



# **Recreation and Facilities Department**

## **Volunteer Manual**

**February 2017**

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## **I. WELCOME STATEMENT**

We are thrilled you are interested in volunteering with the Glencoe Park District. Volunteers are essential to the success of our programs and special events. I hope you find the job duties of your particular volunteer position to be fulfilling and your experience with us with is rewarding and positive. The following information includes details about our organization and the roles and responsibilities of our volunteers.

Welcome and thank you,

The Glencoe Park District Team

## II. OVERVIEW OF THE DISTRICT, STAFF AND FACILITIES

### A. ORGANIZATIONAL CHART

see Appendix A

### B. MISSION, VISION AND VALUES

#### **Mission Statement**

Enriching lives and creating memorable experiences by providing exceptional services, parks, programs, and facilities.

#### **Vision Statement**

We are committed to become the most innovative, customer-driven, and fiscally-responsible park district for current and future generations.

#### **Glencoe Park District Values (S.P.I.R.I.T.)**

**Safety:** We work towards reducing or eliminating risk from injury or harm, and creating a safe environment for our customers and staff.

**Passionate:** Our passion for what we do make our parks, services, and recreational programs the best in the industry.

**Integrity:** We do what we say we are going to do. We are trustworthy and demonstrate strong moral values.

**Responsiveness:** We respond and follow through in a timely manner to our internal and external customers.

**Innovative:** We continuously find better ways of doing things

**Team-Oriented:** We are an empowered staff, communicating effectively in a collaborative and fun working environment.

### C. GENERAL INFORMATION

The Glencoe Park District was established on March 15, 1912 as a separate taxing body. In its early years, the District served primarily as a de-facto “zoning entity,” which acquired land as open space to limit, control growth, and provide aesthetically attractive entrance corridors into the Village. Early settlers along the North Shore gravitated toward Glencoe’s thick forest on top of the high bluff, offering beautiful views of Lake Michigan.

Today, 31 full time and over 200 seasonal part time staff members deliver the District’s services. The Park District is comprised of 110 acres of owned or managed land at over 44 park sites and features swimming and sailing beaches on Lake Michigan, an outdoor refrigerated ice facility with associated recreational building and a recently renovated and expanded facility, named the Takiff Center. The Takiff Center features a high school size gymnasium, state of the art studios for fitness, dance, yoga, ceramics, and karate classes, multi-purpose rooms, an early childhood center, art rooms, an activity room with stage, and a Community Hall for large community functions and rentals.

#### **D. GLENCOE PARK DISTRICT BOARD OF COMISSIONERS**

The Park District is governed by the Board of Park Commissioners, which is composed of five individuals elected at large. The Board, comprised of resident volunteers, formulates and adopts policies for the operation, control, improvement and planning of the park and recreation facilities and activities within the Park District. The Park Board also solicits community input, promotes and interprets programs to other public and government officials, and fulfills all statutory requirements as prescribed by law.

#### **E. RECREATION DEPARTMENT**

The Director of Recreation and Facilities is responsible to the Executive Director for the development, organization, and administration of recreation programs, childcare, special events, and facilities. Programs should reflect the expressed and perceived needs and interests of the Glencoe community and address a wide range of recreational and/or learning interests and age groups. The Director of Recreation and Facilities is responsible for managing the department in a way to maximize public response to program offerings.

The Recreation and Facilities Department supervises the Park District's recreational programs offered at the Takiff Center and Watts as well as the operations of Takiff Center, Watts Center, Watts Ice Rink, and Glencoe Beach. Program Managers provide programs designed to meet the physical, social, cultural, and recreational needs of residents and non-residents.

Preschool program offerings include parent and child classes, arts and crafts, music, and dance programs. The District's Children's Circle program for infants through Preschool age children offers full-day, high-quality teaching to create programs geared to the diverse needs of the community. The District also offers half day and preschool enrichment programs.

The District provides before and after care for children in grades K-6 five days a week for working parents in need of school age child care in the form of a "before and after school program".

Youth can enjoy athletics, dance, enrichment programs, workshops, fine arts, summer camps, and much more. There are adult softball leagues in the summer, tennis, ceramics, and other general interest programs for adults.

Adult Fitness programs are available at the Takiff Center for those who want to keep in shape or become more physically fit with cardio, yoga, and strength classes. Karate is also offered for those who want to begin their practice or advance.

Keeping current on the latest in recreation programs is a high priority for staff. Classes for working parents, inter-generational special events, and programs provided through cooperative

efforts with the other organizations and agencies are a focus of the Recreation and Facilities Department.

## **F. PARKS DEPARTMENT**

The Director of Parks & Facilities is responsible to the Executive Director for the direction, development, and operations of a system of parks as well as the maintenance and operations of the District's recreational facilities. The Director of Parks & Facilities delegates specific areas of supervision and technical planning to his subordinates, the Park Supervisor and Maintenance Coordinator. Parks and Facilities Department maintains the parks and natural areas of the District and the maintenance of the Takiff Center, Watts Ice Center, and Glencoe Beach. The Parks and Facilities Department operates a greenhouse for the benefit of the residents and the experienced staff shares its knowledge of plants with residents. The greenhouse is open in the spring.

## **G. FACILITIES**

### **i. GLENCOE BEACH AND BOATING ADDA AND PAUL SAFRAN BEACH HOUSE PERLMAN BOAT HOUSE**

A highlight of the summer season is the opening of the Glencoe Beach. The beach is open from Memorial Day weekend through Labor Day. The lifeguard staff is thoroughly trained to meet the high standards of the American Red Cross and PDRMA. The boating beach is a popular spot for residents and non-residents to hone their sailing skills on Lake Michigan. The Adda and Paul Safran Beach House was dedicated in 2003 through a generous donation from a Glencoe family. The spray ground at the beach was renovated in 2012 for children of all ages.

### **ii. WATTS ICE CENTER**

Opening the Friday after Thanksgiving through the first week of March is the Watts Ice Center, which features two outdoor refrigerated ice rinks. Ice skating lessons are offering during the skating season. Through a cooperative initiative with the Glencoe Schools, ice skating lessons are offered at Watts Ice Center to elementary school children as one of their gym activities. There are hockey leagues, tournaments, and special events to round out our winter skating opportunities.

### **iii. TAKIFF CENTER**

The administrative offices and many programs are held at the Takiff Center. The renovated Community Center was named the Takiff Center in honor of a Glencoe family who donated funds. Two foundations donated \$2,000,000 for the renovation of the Community Center and renaming the North Field, located behind the Center, in honor of Jerry Reinsdorf. The donation

helped to reduce the tax impact on residents for the referendum to issue bonds for the renovation of the Community Center. The Takiff Center renovation was completed in 2008.

#### **H. SPECIAL NEEDS**

Meeting the special needs of individuals with disabilities is important to our community and district. Along with 13 other area park districts, the Glencoe Park District is a member of the Northern Suburban Special Recreation Association, which provides year round recreational programs for individuals with disabilities and is a leader in mainstreaming participants into recreation programs.

### **III. INTRODUCTION TO THE VOLUNTEER PROGRAM**

The entire park district staff welcomes you and hopes your volunteer experience will be mutually beneficial. You will be placed in a roll similar to a job, where you will be responsible to meeting the goals and objectives of the park district. We hope your volunteer experience will be rewarding and prepare you for any career and/or future endeavor.

#### **A. BENEFITS TO THE PARK DISTRICT**

Volunteers are essential to the success of many of our programs and special events. The volunteer program enables the Park District to offer a high level of quality programming while minimizing staff costs.

#### **B. BENEFIT TO THE VOLUNTEER**

There are many benefits to volunteering for the Glencoe Park District including:

- Give back to and strengthen the community
- Connect with others and meet new people
- Develop new skills and broaden your experience
- Feel a sense of achievement and purpose
- Good for your mind and body
- Career exploration or advancement
- To have fun!

#### **C. WHO CAN VOLUNTEER**

Individuals and Families – choose an activity or special event based on your interests and availability.

Businesses and Civic Organizations – build a community’s public image and improve staff morale by volunteering as a group.

Teens and Social Groups – Boys and Girls 14 years and up are invited to gain valuable work experience or fulfill service hours for school or other organizations. Youth younger than age 14 may volunteer with a parent or legal guardian. Any volunteer under the age of 18 must have a parental signature to volunteer.

#### **D. VOLUNTEER OPPORTUNITIES**

##### **i. SPECIAL EVENTS**

The Park District offers many special events throughout the year in which volunteers are essential to assist with activities.

##### **ii. VOLUNTEER COACHES**

The Park District relies on volunteers to coach our youth basketball and hockey league.

##### **iii. VOLUNTEER INSTRUCTORS/GROUP LEADERS**

If you have a special skills or knowledge base you would like to share with others such as art, athletics, nutrition, or literature we welcome you to submit a Program Proposal Form to lead a new program at the Glencoe Park District.

#### **E. TIME COMMITMENT**

This is up to each individual. Some individuals may wish to volunteer on a regular basis in the same capacity while others may wish to volunteer for the occasional special event. It is important to understand that once a volunteer has committed to an event or program, their reliability and attendance is important to the success of that event or program.

#### **F. SUPERVISION**

While serving as a volunteer, your duties will be supervised by either the Volunteer Coordinator or one of our Program or Facility Managers depending on the area in which you will be volunteering. It is your responsibility to notify them of any changes to your availability, if you will be late or cannot make it your scheduled volunteer shift.

### **IV. VOLUNTEER REQUIREMENTS**

#### **A. APPLICATION**

All volunteers must complete the **Volunteer Application** indicating area of interest. Some volunteer positions require a criminal background check. For certain positions, a more detailed

selection process such as an interview may be required to ensure a good fit between the volunteer and the program.

## **B. AGE**

Volunteers must be **14 years** or older. Any volunteer younger than 18 years old requires a parental signature to volunteer. Anyone younger than 14 may volunteer for a special event with a parent or guardian but may not volunteer for any child care programs (preschool, Children's Circle, Kids Club) or classes.

## **C. BACKGROUND CHECK**

Some volunteer positions require a criminal background check if working directly with children (i.e. coaching).

## **V. EXPECTATIONS**

### **A. APPEARANCE**

Your personal appearance conveys a general impression to the public. Your attire, including jewelry, should be in good taste, clean, neat and appropriate for the duties being performed. Depending on your volunteer role you may be issued a Name Tag or Special Event Volunteer Badge to wear to identify yourself to customers.

### **B. PUNCTUAL IN REPORTING FOR DUTY**

In order to provide efficient service to the public, volunteers are required to report to work on time as scheduled by your supervisor or Volunteer Coordinator.

### **C. COMMUNICATION WITH PARK DISTRICT PERSONNEL**

Professional and effective communication should be used at all times when interacting with your supervisor, park district employees and fellow volunteers. Communicate any needs or issues to your supervisor and respond to emails and voicemails in a timely manner.

### **D. INTERACTION WITH CUSTOMERS AND PROGRAM PARTICIPANTS**

Volunteers are expected to interact and communicate with customers in the same manner as any other Park District employee with respect and courtesy. You are representing the Park District while fulfilling your volunteer duties. If a customer has a question or comment in which you cannot address direct them to your supervisor or to customer service for assistance.

### **E. TRAINING**

Volunteers are required to attend training as designated by the volunteer role. Volunteers working as special event assistants may only require an orientation of the event and review of emergency action procedures before the event begins. However, those volunteering in a coaching role or child care program require additional training such as safety training, DCFS licensing standards and policies, and general Park District policies and procedures.

#### **F. REPORTING / PAPERWORK**

Volunteers are required to report any safety hazards, concerns or issues that need attention to their supervisor or Volunteer Coordinator. Completing and submitting paperwork may be a part of your volunteer duties depending on your role.

#### **G. FEEDBACK**

Feedback of your volunteer experience may be requested periodically in order to provide the best quality service to our customers as well as improve the overall volunteer experience.

#### **H. EQUIPMENT, SUPPLIES AND FACILITIES**

Park District equipment and supplies are to be used for intended purposes only. Park District employees and volunteers are not permitted to use Park District equipment or supplies for personal use.

### **VI. SAFETY / RISK MANAGEMENT**

It is the intent of the Park District to develop, implement and administer a safety and comprehensive loss prevention program. In all our assignments, the health and safety of all should be the utmost consideration. All employees and volunteers are directed to make safety a matter of continuing and mutual concern, equal in importance with all other operations considerations.

Safety while on the job is the responsibility of every Park District employee and volunteer. With proper precautions, most accidents on the job can be prevented. Therefore, every employee and volunteer must at all times be careful, attentive, alert and follow proper safety procedures.

All employees and volunteers are expected to be alert for safety hazards which may exist and could affect the general public, employees or volunteers of the Park District. Volunteers are responsible for reporting any unsafe equipment or condition to their supervisor or Volunteer Coordinator immediately.

It is the intent of the Park District to provide a safe working environment for employees and volunteers and a safe leisure environment for the public using our programs, facilities and parks. Volunteers should use their best efforts to ensure that work is done in a safe manner.

## **A. EMERGENCY ACTION PLANS**

See Appendix B

## **VII. VOLUNTEER INCENTIVE PROGRAM**

Incentives are given for total hours volunteered during each three-month season. Volunteers track their hours using our printable tracking form. Each time you volunteer a Program Manager or Supervisor will sign the form in which you can then redeem for a reward at the end of the season. Rewards are as follows:

**30 hours:** T-shirt

**20 hours:** Lunch Tote

**10 hours:** Water Bottle

### **Seasons and dates:**

Spring: March 1-May 31

Summer: June 1-August 31

Fall: September 1-November 30

Winter: December 1-February 29