



Volunteer Policy Manual



GREENE
COUNTY
PARKS & TRAILS

(Inside Front Cover)

CONTENTS

Introduction/ Overview

- 2 Welcome
- 2 History
- 2 Mission Statement
- 3 Volunteer Opportunities
- 3 Volunteers Role
- 3 Volunteer Application
- 4 Equal Opportunity
- 4 Sexual Harassment Policy

General Policies and Guidelines

- 5 Interview
- 5 Orientation
- 5 Volunteer Training
- 6 Volunteer Recognition
- 6 Finger Printing And
Background Checks
- 6 Vehicles
- 6 Internet & Computer Usage
- 7 Dress Code
- 7 Media Communication Policy
- 7 Photo Policy
- 7 Fundraising Policy
- 8 Political Campaigns
- 8 Radio/Cell Phone Policy
- 8 Tool/Equipment Policy
- 8 Smoking
- 8 Drug & Alcohol Policy
- 9 Weapons
- 9 Safety And Emergency
Procedures
- 10 Ranger Assistance
- 10 Community Service Hours
- 11 Recording Hours
- 12 Volunteer Complaint Procedures
- 12 Volunteer Resignation/Dismissal



WELCOME

The staff would like to welcome all new and potential volunteers. We appreciate your commitment to Greene County Parks & Trails and our mission to provide leisure time services for the public as well as to protect our natural and cultural history. We hope that you will enjoy the time you spend with staff and the time spent in the parks or on the trails. We will strive to find the appropriate match for your talents and hope that we are able to learn from your expertise. Volunteers play an important part in helping Greene County Parks & Trails provide the best possible services to the public. Without the assistance of volunteers, we would not be able to maintain the quality facilities and programs that we offer. Thank you for your time and talents.

HISTORY

The Greene County Park District was established in 1963. The Greene County Recreation and Parks Department, under the Board of County Commissioners, was created in 1971. A management agreement between the two agencies was adopted to provide one staff under the Commissioners to provide services for Greene County residents. Today, Greene County Parks & Trails manages nearly 3,000 acres of park land, 62 miles of paved trails, 36 miles of river trails, 12 miles of hiking trails as well as preserving and protecting our environmental and cultural heritage.

MISSION STATEMENT

Conserve and promote Greene County's natural and cultural treasures as an exceptional destination for outdoor experiences while enhancing the quality of life for citizens and visitors.

VOLUNTEER OPPORTUNITIES

Opportunities abound when considering volunteering with Greene County Parks and Trails. You can choose to volunteer at a special event, naturalist program, festival, within the office, as a trail sentinel and so much more! Let us know what your special interests include and we'll find the perfect fit for you.

VOLUNTEERS ROLE

Volunteers are a very important part of Greene County Parks & Trails. Through the help of volunteers, we have been able to expand our services to the community and better maintain our facilities. It is very important all volunteers provide excellent customer service at all times.

VOLUNTEER APPLICATION

All volunteers need to complete a volunteer application and forms included in the volunteer packet. This includes any volunteer working with local universities or other group type situations. Volunteers under the age of 18 must have a parents' signed consent as listed on the application. The naturalist staff does not accept volunteers under the age of 16.





EQUAL OPPORTUNITY

Greene County Parks & Trails provides volunteers with equal opportunity without regard to race, color, religion, national origin, sexual orientation, gender, age, or disability. Diversity encourages creativity, growth and opportunity.

SEXUAL HARASSMENT POLICY

Greene County Parks & Trails prohibits all forms of sexual harassment. Any volunteer who believes they have been the victim of sexual harassment should bring their concerns to the attention of their immediate supervisor. If the allegation of sexual harassment involves staff or immediate supervisor, the Director of Greene County Parks & Trails should be notified. If a volunteer is not comfortable speaking with staff, the Greene County Personnel Office is available to help with the situation. The investigation of the complaint shall be conducted in a prompt, professional and confidential manner. Any employee or volunteer who, after appropriate investigation, has been found to have sexually harassed or discriminated against another employee or volunteer, will be subject to appropriate disciplinary actions.

GENERAL POLICIES AND GUIDELINES

INTERVIEW

All volunteers will participate in the interview process once their application is complete. The interview process will help determine the availability and skills of each volunteer.

ORIENTATION

All new volunteers will go through an orientation process. Orientation will include: reviewing job description for volunteer position; being introduced to staff with whom the volunteer will be working closely; reviewing policies and procedures; receiving any required name tag, clothing for position; volunteer scheduling; tracking hours; and supervisor contact information.

VOLUNTEER TRAINING

Training is made available within each division and may be dependent upon the work to be performed. GCP&T Trail Sentinel volunteers are required to attend an eight-hour bike safety training course with a Greene County Ranger, along with CPR and First Aid Training.



VOLUNTEER RECOGNITION

Each year, Greene County Parks & Trails staff hold a volunteer recognition event. This event is held to show appreciation for all that the volunteers contribute to the department and the community. Volunteers are invited to attend this event to receive thanks, mingle with staff and learn about the ways volunteers contribute to GCP&T agency.

FINGER PRINTING AND BACKGROUND CHECKS

All volunteers will be subject to a background check annually. Individual volunteers may be asked to also complete a finger print check.

VEHICLES

As passengers, volunteers are required to complete a waiver form prior to riding in a county vehicle, along with wearing safety belts. Volunteers, however, cannot drive county-owned vehicles.

INTERNET & COMPUTER USAGE

Only volunteers with prior approval from are permitted to utilize county computers and Internet. Computers will be used solely for the purpose of completing volunteer responsibilities.





DRESS CODE

Greene County Parks & Trails has dress guidelines for staff and volunteers. All clothing should be GCP&T logo wear or a GCP&T safety vest.

MEDIA COMMUNICATION POLICY

If a representative from the media shows up without prior notification, volunteers should be polite and inquire as to what information they are seeking. Questions from the media should be directed to their supervisor on site and/or public relations manager.

PHOTO POLICY

Greene County Parks & Trails are public facilities. Photo releases are not required when using photos of park visitors engaged in park activities. Photos taken of park activities can be used in future promotional information, park brochures, program flyers, etc.

FUNDRAISING POLICY

Volunteers are not permitted to fund raise for any outside organization while performing their volunteer duties.



POLITICAL CAMPAIGNS

Volunteers are not permitted to promote any political campaign while acting in a volunteer capacity or on park property.

RADIO / CELL PHONE POLICY

Volunteers with the GCP&T Trail Sentinel program are required to have some form of communications with them while on the trails. Sentinels are trained on radio usage through the ranger staff. All volunteers are welcome to have a personal cell phone while performing volunteer duties within the Greene County Parks & Trails system.

TOOL / EQUIPMENT POLICY

Greene County Parks & Trails must pre-approve a volunteer to use power equipment whether it is owned by the individual or by Greene County.

SMOKING

Greene County Parks & Trails has a no-smoking policy within all buildings and vehicles. Volunteers are not permitted to smoke within view of the public.

DRUG & ALCOHOL POLICY

Greene County Parks & Trails is committed to a drug-free work place. Volunteers engaging in on or off-site possession, sale or use of illegal drugs will be terminated.



WEAPONS / CARRYING CONCEALED WEAPONS

For up-to-date information regarding Greene County's Violence Free Workplace and Unauthorized Weapons Policy (CCW), please visit <http://www.co.greene.oh.us/DocumentCenter/View/1568>.

SAFETY AND EMERGENCY PROCEDURES

In emergency situations, volunteers should first consider the safety of themselves and the public around them. If the situation is not life threatening, volunteers should contact the park staff immediately, assist in any capacity in which they are trained and wait with the individual until additional assistance has come to the scene if necessary. If it is a volunteer that is injured in a non-life threatening situation, the volunteer's supervisor should be contacted. For all life threatening injuries, 9-1-1 should be called immediately.





RANGER ASSISTANCE

Volunteers may assist the rangers by observing, recognizing and recording illegal activities. When they see a violation, incidents should be reported to the ranger on duty or to the GCP&T headquarters. All safety hazards that are an immediate danger to the public must be reported.

COMMUNITY SERVICE HOURS

Students from the area occasionally request volunteer positions to complete their required community service hours for school. All students are required to fill out the application and liability release paper work. It is the responsibility of the student to schedule with the supervisor when they will be available, and what, if any equipment, is necessary. Only when the project is completed will the supervisor then sign off on any paperwork the student is required to return to the school.

Scout troops inquiring about service projects should be put in contact with the Operations Manager.

RECORDING HOURS

Keeping track of hours is important not only so that the volunteer can be recognized for the number of hours spent volunteering, but also because these hours can be utilized for matching dollars under many grant programs. Greene County Parks & Trails has established a computer system to track all volunteer hours. Time sheets will be provided to all volunteers without computer access. Additional time sheets can be sent electronically to volunteers once e-mails have been provided. Volunteer hours need to be recorded each time a volunteer works. All volunteer hours need to be turned in or/entered by the first day of the following month.

All volunteers will be provided with a username and password for the online system. It is the responsibility of the volunteer to log volunteer hours in a timely manner. Training on the system will be provided once the application process is finished.



VOLUNTEER COMPLAINT PROCEDURES

Even in the best of situations, conflicts can arise. When a grievance or conflict occurs, the following procedure shall be followed:

1. Discuss the complaint with the designated volunteer supervisor and/or Division Manager in an attempt to resolve it.
2. If the grievance is not settled in step 1, it should be submitted in writing to the department director. The Director can respond only to grievances submitted in writing.

VOLUNTEER RESIGNATION / DISMISSAL

For many reasons, volunteers may need to resign from their position. If a volunteer sees the need to step down, the supervisor for that volunteer is to be notified. The notification can take place either verbally or in writing.

At the time of the resignation/removal of any volunteer, all uniforms belonging to Greene County Parks & Trails must be returned. At any time, Greene County Parks & Trails reserves the right to remove any volunteer from their duty.



(Inside Back Cover)

...thanks for
joining us on
our GCP&T
journey.



**GREENE
COUNTY
PARKS & TRAILS**

575 Ledbetter Rd.
Xenia, OH 45385
937.562.6440
gcparkstrails.com



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