



# Volunteer Training

## New Brighton Parks & Recreation

2015 Training Presentation

# 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 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.

# Volunteer Training for NBPR

- Today, you'll learn about volunteer expectations,
- City policies to adhere to,
- What to do in an emergency situation,
- And more.

# Volunteers at Adventure Day



# Volunteer Expectations

- Please arrive 10 minutes prior to the start of your volunteer shift so you have time to seek out your contact.
- You should dress in weather appropriate attire.
- 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.
- You may be given a volunteer t-shirt or vest depending on the event.

# City Policies

- The City of New Brighton values our volunteers, and you truly are an extension of our staff. Therefore, there are policies you must adhere to.
- They are: Media policy, Communication and Social Media policy, Violence/sexual harassment/drugs policy, IT policy.

# Media Policy

- If you come in contact with media personnel, you are not obligated to speak with them. Rather, if you are off-site, you should take their contact information and get in touch with your NBPR volunteer contact right away. If you are on-site, tell them to wait politely, speak with your volunteer contact, let your contact decide the next steps.
- Remember, nothing you say is “off the record” with the media and we prefer 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

- The following guidelines apply to personal communications including various forms such as social media (Facebook, Twitter, blogs YouTube, etc), letters to the editor of newspapers, and personal endorsements.

# 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
  - **Physical harassment:** gestures, assault, any physical interferences with normal work or movement
  - **Visual harassment:** derogatory posters, letters, emails, text messaging, and drawings

# Harassment

- If you experience harassment of any kind or witness it, please report it immediately to the volunteer supervisor.
- All supervisors are required to report immediately any allegations to the City Manager.
- 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.

# Severe Weather & Emergencies

## ■ Medical Emergencies

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

# Injuries

- If you are hurt while you are volunteering for the city, you must report it immediately to a Park & Rec Supervisor/Volunteer Coordinator. This must be done within 24 hours of the injury.
- Injuries sustained above and beyond the need for a band-aid or ice will require an injury report to be completed.

# 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 for Volunteering!

