

DEKALB PARK DISTRICT

VOLUNTEER MANUAL

April 2012

TABLE OF CONTENTS

WELCOME	3
WARNING OF RISK	3
SUPERVISION	4
TRAINING	4
VOLUNTEER RESPONSIBILITIES	4
SAFETY RULES	4
STATEMENT OF ADMISSION	5
CHILD ABUSE REPORTING	5
DRUG & ALCOHOL POLICY	5
HARASSMENT	5
RIGHT TO KNOW	6
COMMUNICABLE DISEASES	6
LIFTING	8
SAFETY CONCERNS	8
PERSONAL PROTECTIVE EQUIPMENT	8
EMERGENCY PLANS	10
PARKING	10
DRESS CODE AND PERSONAL APPEARANCE	10
MANDATED CHILD ABUSE OR NEGLECT REPORTER	10
CUSTOMER SERVICE	10
SMOKING	11
INCIDENT/ACCIDENT REPORTING	11
FIRST AID	11
EMERGENCY OPERATIONS	12
STORM INFORMATION	12
LIGHTNING POLICY	14
FIRE EVACUATION	15
CRISIS COMMUNICATION	15
FIRE EXTINGUISHERS	15
VOLUNTEER ACKNOWLEDGEMENT PAGE	16

Volunteer Handbook

WELCOME

In order to sustain a variety of activities within the DeKalb Park District, it is important to utilize the services of volunteers in performing tasks under the direction and supervision of staff. The DeKalb Park District supports and values the involvement of community in volunteers in its programs, events, and sports activities. Volunteers for the DeKalb Park District will be expected to observe the ordinances, policies and procedures of the DeKalb Park District while volunteering.

The DeKalb Park District may terminate the services of a volunteer at any time and for any reason or no reason at all, with or without notice.

Volunteers are not covered under the workers' compensation insurance of the DeKalb Park District and the Park District recommends that volunteers review their own health insurance policy for coverage.

The DeKalb Park District does provide *limited*, volunteer medical accident, coverage for injuries arising out of and within the scope of volunteer services. However, such coverage is excess of any other available health insurance and shall not contribute with it.

Each volunteer is solely responsible for determining if he/she is physically fit and/or properly skilled for any volunteer activity. It is always advisable, especially if the volunteer is pregnant, disabled in any way or recently suffered an illness, injury or impairment, to consult a physician before undertaking any physical activity.

Depending on the nature of the volunteer function, volunteers may be required to complete a training program for the particular function. All volunteers are expected to fully comply with directions from supervisory staff. Depending on the nature of the volunteer duties, volunteers may be required to successfully complete a criminal background check and/or driver's abstract through the Illinois Secretary of State's Office.

WARNING OF RISK

Despite careful and proper preparation, instruction, medical advice, conditioning and equipment, there is still a risk of serious injury when providing volunteer services. Understandably, not all hazards and dangers can be foreseen. Volunteers must understand that depending upon the volunteer services, certain risks, dangers and injuries due to acts of God, inclement weather, slips and falls, inadequate or defective equipment, failure in supervision or instruction, premises defects, horseplay, carelessness, lack of skill or technique, and all other circumstances inherent to the particular volunteer services exist. In this regard, it must be recognized that it is impossible for the DeKalb Park District to guarantee absolute safety. Volunteers will be required to sign a waiver and release of all claims and assumption of risk prior to the start of volunteering for the DeKalb Park District.

SUPERVISION

Volunteers performing duties in sporting activities will report to the Athletic Supervisor, and all other volunteers will report to the Department Supervisor unless otherwise assigned.

TRAINING

Depending on the nature of the volunteer function, volunteers may be required to complete a training program for the particular function.

VOLUNTEER RESPONSIBILITIES

Volunteers will be required to complete a Volunteer Information form prior to serving.

Volunteers must notify their supervisor if they are unable to perform their assigned duties.

Volunteers should respond to patrons in a friendly and courteous manner.

Volunteers will be required to dress in an appropriate and presentable manner that is deemed "in good taste" according to DeKalb Park District standards. Any volunteer who is not in proper attire will be asked to leave.

SAFETY RULES

Volunteers are directed to make safety a matter of continuing and mutual concern, equal in importance with all other operational considerations. Volunteers should use their best efforts to ensure that work is done in a safe manner, inspections are conducted on a regular basis, hazards are confronted and removed and accidents are investigated as appropriate. We are confident that with the volunteers' help this program will be successful and we expect volunteer cooperation and support. Accordingly, all volunteers shall adhere to the following rules:

1. "Horseplay" or fighting will not be tolerated on park district property or during park district sponsored events and programs.
2. Possession of unauthorized firearms, alcoholic beverages, illegal drugs or unauthorized medically prescribed drugs will not be tolerated on park district property.
3. The volunteer's immediate supervisor must be informed if the volunteer is required to take medication during work hours which may cause drowsiness, alter judgment, perception or reaction time. Written medical evidence stating that the medication will not adversely affect the volunteer's decision-making or physical ability may be required. Please refer to the comprehensive Alcohol and Drug Abuse Policy.
4. The volunteer's immediate supervisor must be notified of any permanent or temporary impairment that reduces the volunteer's ability to perform in a safe manner or prevent or hinder the volunteer's performance of the essential functions of his/her position.
5. Personal protective equipment must be used when potential hazards cannot be eliminated.
6. Equipment is to be operated only by trained and authorized personnel.
7. Any potentially unsafe conditions or acts are to be reported immediately to volunteer's immediate supervisor.

8. If there is any doubt about the safety of a work method, the volunteer's immediate supervisor should be consulted before beginning work.
9. All accidents, near misses, injuries and property damage must be reported to the immediate supervisor, regardless of the severity of the injury or damage.
10. Failure to report an accident or known hazardous condition may be cause for dismissal from the volunteer program.
11. All volunteers must follow recommended work procedures outlined for their job, department and/or facility.
12. Volunteers are responsible for maintaining an orderly environment. All tools and equipment must be stored in a designated place. Scrap and waste material are to be discarded in a designated refuse container.
13. Any smoke, fire or unusual odors must be reported promptly to the volunteer's immediate supervisor.
14. If a volunteer creates a potential slip or trip hazard, correct the hazard immediately or mark the area clearly before leaving it unattended.
15. Safety and restraint belts must be fastened before operating any motorized vehicle.
16. Volunteers must assist and cooperate with all safety investigations and inspections and assist in implementing safety procedures as required.

STATEMENT OF ADMISSION

When an accident or incident occurs, no matter how insignificant it may seem, never admit to guilt or negligence of any kind.

You are required to contact your park district contact immediately and should not speculate or comment on the incident or the causes of the incident. Any and all questions relating to an accident or incident involving DeKalb Park District property, personnel, volunteers, or participants in a program must be directed to supervisor.

There may be a formal investigation of the matter to determine the cause.

CHILD ABUSE REPORTING

As a park district volunteer you are required to report any suspected child abuse or neglect. Should you suspect that a patron is a victim of abuse or neglect you can discuss your concerns with your supervisor who can assist you in any appropriate action that might be required.

DRUG & ALCOHOL POLICY

The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance, including cannabis and alcohol, is prohibited on DeKalb Park District Property or while acting on behalf of the DeKalb Park District.

HARASSMENT

The DeKalb Park District is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that prohibits discriminatory practices, including harassment. It is the

responsibility of each and every volunteer, officer, official, park commissioner, agent and vendor of the DeKalb Park District as well as anyone using the DeKalb Park District's facilities, to refrain from sexual and other harassment. If a volunteer feels that he/she has been the victim of harassment, he/she should report the incident to their supervisor.

RIGHT TO KNOW

The DeKalb Park District is committed to protecting you against any possible danger associated with the misuse of cleaning products or other materials used on the job. You have a right to know what hazards you may face and how you can protect yourself against them. This is your RIGHT-TO-KNOW.

Chemical manufacturers must provide information on the container label and on a *Material Safety Data Sheet* (MSDS) for every product. There are MSDS sheets for all the products used in our facilities.

Your supervisor will instruct you as to the exact location of MSDS Books.

MSDS Sheets

Read all labels and MSDS sheets before using a chemical/cleaning product. The MSDS sheet contains information about the product, how to use it correctly, First Aid and storage instructions.

Storage of Cleaning Products/Chemicals

Products should be stored in a top cabinet or locked cabinet and out of reach of children and program participants. Products must have the proper container and must be labeled.

Emergency Phone numbers

911 First Call

Poison control 1-800-222-1222

Never bring any cleaning products/chemicals to the park district. Requests for needed supplies should be submitted to your supervisor.

**Be advised the DeKalb Park District has solvents, insecticides and weed killer on the property. These items are to be kept in the appropriate containers and stored appropriately. Volunteers and unauthorized staff are restricted from these areas.

COMMUNICABLE DISEASES

General Precautions and Procedures

- Hand washing is the most important technique for preventing the spread of disease. Hand washing should be done frequently by staff, volunteers, and participants and is required before and after food preparation, including snacks, after restroom use and after contact with any body fluids. When soap and water is not available, antiseptic towelettes or hand wipes may be used, followed as soon as possible by washing with soap and water.

- Disposable gloves must be worn when blood and/or body fluids are present. Gloves are available in all first aid kits. Care should be taken to avoid any bodily contact with blood or other body fluids of other people. Even though gloves are used, hands must be washed with soap and water immediately and thoroughly after the gloves are removed.
- Soiled surfaces and recreational materials of any kind (including i.e., van/bus seats, exercise mats, toys, etc.) should be promptly cleaned with a disinfectant. If a mop is used, it should be rinsed in the disinfectant. These surfaces should be routinely cleaned and disinfected at the end of each work shift.
- When cleaning up, disposable towels or tissues should be used whenever possible. After use they should be saturated with the disinfectant and disposed of in plastic bags rather than unlined containers.
- Volunteers should avoid placing their hands in trash or waste containers in order to “pack down” the trash and should otherwise handle trash with care.
- All cuts and open wounds should be covered following basic first aid procedures. Protective gloves should be worn by all staff providing band-Aids, bandages, etc. while applying these protective coverings.
- Sharing of personal items should be avoided. Whenever possible, disposable items i.e. cups and utensils should be provided and not be shared by others.
- Disinfectant should be stored in a safe area that is inaccessible to participants. Note: Material Safety Data Sheets (MSDS) should be maintained for each disinfectant.
- Documentation of incidences of contact with blood or other body fluids should be made whether or not a participant or volunteer is known to have a communicable disease.
- Hand soap and disposable towels or tissues and gloves should be available at all facilities.

Cleaning Up Blood or Other Body Fluid Spills

- In situations where bleeding due to lacerations, cuts, etc. must be immediately controlled, first-aiders should provide patients with compress material and encourage them to administer self-help with direct pressure on their wound(s).
- Wear disposable gloves, which should be discarded following cleanup. When disposable gloves are not available or unanticipated contact occurs, wash hands and other affected areas with soap and water immediately after contact.
- Clean and disinfect soiled area immediately using paper towels, soap and water.
- Rinse clothing soaked with body fluids and place in a plastic bag to be sent home.
- Place paper towels and disposable gloves in plastic bags and dispose of same.
- Wash hands and other skin that may have come in contact with body fluids thoroughly with soap and water or other antiseptic hand cleaner or flush eyes or other mucous membranes with water, immediately or as soon as feasible following contact of such body fluids or other potentially infectious materials.
- All procedures involving blood or other potentially infectious materials shall be performed in such a manner as to minimize splashing, spraying, spattering and

- generation of droplets of these substances. All volunteers are required to wash their hands immediately or as soon as possible after removal of gloves or other personal protective equipment.

Please see your supervisor to view entire policy.

LIFTING

The single most important safety measure for handling materials is the proper lifting process. This technique can save you pain and suffering that could continue for the rest of your life.

- Test every load before you lift by pushing the object lightly with your hands or feet to see how easily it moves. This tells you about how heavy it is. Remember, a small size does not always mean a light load.
- Make sure the weight is balanced and packed so it won't move around. Loose pieces inside a box can cause accidents if the box becomes unbalanced.
- Be sure you have a tight grip on the object before you lift it. Handles applied to the object may help you lift it safely.
- When picking up an object, use slow and smooth movements. Hurried, jerky movements can strain the muscles in your back. Keep your body facing the object while you lift it. Avoid twisting as you turn with a load. Shift your feet instead.
- When lifting, put one foot along-side the object and the other foot behind the object. Keeping your back straight, get a good, firm grip with the palms of your hands.
- Do not try to lift an item above waist level in one motion. Set the load down on a table or bench, if possible, and then change your grip for lifting higher.
- When carrying a load through a doorway, make sure you have proper clearance. Do not let a light load make you careless. A sudden move or twist can cause you to pull a muscle.

SAFETY CONCERNS

The safety of our patrons and volunteers is very important to the DeKalb Park District. The DeKalb Park District complies with all federal, state and local safety and health regulations to provide a safe environment. All volunteers must comply with these regulations. Volunteers must also be cautious and follow safety guidelines when performing their assigned tasks. Personal protective equipment will be provided when the task requires it. Please report to your supervisor any hazardous conditions, which you might encounter.

PERSONAL PROTECTIVE EQUIPMENT

The variety of work operations performed by park district volunteers involves many industrial hazards. When it is impractical or impossible to place a guard over the source of a hazard, it is necessary to place the guard over the worker. Wearing protective equipment such as sun protection and gloves while performing first aid will greatly diminish the chances of exposure or injury.

EMERGENCY PLANS

Volunteers can request to view the DeKalb Park Emergency Operations Manual and the Safety Manual.

PARKING

When working at the Sports & Rec Center, volunteers should park in the Main Parking area located to the east of the Sports & Rec Center. Please do not take the closest parking stalls, please leave them for patrons. Volunteers at other facilities should park in the parking lots provided being mindful that the park district always like to reserve the closest parking for its patrons.

DRESS CODE AND PERSONAL APPEARANCE

As a volunteer you are a reflection of the Park District. Attire should be appropriate for your responsibilities and what you are doing. Please use common sense. Personal grooming habits are important and you should be presentable while performing your work.

1. Short hemlines or high slits in dresses or skirts are prohibited.
2. Sheer fabrics, plunging necklines, halter tops, tube tops or tank tops are prohibited. Tops with spaghetti straps are not permitted. (Except for dance attire)
3. Shirts/sweatshirts that advertise alcohol, bars, music groups, tobacco or any questionable establishment are prohibited.
4. Jeans may be worn but must not be form fitting or ripped.
5. No bare midriffs or shoulders.
6. When in doubt as to whether or not your attire is appropriate please contact your supervisor.

MANDATED CHILD ABUSE OR NEGLECT REPORTER

A Mandated reporter is any professional or any person working with children. In Illinois the rules for investigating and responding to abuse and neglect are spelled out in the **Abused and Neglected Child Reporting Act of 1975**. It is the legal responsibility for any person to report suspected child abuse or neglect.

Should you suspect abuse or neglect, please contact your supervisor who will assist you in reporting this to the proper authority.

CUSTOMER SERVICE

Good customer service is the key to a successful operation. Every volunteer is an ambassador for the DeKalb Park District. Remember to treat customers in the same manner that you would like to be treated. Greet patrons with a smile and an eagerness to help him/her.

In the event that you are required to reprimand a customer, do so in a manner that gets your point across without embarrassing or degrading him/her.

SMOKING

Smoking is prohibited throughout the workplace. This includes but is not limited to, all DeKalb Park District buildings, facilities, vehicles, while on equipment, or while working directly with the public.

In accordance with the Smoke Free Illinois Act, volunteers must remain at least 15 feet from any building entrance, exit, window that opens, and ventilation intakes when smoking in a designated area. Smoking is not permitted in any park district owned vehicle. We strongly recommend that volunteers refrain from smoking while volunteering.

INCIDENT/ACCIDENT REPORTING

An accident report must be completed for any injury or accident, which occurs on DeKalb Park District property, or at any program sponsored by the Park District. Completed accident reports should be given to your immediate supervisor.

When an injury occurs, all personnel must adhere to the following guidelines regarding accident procedures: Prepare a detailed report:

- Obtain as much information as possible regarding the accident. Be thorough in your description of the injury, how it occurred and what type of first aid was administered.
- Others should be able to read the report and fully understand the circumstances involved.
- Make sure to record any witnesses' name, address, and phone number.

FIRST AID

First Aid Procedures

Minor Injuries

- Cautiously administer first aid. Complete an accident report and turn it in to your immediate Supervisor.

If in doubt about the extent of the injury-Call the DeKalb Fire Department (911) for emergency paramedical service. Do not attempt to diagnosis the extent of the injury.

- If the injury is serious, contact parents/family/guardian immediately and inform them of the situation.
- After the paramedics give proper medical attention, fill out the report.

Serious Injuries

- Immediately call the DeKalb Fire Department (911) emergency paramedical service.
- Inform your immediate supervisor.
- Fill out an accident report.

Heavy Cuts

- Cover the bleeding area with gauze and apply pressure.
- If necessary, add more gauze.
- Raise the cut above the heart.

Nose Bleeds

- Place the gauze or paper towel under the nose and tilt the head forward.
- Place ice packs on the bridge of the nose if the bleeding continues.

Heat Exhaustion

The person will be very sweaty, clammy, disoriented and feel light headed.

- Remove the person from the sun and cool off with a cold shower, ice packs or wet towel.

Heat Stroke (very serious)

The person may be unconscious, feel very hot to the touch and/or look red.

- Call 911 immediately.
- Remove the patron from the sun or shade him/her. Cool the body as quickly as possible using ice packs, wet towels and/or a cold shower.

Splinters and Foreign Objects

Do not attempt to remove.

Bee Stings

Use ice packs to reduce swelling and apply a bee sting patch. First aid supplies should be checked on a daily basis.

BLOOD OR BODY FLUID SPILL

In the event of a blood or body fluid spill you should isolate the area. Keep patrons from coming in contact with any type of body fluid spill. Examples of body fluids are; blood, vomit or a bathroom accident. If needed personal protective equipment is located in each first aid kit.

EMERGENCY OPERATIONS

In the event of an emergency, the following steps should be followed:

- Remain calm
- Call 911 if necessary
- Remain with the victim without moving them if possible
- Complete an accident report, getting witnesses names and addresses whenever possible
- Inform your supervisor of any emergency as soon as possible
- Remember your statement of admissions training
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STORM INFORMATION

Tornado Safety Information

In the interest of public safety, each DeKalb Park District volunteer must be thoroughly familiar with the procedures used when tornado precautions are issued for the DeKalb area.

TORNADO WATCH

- Conditions exist which may result in a tornado.
- When a TORNADO WATCH is declared for an area, which includes DeKalb, a staff member should be assigned to follow the reports from the media.

TORNADO WARNING

- A tornado has actually been sighted or its presence has been detected on radar for this area.
- Warnings will indicated where the tornado was discovered, the area through which it is expected to move and the time periods during which it will move through the area warned.
- When a tornado warning is issued, immediate safety precautions should be taken.

TORNADO ALERT

A tornado is expected to hit. At this time, the area is in immediate danger.

- Should DeKalb be in this area, a two-minute continuous blast will be sounded on the tornado sirens.

SEVERE WEATHER PROCEDURES

In the event of a tornado warning the City of DeKalb will activate the tornado sirens. If your program is outdoors you should immediately seek shelter in a building.

DEKALB PARK DISTRICT

LIGHTNING POLICY

IT IS THE POLICY OF THE DEKALB PARK DISTRICT THAT ALL PERSONS SUPERVISING AND/OR OFFICIATING OUTDOOR ACTIVITIES BE AWARE THAT WHEN LIGHTNING OR THUNDER IS OBSERVED OR HEARD, OUTDOOR PROGRAMS SHOULD BE SUSPENDED IMMEDIATELY AND EVERYONE SHOULD SEEK APPROPRIATE SHELTER.

SUPERVISOR AND/OR OFFICIALS SHOULD ADHERE TO THE FOLLOWING PROCEDURES AND GUIDELINES:

- Clear fields and playing areas of all players and spectators immediately.
- Advise that everyone take shelter in cars or available shelters.
- DO NOT take shelter under trees.
- Activities will be suspended for a minimum of 20 minutes after the last sign of lightning or thunder is observed.
- If constant lightning and thunder continue or if the fields become unsafe for play due to excessive rain the games will be canceled.
- Please wait in a safe area until a supervisor or official of the Park District makes a determination to cancel or resume activities.
- Canceled games will be rescheduled by the Park District and coaches will be notified of make-up dates and times.

LIGHTNING PROCEDURES

It is the policy of the DeKalb Park District that staff should take proactive precautions to ensure the safety of patrons when severe weather is imminent.

FIRE EVACUATION

When the fire alarm is activated you should quickly and safely evacuate all participants to the designated area. Once you arrive at the designated area you should check to make sure that all participants are accounted for and then report your status to the park district person in charge at the evacuation site. **IN THE EVENT THAT YOUR EXIT ROUTE IS BLOCKED BY A FIRE OR SOME OTHER OBSTACLE** you should proceed to the nearest exit and continue to the evacuation site.

CRISIS COMMUNICATION

A crisis is any event that attracts keen public or media interest. Volunteers, who discover a situation that may be a potential crisis that would concern the public or media, must contact their supervisor who will then contact the head of the crisis team immediately. The head of the crisis team will decide whether to implement the crisis communication plan or simply to monitor and handle the situation carefully.

FIRE EXTINGUISHERS

If the Fire Alarm is sounded the first action should be to remove all patrons from the facility. Only use the Fire Extinguisher if the fire is small and can be contained within a few minutes. Even though fire extinguishers come in a number of shapes and sizes, they all operate in a similar manner. An easy acronym for fire extinguisher use is PASS.

- **Pull** the pin at the top of the extinguisher that keeps the handle from being accidentally pressed.
- **Aim** the nozzle toward the base of the fire.
- Stand approximately 8 feet away from the fire and **Squeeze** the handle to discharge the extinguisher. If you release the handle, the discharge will stop.
- **Sweep** the nozzle back and forth at the base of the fire. After the fire appears to be out, watch it carefully since it may re-ignite.

VOLUNTEER ACKNOWLEDGEMENT PAGE

I understand that as a condition of being a volunteer, I must read this Volunteer Manual and this Acknowledgement Form. By signing below, I certify that I have read the Volunteer Manual and agree to all terms and conditions, including but not limited to the policies, procedures, rules and regulations.

Printed Name: _____

Signature: _____ Date: _____