



# Cherokee Recreation and Parks Volunteer Handbook



## Mission, Vision, & Values

The mission of the CRPA's Volunteer Program is to actively promote a mutually rewarding relationship between volunteers who offer their talents, skills, and time to the CRPA staff who will also support them in their efforts to foster a lasting impression on our customers while building our programs and a reputation of quality.

Our commitment to our fundamental values brings us together with a common purpose and inspires us to excel and to behave in ways that inspire the trust of Cherokee County citizens. Each of us is responsible for upholding with these values every day.



### Our Mission

Making life better in Cherokee County by preserving our parks and facilities while creating more active and healthier communities through recreation.





### Our Vision

Cherokee Recreation & Parks Agency, a distinguished leader in the parks and recreation field, provides a diverse system of high quality public parks, recreation facilities and programs enabling Cherokee County to remain *the place* to visit, live, work and play.



### Our Values

- Service with Integrity
- Accessibility & Inclusion
- Stewardship & Sustainability
- Quality & Continuous Improvement
- Health & Safety
- A Sense of Community
- Fun & Play



# Cherokee Recreation & Parks

## **Introduction**

Welcome to Cherokee Recreation & Parks and thank you for joining our corps of volunteers. Cherokee Recreation & Parks (CRPA) volunteer program is designed to coordinate and manage volunteer efforts which support existing services provided to the citizens of Cherokee County. We thank you for your dedication to the leisure services of others and welcome you as a new volunteer. Volunteers are tremendously important to us as you make a vital contribution to the overall operation of our agency.

## **About this Handbook**

The purpose of this handbook is to provide guidance, structure and direction to CRPA staff and volunteers throughout the volunteer process. The Volunteer Handbook provides policies, procedures, and guidelines to promote a mutually beneficial relationship between volunteers who share their time, talents, and skills. This handbook does not constitute a binding contractual or personnel agreement. It is understood that being a volunteer is a privilege, not a right, and that volunteers for CRPA are ambassadors for the County and CRPA and must therefore represent themselves professionally and with integrity at all times.

The handbook has been organized by topic to help you find information you need easily. You are also encouraged to talk with your supervisor if you have any questions about the content of this handbook.

Cherokee County reserves the right to modify the policies in this handbook without prior notification. The policies described in this handbook replace all prior policies, handbooks, manuals or policy guidance provided.

Again, thank you for giving your time and talents. We hope that you find volunteering with CRPA a positive and rewarding experience.

## **Definition of Volunteer**

A CRPA volunteer is an individual who, beyond the responsibilities of paid employment, freely assists CRPA in the accomplishment of its mission, vision, and values without expectation or receipt of compensation.

## Why You Should Volunteer

Volunteering has multiple benefits from professional growth to personal growth. Highlighted below are a few of the benefits that you may experience along the way.

- Experience a sense of achievement and personal fulfillment that volunteering can bring.
- Become affiliated with CRPA, its mission, staff, programs, and events.
- Meet some outstanding people.
- Gain experience in a new area of interest.
- Acquire service hours for community service, school projects, etc.
- Earn recommendations for future employment.
- Build your resume and further your professional development.
- And last but not least, you get to have fun!

## Goals of CRPA Volunteer Program

- Develop a reliable and varied network of human resources to support the delivery of leisure services to the citizens of Cherokee County.
- Bring together volunteer resources and complement county services including but not limited to youth sports, special events, special populations, and park and facility maintenance.
- Enhance the agency's image and public relations in the community.
- Provide volunteers with good training, communication, and resources so they will be prepared, welcomed, and connected to CRPA.
- Provide opportunities for volunteers to connect with the community and enhance their quality of life.

## Role of Volunteer Coordinators

CRPA has four divisions: Administrative, Athletics, Park Maintenance, and Recreation. Division Directors and/or Coordinators are responsible for coordinating volunteers within their division. Division Directors and Coordinators provide central contact, offering coordinated, and effective management under CRPA's guidelines for the benefit of staff and volunteers in their efforts to provide productive services to the citizens of Cherokee County.

## Volunteer Opportunities

Volunteer opportunities and a description of the job to be performed will be provided for all volunteers outlining their purpose, duties and responsibilities, coordinator contact, training and orientation along with any necessary protective equipment that may be required for the job.

Volunteers that are accepted for the job will be notified by CRPA staff after the background check is completed and the volunteer is cleared. Necessary training will be provided by CRPA personnel overseeing the volunteer. Volunteers are encouraged to participate in the training as scheduled. If a volunteer cannot participate at the appointed day/time, then CRPA staff may make special arrangements with the volunteer to be trained at an alternative time provided it does not hinder the carrying out of volunteer duties. Training may be scheduled a few weeks prior to the start of an assignment (i.e. youth sports coach) or may be conducted immediately prior to the start of an assignment (i.e. special events or a park work day).

CRPA staff will provide instruction and training to ensure all volunteers perform a task properly and safely. Volunteers will be provided with knowledge of CRPA rules and regulations. Personal protective equipment may be provided to the volunteer if necessary to complete the assignment.

### *List of Volunteer Opportunities & Purpose*

- **Adaptive/Inclusion Volunteer:** Under the general direction of CTRS Recreation Coordinator, volunteers assist with therapeutic recreation (TR) programs. TR programs are designed for individuals with special needs. Volunteers will serve as chaperones or buddies.
- **Basketball Gym Director:** Under the general direction of Athletic Division Staff, a Basketball Gym Director will strive to lead community involvement where children and their families can participate in youth basketball. You will promote equitability, fairness, integrity, sportsmanship, teamwork, and responsibility. You will be considered a role model for young athletes and for your community. Regular availability and communication is a necessity.
- **Park Volunteer:** Under the general direction of the Park Maintenance Superintendent or Crew Leader, volunteers perform general cleanup of parks and facilities to include, but not be limited to, cleaning of facilities and park grounds, trash pickup/removal, ball field maintenance, spreading mulch and/or pine straw, painting, organizing supplies and inventorying.
- **Service Oriented Volunteer:** Under the general direction of the Park Maintenance Superintendent, service volunteers assist with specific park projects including landscaping, park clean-ups, etc. Service Oriented Volunteers

include, but are not limited to, eagle or girl-scout projects, school projects, community service projects, service club projects, etc.

- **Special Events Volunteer:** Under the general direction of a Recreation or Athletic Coordinator, volunteers assist with special events including, but not limited to, greeting participants, set-up and take down, running booths, interact and distribute information to the public, clean up after events, monitor County equipment, and monitor event entry and exit points.
- **Volunteer Facility Assistant:** Under the general direction of the Receptionist/Registrar, volunteers are responsible for granting renters access to facilities and supporting the highest levels of customer service for visitors. Performs facility reservations and receives monies; handles routine complaints, inquiries and requests for building. Volunteer maintains building security.
- **Youth Sports Coach:** Under the general direction of Athletic Division Staff, a volunteer coach will strive to create a positive learning environment where children learn sportsmanship, fundamental skills, teamwork, and responsibility. You will be considered a role model for young athletes. Sportsmanship, fair play, and full participation are all mandatory.

### Dual Role of CRPA Volunteers and Employees

At times, employees of CRPA or Cherokee County may desire to volunteer for the organization. Exempt employees may volunteer for CRPA. However, because of the overtime requirements of the Fair Labor Standards Act, non-exempt employees may only volunteer for CRPA in certain limited circumstances. Specifically, a non-exempt employee is not permitted to volunteer his or her time to CRPA, except when all of the following conditions have been met:

1. The service is entirely voluntary with no promise of advancement or penalty for not volunteering -- that is, it is not coerced;
2. The volunteer work is sufficiently distinct from, and in a different capacity than, the work for which the non-exempt employee is paid. For example, a non-exempt employee who teaches any courses as part of his or her usual job functions may not “volunteer” to teach other courses; and
3. The volunteer neither expects to receive pay for the volunteer work nor receives any wages for the work.

Any employee who wishes to volunteer services for CRPA must speak to his or her manager and appropriate personnel, before performing any such volunteer service.

## **Recruitment and Selection Policies**

### ***Role of Volunteer Services***

The productive involvement of volunteers requires a planned and organized effort. The function of Volunteer Services – a program within each CRPA Division, is to provide coordination for effective volunteer placement within CRPA and to direct and assist volunteer and employee efforts jointly to provide more productive services. Volunteer Services shall also bear responsibility for maintaining liaison with other volunteer programs in the community and assisting in community-wide efforts to recognize and promote volunteering. Volunteer Services shall bear primary responsibility for planning for effective volunteer deployment, for assisting staff in identifying productive and creative volunteer roles, for recruiting suitable volunteers and for tracking and evaluating the contributions of volunteers to the organization.

### ***Volunteer Records, References and Privacy***

CRPA maintains records of each volunteer which are the property of CRPA and are confidential. Volunteers are required to notify your supervisor of any changes in contact information (i.e., emergency contact notification, information, home address, telephone number(s), email address) and to report any additional educational and skill training acquired after joining CRPA. Volunteers may review their records in accordance with county policy.

### ***Volunteer Position Descriptions***

Every registered volunteer position in CRPA has a volunteer position description summarizing the principal duties, responsibilities, qualifications and essential work functions of the volunteer assignment. Volunteer position descriptions should be periodically updated to reflect changes in title, assignment or essential work functions.

### ***Recruitment and Equal Opportunity***

Volunteers are recruited by CRPA on a pro-active basis, with the intent of broadening and expanding volunteer involvement to assist with CRPA programs and services. Volunteers are recruited without regard to gender, disability, age, race or other condition. Volunteers are recruited based upon their skills, abilities and suitability to perform volunteer responsibilities. The prospective volunteer:

- Completes a volunteer application;
- Participates in a screening interview;
- Provides appropriate references and signs a release for a background check;
- Completes volunteer orientation;
- Reviews and then signs the CRPA Acknowledgement;
- Reviews and then signs the CRPA Release Agreement.

In placing a volunteer in a position, attention shall be paid to the interests and capabilities of the volunteer and to the requirements of the volunteer position. No placement shall be made unless the requirements of both the volunteer and the supervising staff can be met; no volunteer should be assigned to a “make-work” position and no position should be given to an unqualified or uninterested volunteer.

### ***Nepotism and Fraternization***

CRPA permits the volunteer involvement of qualified relatives of employees as long as such volunteer involvement does not, in the opinion of the CRPA, create actual or perceived conflicts of interest. For purposes of this policy, “relative” is defined as a spouse, child, parent, sibling, grandparent, grandchild, aunt, uncle, niece, nephew or corresponding in-law or “step” relation – or other individuals the unit considers a “relative” such as “significant other” with whom the volunteer has a relationship.

CRPA exercises sound business judgment in the placement of related volunteers in accordance with the following guidelines:

1. Individuals who are relatives may work in the same CRPA facility, as long as no direct reporting or supervisory relationship exists. No volunteer is permitted to work within the “chain of command” of a relative such that the volunteer’s work responsibilities or career progress could be influenced by a relative.
2. No relatives are permitted to work in any positions, in which CRPA believes an inherent conflict of interest may exist, including but not limited to,
  - a. Where one relative would have the authority to supervise, appoint, remove, discipline or evaluate the performance of the other,
  - b. Where one relative would be responsible for auditing the work of the other,
  - c. Or other circumstances which would place the relatives in a situation of actual or reasonably foreseeable conflict between CRPA’s interest and their own.
3. Volunteers who marry or enter into a romantic relationship while volunteering are treated in accordance with these guidelines. If, in the opinion of CRPA an actual or apparent conflict arises as a result of marriage, one of the volunteers will be reassigned or volunteer involvement will end within 90 days if no reassignment is available.

This policy applies to all categories of volunteer assignments.

[Note: family members are frequently involved as volunteers especially during periodic volunteer events. Youth volunteers may depend on parental involvement as drivers or chaperones. Family volunteer involvement should be encouraged as long as it does not create a perceived conflict of interest].

### ***Recruitment of Minors (Parent/Guardian Release Form)***

Volunteers who have not reached the age 18 must have the written consent of a parent or legal guardian prior to volunteering. The volunteer services assigned to a minor should be performed in a non-hazardous environment and should comply with the appropriate requirements of child labor laws.

### ***Service at the Discretion of the Organization***

CRPA accepts the service of all volunteers with the understanding that such service is at the sole discretion of CRPA. Volunteers agree that the organization may at any time, for whatever reason, decide to terminate the volunteer's relationship with CRPA or to make changes in the nature of their volunteer assignment.

### ***Reference and Background Checks***

CRPA strives to maintain a safe and productive workplace with honest, trustworthy, qualified, reliable and non-violent volunteers and employees who do not present a risk of harm to their co-workers or others. CRPA may perform, or may request that third parties perform, reference and background checks at any time in the application or volunteer management process. All reference and background checks will be performed in accordance with applicable federal and/or state law. Reference and background checks may include volunteer history and education verification, criminal history, social security number verification and sex offender registry review, where available, and licensure and motor vehicle record if appropriate to the position. In conducting reference and background checks, CRPA may use consumer reporting agencies to gather and report information to CRPA in the form of consumer or investigative consumer reports. All reference and background check results will be maintained in a confidential file by CRPA.

### ***Acceptance and Appointment of Volunteers***

Service as a registered volunteer with the organization shall begin with official acceptance or appointment to a volunteer position. Notice may only be given by an authorized representative of the CRPA who will normally be the Division Head or direct supervisors. No volunteers shall begin performance of any position until they have been officially accepted for that position and have completed all necessary screening and paperwork, including orientation and training.

### ***Emergency Contact Information***

It is the responsibility of each volunteer to regularly update their personal contact information and emergency contact information. This update can be made by contacting your supervisor.

## **Safety & Security Policies**

### ***Workplace Safety and Security***

In order to provide a secure, safe and healthy work environment for volunteers, CRPA periodically provides information to volunteers about workplace safety, health, and security issues through regular internal communication means such as meetings, memos or other written communications.

Volunteers are discouraged from bringing large amounts of cash or other personal valuables to work unless absolutely necessary. CRPA is not responsible for volunteers' personal items that are lost or stolen.

Some of the best safety improvement ideas come from volunteers. Those with ideas, concerns or suggestions for improved safety and security in the workplace are encouraged to bring them to management's attention so that the safety and welfare of all volunteers can be improved.

Volunteers should feel free to report, without fear of retaliation, any condition which they believe poses a safety, health or security risk in the workplace. CRPA will investigate such reports promptly and thoroughly and take appropriate corrective action.

Further, any comments or jokes regarding threats of violence will be taken seriously, and dealt with appropriately and promptly.

Each volunteer is expected to obey safety rules and to exercise caution in all work activities. Volunteers must immediately report any unsafe condition to their supervisor. Volunteers who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including separation.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, volunteers should immediately notify their supervisor.

### ***Injuries while Volunteering***

All volunteers are expected to follow appropriate safety guidelines while volunteering. However, even under the best circumstances, an accident may occur. If a volunteer is injured, even slightly, the volunteer is expected to immediately stop the activity that caused the injury and seek first aid or medical attention if necessary. The volunteer must inform his or her supervisor about the incident and complete a General Loss & Liability Report. If the volunteer is unable to reach the direct supervisor, then the volunteer must contact their supervisor on site. The volunteer should not resume the activity until treatment has been provided and/or he or she has been given the approval from a supervisor to continue the activity.

Volunteers who become unable to work because of an illness or injury must inform their supervisor as soon as possible.

***Use of CRPA or County Vehicles/Heavy Equipment and Required Indemnification and Certification to Use or Operate Tools and Other Equipment***

Volunteers are prohibited from operating any county on or off-road vehicles, heavy machinery or heavy equipment, including but not necessarily limited to, cars, trucks, motor vehicles of any kind, tractors, riding lawn mowers, excavators, forklifts, and/or mini skid steers (a/k/a trail machines). During the course of volunteering, volunteers may be permitted to use or operate non-heavy tools and/or equipment such as landscaping or gardening tools and equipment.

As a condition of becoming a volunteer, a volunteer will be required to sign a Waiver, Release and Indemnity/Hold Harmless Agreement protecting the County from any and all manner of claims against the County, its departments, agencies (including CRPA), officials and employees arising out of the volunteer's service to the County, including any claims of personal injury to the volunteer or third parties arising out of the volunteer's use and/or operation of any tools or equipment.

All volunteers will also be required to sign an acknowledgement form certifying they received training on the safe use and operation of any tools and equipment permitted to be used during the course of their volunteering for the County/CRPA.

**Hold Harmless Statement**

The volunteer agrees to defend, indemnify and hold harmless the County and its officers, employees, servants and agents thereof from any and all claims, suits or actions for injuries to persons, including death, and damage to property of others, or of the volunteer, that may arise from or result in any way from the performance of your duties as a volunteer. The volunteer is required to sign the Volunteer Release Form.

**Insurance**

Volunteers are not provided Worker's Compensation or General Liability coverage.

**Suspected Child Abuse Reporting**

Each CRPA volunteer that provides care, education, training, supervision, coaching or recreational programs to children is a Mandated Reporter of child abuse or child neglect per Georgia law.

## Code of Ethics

It is the policy of the Cherokee County Board of Commissioners to uphold, promote, and demand the highest standards of ethics from all of its employees and volunteers – maintaining the utmost standards of personal integrity, truthfulness, honesty, and fairness in carrying out their public duties, avoid any improprieties in their roles as public servants including the appearance of impropriety, and never use their County position or powers for improper personal gain.

All volunteers of CRPA, in delivering CRPA services and in all other CRPA activities, shall follow the Cherokee County Code of Ethics.

### ***Ethics Every Day***

As volunteers at CRPA, each of us is responsible, every day, for our own behavior and decisions we make. We affect the people and community around us. We make a difference. We are committed to making a positive difference by...

- Improving the quality of life.
- Enhancing recreation for others.

In living out this mission, each of us is responsible for living up to the fundamental standards of our culture:

- Telling the truth
- Keeping promises
- Respecting individuals
- Being fair

Each of us is responsible for maintaining the highest standards of ethics... every day.

## Volunteer Conduct

Volunteers are an extension of CRPA and Cherokee County and as such are expected to conduct themselves professionally and with integrity at all times. Volunteers are expected to be knowledgeable of CRPA safety procedures and to report any accidents/incidents to their coordinator.

The following will not be tolerated by any volunteer in any capacity:

- Violation of any policies as noted in this manual;
- Verbally abusive or threatening language;

- Physically abusive or threatening behavior;
- Being under the influence of alcohol and/or drugs;
- Gross misconduct or insubordination;
- Failure to meet the standards of performance relating to the essential functions of the volunteer positions;
- Failure to satisfactorily perform assigned duties within specified timeframe;
- Any other actions, manners, or conduct that negatively reflects on Cherokee County.

CRPA reserves the right to limit the use of any volunteer, adjust the hours of any volunteer and/or to reject services as it, in its sole discretion, deems appropriate, in order to best achieve the County's mission, goals, and objectives.

Volunteers may resign from volunteer service at any time. Volunteers are encouraged to provide advance notice to his/her coordinator and a reason for the decision. Volunteers involved in CRPA athletic programs are also expected to adhere to the guidelines and code of conduct as set forth in the handbooks for these programs.

### **Harassment**

Cherokee County is committed to maintaining a work environment that is free of inappropriate or unlawful conduct. In keeping with this commitment, the County will not tolerate harassment, discrimination or the unlawful treatment of employees by anyone, including volunteer, supervisor, co-worker, vendor, client or customer of the County.

### **Drugs & Alcohol**

Cherokee County has a vital interest in maintaining a safe, healthy, and efficient working environment free from the adverse effects of drug and alcohol abuse. Drug and alcohol abuse pose serious safety and health risks to the user, and to those who work or come in contact with the user in the workplace. Accordingly, the County does not and will not tolerate consumption, possession, sale, distribution, or presence in the body of illegal drugs or alcoholic beverages while on county property and/or while in performance of volunteer duties. The County further expresses its intent, through this policy, to comply with Federal, State and local laws and regulations that relate to the maintenance of a workplace free of illegal drugs and alcohol.

### **Dress Code**

You are a representative of CRPA and Cherokee County. Personal cleanliness and good grooming are essential. Your personal appearance and dress should be neat and professional. Volunteer attire requirement may vary upon volunteer assignments and will be indicated in the

assignment description. Volunteers are not to wear see-through clothing; clothing that does not cover the chest, back and mid-drift; tank tops; suggestive or offensive clothing; short shorts or heavy perfumes.

### **Confidentiality**

Volunteers are expected to keep confidential any information that they are either formally or informally exposed to during their time as a volunteer. Out of respect for the privacy and rights of all individuals associated with CRPA, your observations and opinions will be kept in confidence. Your confidentiality makes CRPA a safe and trusting environment for all concerned.

### **CRPA's Commitment to Our Volunteers**

Each volunteer for CRPA is viewed as an important part of the agency's success. Volunteers are entitled to the following:

- Be treated with respect and courtesy;
- Receive proper direction and training for the assigned task (CRPA may pay for certain required certifications depending on available funding);
- Receive CRPA attire or name badge designating them as a volunteer as deemed appropriate;
- Be recognized for their efforts in serving the citizens of Cherokee County;
- Be provided as much information about CRPA and the County as possible;
- And provide feedback (without fear of retribution) to CRPA staff to improve recreation activities and/or to improve the volunteer program.

### **Volunteer Evaluation**

Volunteers will be evaluated during the course of and at the conclusion of their assignment. The evaluation may be completed formally or informally depending on the nature of the assignment. Short-term volunteers, such as those who work park clean-up days or special events, may receive an informal evaluation, i.e. verbal evaluation from CRPA staff overseeing the event. Long-term volunteers, such as youth sports coaches, leisure spectrum, may be formally evaluated by the participants he/she coached as well as CRPA staff overseeing the program.

Feedback from formal evaluations may be shared with the volunteer as deemed appropriate to:

1. Inform the volunteer of how his/her performance was during the assignment,
2. Inform the volunteer of issues of which he/she may not be aware so that improvements can be made for future volunteer assignments, and/or

3. Inform the volunteer that his/her performance did not meet expectations.

Formal evaluations of long-term volunteers will be thoroughly reviewed by CRPA Division Director before any action is taken by staff to remove a volunteer. CRPA Director will be notified of all recommendations to remove a long-term volunteer. CRPA Director must give his/her approval before any action is taken.

### **Volunteer Recognition**

Recognition of volunteers may be accomplished in any of the following ways: “thank you” letters; emails; and/or verbal thanks. These methods of informal recognition may also include a concerted effort to include volunteers as full participants in program decision-making and implementation. Formal recognition may consist of an annual Volunteer Appreciation Banquet honoring all volunteers as well as recognizing outstanding volunteers.

All CRPA staff members are responsible for ensuring that all volunteers are properly recognized for their service.

### **Customer Service Statement**

Customer service is of utmost importance to CRPA. Volunteers are expected to provide quality customer service to all participants. If a volunteer does not know an answer to a question, then the volunteer should seek CRPA staff for assistance, in order to assist the customer.

Customer complaints should be directed to CRPA staff overseeing the activity or facility as soon as possible so that all complaints can be addressed in a timely manner. If the overseeing staff is not available, then the volunteer should contact the next level supervisor in charge of the activity or facility.

CRPA provides opportunities for leisure and fun. Recreation and parks activities and events should provide a source of rest, relaxation, and enjoyment for the participants. People participate in our events and activities by choice not because they are required. If a customer experiences a problem, then volunteers should use his/her best judgment to resolve the situation as calmly and smoothly as possible so that the customer’s experience is positive and enjoyable. Volunteers should not make promises that they cannot keep. Volunteers should be honest and sincere at all times.

## **Additional Volunteer Information**

### ***Reporting for Duty – Calling Out***

In order to meet the needs of our participants, we expect our volunteers to report as scheduled. Please arrive at least 15 minutes prior to the program start time. It is imperative that you are present for your volunteer assignment at your regularly scheduled times.

- Should you find you are unable to perform your volunteer assignment, please notify the coordinator twenty-four (24) hours in advance.
- We realize a volunteer may have extenuating circumstances and these will be taken into consideration. Each situation will be handled on an individual basis.
- Volunteers should call the coordinator with CRPA if they are unable to arrive at their volunteer assignment at the appointed time.

### ***Lost and Found***

During special events, lost and found items should be taken to CRPA staff overseeing the activity. For ongoing volunteer assignments, such as youth sports coaches, any and all lost and found items should be taken to the concession stand or Recreation Center for safekeeping. CRPA staff should be notified of the situation.

### ***Tobacco Use***

Cherokee County complies with the Georgia Smoke Free Air Act of 2005. All county buildings and vehicles are designated as smoke-free and tobacco-free areas. Neither smoking nor tobacco use is permitted within 25 feet of any County building entrance/exit.

### ***Media***

Members of the media are occasionally present at our programs. Please have all media report to the CRPA staff in charge of the event. If you do not want to be photographed or filmed while volunteering, please let the CRPA coordinator know in writing.

### ***Solicitation***

Volunteers are prohibited from soliciting for any purpose during their assignments. Volunteers are also prohibited from distributing material of any kind or nature during volunteer time except as required in the performance of their assignment.

## **Violence Free Work Environment**

CRPA promotes a safe work environment for all volunteers and does not tolerate any type of violent behavior committed by or against volunteers. All volunteers are expected to conduct themselves in a professional manner and in accordance with the Cherokee County Code of Ethics included in the Cherokee County Employee Personnel Policies.

Threatening or violent behavior committed by anyone against volunteers, employees, vendors or clients during work or off-duty hours will not be tolerated. Such behavior may include but is not limited to the following:

1. Physical injury to another person;
2. Threats;
3. Behavior that creates a reasonable fear of injury in another person;
4. Intentionally causing damage to County property or property of another volunteer or employee;
5. Possession of weapons (for example, guns, knives, clubs, explosive devices, etc.) on County property or while at CRPA sponsored-activities; or
6. Committing acts motivated by, or related to, sexual harassment or domestic violence.

Statements or gestures which in any way suggest that the employee may engage in violent conduct will be taken seriously by management and responded to appropriately. Volunteers have a responsibility to report any potentially dangerous situations or unauthorized individuals on CRPA premises to management immediately. Reports of statements or behavior which may violate this policy will be investigated promptly and in a confidential manner. A volunteer suspected of violent behavior may be placed on leave during an investigation until a course of action is determined.

Incidents involving violent behavior by a volunteer may warrant removal of the individual from the workplace until further evaluation determines his or her suitability for return to the workplace.

### **CRPA Communication Systems**

All communication systems are CRPA property and are to be used for business purposes. Because these communication systems are provided for business purposes, volunteers should have no expectation of privacy regarding their personal use of any CRPA communication systems, and their communications and systems use may be audited by authorized management at any time without notice. CRPA communication systems include, but are not limited to, e-mail, telephone, Internet, fax, voicemail, bulletin boards, and interoffice mail. Volunteers are to use proper discretion in the amount and length of non-business use of CRPA communication systems.

Volunteers must be mindful that their association with CRPA will be visible to any recipient of an electronic communication, and assure that their communications are consistent with the CRPA mission. Prohibited uses of CRPA communication systems include, but are not limited to:

1. Developing, accessing or distributing material which harasses or disparages others, or contains ethnic or racial stereotypes, epithets or slurs; contains pornography, profanity, violent or sexually explicit images, messages, or cartoons; solicits for commercial ventures or outside organizations; advocates positions not officially endorsed by the CRPA violates any applicable law
2. Personal mass e-mail distribution (“spamming”), unauthorized computer access (“hacking”), obtaining pirated software, or violating copyright protections.
3. Distributing sensitive, proprietary, confidential, or private information of the CRPA and/or the CRPA without appropriate authorization.
4. Obtaining unauthorized access to another volunteer’s or employee’s communication systems, or sending unauthorized communications under another colleague’s name.
5. Conducting CRPA business on a hand-held cellular telephone while driving a vehicle  
CRPA communication systems may not be used in situations that violate Federal, State or Local Law. Inappropriate use of any CRPA communication systems may result in disciplinary action, up to and including separation.

**Acknowledgement and Receipt**

I, \_\_\_\_\_ certify that I have read and understand the Volunteer Handbook and agree to comply with it, as well as applicable laws that impact the organization.

I, \_\_\_\_\_ certify that I have reviewed the policy on Suspected Child Abuse Reporting and understand that by Georgia state law I am a Mandated Reporter of child abuse or child neglect.

Disclosure of Current or Potential Conflicts:

I affirm that, except as listed below, I have no financial interest or affiliation with any organization that may have interests that conflict with, or appear to conflict with, the best interests of the CRPA:

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Should such conflicts or apparent conflicts of interest arise in connection with my CRPA responsibilities, I agree to:

- 1. Discuss the conflict with the CRPA Supervisor and
- 2. Until management mitigates or otherwise resolves the conflict, refrain from participating in any discussions, deliberations, decisions or voting related to the conflict of interest.

Future Conflicts:

I also agree, during the term of my volunteer status with the CRPA, to report promptly to the supervisor of my activity any future situation that involves, or might appear to involve, me in any conflict between my outside interests and the best interests of CRPA.

Printed Name:

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Signed Name:

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Date:

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Cherokee Recreation & Parks Agency  
Assignment Description  
Adaptive/Inclusion Volunteer



## PURPOSE

Volunteers assist with therapeutic recreation (TR) programs. TR programs are designed for individuals with special needs. The majority of our population served is developmentally delayed. Volunteers will serve as chaperones or buddies.

## GENERAL DUTIES AND RESPONSIBILITIES

*The following duties are typical for this classification. Volunteers **may not perform** all of the listed duties and/or **may be required to perform** additional or different duties from those set forth below to address specific event needs. There will be a full time CRPA staff person on duty at all times when volunteers are present.*

Stay with the assigned group of participants at all times during an activity.

Exhibit enthusiasm and be understanding of each individual's special need.

Understand and assist the Recreation Coordinator with activities that will take place during this program. When able, take part in activities with the participants.

If an emergency occurs, notify the Recreation Coordinator immediately.

Communicates with the Recreation Coordinator as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Performs other duties as assigned.

## COORDINATOR CONTACT

Adaptive/Inclusion Volunteers are under the general direction of the Recreation Coordinator for TR Programs.

## TRAINING AND ORIENTATION

Training will be held for all new volunteers 15 minutes prior to the scheduled start time of a program. It will serve to familiarize volunteers with all the special needs of the group that is participating.

## PROTECTIVE EQUIPMENT

None required



Cherokee Recreation & Parks Agency  
Assignment Description  
Basketball Gym Director



## PURPOSE

A Basketball Gym Director will strive to lead community involvement where children and their families can participate in youth basketball. You will promote equitability, fairness, integrity, sportsmanship, teamwork, and responsibility. You will be considered a role model for young athletes and for your community. Regular availability and communication is a necessity.

## GENERAL DUTIES AND RESPONSIBILITIES

*The following duties are typical for this classification. Volunteers **may not perform** all of the listed duties and/or **may be required to perform** additional or different duties from those set forth below to address specific event needs.*

Possess the ability to assist/ plan and supervise registration, assessments, drafts, practices, coaches' meetings, and league training.

Provide weekly communication to the youth sports coaches and their team as information is disseminated by the Athletic Division Staff.

Provide and maintain the general custodial maintenance as described by the school district or owner of the gym. This would include but not be limited to sweeping the gym floor, picking up loose trash, flushing toilets, turning on/off lights, using security alarm, uniform distribution, etc.

Provide a safe and fun environment for the children to learn.

Perform other duties as assigned.

## COORDINATOR CONTACT

Basketball Gym Directors are under the general direction of the Athletic Division Staff.

## TRAINING AND ORIENTATION

Basketball Gym Directors will be given training and/or orientation, if warranted or asked for, by the Athletic Division Staff. Training opportunities will be provided on a seasonal basis.

## SPORTS EQUIPMENT

Basketball Gym Directors will be given the necessary sports specific equipment when warranted and will be responsible for the proper use and general maintenance of that equipment. All equipment shall be returned at the conclusion of the season in good working order. In some situations, the Basketball Gym Directors may be required to leave a deposit in the event the equipment is damaged or not returned.



Cherokee Recreation & Parks Agency  
Assignment Description  
Park Volunteer



## PURPOSE

Volunteers perform general cleanup of parks and facilities to include, but not be limited to, cleaning of facilities and park grounds, trash pickup/removal, ball field maintenance, spreading mulch and/or pine straw, painting, organizing supplies and inventorying.

## GENERAL DUTIES AND RESPONSIBILITIES

*The following duties are typical for this classification. Volunteers **may not perform** all of the listed duties and/or **may be required to perform** additional or different duties from those set forth below to address specific event needs.*

General cleanup of parks and facilities to include trash pickup/removal, washing windows, dusting, mopping, cleaning restrooms, vacuuming, using a back-pack blower.

Provides assistance in the preparation of ball fields, spreading of mulch and pine straw.

Assists with painting projects indoors and outdoors.

Communicates with on-site supervisor as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Performs other duties as assigned.

## COORDINATOR CONTACT

Park Volunteers are under the general direction of the Park Staff or a Crew Leader.

## TRAINING AND ORIENTATION

Park Volunteers will be given training and/or orientation, if warranted or asked for, by the Park Division. Most volunteer assignments given will not require training, but in certain events, staff will be available should training be required.

## PROTECTIVE EQUIPMENT

Park Volunteers will be given protective safety equipment when warranted by the Park Division.



**Cherokee Recreation & Parks Agency  
Assignment Description  
Service Oriented Volunteer**



**PURPOSE**

Service volunteers assist with specific park projects including landscaping, park clean-ups, etc. Service Oriented Volunteers include, but are not limited to, eagle or girl-scout projects, school projects, community service projects, service club projects, etc.

**GENERAL DUTIES AND RESPONSIBILITIES**

The following duties are typical for this classification.

Performing projects including, but not limited to, park clean-up days, landscaping, painting, bench placement, sign placement and field renovation.

**COORDINATOR CONTACT**

Service Oriented Volunteers are under the general direction of the Park Staff.

**TRAINING AND ORIENTATION**

Service Oriented Volunteers should have the proper training to perform the type of task, or have adult supervision with training on the specific project they have requested.

**PROTECTIVE EQUIPMENT**

Service Oriented Volunteers will provide their own protective safety equipment and will not be allowed to continue project if protective safety equipment is deemed necessary by Park Staff.

**PROPER PERMITTING**

All projects requested by individuals or groups will be assessed by staff to determine if city, county, state or federal permitting is required. If permits are required, individual or group will be responsible in obtaining all permits for respective project. Park Staff will work with individual or group once all permits are secured and project has been approved.



Cherokee Recreation & Parks Agency  
Assignment Description  
Special Events Volunteer



## PURPOSE

Volunteers assist with special events including, but not limited to, greeting participants, set-up and take down, running booths, interact and distribute information to the public.

## GENERAL DUTIES AND RESPONSIBILITIES

*The following duties are typical for this classification. Volunteers **may not perform** all of the listed duties and/or **may be required to perform** additional or different duties from those set forth below to address specific event needs.*

Performs customer service functions as needed. Communicates and coordinates courteously and effectively with the public, other County employees, officials, vendors, sponsors, volunteers, and other outside organizations.

Provides assistance and information related to department programs, parks, rentals, events, fees, procedures, forms, or other issues; responds to routine questions or requests for service

Communicates with supervisor, employees, other departments, program participants, the public, outside organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Assists in registration process for special events including distribution of registration materials, confirmation of registrations, and assignment of tables.

Performs general clerical tasks; Conduct yourself in an open, friendly, professional manner at all times; Assist with setup and clean up the day of the event.

## COORDINATOR CONTACT

Special Event Volunteers are under the general direction of an Athletic or Recreation Coordinator.

## TRAINING AND ORIENTATION

Training will be held for all new volunteers 15 minutes prior to the scheduled start time of a program. It will serve to familiarize volunteers with all the special needs of the group that is participating.

## PROTECTIVE EQUIPMENT

Any necessary protective equipment will be provided the day of the event



**Cherokee Recreation & Parks Agency  
Assignment Description  
Volunteer Facility Assistant**



**PURPOSE**

Volunteers are responsible for granting renters access to facilities and supporting the highest levels of customer service for visitors. Performs facility reservations and receives monies; handles routine complaints, inquiries and requests for building. Volunteer maintains building security.

**GENERAL DUTIES AND RESPONSIBILITIES**

The following duties are typical for this classification.

- Providing tours of facilities available for rent;
- Executing facility reservations;
- Executing lease agreements;
- Receiving monies;
- Handling inquiries and complaints of customers;
- Opening and closing procedures; and
- Building security.

**COORDINATOR CONTACT**

Volunteer Facility Assistants are under the general direction of the Receptionist/Registrar.

**TRAINING AND ORIENTATION**

Appropriate training will be provided prior to the Volunteer Facility Assistant beginning his/her assignment. Training can include, but is not limited to, opening and closing procedures; cash handling policies; online facility reservation software and executing lease agreements.

**PROTECTIVE EQUIPMENT**

Any necessary protective equipment will be provided prior to the start of any task.



**Cherokee Recreation & Parks Agency  
Assignment Description  
Youth Sports Coach**



**PURPOSE**

A volunteer coach will strive to create a positive learning environment where children learn sportsmanship, fundamental skills, teamwork, and responsibility. You will be considered a role model for young athletes. Sportsmanship, fair play, and full participation are all mandatory.

**GENERAL DUTIES AND RESPONSIBILITIES**

*The following duties are typical for this classification. Volunteers may not perform all of the listed duties and/or may be requested to perform additional or different duties from those set forth below to address business needs and changing business practices.*

Possess the ability to plan and supervise games, practices and attend other league events.

Provide weekly communication to the league and the team as information is disseminated.

Possess the ability to teach young athletes the fundamentals of the sport and encourage involvement of the parents.

Provide a safe and fun environment for the children to learn.

Perform other duties as assigned.

**COORDINATOR CONTACT**

Youth Sport Coaches are under the general direction of the Athletic Division Staff.

**TRAINING AND ORIENTATION**

Youth Sport Coaches will be given training and/or orientation, if warranted or asked for, by the Athletic Division Staff. Training opportunities will be provided on a seasonal basis.

**SPORTS EQUIPMENT**

Youth Sports Coaches will be given the necessary sports specific equipment when warranted and will be responsible for the proper use and general maintenance of that equipment. All equipment shall be returned at the conclusion of the season in good working order. In some situations, coaches may be required to leave a deposit in the event the equipment is damaged or not returned.



**Cherokee Recreation & Parks Agency  
Volunteer Application & Agreement**



**Contact Information (Please Print)**

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Name:

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Phone #:

Mobile #:

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Address:

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City & Zip Code:

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E-mail address:

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The Cherokee Recreation & Parks (CRPA) greatly appreciates your participation in programs and activities that support CRPA. We welcome volunteers of all ages, interests and abilities. As a volunteer, you should understand and agree to the following before you perform any work in a Cherokee County Park or Facility or on behalf of CRPA:

1. I, as a volunteer, agree to follow rules and regulations outlined in the CRPA Volunteer Handbook.
2. I agree that I am not an employee of Cherokee County and will not receive any compensation for volunteer work performed.
3. Participation is on a strictly voluntary basis, and I am not required by any CRPA staff, or anyone else such as another volunteer, to do any work/assignment outside of volunteer job description.
4. No contract exists covering work between the County and either myself or organization.
5. The County does not carry workers compensation insurance covering me in the event of injury while working as a volunteer within the county.
6. I agree not to attempt work that I do not understand or use unfamiliar and/or unsafe tools.
7. Hold Harmless Agreement - I agree to defend, indemnify and hold harmless the County and its officers, employees, servants and agents thereof from any and all claims, suits or actions for injuries to persons, including death, and damage to property of others, or of the volunteer, that may arise from or result in any way from the operation of this Agreement.
8. Photos of volunteer activities may be used for park publications including the website. I agree to allow CRPA to use my photo in park publications

By signing below, I acknowledge that I have read and understand the Agreement, including the Hold Harmless Agreement. I am aware that this is a release of liability between Cherokee County and me.

Volunteer:

Position:

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Signature:

Date:

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I agree to accept the following volunteer assignment(s): *(Complete after placement)*

Program/Event & Location:

Supervisor's Name:

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Hours:

Start Date:

Length of Commitment:

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Volunteer Signature:

Date:

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Address:

---

Phone:

Email:

---

Parent/Guardian signature (if under 18):

Date:

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**CRPA VOLUNTEER RELEASE FORM &  
MEDICAL INFORMATION**



***Thank you for agreeing to volunteer with Cherokee County and the Cherokee Recreation & Parks (hereby referred to as the "County".) Please be sure that the lasting impression you make on those you serve will help to build our program and its reputation for quality.***

I, \_\_\_\_\_, agree to perform the volunteer duties (referred to as "Activity") to which I am assigned to the best of my ability and in a professional manner. I understand that as a volunteer authorized by the County, I acknowledge that there may be certain risks related to the Activity. I hereby state and affirm that:

1. In consideration of being allowed to take part in this Activity, I agree to release and hold harmless the County, its officers, employees and agents, from all liability from any harm or injury that I may incur as a result of participating in the Activity.
2. I hereby release and forever hold harmless the County, its officers, employees or agents from any claims whatsoever which arise or may hereafter arise on account of any first aid, treatment or service rendered in connection with participation in the Activity.
3. I understand that any volunteer activity includes inherent risks, hazards and dangers that can cause or lead to injury. Some, but not all of these risks include: falls, slips, cuts and bruises, and tick-borne illnesses. I understand that the County cannot eliminate any of these risks.
4. I authorize the County staff to assist me by obtaining appropriate emergency medical treatment for me in the event of an accident, injury or illness.
5. I understand that the County does not carry medical insurance for volunteers, and I attest to having appropriate medical insurance to protect me in the event of an accident, injury or illness.
6. Unless I indicate otherwise in writing, photographs, videotapes, or audiotapes may be taken of me during the course of the Activity for use by the County for publicity purposes. My first name is the only personal information about me that could be released by the County in the use of the above-mentioned media.
7. The terms of this Agreement shall be binding on my heirs, executor, administrator and all members of my family.

Please list any health conditions/allergies/current medications:

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**Emergency Contact Information (Please Print)**

Name:

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Phone #:

Mobile #:

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Address:

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City & Zip Code:

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E-mail address:

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By signing below, I acknowledge that I have read and understand the Agreement, including the Hold Harmless Agreement. I am aware that this is a release of liability between Cherokee County and me.

Volunteer:

Position:

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Signature:

Date:

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***If volunteer is a minor, signature must be that of a parent or guardian.***