
WAUKEGAN PARK DISTRICT

General Description of Volunteer Requirements/Expectations

Volunteer Requirements/Expectations:

- Waukegan Park District volunteer opportunities may include working special events, general programs, and/or parks clean-up. These volunteer opportunities may involve work involving assisting with children's activities, assisting with sport activities, line-control, set-up/ tear-down/clean-up of activities and parks.
- Some volunteer opportunities may require a background check, van/equipment/ job task training, or Hepatitis vaccination. Your volunteer liaison will inform you if any of these are required for the volunteer position you are interested in.
- As a volunteer, your safety and the safety of our patrons and staff are important to us. Therefore, we will hold information meetings prior to events and activities. The meetings will provide the direction you will need to properly perform your volunteer duties and information specific to the event/activity. Your attendance is required at these meetings.
- Please familiarize yourself with the General Rules for Volunteers on page 2. Your compliance with these rules is expected; failure to do so may result in dismissal of duties. Any questions regarding these can be discussed at the Volunteer Information meeting.
- Please keep in mind some volunteer opportunities involve working outdoors. It may be cold, windy, warm, rainy, or beautiful. You should dress appropriately for the weather. As long as there is no lightning or immediate threat of danger to participants/staff the activity will go on and you will be expected to follow through with your volunteer duties. If you cannot stay, please inform a Park District Manager prior to leaving assigned area.
- Breaks will be given on a rotating basis. Your position is important, please do not leave your post until you are relieved or have obtained supervisor approval.
- Letters of recommendation or volunteer credit hours can be provided/received upon request and upon successful completion of volunteering.

General Rules for Volunteering at the Waukegan Park District

1. Smoking is prohibited on all Park District property, indoor and outdoor except outside on golf courses. Never smoke around children.
2. Swearing is not permitted around children.
3. Horseplay and fighting are not tolerated.
4. Possession of unauthorized firearms, alcohol, or illegal drugs is not tolerated.
5. Sexual Harassment is not tolerated and should be reported to a Supervisor.
6. Equipment is only to be operated after instruction has been given.
7. Unsafe acts or conditions should be reported to a Supervisor and corrected as soon as possible.
8. Any injuries to participants or volunteers should be reported to a Supervisor immediately. Supervisor or Park District staff should assist you in providing first aid or getting further medical care.
9. 911 is to be called for any life-threatening emergencies.
10. If ever assisting with an injury involving blood or other body fluids, disposable latex gloves must be worn.
11. Volunteers are responsible for maintaining an orderly work environment.
12. If fire alarms go off, the building must be evacuated immediately; assist staff in evacuating participants and securing the building as requested.
13. Drivers and passengers in motorized vehicles must fasten safety and restraint belts.
14. Any complaints a participant may have should be referred to a Park District Supervisor.
15. Radios should only be used in a professional manner and taken care of when in your possession.
16. Behavior problems by participants should be directed to a Park District Supervisor.
17. If someone reports a child missing, report this to a Park District Supervisor immediately. Your assistance may be needed to search the immediate area.
18. Make yourself familiar with locations of emergency equipment such as first aid kits, fire extinguishers, exits, telephones, etc.
19. Park District Programs that take place outside will be postponed and possibly canceled due to weather. At the first sight of lightening or sound of thunder or tornado sirens volunteers and staff will direct participants to shelter locations and must take shelter as well.
20. Any questions should be asked, don't ever assume – the staff is here to help you.

CUSTOMER SERVICE PLEDGE

To meet our mission as an organization that is responsive to our community, we will:

- Treat our customers as individuals.
- Treat our customers with respect.
- Anticipate our customers' needs.
- Communicate effectively with our customers.
- Deliver a quality experience for our customers.
- Exceed our customers' expectations.
- Promote our customers' happiness and loyalty.

VOLUNTEER CODE OF CONDUCT

The Volunteer Code of Conduct was developed to assist volunteers in working with employees of the Waukegan Park District to fully meet our mission, reflects how people should be treated, and how we treat one another in our organization in order to create effective relationships.

- Respect – I will treat all volunteers, employees and community members with respect, courtesy and dignity. Avoid insensitive or offensive language. Refrain from any type of violence towards others. Make efforts to understand and honor all backgrounds and cultures. Follow the rules and policies set forth by the supervising staff member.
- Safety First – I will follow the instructions of the supervising staff member. Observe safe work habits and be aware of the safety of others.
- Zero-Tolerance Approach – The use of or possession of alcohol, illegal drugs, weapons is strictly prohibited on park district property. Even if permitted by local laws the park district prohibits smoking, alcohol, illegal drugs, and weapons in parks and facilities.
- I will offer assistance when another volunteer or employee is in need of help. I will ask for help when I am in need of assistance. I will lend a helping hand.
- I will listen and communicate effectively with others. I will give, recognize, and accept compliments!
- I will be positive – maintain a positive mental attitude, a **“yes I can”** attitude.
- I will be part of the solution – not part of the problem.
- I will be honest and trustworthy.
- ***I will remember this code.***