



Volunteer Handbook



Revised March 2020

About the Fairfield Parks & Recreation Department

The City of Fairfield maintains 37 parks and recreation facilities totaling 665 acres, including an 18-hole golf course, a 9-hole golf course, a Community Arts Center, an aquatic center, the circa-1817 Elisha Morgan Mansion, the 45-acre Marsh fishing lake, 11 miles of bike/hike paths, and two historical cemeteries. During the year, the Parks and Recreation staff conducts hundreds of special programs, enhancing the quality of life experiences for thousands of residents.

Vision Statement

Build a better future for all through Parks and Recreation. Create a system of parks and facilities, along with excellent programs and services to enhance the high quality of life that attracts and retains residents, businesses, and visitors to our community.

Mission Statement

The mission of Fairfield Parks and Recreation is to enrich the quality of life for the citizens of the community, sustain the City's natural resources and environment, and provide broad-based leisure activities, cultural opportunities, facilities and services for all ages.

Contact List

Fairfield Parks & Recreation Department	Main Line: 513-867-5348 Fax: 867-6070
Community Events & Volunteer Coordinator Brittany Theilman	Office Phone: 513-896-8439 btheilman@fairfieldoh.gov
Human Resources Assistant Sarah Hunold	Office Phone: 513-896-8132 shunold@fairfieldoh.gov
Parks and Recreation Director Tiphonie Howard	Office Phone: 513-867-5348 thoward@fairfieldoh.gov
Front Desk Clerks – Ushering Gloria Mumphrey List Wright	GMumphrey@fairfield-city.org cwright@fairfield-city.org Office Phone: 513-867-5348

The Orientation Process

1. Complete a volunteer application form (either for an individual or a group)
2. Complete a volunteer background check (if you are over the age of 18)
 - You will receive an e-mail from AAIM (the company the City uses for background checks) with the electronic background check form. After you complete and submit the form, it will be automatically sent to our Human Resources Department.
 - All minors must complete a volunteer disclosure form instead of a background check.
3. Meet with the volunteer coordinator to go over the volunteer handbook
4. **VOLUNTEER BADGES** are made by Sarah Hunold in the HR Department in the Municipal Building at the southeast corner of Wessel Drive and Pleasant Ave. You will need to contact Sarah and arrange a time for her to take your picture and print your badge.
 - i. SHunold@fairfield-city.org
 - ii. [513-867-5352](tel:513-867-5352)
 - Please wear your ID badge whenever you volunteer. It will help identify you as a volunteer and help co-workers remember your name.
5. Start volunteering! 😊

City of Fairfield FAVOR Program Policies and Procedures

GENERAL VOLUNTEER POLICIES/INFO.

- Volunteer requests and assignments are managed by Community Events Coordinator who serves as the Volunteer Coordinator, under the general supervision of the Parks & Recreation Director.
- Volunteer assignments should be part-time. If the assignment requires a volunteer to contribute more than 12 hours a week, then the assignment is probably not appropriate for a volunteer.
- The volunteer assignment should extend and complement the paid working staff. A volunteer will not replace permanent paid staff.
- The work assigned to the volunteer must be of tangible benefit to the department and should be satisfying and rewarding to the volunteer.
- The department must designate a staff member to supervise and train the volunteer.
- The department should provide adequate workspace, safe equipment and appropriate supplies for the volunteer.

YOUR ROLE

The role of the volunteer in the City is to assist staff in providing services and to perform every task to the best of your ability in a prompt and pleasant manner. As a volunteer, you represent the City to the public and are in a service provider position. You are a valuable asset to the City of Fairfield and its programs.

ABSENCES

Please call and inform the Parks Department if you are unable to fulfill your assignment(s). The Parks Department will inform the applicable City Department or staff and plan for a replacement, if necessary.

ATTIRE

You are expected to dress neatly in clothes suitable for your job. Ushers are asked to wear black slacks, black shoes, and white dress shirt when volunteering for any theatre productions to go along with provided maroon volunteer vest. Volunteer ID Badges are required for most positions. Details will be explained when assignments are confirmed.

CHANGES IN PERSONAL INFORMATION

Please notify the Parks Department of any changes in your address, phone number, e-mail, and availability.

CITY VEHICLE

- Should any volunteer require use of a City-owned vehicle, the volunteer must first show proof of the appropriate operator's license to Volunteer Coordinator. The volunteer's operator license number will be recorded in the Volunteer database. Volunteers with driving responsibilities will be subject to the City's Policy on Drug and Alcohol Testing. (City Policy 2-2)
- Volunteers will be trained in the appropriate use of City-owned equipment. Misuse of equipment should be reported to the Parks Department. Misuse of equipment or vehicles may be cause for termination.
- Volunteers operating City-owned vehicles should be made aware of the requirement to obtain a police report in the event of an accident.

CONFIDENTIALITY

Volunteers are responsible for maintaining the confidentiality of all information to which they have access. This includes information concerning personnel matters and members of the community.

CONDUCT

Employees, volunteers and patrons are expected to:

- Relate well to clients and staff
- Be friendly and sincere
- Be courteous and tactful
- Cooperate with staff and co-workers
- Be neat, well-groomed, and wear ID Badge
- Be dependable (works as scheduled) and punctual
- Be loyal and willing to accept responsibility
- Complete all duties as assigned in a competent and timely manner.
- Treat all parties involved with courtesy and character while respecting the rights, welfare and dignity of all others who are participating in programs or utilizing Parks & Recreation Facilities.
- Use all City property with care and for its intended purpose and consistent with the applicable rules, guidelines or policies.
- Understand and follow all established guidelines, rules, policies and procedures applicable to participation in programming and use of the facilities.
- Follow all instructions or directives of the Parks & Recreation Department staff members.

DISMISSAL

The City of Fairfield has the right to request that a volunteer leave immediately for any gross misconduct or insubordination, and without warning for any of the following:

- Disrupting theatre performances (including chronic use of cell phone or talking).
- Imposing personal, religious or political views on others.
- Theft from the City of Fairfield, its guests, staff or other volunteers.
- Unauthorized possession of firearms, weapons, or explosives on City of Fairfield property.
- Mistreatment of City employees and/or other volunteers. Telling sexist, racial, ethnic jokes or slurs.
- Unauthorized access of restricted areas (such as backstage, on stage, or off limit corridors).
- Unwillingness to support the mission of the City of Fairfield.
- Engaging in threats of violence, coercion, harassment, or acts of intimidation toward anyone on City of Fairfield property or when representing the City of Fairfield (including use of obscene or abusive language and acts of indecency).
- Repeated violation of volunteer policy/procedures.
- Alcohol consumption and/or use of illegal drugs while volunteering.

ETHICS

An organization's good reputation is earned only by demonstrating performance over a considerable period of time. Unfortunately, it can be lost far more easily than it can be acquired. In fact, in the public sector, the appearance of wrongdoing is quite often just as damaging as an actual transgression.

Each of us has the potential to harm or detract from the reputation of our organization every day through our deeds and actions. The attached code of Ethics is intended to serve as a value system to guide us in the performance of our duties as volunteers to the City of Fairfield. (City Policy 1-5)

HARRASSMENT

The City intends to provide a volunteer environment that is pleasant, comfortable, and free from intimidation, hostility or other offense, which might interfere with volunteer performance. Harassment of any sort - verbal or physical - will not be tolerated. If you become aware of an incident, please report it to the Volunteer Coordinator immediately.

INCOME TAX DEDUCTION

Some expenses, such as mileage to and from your volunteer job, are deductible from your Federal Income Tax under the Charitable Deduction Section of the IRS code.

INSURANCE

Volunteers listed with the Parks Department are covered by insurance purchased through the City's insurance broker. The insurance includes Accidental Death & Dismemberment Coverage and Excess Medical Payments Coverage.

Volunteers must complete an Injury Investigation Report, just like any paid employee. Volunteers are afforded the same liability coverage as paid City employees.

The City of Fairfield does have insurance in case a volunteer is injured. Each supervisor is responsible for safety of the volunteers assigned in their area. Volunteers shall also exercise caution and discretion in the interest of safety to prevent injury to themselves and to others. Please report any accidents you may have immediately to the Volunteer Coordinator.

MEDIA CONTACT

The City of Fairfield employs staff designated to handle situations with the media. Volunteers should refrain from offering information or comments to the media. All media requests should be forwarded to the Communications Manager.

PRE-PLACEMENT SCREENING

- **Background Checks** – all volunteers are subject to a background check.
- **Drug Testing** – Those volunteers approved to drive City vehicles are subject to random drug testing.

REIMBURSEMENT

Volunteers will be reimbursed for expenses providing:

- Volunteer has been approved in advance by the Department Director and the Volunteer Coordinator to make expenditures.
- Volunteer provides receipts for any such expenditure to the Parks and Recreation Department.

TIMEKEEPING

A record of the hours donated by each volunteer is kept by the Parks Department. This is extremely important, as these records are needed for insurance purposes, recognizing volunteers, and evaluating the City's Volunteer Program.

It is the responsibility of the volunteer to keep an accurate time sheet. Time sheets are filed in the Parks Department. The time sheets are checked and tabulated for a yearly report of the volunteer hours.

TRAINING

It is the responsibility of the requesting department to adequately train its volunteers unless other training arrangements have been made through the Volunteer Coordinator.

Volunteer training should include the following:

- Introductions to the staff with whom the volunteer will be working.
- A tour of the Department.
- Explanations of Departmental policy which might affect the volunteer.
- A clear explanation of the volunteer's assignments and a demonstration of any equipment to be used.

VOLUNTEER RECOGNITION

The formal recognition of volunteer contributions will be handled through the Parks and Recreation Department. The Fairfield flyer also keeps you informed of any upcoming volunteer opportunities, events and any other information you need to know.

- Annual volunteer picnic
- Listing in Fairfield Flyer (Spring, Summer part I & II, Fall, Holiday and Winter issues) if you recorded volunteered in those time frames.
- You will receive a monthly e-newsletter via email about the previous month's volunteers and upcoming service opportunities'.

RECEIPT AND ACKNOWLEDGEMENT OF VOLUNTEER HANDBOOK

I have received and read a copy of the City of Fairfield Parks & Recreation Department Volunteer Handbook. I understand that the policies, rules and benefits described in it are subject to change at any time at the sole discretion of the department.

Volunteer Signature

Date

Volunteer Full Name (print)

Volunteer Coordinator signature

Date