



Think Inside the Triangle™

# Volunteer Handbook



Parks & Community Services Department  
333 Civic Center Plaza, Tracy, CA 95376  
Phone (209) 831-6200 Fax (209) 831-6218

*Creating Community through People, Parks and Programs*

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# Vision Statement

*The Tracy Parks and Community Services Department is known as a leader in the community because of the exceptional services which create legacies, enrich people's lives and link Tracy's past, present, and future.*

## Core Mission Areas

Strengthen community image and sense of place ~

Parks, facilities, programs and events are key factors in strengthening community image and creating a sense of place

Foster human development ~

Services foster social, intellectual, physical and emotional development

Support economic development ~

Programs and facilities attract and retain businesses and residents, as well as attract visitors. Provides jobs and generates income for the community and local businesses

Steward the environment ~

Parks, trails, and open space are acquired and maintained promoting pride in the community and sense of place

## Benefits of Being a Volunteer

- Gain work experience
- Develop new skills
- Be involved in your community
- Help others
- Make friends
- Have fun

## Role of a Volunteer

As a volunteer, you are in a very important position. You are often the first point of contact with the public. You play an important role in determining whether people are repeat customers.

You and the staff members have the responsibility, along with Supervisors and Coordinators, to achieve success in City programs and your position. You were hired as a volunteer for the City of Tracy for a few reasons. You might possess a special skill or

knowledge. You might be a responsible person, have a great personality, be accountable, be goal oriented, or just like to have lots of FUN! These are just a few of the reasons that you were selected to be on our team.

Here are a few tips for you to consider in your work:

- Speak to people...there is nothing as nice as a cheerful word or greeting.
- Be friendly and helpful...Speak and act as if everything you do were a genuine pleasure. It is, isn't it? Remember, you're in it for FUN.
- Use analytical skills, as well as common sense, good judgment and past experience to make well thought out decisions.
- Continually evaluate processes to improve efficiency, eliminate unnecessary steps and be consistent in all areas of your work.
- Be alert to give service...what counts most in life is what we do for others.
- Remember you work for the public so be courteous.

## Expectations of Volunteers

### **TEAM-BASED ORGANIZATION**

- Work with staff members in a team environment to foster support & communication.
- Support decisions made by the Department's management & other staff members.
- Offer to work on projects and programs that may be outside your primary job duties.

### **PROBLEM-SOLVING**

- Be willing to accept new ideas, challenges and changes.
- Use analytical skills, as well as common sense, good judgment and past experience to make well thought out decisions.
- Continually evaluate processes to improve efficiency, eliminate unnecessary steps and be consistent in all areas of your work.

### **LEADERSHIP**

- Lead by example
- Be dependable and consistent in actions
- Be trustworthy

### **COMMUNICATION**

- Be approachable
- Be an active listener
- Be informative and provide feedback

### **SUPPORT**

- Staff
- Programs
- Awareness of Department functions

# Volunteer Application Process

Prospective volunteers must complete a Volunteer Application available at the Parks and Community Services Department or online at [www.ci.tracy.ca.us](http://www.ci.tracy.ca.us). Applicants must possess the qualifications of the established position and must be able to perform the specified duties. For volunteers under the age of 18, a parent or legal guardian must sign the parental release before a minor can volunteer for any program.

Upon review of the applications, you may be given an interview to fully assess your skills and qualifications as they relate to the job function.

Once you have been assigned a job, you will be required to be fingerprinted before your first day of volunteer work if you work with children in a volunteer position, including positions which you will have supervisory or disciplinary authority over a minor or any person under his or her care. Sec. 11105.3 of the Penal Code states that an employer may fingerprint any person who applies for a license, employment, or volunteer position, in which he or she would have supervisory or disciplinary power over a minor or any person under his or her care.

Once you have received clearance to work, you will be given an orientation and training on your job assignment. Your direct supervisor will review with you all of the policies and procedures as outlined in the Volunteer Handbook.

## Volunteer Policies

**Orientation and Training:** all volunteers will receive an orientation and training by the program staff supervisor.

**Personal Actions and Forms:** It is very important that we keep your personal information up to date. If there are any changes to this information, please notify your direct supervisor immediately.

**Assignments:** Volunteer assignments may be short term or long term. All assignments will be 3 months, at which time the volunteer and staff supervisor may review the assignments and determine if the volunteer services are still needed.

**Sign In/Out:** All volunteers must sign in and out on their Volunteer Sign-In Sheet.

**Attendance:** Volunteers are expected to report to their assignments as scheduled. If a volunteer is unable to report to their shift, they must call their staff supervisor immediately.

**Performance:** Progress reports provide you with information about your progress. You will be provided with an evaluation at the end of your 3-month commitment.

**Disciplinary Action:** Volunteers may be terminated at any time for violations of agency policies or procedures as defined in the handbook.

**Attire:** Volunteers should maintain a neat appearance and appropriate for the work site and activity. Clothing advertising alcohol, drugs or inappropriate activities or places is not allowed. Your staff supervisor may explain other requirements (i.e. jeans, white t-shirt, etc.).

**City Property:** Volunteers must safeguard the City of Tracy's property and not remove or use any government property for personal use.

**Sick Days:** If you are ill during your scheduled volunteer time, please call the Department's main number at 831-6200 as soon as possible. Also contact your direct supervisor immediately on their cell phone number or office phone number provided.

**Personal Calls and Visits:** Personal calls during volunteer time should be limited to emergency situations. Personal visits or use of personal cell phones during volunteer hours is unacceptable.

**Volunteer Injuries on Assignment:** In the event of an injury while volunteering, the following steps must be taken to ensure Workers' Compensation benefits, if they are applicable to the situation.

Be sure that first aid is given immediately.

See that the injured employee is taken to the City's doctor or to the hospital, if necessary:

**Doctor:** Kaiser Manteca – (209) 824-5059  
**Hospital:** Tracy Sutter Hospital – (209) 835-1500  
**Emergency:** 9-1-1

Report the injury IMMEDIATELY to your direct supervisor and request a claim form. Any delay in reporting an injury may delay Workers' Compensation benefits.

**All forms must be filled out and returned within 24 hours of an injury.**  
**NOTE: If you would rather see your own doctor, you must complete the appropriate form, available at Human Resources, at the time of hire.**  
**Failure to do so may jeopardize any Workers' Compensation claim.**

**Department Volunteer Relationships with Children:**

- Volunteers should not be alone with a single child unobservable by other staff, parents or other participants at any time.
- Adult volunteers are advised not to socialize with program participants under the age of 18 outside of program activities.
- Volunteers will not discipline children by use of physical punishment or by failing to provide the necessities of care.

- Volunteers will not verbally or emotionally abuse or punish children or humiliate participants in the discipline process.
- Volunteers will not release children to anyone other than the authorized parent, guardian or to an individual authorized by the parent. Never release a child to someone who is unknown to the child or to whom the child expresses fear or uncertainty.
- As a volunteer, you should regard your supervisor as the immediate contact for help in implementing programs.

**Program Safety:** Strict observance of all safety rules in activities and equipment use is one of your chief responsibilities. Ensuring the safety of participants in your programs is one of your primary responsibilities.

**Minor Accident or Illness:** In the event of a minor accident or illness, apply first aid as needed. Always use protective coverings depending on the situation when administering first aid to anyone (i.e. rubber gloves). Complete the appropriate form. Report the accident or illness to the parent as soon as possible.

**Serious Accidents or Illness:** In the event of a serious accident, DO NOT MOVE the injured participant unless their life is in immediate danger. Use emergency telephone number 9-1-1.

**Emergency Procedures:** While conducting programs at City facilities, or while visiting other program sites on Department –sponsored field trips, you may encounter an emergency or disaster. Notify your direct supervisor or the Department office as soon as possible.

**Field Trip Volunteer Duties and Requirements:** Volunteers will be assigned to group leaders as established by the trip leader. Each staff/volunteer will ride the bus.

## Americans with Disabilities Act (ADA)

The City encourages participation in all programs for all Tracy citizens, irrespective of any mental or physical disability or challenge they may face. To this end, the City will make all reasonable accommodations to ensure participation in all programs by any person desiring to participate. If you are asked about making an accommodation for a disabled participant, work with your supervisor to find the best arrangement to accommodate full participation. President Bush signed this into law in 1991. The ADA gives civil rights protection to individuals with disabilities that are like those rights provided to individuals on the basis of race, color, religion, sex, national origin, age, marital status, disability, medical condition, or political affiliation. It guarantees equal opportunity for individuals with disabilities in employment, public accommodations, transportation, local and state government services and telecommunications.

# Discrimination and Harassment

**The City of Tracy has a strong policy against any form or type of discrimination and harassment by, among, or to employees and its volunteers.** Discrimination and harassment can be defined as any behavior that is disrespectful and causes discomfort to another person. Harassment of any employee – whether physical or verbal, whether by management, supervisors or coworkers, destroys morale and impairs teamwork and workplace efficiency. In addition, some behaviors are unlawful.

Discrimination and harassment is behavior that is unwelcome and derogatory. Types of harassment include:

- **Verbal** – derogatory comments, jokes, and slurs
- **Physical** – unwanted physical contact, assault, any interference with normal work movement
- **Visual** – derogatory posters, cartoons, or drawings
- **Sexual** – unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature

## About Workplace Violence

All employees are responsible for maintaining a safe work environment. Employees who make threats, exhibit threatening behavior, engage in violent acts against the life, health, well-being, family or property of others while at work may be removed from the premises, may be subject to disciplinary action, up to and including termination, and may be subject to criminal penalties, or all of these actions.

In addition, employees are prohibited from possessing firearms, weapons, or other dangerous devices in the workplace or at the work site unless expressly authorized by the nature of their work. This prohibition includes any simulated or toy weapons. Employees are prohibited from utilizing work tools and equipment as weapons.

**Reporting of Violence or Potential Violence:** All threats of violence must be taken seriously and immediately reported to your supervisor. You should report all situations and incidents which you feel may cause a current or future threat upon you as a volunteer of the City of Tracy, by a co-worker, a participant, a family member or acquaintance of a participant, a family member or acquaintance of a participant, or by a visitor to a City facility.

# Policies and Procedures Manual Sign-Off Form

I have read and understand the volunteer policies described in the Parks and Community Services Volunteer Handbook. I am aware that a copy of the handbook is located in the Department at 333 Civic Center Plaza, Tracy. I also understand that failure to adhere to those policies could lead to termination.

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Volunteer's Signature

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Date

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Print Name

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Parent/Guardian Signature if Volunteer Under 18

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Date



Think Inside the Triangle™

**333 Civic Center Plaza, Tracy, CA 95376 (209) 831-6200**

The City of Tracy Parks and Community Services Department welcomes your interest in its Volunteer Program. To provide a clear understanding of your background and desire to serve as a volunteer, please complete all of the information below. Parks and Community Services Volunteers shall not be entitled to any compensation, health or life insurance, or any other City employee benefits. Volunteers are required to be fingerprinted and will undergo a background clearance when working with children under the age of 18 years.

Position Applying For (if applicable) \_\_\_\_\_

Name \_\_\_\_\_ Birthdate \_\_\_\_\_

Address \_\_\_\_\_ City/State/Zip \_\_\_\_\_

Mailing Address (if different from above) \_\_\_\_\_

Home Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

Email Address \_\_\_\_\_

Do you have any physical condition or disability that would limit your ability to perform certain volunteer assignments?  Yes  No If yes, please explain \_\_\_\_\_

Have you ever been convicted of a crime, imprisoned, or placed on probation?  Yes  No If yes, please state the nature of each offense, the date of conviction, and the disposition. A conviction will not necessarily disqualify an individual from the Volunteer Program.

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Please list any specialized training, skills, or interests you may have:

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Any foreign languages: \_\_\_\_\_  Speak  Read  Write

Computer Programs: \_\_\_\_\_

Proficiency:  Beginner  Intermediate  Advanced

Office Skills: \_\_\_\_\_

What intrigued you most about becoming involved in the Parks and Community Services Volunteer Program?

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Are you involved with any groups or organizations that may consider becoming involved in our Volunteer Program?  Yes  No

What particular area of volunteer assignments are you interested in? \_\_\_\_\_

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Which areas of interest would you be interested in volunteering for? Check all that apply.

<input type="checkbox"/> Youth Sports Programs	<input type="checkbox"/> Environment	<input type="checkbox"/> Seniors
<input type="checkbox"/> Clerical	<input type="checkbox"/> Special needs	<input type="checkbox"/> Youth Development
<input type="checkbox"/> Marketing	<input type="checkbox"/> Education	<input type="checkbox"/> Special Events
<input type="checkbox"/> Teens	<input type="checkbox"/> Recreation Intern	

Please indicate the times and days you are available for volunteer assignments:

Sunday  Monday  Tuesday  Wednesday  Thursday  Friday  Saturday

Are you interested in volunteering together with other family members or co-workers as a volunteer unit?

Yes  No

Emergency contact: \_\_\_\_\_

Emergency Phone: \_\_\_\_\_

I hereby release the City of Tracy, its employees, agents, officers, volunteers, and joint powers authorities of which it is a member, from any and all claims, demands, rights, and causes of action that may arise from my volunteer work with the City of Tracy.

I certify that all statements on this application are true and complete to the best of my knowledge. I hereby authorize the City of Tracy Parks and Community Services Department to investigate any and all information contained in this application. I understand that a false or misleading statement shall be sufficient grounds for disqualification from the City's Volunteer Program.

As a volunteer, I understand that I am offering my services of my own free will, without any expectations of compensation, health or life insurance, or any other employee benefits of any kind.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

Parent Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
*(if volunteer is under 18 years of age)*

**For Office Use Only**

Volunteer Turned in Application/Waiver/Policy and Procedure Sheet

Volunteer Interviewed When \_\_\_\_\_ Who \_\_\_\_\_

Volunteered Fingerprinted When \_\_\_\_\_ Cleared \_\_\_\_\_

Volunteer Given Job Assignment \_\_\_\_\_