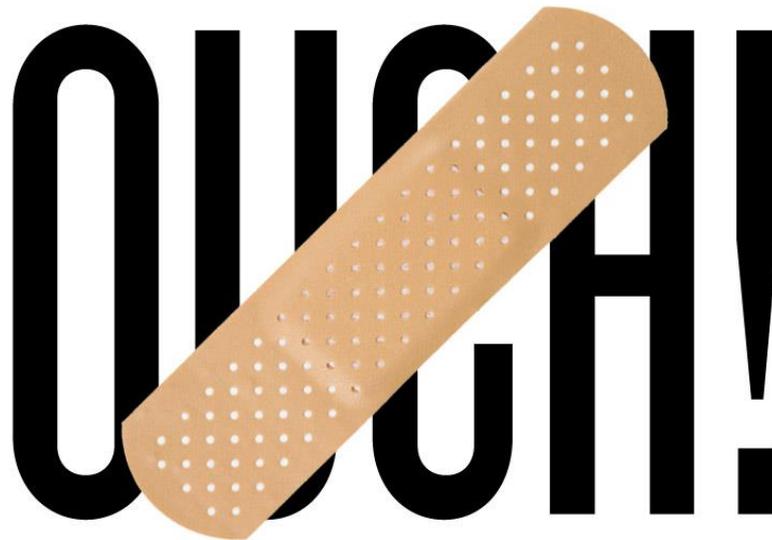
Severe Weather & Emergencies

- Emergencies may include, but are not limited to: natural and man-made disasters, security and safety threats, and weather-related situations.
- Review with your volunteer site coordinator where the severe weather safety areas are when you arrive.
- You can monitor severe weather from a smart phone using applications, such as the National Weather Service.



Level 1 Medical Emergency

- Apply band aids and/or ice packs (minor scrapes, bruises)
 - Check with your volunteer site coordinator where a first aid kit is located.



Level 2 Medical Emergency

- Level 2: call to parent or family member (sprain, strain, break, head bump – a doctor's attention is needed)
 - This should be the duty of the staff/coaches in charge.


**KEEP
CALM
AND
CALL
A DOCTOR**

Level 3 Emergency

- Level 3: Call 9-1-1 (unconscious, life threatening)
 - Anyone should call 9-1-1 if necessary.

C A L L
9 1 1

Injuries

- If you are hurt beyond a band-aid/ice, you must report this to your supervisor within 24 hours. Documentation and an injury report will need to be filed with the city.



Volunteering at Events



Information Technology Handbook

- Due to the extensive nature of the City of New Brighton technology structure, volunteers who may have access to any city information technology systems will receive an IT handbook explaining in detail the policies associated with information technology systems.



Be a Park & Rec Advocate!

- Lastly, we want you to be aware of the scope of the Parks and Recreation Department. We...
 - Run Brightwood Hills Golf Course
 - Develop & promote recreation programs year round for people of all ages (kids dance, adult 55+ trips, swimming, etc.)
 - Manage the New Brighton Community Center, which includes the Eagles Nest Indoor Playground, a fitness center, meeting and event rental facilities, and houses a Ramsey County Library branch
 - Ensure the city's urban forest is safe and attractive
 - Maintain 13 city parks and miles of trails



THANK YOU
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