



**PLANTATION**  
**Parks & Recreation**

**VOLUNTEER**  
**HANDBOOK**

# Introduction

The City of Plantation welcomes you as a volunteer and hopes your association with the city will be a pleasant experience.

This handbook is designed to provide guidelines, information, and support for everyday operations to the City of Plantation volunteers. It summarizes topics that you may encounter during your service with the city. We welcome each volunteer as you choose to make a difference in the City of Plantation.

Your participation in this program is voluntary. You may elect to end or modify your participation at any time. As a participant in the volunteer program, you are not in any sense an employee of the city and will not be compensated for your service.

**Our Mission:** To build a stronger community through the active involvement of volunteers.

**Our Vision:** To empower people to make the City of Plantation a better community.

## **WHAT is a Volunteer?**

A volunteer is an individual who sees a need and is concerned and willing to do something about it. A volunteer is someone who, of their own free will, contributes talents, time, and service to a program without pay. Volunteers supplement staff but do not replace them. They come from every community, age group, race, economic level, and ethnic background.

## **WHY should I Volunteer?**

Volunteering gives you an opportunity to:

- Help identify community needs
- Do something worthwhile
- Share your talents
- Have a lasting effect on the community
- Learn new skills
- Form new friendships

Volunteering is a rewarding experience when volunteers and staff have mutual respect and a desire to cooperate in meeting our city's and its citizens' needs.

## **WHO can Volunteer?**

Anyone can volunteer with the City of Plantation: Residents, Non-Residents, Adults, Seniors, and Youth ages 14 and up.

## **HOW do I Volunteer?**

Volunteers can assist at several facilities and special events. Volunteers will complete an application package and turn it in to the Volunteer Coordinator. The Volunteer Coordinator in that department will contact the volunteer and let them know if they need volunteers.

Some Volunteer opportunities are:

- Special Events/ Hospitality/ Publicity/ Setup and Breakdown
- Athletics/ Coaching and Scorekeeping



## **VOLUNTEER RULES AND EXPECTATIONS**

1. All volunteers must sign up for the Volunteer Program by completing an application package.
2. All volunteers will be trained in the area where they will volunteer.
3. All volunteers must sign in and out each day.
4. Act appropriately! Set a good example.
5. Show up on time and be available until the designated ending time. Although you are not an employee of the City of Plantation, many people count on you to carry out the duties you have agreed to perform.
6. Maintain calm! Volunteers are not expected to manage demanding visitors. If a visitor is disruptive or a problem arises, inform a supervisor or person in charge.
7. Direct all questions to a supervisor: For example, permission to take photos or safety concerns.
8. Look your best! While the City intends that all volunteers dress for comfort during work hours, they should practice common sense and rules of neatness, cleanliness, and comfort. You may also be asked to wear a specific outfit for that themed event.
9. Each supervisor is solely responsible for operating a work area. Failure to follow the supervisor's instructions will result in dismissal from the volunteer program.
10. All volunteers will be monitored by staff and given supervisory visits.

11. If a volunteer cannot make their scheduled assignment, he/she will notify the supervisor so arrangements can be made to fill the spot.
12. Volunteers should be able to perform the duties in the volunteer job description.
13. Volunteers are to assist City staff and their actions reflect on the department and the City of Plantation.
14. ALL schedule changes must be approved by staff.
15. No volunteer has authority over another volunteer.
16. Volunteers are responsible for knowing and complying with ALL Rules and Guidelines.
17. Know and properly follow emergency action plans.
18. Always be polite, helpful, and friendly to ALL customers, other volunteers, and employees.
19. Possessing, bringing, selling, or consuming intoxicants, liquor, illegal drugs or controlled substances, and improper use of prescription drugs anywhere on City of Plantation or customer premises, including the parking lot; being under the influence of intoxicants, alcoholic beverages, illegal drugs or controlled substances on City of Plantation or customer property at any time is prohibited.
20. Any volunteer caught stealing, being discourteous, or spreading rumors will be dismissed.

21. Share your volunteer experience! Tell your friends about your volunteer involvement and encourage them to volunteer.

## **SAFETY GUIDELINES**

Volunteers must follow all City of Plantation safety procedures and guidelines. City department supervisors or their designees will provide safety training for volunteers.

## **BACKGROUND SCREENING**

Adults 18 years and older must undergo a Level 2 Background check at the volunteer's expense.

## **REPORTING TO WORK**

As you begin your volunteer job, your supervisor will be your main source of information. Supervisors are responsible for directing volunteers in training and understanding duties, work schedules, and personal matters. You are encouraged to discuss any questions, concerns, problems, difficulties, misunderstandings, or suggestions with your supervisor. If this does not resolve the matter, you should contact the Volunteer Coordinator, who will attempt to see that the matter is concluded in a manner that is satisfactory to all.

As a volunteer, you play a vital role in the department. Therefore, we rely upon your help and request that you notify your supervisor well in advance if you cannot work on an assigned day. This will allow time for replacement or rescheduling where necessary.

## **GRIEVANCE PROCEDURE**

The Volunteer Program aims to maintain cooperative and productive working relationships between volunteers and City employees. Volunteers are urged to discuss any problems, difficulties, suggestions, misunderstandings, or concerns with their department supervisor or the Volunteer Coordinator. The Volunteer Coordinator will be kept informed of all decisions regarding volunteer placement and performance.

## **DISCRIMINATION & HARASSMENT**

The City of Plantation has a strong policy against any form or type of discrimination and harassment by, among, or to employees and 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 are 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

## **SOLICITATION**

The City prohibits solicitation on or off City property unless officially approved by the mayor. Printed or written announcements posted anywhere on City property regarding outside activities must be authorized by a supervisor.

## **GIFTS**

Gifts of inexpensive items that can be shared among an entire department, such as cookies or candy, may be accepted. Under no circumstances shall cash, gift cards, or similar items be accepted. Gifts that cannot be shared must be returned. However, it should be made clear to the gift giver that it will not be kept by any individual. Gifts may be given to a charity, again, as long as the giver is notified of the disposition of the gift. Gifts of liquor or wine are not to be accepted, and the giver should be notified of this policy. The most important concept regarding accepting gifts is that no individual appears to profit or gain from a gift.

## **Incentive Program**

Incentive Program—All volunteers will be evaluated quarterly, and someone will be chosen as “Volunteer

of the Quarter.” The department will acknowledge the chosen volunteer and award a token of appreciation. All volunteers will receive a certificate of appreciation annually.

### **Worker’s Compensation Medical Treatment Authorization**

ALL on-the-job work-related injuries MUST be reported to your supervisor regardless of the severity of the injury and as soon as possible after the injury. A Notice of Injury Form and Supervisor’s Report of Accident Form MUST be completed for EVERY injury. Please review the full Human Resources Policy in your registration packet.

### **Summary of the City of Plantation’s Drug-Free Workplace Policy**

Volunteers/interns are hereby notified that it is a condition of service for each volunteer/intern to refrain from reporting to work or working with the presence of drugs or alcohol in his or her body. If a volunteer/intern’s test is confirmed positive or refuses to submit to a test for drugs or alcohol, the volunteer/intern is subject to disciplinary action, including discharge, and may forfeit eligibility for medical and indemnity benefits. Please review the full Human Resources Policy in your registration packet.

---

### **Thank You**

Thank you for volunteering your time, talent, and resources to make the City of Plantation a great place.

We hope you will enjoy your experience. As you learn your volunteer duties, feel free to ask questions. If you have questions about the information in this handbook, please ask your supervisor or the Volunteer Coordinator, Shannon Ryan.



## **Policies and Procedures**

### **Manual Sign-Off Form**

---

I have read and understand the volunteer policies & procedures described in the City of Plantation Parks & Recreation Volunteer Handbook.

I also understand that failure to adhere to those policies could lead to removal from the Volunteer Program.

---

Print Name

---

Volunteer's Signature

---

Date

# VOLUNTEER

