





# **VOLUNTEER MANUAL**















#### Dear Volunteer,

I would like to welcome you to the volunteer programs of the Department of Recreation & Parks. We have a rich tradition in utilizing Howard County's committed volunteers in a diverse and beneficial way so that your participation will increase the quality of our program offerings and facilities. The opportunities are endless for you to assist us in the delivery of Recreation & Parks programs to all Howard County citizens. The commitment that you have made represents a willingness to improve your community now and in the future. The time that you have committed represents the belief that volunteering will improve the quality of life in our community.

The volunteer program plays a major role in the Recreation & Parks operation. The Department of Recreation & Parks and its staff are eager to begin working with you. I would like to sincerely thank you for your generous donation of your time and experience.

By reading this manual, you will become knowledgeable of the Department of Recreation & Parks system and hopefully the manual will answer most of the questions you may have concerning our department.

Again, I would like to thank you for volunteering your time and experience.

Sincerely,

John Bysl

John R. Byrd Director

#### **VOLUNTEERING GUIDEBOOK**

Included is information regarding the various divisions within the Department of Recreation & Parks, as well as a range of topics relating to volunteering. Please read this manual before your volunteer opportunity. Continue to use it as a reference as your volunteer experience develops.

QUESTIONS: Contact our Volunteer Manager at, 410-313-4624



"Alone we can do SO LITTLE; together we can do SO MUCH." - Hellen Keller

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## **DEPARTMENT MISSION**

# MISSION

To responsibly manage natural resources; provide excellent parks, facilities, and recreation opportunities for the community; and ensure the highest quality of life for current and future generations.

# VISION

The Department of Recreation and Parks strives to deliver recreation and leisure opportunities that will improve the health and well-being of the community and to serve as model stewards of the environment by managing, protecting, and conserving our resources for a sustainable future.

# **CORE VALUES**

- Exceptional Customer Service
- Professionalism
- Accountability

- Knowledgeable, Well-trained Staff
- Teamwork
- Integrity
- Trend Setting



## **VOLUNTEER PROGRAM MISSION**

The mission of the volunteer program is to enhance the programs and services of the Recreation & Parks Department with additional resources while providing opportunity for the citizens of Howard County to contribute to their community.

# THE DEPARTMENT AT A GLANCE

#### Accreditation



Howard County Recreation & Parks is accredited through the Commission for Accreditation of Park and Recreation Agencies (CAPRA). To achieve accreditation, the department is required to meet over 150 standards covering all operations contained in leisure services.

These professional standards serve as an aid for improving performance and maintaining quality. They provide park and recreation agencies with an ability to evaluate their operation, while achieving and maintaining a level of efficiency and effectiveness. Howard County Recreation & Parks achieved accreditation in 2001, 2006 and reaccreditation in 2012.

#### **Department Overview**

The Department of Recreation & Parks was established in 1968 by county charter to plan and provide recreational programs, parks and facilities for your enjoyment. Howard County's Recreation & Parks and Open Space Master Plan set forth guidelines for developing county, community and neighborhood parks, preserving open space and historic sites and designing sites and recreation activities and facilities to serve the citizens of Howard County. Our mission is to utilize a TEAM approach to provide a high quality recreation and park system that promotes opportunities for all Howard County residents to pursue safe and enjoyable leisure activities in balance with protection and conservation of natural resources.

#### The Bureau of Capital Projects, Park Planning & Construction

Provides a quality park system for the citizens of Howard County helps protect the County's sensitive natural resources.

#### The Bureau of Parks

Provides management, maintenance, operation and construction services for county owned parkland, open space and facilities.

**Park Renovations, Building Maintenance & Heritage Conservation Division** is responsible for renovating park buildings, building playgrounds and bridges, repairing pathways, restoring tennis courts, preserving and conserving the heritage sites and various other tasks utilizing a broad range of skilled trades.

**The Horticulture and Land Management Division** is responsible for park horticulture wildflower planting, turf management and refuse collection and maintains the grounds of all the government buildings.

**The Natural & Historic Resources Division** is responsible for the Reforestation program; and, Howard County owned open space, management of wildlife habitat and wetlands and stream-bank stabilization. Additionally, the heritage initiative is to capture and convey the authentic and rich history of Howard County through educational programs and historic preservation.

**The Parks Operations & Heritage Division** manages and operates all of the parks including the regional parks: Centennial, Cedar Lane, Rockburn Branch, Schooley Mill and Western Regional. The Division maintains sports fields, conservation area and nature trails. Park Operations is also responsible for interpreting the heritage of Howard County as reflected in the diverse historic and cultural resources.

#### The Bureau of Recreation Services

Provides diverse leisure opportunities for all regardless of age or ability.

**The Recreation Services Division** is responsible for managing volunteer placements, planning and supervising trips and tours, festivals, concerts and general activities, (including arts, crafts, dance, and self-enhancement) programs for all ages.

**The Sports and Adventure Services Division** is responsible for planning and supervising sports, nature, adventure, fitness, coaching, concession, and martial arts programs for all ages.

The Recreation Licensed Childcare and Community Services Division is responsible for providing childcare for preschool and school age children. Therapeutic Recreation programs are a part of this division.

#### The Bureau of Administrative Services

Provides customer service, publications, marketing, registration, technology and supplies, accounts payable and human resources.

**Registration** is responsible for promoting the many facets of the department and provides accurate, prompt, and courteous service to the public and staff throughout the registration process.

**Marketing** is responsible for providing marketing support and coordinating communication for department activities and events so as to improve brand awareness, enhance perceptions, and maintain a consistent message to the public and media.

Accounts Payable is responsible for providing a high level of internal and external customer service. To administer and monitor daily SAP transactions, including procurement card purchases, full-time payroll, service contracts, and petty cash request and monthly reconciliations for reimbursement.

**Human Resources** is responsible for providing support on all Human Resource issues, including staff training, and management of the part-time employment and payroll processes.

**Technology** is responsible for providing services which include a broad range of network administration tasks, domain security and control, hardware configuration, support and trouble-shooting, and full software support for the Department of Recreation & Parks.

**Warehouse/Purchasing** is responsible for providing duties which include assisting internal customers, processing purchasing documents, monitoring requisitions for correct account numbers, signature authority, and tracking the department's purchases.

# **STAFF CONTACT INFORMATION**

Gary J. Arthur Community Cente	er at Glenwood		
Stephanie Simon, Center Manager	410-313-4844		
Heather Sites, Assistant Manager	410-313-4845		
Matt Zervas, Coordinator	410-313-4835		
General Information	410-313-4840		
Inclement Weather	410-313-4452		
Meadowbrook Athletic Complex			
Matthew Knoerlein, Center Manager	410-313-1163		
Greg Meyd, Coordinator	410-313-1162		
General Information	410-313-1161		
Inclement Weather	410-313-4452		
North Laurel Community Center			
Matthew Madera, Center Manager	410-313-0456		
Tessa Hurd, Assistant Manager	410-313-0457		
Ashley Jones, Program Coordinator	410-313-0459		
General Information	410-313-0390		
Inclement Weather	410-313-4452		
Robinson Nature Center			
Robinson Hatare Center			
Stacey Yankee, Center Director	410-313-0404		
	410-313-0404 410-313-0405		
Stacey Yankee, Center Director			
Stacey Yankee, Center Director Meagan Leatherbury, Manager	410-313-0405		
Stacey Yankee, Center Director Meagan Leatherbury, Manager Katie Peet, Naturalist	410-313-0405 410-313-0407		
Stacey Yankee, Center Director Meagan Leatherbury, Manager Katie Peet, Naturalist Brian Campbell, Volunteer Coord.	410-313-0405 410-313-0407 410-313-0406		
Stacey Yankee, Center Director Meagan Leatherbury, Manager Katie Peet, Naturalist Brian Campbell, Volunteer Coord. General Information	410-313-0405 410-313-0407 410-313-0406 410-313-0400 410-313-4452		
Stacey Yankee, Center Director Meagan Leatherbury, Manager Katie Peet, Naturalist Brian Campbell, Volunteer Coord. General Information Inclement Weather	410-313-0405 410-313-0407 410-313-0406 410-313-0400 410-313-4452		
Stacey Yankee, Center Director Meagan Leatherbury, Manager Katie Peet, Naturalist Brian Campbell, Volunteer Coord. General Information Inclement Weather Roger Carter Community Center	410-313-0405 410-313-0407 410-313-0406 410-313-0400 410-313-4452		
Stacey Yankee, Center Director Meagan Leatherbury, Manager Katie Peet, Naturalist Brian Campbell, Volunteer Coord. General Information Inclement Weather Roger Carter Community Center Julija Sajauskas, Center Manager	410-313-0405 410-313-0407 410-313-0406 410-313-0400 410-313-4452 410-313-2722		
Stacey Yankee, Center Director Meagan Leatherbury, Manager Katie Peet, Naturalist Brian Campbell, Volunteer Coord. General Information Inclement Weather <b>Roger Carter Community Center</b> Julija Sajauskas, Center Manager Stacy Tozaki, Assistant Manager	410-313-0405 410-313-0407 410-313-0406 410-313-0400 410-313-4452 410-313-2722 410-313-2765		
Stacey Yankee, Center Director Meagan Leatherbury, Manager Katie Peet, Naturalist Brian Campbell, Volunteer Coord. General Information Inclement Weather <b>Roger Carter Community Center</b> Julija Sajauskas, Center Manager Stacy Tozaki, Assistant Manager Montrez Brown, Coordinator	410-313-0405 410-313-0407 410-313-0406 410-313-0400 410-313-4452 410-313-2722 410-313-2765 410-313-2748		
Stacey Yankee, Center Director Meagan Leatherbury, Manager Katie Peet, Naturalist Brian Campbell, Volunteer Coord. General Information Inclement Weather <b>Roger Carter Community Center</b> Julija Sajauskas, Center Manager Stacy Tozaki, Assistant Manager Montrez Brown, Coordinator General Information	410-313-0405 410-313-0407 410-313-0406 410-313-0400 410-313-4452 410-313-2722 410-313-2765 410-313-2764		
Stacey Yankee, Center Director Meagan Leatherbury, Manager Katie Peet, Naturalist Brian Campbell, Volunteer Coord. General Information Inclement Weather <b>Roger Carter Community Center</b> Julija Sajauskas, Center Manager Stacy Tozaki, Assistant Manager Montrez Brown, Coordinator General Information Inclement Weather	410-313-0405 410-313-0407 410-313-0406 410-313-0400 410-313-4452 410-313-2722 410-313-2765 410-313-2764		
Stacey Yankee, Center Director Meagan Leatherbury, Manager Katie Peet, Naturalist Brian Campbell, Volunteer Coord. General Information Inclement Weather <b>Roger Carter Community Center</b> Julija Sajauskas, Center Manager Stacy Tozaki, Assistant Manager Montrez Brown, Coordinator General Information Inclement Weather <b>Recreation Services Division</b>	410-313-0405 410-313-0407 410-313-0406 410-313-0400 410-313-4452 410-313-2722 410-313-2765 410-313-2764 410-313-2764 410-313-4452		

Adult & Cultural Arts Programs			
Danielle Bassett, Manager	410-313-4634		
Karen B. Ehler, Supervisor	410-313-4635		
Early Childhood and Youth Prog	rams		
Adam Wienckowski, Manager	410-313-4714		
Melissa Calleri, Supervisor	410-313-4721		
Cindy Ochs, Supervisor	410-313-4681		
Scott Corning, Coordinator	410-313-4622		
Volunteers and Special Projects			
Shawnte Berry, Manager	410-313-4624		
Linda DiPanfilo, Coordinator	410-313-4704		
Recreational Licensed Child Care & Community Services Divison			
Nicola Morgal, Superintendent	410-313-4723		
Kathie Williams, Assistant	410-313-3706		
Nakita Watkins, Reg. Assistant	410-313-4651		
Recreation Licensed Child Care I	Programs		
Joynel Young, Manager	410-313-2637		
Stephanie Wise, Manager	410-313-4712		
Claudia Charity, Supervisor	410-313-4636		
Glen Turner, Supervisor	410-313-4713		
Shavon Pearson, Supervisor	410-313-4633		
Donna Jackson, Coordinator	410-313-1696		
Julia Martin, Coordinator	410-313-1687		
Brian Murphy, Coordinator	410-313-4797		
Lakishia Major, Coordinator	410-313-4717		
Therapeutic Recreation, Inclusion and Accommodation Services			
Susan Potts, Manager	410-313-4628		
Ruth Coleman, Supervisor	410-313-4622		
Vacant, Coordinator	410-313-4708		

# **STAFF CONTACT INFORMATION**

Teen and Grant-Funded Progran	าร		
Holly Harden, Manager	410-313-4625		
Jennene Blakely, Supervisor	410-313-1693		
William Banks, Coordinator	410-313-4609		
Adult 55+ Programs			
Cathy Vigus, Manager	410-313-7311		
Curtis Gore, Coordinator	410-313-7281		
Trips and Tours Programs			
Cathy Vigus, Manager	410-313-7311		
Vacant, Coordinator	410-313-7279		
Sports and Adventure Services D	vivision		
Allan Harden, Superintendent	410-313-4652		
Vacant, Assistant	410-313-4711		
Freda Greenfield, Reg. Asst.	410-313-4737		
Adult Leagues			
Mark Pendleton, Manager	410-313-4703		
Patrick McGinnis, Supervisor	410-313-4716		
Susan Markovitz, Supervisor	410-313-4674		
Community Sports and Partners	hips		
Derek Ludlow, Manager	410-313-4706		
Sandra Lambert, Supervisor	410-313-4715		
Derrick Thompson, Supervisor	410-313-4736		
Ray Hall, Supervisor	410-313-1689		
Beth Snyder, Admin Assistant	410-313-4630		
Fitness, Lifetime Sports and Instructional Sports Programs			
Amy Patton, Manager	410-313-4718		
Brian Wyman, Supervisor	410-313-4705		
Krista Billingsley, Supervisor	410-313-4637		
Amanda Bartell, Supervisor	410-313-1694		
Adventure, Nature and Outdoor	Programs		
Dawn Thomas, Manager	410-313-1754		
Matt Medicus, Supervisor	410-313-1769		

Sports Events and Wellness			
Mike Blevins, Manager	410-313-1691		
Will Dunmore, Supervisor	410-313-1697		
Carson Nickell, Supervisor	410-313-4720		
Jamie Brentlinger, Supervisor	410-313-1665		
Park Operations – Regional Park	S		
Heather Johannes, Superint.	410-313-1690		
Donna Szyman, Assistant	410-313-4647		
Belmont Mansion and Historic P	ark		
Vacant, Manager	410-313-4632		
Cathy Allen, Asst. Manager	410-313-1686		
Zone 1 - Cedar Lane Park, Savage	e Park		
Pat Wiebking, Manager	410-313-7398		
Todd Holmes, Supervisor	410-313-7285		
Zone 2 - Centennial Park			
John Peach, Manager	410-313-0418		
Greg Fiala, Supervisor	410-313-7271		
Boat Dock	410-313-7303		
Zone 3 - Schooley Mill, Western	Reg. Park		
Rick Femiano, Manager	410-313-6133		
Jim Craft, Supervisor	410-313-5497		
Zone 4 – Rockburn Branch Park			
Steve Schwarzman	410-313-5132		
Natural and Historic Resources Divison			
Dan McNamara, Superint.	410-313-4725		
Erika Vogan, Assistant	410-313-1636		
Natural Resources			
Sue Muller, Coordinator	410-313-4697		
Jeff Claffy, Coordinator	410-313-6209		
Phil Norman, Coordinator	410-313-1675		
Heritage Programs and Facilities			
Caitlin Chamberlain, Manager	410-313-0420		
Jamie Wilder, Coordinator	410-313-0419		

### **VOLUNTEER OPPORTUNITIES**

#### Facilities & Community Centers

**Belmont Manor and Historic Park:** Built in 1738, Belmont's 68 acres are surrounded by Patapsco State Park and consists off a manor home, a carriage house, a cottage, a large barn, tennis courts, and a pool. This facility has been restored and is the host to outdoor weddings and events. Volunteer opportunities include assisting with programs or events and maintaining the grounds.

# Contact Belmont Manor & Historic Park Manager, 410-313-0200

Gary J Arthur Community Center: Located within Western Regional Park, this facility includes a fitness room, commercial kitchen, double gymnasium, pre-school classrooms, multi-purpose rooms, senior activity room and much more. Volunteer opportunities include assisting with special events, afterschool activities, facility maintenance, and other areas as needed.

Contact Gary J. Arthur Community Center Manager, 410-313-4840

Meadowbrook Athletic Complex: Also known as the "MAC", this facility includes indoor basketball, volleyball, field hockey, badminton, jump rope, and other athletic programs, tournaments, and special events. Volunteer opportunities include coaching positions, assistance with tournaments, programs, and classes, and facility supervision and greeters. Contact Meadowbrook Athletic Complex Manager, 410-313-1161

North Laurel Community Center: This facility was built to serve the southeastern portion of the County. The facility includes a fitness room, commercial kitchen, double gymnasium, pre-school classrooms, multi-purpose rooms, senior activity room and much more. Volunteer opportunities include assisting with special events, afterschool activities, facility maintenance, and other areas as needed. Contact North Laurel Community Center Manager, 410-313-0390

**Robinson Nature Center:** A unique nature education facility situated on 18 acers of land adjacent to the Middle Patuxent Environmental Area. This facility provides volunteer opportunities in areas of special events, programs, and classes, nature projects, tour guides, facility supervision, and so much more. **Contact Robinson Nature Center Manager, 410-313-0400**  **Roger Carter Community Center:** A state-of-the-art 46,000 square foot community center that includes swimming and diving pools, basketball and volleyball courts, classrooms, fitness and exercise rooms with cardio and strength training equipment, a climbing wall, and much more. Volunteer opportunities include assisting with special events, afterschool activities, facility maintenance, and other areas as needed.

Contact Roger Carter Community Center Manager, 410-313-2764

### **PROGRAM AREAS**

Adult and Cultural Arts: Offers a variety of activities, classes, programs, and special events for adult's ages 18 years of age and above. Programs include, cooking, arts and crafts, dance, music and theater, enrichment, and lifelong learning, classes. Volunteer opportunities are on an as needed basis and include assisting in the day-to-day operations of adult programs and events. Background checks may be required for volunteers over the age of 18 interested in assisting with any of these programs.

Contact Adult Programs Manager, 410-313-4634

Adventure & Outdoors: Programs include, archery, biking, campfires, campouts, walks, canoeing & kayaking, custom programs, fishing, rock climbing, school's out programs, and trail hikes. Volunteer opportunities include assisting in the day-to-day operations of programs, classes, and camps, assisting with trail hikes and in other areas as needed. Background checks may be required for volunteers over the age of 18 interested in assisting with any of these programs. Contact Adventure & Outdoors Manager, 410-313-1769

**Early Childhood and Youth:** Offers a variety of activities, classes, programs, and camps for children ages 2 <sup>1</sup>/<sub>2</sub> to 10 years of age. Programs include, cooking, arts and crafts, dance, fitness, language, music and theater, enrichment, science and technology, and chess classes and camps. Volunteer opportunities are on an as needed basis and include assisting in the day-to-day operations of youth programs and camps. Background checks are required for volunteers over the age of 18 interested in assisting with any of these programs.

Contact Pre-K and Youth Programs Manager, 410-313-4714

Heritage and Historic Programs: The mission of the Howard County Recreation & Parks Heritage Initiative is to capture and convey the authentic and rich history of Howard County through educational programs and historic preservation. Educational programs, special events, tours of its museums and parks, and many other opportunities are available for people of all ages throughout the county. Volunteer opportunities include assisting in the day-to-day operations of museums and historic sites, docents, tour guides, gardeners and much more. Background checks may be required for volunteers over the age of 18 interested in assisting with any of these programs. Contact Heritage and Historic Manager, 410-313-0420

MPEA- Middle Patuxent Environmental Area: In cooperation with the Middle Patuxent Environmental Foundation, the Howard County Department of Recreation & Parks manages the 1201- acre Middle Patuxent Environmental Area. This natural area is home to a diverse wildlife, including numerous amphibians, reptiles, fish, butterflies, plants, and other wildlife. On-going volunteer opportunities are available such as surveying projects, forest management, deer population management, stream water guality monitoring, educational programming, and more.

Contact MPEA Supervisor, 410-313-6209

Natural Resources: Volunteer opportunities are available for group volunteer searches and clean-up efforts, or volunteer for an individual assignment to survey nature on your own. Past volunteer opportunities have included the International Coastal Clean-up, Project Stream Clean, GreenFest, Butterfly Count Survey's, Frog Watch, Bird Monitoring, Herp Atlas, and more. Contact Natural Resources Coordinator, 410-313-4697

Recreation Licensed Child Care (RLC): RLC is dedicated to providing a safe, nurturing, quality program for the youth of Howard County. An array of child care programs and camps are offered for children as young as 2 <sup>1</sup>/<sub>2</sub> years up through middle school. All programs are licensed through the Maryland State Department of Education Office of Child Care. Programs include, but are not limited to Early Learning Centers, Before and After School Programs for Elementary and Middle School Students, School's Out Programs, Summer Sunsations Camps, and the Homework Club. Volunteer opportunities are on an as needed basis and include assisting in the day-to-day operations of child care programs and camps. Background checks are required for volunteers 18 yrs. + interested in assisting with any of these programs. Contact Recreation Licensed Child Care Office, 410-313-3706

Sports Coaches Registry: Coaching volunteer opportunities are available in a variety of sports programs, leagues, and tournaments. All volunteers interested in a coaching position must go through the Coaches and Administrators Registry to be considered for a position. The Coaches and Administrator Registry has been established to further ensure the safety and security of our youth athletes through coaching education and training, as well as, to move toward a more simplified approach to coaching accreditation. All coaches (head, assistant, volunteer and paid) and Team Administrators must complete the Coaches and Administrators Registry process on our Volunteer Site, www.HoCoVolunteer.org, before participating in our youth sports programs. Returning volunteers must update their information on the site annually and request renewal of their Registry status prior to applying for any sport specific Coaching or Administrator opportunity. All applicants are required to do the following to complete the Registry process: Provide a Head Shot Photo, Obtain a Certificate of Completion from the "Coaching Essentials" Course, Obtain a Certificate of Completion from the "Concussion in Sports" course, Obtain a Work Permit if under the age of 18, and Undergo a Background Check if over the age of 18.

**Contact Community Sports & Coaches and Administrator** Registry Manager, 410-313-4706

Therapeutic Recreation and Inclusion: Offers a variety of activities for individuals of all ages. The mission is to improve the quality of life for individuals with disabilities by providing community recreational and leisure opportunities and promoting lifelong skills. Programs include, but are not limited to fitness and creative arts programs, social groups, community outings and summer camp programs. Volunteer opportunities are on an as needed basis and include assisting in the day-to-day operations of programs and camps, assistance with social groups and special events. Background checks are required for volunteers over the age of 18 interested in assisting with any of these programs. **Contact Therapeutic Recreation & Inclusion Services** Manager, 410-313-4628

Trips and Tours: Trips and Tours schedules vary from season to season, but may include outings such as visits to New York City or Ocean City, museums, sporting events, theater or opera concerts, or food lover's excursions. Volunteer opportunities are available on an as needed basis in areas such as tour guides or planning helpers. Background checks may be required for volunteers over the age of 18 interested in assisting with any of these programs.

Contact Trips and Tours Coordinator, 410-313-7279

**Tweens and Teens:** Offers a variety of activities, classes, programs, and camps for 11 to 18-year-olds. Programs include, cooking, arts and crafts, dance, music and theater, enrichment, and science and technology, classes and camps. Special events and after school programs are also offered seasonally. Volunteer opportunities are on an as needed basis and include assisting in the day-to-day operations of tween and teen programs and camps. Background checks are required for volunteers over the age of 18 interested in assisting with any of these programs.

# Contact Pre-K and Youth Programs Manager, 410-313-4609

**55+ Adult:** Offers a variety of activities, classes, programs, and special events for adult's ages 55 years of age and above. Programs include, cooking, arts and crafts, dance, music and theater, enrichment, and lifelong learning, classes. Volunteer opportunities are on an as needed basis and include assisting in the day-to-day operations of adult programs and events. Background checks may be required for volunteers over the age of 18 interested in assisting with any of these programs. **Contact Adult Programs Manager, 410-313-7311** 

### PROGRAM CANCELATIONS & DELAYED OPENINGS

#### 1. If school is closed for snow and or ice,

- All programs are canceled.
- All Recreation & Parks indoor facilities are closed.

#### If school is closed early due to inclement weather,

- All after-school and evening programs are automatically canceled.
- All Recreation & Parks indoor facilities are also closed.
- Recreational Licensed Child Care (RLC) staff should follow the guidelines for snow days/delayed openings stated in the RLC section of this manual.

#### One hour Howard County school delay for snow and or ice,

- All before-care programs are canceled.
- All morning pre-school programs are canceled.
- Any program with a 9:30 a.m. or earlier starting time is canceled.
- All other programs occur as scheduled.
- Recreation & Parks indoor facilities open at 9:30 a.m.

#### Two hour Howard County school delay for snow and or ice,

- All before-care programs are canceled.
- All Senior Adult 55+ programs and trips are canceled.
- All morning pre-school programs are canceled.
- Programs with a 10:30 a.m. or earlier starting time are canceled.
- All other programs occur as scheduled.
- Recreation & Parks indoor facilities open at 10:30 a.m.

# Check the program status line for school closing events that are not weather related.

2. On weekends, if the snow emergency plan is in effect for Howard County by 7 a.m., all programs are canceled for that day and evening. Programs held in non-school facilities (i.e. Gary J. Arthur Community Center, North Laurel Community Center, Roger Carter Community Center, Meadowbrook Athletic Complex, Robinson Nature Center, Schooley Mill Recreation Center) have the option to operate as scheduled provided that the snow emergency plan has been lifted in Howard County before the program starting time. This decision must be approved by immediate supervisors and appropriate communication placed on the automated answering system.

3. When in doubt, call your immediate supervisor.

4. During inclement weather, call the appropriate number from the provided chart.

# **PROGRAM STATUS LINE**

Inclement Weather/Program Status Recording			
Activities / Programs	410-313-4451		
Recreational Licensed Child Care	410-313-4451		
Facility Information	410-313-4452		
Ball-Field Conditions Call Mon-Fri after 4 p.m.; Saturday and Sunday after 7 a.m. for recorded announcement			
All School fields	410-313-6827		
Alpha Ridge Park	410-313-4372		
Blandair Park	410-313-3673		
Cedar Lane Park	410-313-4453		
Centennial Park	410-313-4454		
Cypressmede Park and Hollifield fields	410-313-4457		
Dayton Oaks Park	410-313-4458		
Dickinson, Hammond, Hawthorn, Huntington Parks	410-313-4459		
East Columbia Library, Guilford Park, North Laurel fields	410-313-4456		
Howard County Center for the Arts fields	410-313-4455		
Martin Road Park	410-313-4459		
Meadowbrook Park	410-313-2727		
Rockburn, Waterloo & Dog Park (Off-Leash Area)	410-313-4455		
Savage Park	410-313-4456		
Schooley Mill Park	410-313-4458		
Western Regional Park	410-313-4372		

#### 5. Volunteers should be instructed concerning our

**weather policy** and tune to local radio or television stations for announcements of snow emergencies for Howard County, or call the proper recording listed above.

# **VOLUNTEER ROLES & REPSONSIBILITIES**

#### Introduction

The success of the volunteer program depends upon the ability of department staff and volunteers fostering and maintaining a harmonious working relationship. This is a dynamic program which grows and evolves to meet the needs of the Howard County Department of Recreation & Parks and the needs of the community it serves.

This volunteer manual is designed to answer questions, provide required information, and give guidance and direction to the Department of Recreation & Parks staff and volunteers. This handbook contains policies, procedures and work guidelines that are applicable to all volunteer opportunities. It is meant to supplement any training or orientation that you will receive from the Program Supervisor related to your specific volunteer position. Additional guidelines may be made available to you as part of your training and orientation to a particular location or volunteer opportunity.

If you have questions or concerns regarding the volunteer program, please contact the Volunteer Manager at 410-313-4624 or sberry@howardcountymd.gov.

#### Goals

#### The goals of the HCRP's volunteer programs follow:

- To create and nurture mutually beneficial partnerships with area community groups, schools, nonprofits, governmental organizations, nonprofits, and businesses.
- To conserve resources by utilizing volunteers to support and strengthen the work of the Department of Recreation & Parks staff.
- To provide volunteers with opportunities that offer meaningful, productive work while learning new skills and meeting new people.
- To recognize volunteers and convey appreciation for their contributions of time and talent.

#### **Definition of a Volunteer**

A "volunteer" is anyone who, without compensation or expectation of compensation beyond reimbursement, performs a task at the direction of and on behalf of the Department of Recreation & Parks. A "volunteer" must be officially accepted and enrolled by the Department of Recreation & Parks prior to performance of any tasks.

#### **Benefits of Volunteering**

Volunteering has a meaningful, positive impact on your community. But did you know that it could have many benefits for you too? Here are some reasons to volunteer.

#### Learn a new skill.

Volunteering is the perfect vehicle to discover something you are really good at or to develop a new skill.

#### Be part of your community.

Volunteering is ultimately about helping others and having an impact on people's well-being. What better way is there to connect with your community and give a little back?

#### Find a sense of achievement.

Volunteering is about enthusiastically giving your time, energy and skills freely. It may be true that no one person can solve all of the world's problems, but what you can do is make the little corner of the world where you live just a little bit better.

#### Boost your career options.

If you are thinking of a career change, then volunteering is a perfect way to explore new fields.

#### Discover interests and hobbies.

Finding new interests and hobbies through volunteering can be fun, relaxing and energizing. Sometimes a volunteer experience can lead you to something you never even thought about or help you discover a hobby or interest you would not have considered.

#### Meet a diverse range of people.

Volunteering brings together a diverse range of people from all backgrounds and walks of life. Not only will you develop lasting personal and professional relationships but it is also a great way to learn about people from all walks of life, different environments, and new industries.

#### Send a signal to your employer, teachers, friends and family.

Volunteering reflects and supports a complete picture of you, and gives real examples of your commitment, dedication and interests. Show people what you are passionate about and maybe you will inspire them too!

#### Earn service learning hours.

Students are able to earn hours for their participation in service learning projects. Service learning makes connections between the classroom and the community.

#### **Volunteer Recognition**

The Department of Recreation & Parks seeks to recognize and celebrate the energy and commitment of its volunteers. Volunteer recognition is provided by each individual program on an on-going basis.

Additionally, throughout the year, the Department of Recreation & Parks seeks to thank volunteers for their dedication of their time and talent through appreciation methods such as handwritten notes, official thank you letters, volunteer t-shirts, appreciation luncheons, social media postings, department awards nominations, state fair discount tickets, and much more.

#### Volunteer Rights & Responsibilities

Volunteers are one of the most valuable resources of the department, its staff, and its patrons. Volunteers have the right to be offered meaningful assignments that provide a good fit for their interests and abilities, the right to be treated fairly, receive proper orientation and effective supervision, and the right to recognition for work done. Volunteers have the right to work in a safe environment and to communicate any concerns should they arise.

In return, we ask that volunteers agree to perform volunteer duties to the best of their abilities and represent the Department of Recreation & Parks in a positive light and operate according to its policies and procedures. We ask that you treat the Department of Recreation & Parks patrons fairly and work within the scope of your volunteer assignment to make the Department of Recreation & Parks and its programs successful and accessible for all citizens.

#### How to Get Started

First, determine your level of involvement. Do you desire to volunteer for a few hours or do you wish to be involved in a program over an extended period of time? The Department of Recreation & Parks has one-time, ongoing, and special event opportunities.

Our volunteer opportunities are ever-evolving, so please visit our website for a full list of volunteer opportunities at: www.HoCoVolunteer.org.

#### **Volunteer Application Process**

A person desiring to apply to become a volunteer with the Department of Recreation & Parks has two options, you can complete an electronic (on-line) application or a paper application.

The preferred method of registering to become a volunteer is by creating a volunteer profile at www.HoCoVolunteer.org. Creating an online profile allows the volunteer to sign up for as many opportunities as he/she desires without having to complete the Volunteer Agreement form repeatedly. The online volunteer application method saves the volunteer time and helps to cut down on the amount of paper being used.

If the volunteer prefers to register to become a volunteer using the paper copy Volunteer Application format, he/she will be required to sign a Volunteer Agreement form for each new volunteer opportunity and at the start of each year.

#### **Electronic Volunteer Application**

- 1. Visit www.HoCoVolunteer.org.
- 2. Search the list of volunteer opportunities currently available by scrolling down to the bottom of the page to specify your search options.
- 3. Once you've identified a volunteer opportunity of interest, click the blue "sign up" tab located underneath the opportunity image.
- 4. You are then prompted to either log in or create a new account. Click the green "apply to become a volunteer tab" to create a new account.
- 5. All volunteers are required to click "I agree" or "I do not agree and wish to discontinue my Volunteer Application" tab before moving forward to the Volunteer Application form. Please note, if you click the "I do not agree..." tab, you are redirected back to the Volunteer Home page. In order to proceed to the Volunteer Application form, you must agree to the terms.
- 6. After agreeing to the terms, the Volunteer Application fields will appear. All fields with an (\*) are fields that require information.
- 7. Under the "Attachments" section, you are required to attach/upload supporting documentation. A list of requirements is provided below. Click on the name of the attachment, example: "profile image", "minor work permit" to indicate what attachment you are uploading. Attach/upload your supporting documentation. Be sure to click the "upload" button. A green check will appear next to the attachment title when the attachment has been successfully uploaded.

- 8. Complete the required emergency contact section
- 9. Click the blue "Submit Application" button at the bottom of the screen.

**Note:** The selection and screening process may include an interview, reference check, and/or a background check. A background check may be required depending upon the volunteer position.

Upon completion, the volunteer opportunity supervisor will receive an email notification stating that you have registered or expressed interest in a volunteer opportunity. You will also receive an automated email with additional information regarding the opportunity. The Program Supervisor will contact you with further information prior to the start of the opportunity. Volunteers may not begin their service until all paperwork is completed including: application, volunteer agreement, and satisfactory background check results and reference checks.

After creating your initial on-line volunteer account, signing up for other volunteer opportunities are easy with just one click. Simply search the www.HoCoVolunteer.org website for volunteer opportunities and click the "sign up" tab to register. That's it!

# Paper Copy Volunteer Application and Volunteer Agreement Forms

If a volunteer prefers to sign up to volunteer using the hard copy paper format instead of the electronic online format, he/she will have to complete the Volunteer Application form only once, but he/she will be required to sign a Volunteer Agreement form for each new volunteer position they are assigned.

- 1. Volunteer Application and Volunteer Agreement forms in the hard copy paper format are available upon request from the Program Supervisor or the Volunteer Manager at sberry@howardcountymd.gov to request a paper copy of these forms.
- 2. Complete the Volunteer Application or Volunteer Agreement form in its entirety.
- 3. Submit Volunteer Application or Volunteer Agreement form to Program Supervisor or the Volunteer Manager at sberry@howardcountymd.gov.
- Provide a copy of a Photo I.D to the Volunteer Manager at sberry@howardcountymd.gov (Driver's License, School ID, Gov't Issued).

- 5. Provide a Work Permit for students under 18 years of age who are volunteering for more than three days; work permit is not required for one-day/special events. Work Permits should be submitted to the Program Supervisor or the Volunteer Manager at sberry@howardcountymd. gov. (See Appendix I for work permit instructions.)
- 6. Upon receipt of your volunteer application, we will contact you to provide you with further information regarding the volunteer opportunity.

**Note:** The selection and screening process may include an interview, reference check, and/or a background check. A background check may be required depending upon the volunteer position.

A sample copy of the Volunteer Application and Volunteer Agreement form is provided in the appendix.

#### **Supporting Documents**

- **Provide Photo I.D.:** Driver's License, School ID, Gov't Issued I.D. can be uploaded to your online volunteer profile as a miscellaneous attachment or emailed to Volunteer Manager at sberry@howardcountymd.gov.
- Work Permit: If under 18 years of age, a work permit is required to volunteer for opportunities lasting more than three days. Work permits are not required for one-day/ special events. Once received, work permits should be uploaded to your online volunteer profile as an attachment or emailed to the Program Supervisor or the Volunteer Manager at sberry@howardcountymd.gov.
   (See Appendix I for work permit instructions.) To obtain a work permit, please visit: www.dllr.state.md.us/ ChildWorkPermit/web/content/Home.aspx.
- **Background Check:** A background check may be required depending upon the position in which you are applying. If a background check is required, the volunteer opportunity posting will indicate the need in the description. You will be contacted via email to initiate the background check process which will include the signing of the Background Release Authorization Form as well as providing personal information to the Background Check company.
- Certifications and other supporting documents: Other supporting documents such as coaching certifications may be required depending upon the position in which you are volunteering. Supporting documents will need to be uploaded to your online volunteer profile as an attachment or emailed to the Program Supervisor.

## **VOLUNTEER PROCEDURES & GUIDELINES**

#### **Orientation & Training**

Since each volunteer position is different, training will be provided by your Program Supervisor. Training will be appropriate to the complexity of the volunteer position.

#### **Supervision**

All volunteers will have a clearly identified supervisor. This supervisor may be a Program Supervisor or, in some cases, an appointed volunteer. The supervisor is responsible for guidance and support of the volunteer and should be available for questions. Adult supervision is required for volunteers under the age of 18. Volunteers must check in with the supervisor or program leader at the beginning of the program so that supervisors can keep a record of volunteer time and offer appropriate supervision.

#### Age Minimum

Volunteer opportunities will specify any age restrictions in the posting. The minimum age for volunteers is 16 unless accompanied by an adult or staff supervision is provided. Exceptions may be made on a case-by-case basis. All minor volunteers will require parent/guardian approval prior to beginning volunteer work. Work Permits are required for volunteers under the age of 18 when volunteering for more than three days. Work Permits are not required for one-day/ special events.

#### **Duty Restrictions**

Certain safety and organizational precautions must be taken in assigning volunteers to duties and defining their responsibilities:

- A volunteer cannot be used to replace or eliminate any authorized staff position. Rather, volunteers assist the Department of Recreation & Parks employees in the completion of their duties.
- 2. A volunteer may not be placed in a hazardous situation or exposed to hazardous chemicals as part of their work.
- 3. Volunteers are prohibited from using power tools of any kind including County vehicles.

#### **Criminal Background Information**

It is the policy of Howard County Department of Recreation & Parks that all volunteers who provide direct service undergo a background check. Direct service is defined as leading activity programs, providing instruction, supporting special events, leading trips and tours, facilitating the involvement of participants with disabilities and coaching youth sports for more than three consecutive days. A background check may require that a volunteer be fingerprinted or undergo a social security/criminal screening check. A satisfactory background check result is required before the volunteer can begin the assignment. Individuals volunteering for licensed programs will undergo a CJIS background check.

An annual background check will be conducted on volunteers who provide direct service for the department and are not included in the background check exemption list below:

The following categories are exempt from background checks:

- Volunteers serving on Boards or Committees, with the exception of sports advisory board members.
- Volunteer positions for no more than three consecutive days. These volunteer positions provide service for approximately 3-5 hours a day and generally volunteer once a year. Recreation & Parks staff directly supervises volunteers at special events.
- Families and groups (such as scouts, Adopt-A-Park participants, and eagle scouts who volunteer their services in our nature projects, clean up and park maintenance projects and community service projects) would be exempt from background checks.
- · Volunteers of our formal partners or contractors.
- Youth sports team helpers other than the head coach/ manager and assistant coach(s). It will be the responsibility of the head coach/manager to ensure that anyone else assisting with the program will not be left alone with a participant. (This type of person is referred to as an "incidental assistant", which is defined as an unregistered person who assists with a program, but does not meet the definition of a volunteer. Incidental Assistants are not considered as registered Department of Recreation & Parks volunteers.
- Volunteers providing administrative support provided they are denied access to confidential or personal information.

The Appointing Authority will make the final determination regarding any background check issues from the county vendor.

#### Written Communication, Social Media & Cofidentiality

All newsletters, letters, or other notifications to parents/ participants must be pre-approved by the Program Supervisor **before** printing or sending. Sufficient time should be allowed to receive approval. If e-mailing, the Supervisor must be "cc" on the actual e-mail going to parents. Any signage needs to display the Howard County Recreation and Parks official logo and be computer generated.

Volunteer and staff understand that in the performance of their duties they will have access to certain sensitive and confidential information about participants that may be or is protected by both State and Federal law. For that reason, it is the policy of the Department of Recreation & Parks that **all** information obtained about a participant is confidential and may not be mentioned, shared, or otherwise disclosed for any reason other than when required by the job responsibilities assigned by the County. Further, such information may only be released to authorized individuals.

Prohibited activities include, but are not limited to, mentioning, showing, or otherwise disclosing the following information about a participant:

- Participant's name.
- Behavior incident or accident.
- Accommodations or adaptations.
- Medical information.
- Photographs, whether taken on a cell phone or otherwise, that are not authorized for program publication purposes. (example: taking a photo of a participant on a cell phone and placing the photo on a personal social media site such as Facebook is not allowed.)

Volunteer and staff further understand that if they wrongfully disclose confidential information, they may be subject to disciplinary action by the County up to and including dismissal or termination of the volunteer's relationship with the Department of Recreation & Parks.

#### Drug & Alcohol Use

The County is committed to maintaining a work environment free of the taint of substance abuse, and requires all volunteers to refrain from reporting to their work site while under the influence of drugs or alcohol. All volunteers should refrain from purchasing or consuming alcohol while on-duty or in any attire which displays an insignia of the County. Any such behavior will result in immediate removal from a volunteer position. If you observe another volunteer doing so, you should report this immediately to the Volunteer Manager.

#### **Dress Code**

As a representative of the Department of Recreation & Parks, volunteers are responsible for presenting a positive image to the public. Volunteers must adhere to the Department of Recreation & Parks dress code as follows:

- If issued, the Department of Recreation & Parks name badge or temporary name badge.
- Appropriate closed-toe shoes for activities.
- If issued, a Department of Recreation & Parks shirt.
- Dress appropriately while on duty, clothing not permitted to wear is clothing that promotes illegal activity, inappropriate language or contains images or words of a sexual nature.

The Department recognizes that occasionally volunteers and staff may wear their issued Department of Recreation & Parks shirts outside of work hours. In most situations the wearing of the Department of Recreation & Parks shirts may be a marketing advantage to Howard County; but, beware that when attired in a Department of Recreation & Parks shirt during non-work periods, how you represent yourself can be detrimental to your volunteer/employment status. All volunteers should refrain from purchasing or consuming alcohol while on-duty or in any attire which displays an insignia of the County. Any such behavior will result in immediate removal from a volunteer position.

#### **Solicitation**

Volunteers may not perform non-Department of Recreation & Parks solicitation or distribute non-Department of Recreation & Parks literature. Solicitation or loitering is strictly prohibited.

#### **Volunteer Liability**

Liability protection with respect to damages to third parties is available to you to the same extent as County employees under State Law (as long as you are acting within the scope of your duties as a volunteer.) Howard County assumes no liability for personal injury or damage to personal property unless caused by the sole negligence of the County. All volunteers must read and sign a waiver of liability prior to commencing a volunteer position.

#### **Income Taxes**

As a volunteer, you are eligible to claim your volunteer mileage to and from your volunteer site at the rate stated in the current tax law.

#### **Transportation/Driving**

Volunteers are not permitted to use the Department of Recreation & Parks vehicles. Volunteers who choose to use their personal vehicles while conducting volunteer activities assume liability under their own insurance. **Use of a personal vehicle to transport program participants is not permitted and may result in dismissal or termination.** 

#### Conduct

As a Howard County Department of Recreation & Parks volunteer, the lasting impression you make on those you serve reflects directly on all of us. Please be sure your words and deeds will help build our department and its reputation for quality. Your assignments may be outdoors, in an office or a school setting. Be sure your attire and actions are appropriate to your assignment and workplace. In dealing with Howard County citizens and program participants, you must be unfailingly polite and mannerly. It is not your role or responsibility to handle unhappy participants. Should you find yourself in a situation where courtesy is becoming difficult, please refer the matter to the nearest responsible Department of Recreation & Parks employee. Howard County complies with all laws about race, creed and religion. Just remember, in your interactions with others, to treat them as you would want to be treated.

#### Harrassment

The County is committed to maintaining a work environment in which all individuals are treated with respect and dignity. Volunteers and employees have the right to work in an atmosphere which promotes equal opportunities and prohibits discriminatory practices, including harassment.

Harassment, whether verbal, physical, non-verbal or visual, arising in County owned facilities, at work assignments outside of County owned facilities, or at County sponsored or endorsed functions, including social functions, is unacceptable and will not be tolerated. Such harassment is also illegal. Normal, courteous, mutually respectful, non-coercive interaction between employees that is acceptable to and welcomed by both parties, however, is not to be considered harassment under the terms of this policy.

The County encourages employees to promptly report all information concerning workplace harassment without regard to the identity of the harasser or victim. The County is committed to promptly and thoroughly investigating all complaints of harassment and to taking prompt and effective remedial action to stop such conduct from occurring.

#### **Ethics Code**

Effective January 2012, Howard County Government's new Public Ethics law went into effect. In general, this law is a guideline for volunteers. Employees and volunteers are prohibited from soliciting and accepting any gift or compensation from a person whose interests are different from the public interest that could be affected by the employee's/ volunteer's actions. Unsolicited gifts of nominal value that do not exceed \$20 in cost or trivial items of informational value are permitted. See www.howardcountymd.gov for the law.

#### **Reference Checks**

Volunteer applicants must submit personal references. We reserve the right to check references before allowing volunteers to work in programs.

#### **Two Adult Rule**

As a volunteer with Howard County Recreation & Parks you must adhere always to the department's Two Adult Rule policy. As a volunteer, you should never be alone with a child, always make sure another adult is present. This rule is to protect volunteers from any allegations that may arise from being left alone with a child. If you are in a situation where a child is waiting to be picked up after an activity, ensure that another adult is present until the child is picked up. Any questions or concerns please contact your Program Supervisor.

#### Injust, Incident & Accident Reports

For all serious emergencies, call 911. Any accident or injury which involves an on-duty volunteer must also be reported to your supervisor immediately, regardless of the nature of the injury. The incident, accident or injury may require the completion of paperwork by you and/or your Program Supervisor. Please report unsafe conditions or defective equipment to your supervisor immediately.

#### **Emergency Procedures**

- 1. In an emergency: Dial 911 (from 313 extensions, dial 9 +911)
- 2. Without delay, contact your immediate supervisor.
- 3. If you are unable to reach your immediate supervisor, contact the following people in the order listed until you reach someone:
  - Shawnté Berry, Volunteer Manager 410-313-4624
  - Linda DiPanfilo, Volunteer Coordinator 410-313-4704
  - Kathy Kemp, RSD Administrative/Volunteer Assistant 410-313-4620
  - Phil Bryan, Recreation Services Division Superintendent 410-313-1668
  - Allan Harden, Sports and Adventure Services Superintendent, 410-313-4652
- 4. Poison Control: 410-528-7701. Identify the poison, if possible.
- 5. If you are locked out of a school, please contact your immediate supervisor.

#### **Safety Procedures**

Making recreation facilities and programs as safe as possible is a primary responsibility of every leader. The preventive measure is the establishment of sound discipline at the beginning of your program. Strict enforcement of rules and regulations is essential.

#### **Rules of Safety**

- Organize and lead activities which suit the ability of the participants, as well as the facility area.
- Provide adequate supervision for all activities at all times.
- Restrict activities to assigned areas.
- Use only facilities and equipment which has been previously checked and cleared of hazards.
- Know the proper use of all equipment.
- "Spot" participants if the activity is new to them.
- Try to anticipate and avoid any dangerous situations before beginning your program.

#### **Inclusion Services and Adaptive Programming**

The Department of Recreation & Parks welcomes people of all ages with varying levels of ability to participate in programs and services to make friends, have fun, learn new skills, increase self-worth and self-esteem and enjoy the feeling of accomplishment. The Department of Recreation & Parks provides appropriate and reasonable accommodations, support, and special staff preparation and training to make your volunteer experience inviting, pleasant and successful. Please contact your Program Supervisor should you have any questions or would like to arrange accommodations for your volunteer activity.

#### **Separation of Volunteer Service**

As volunteers willingly and freely offer services with no expectation of payment or compensation, the Department of Recreation  $\vartheta$  Parks recognizes the right of volunteers to discontinue their service at any time for any reason.

Volunteers serve at the pleasure of the Appointing Authority or the Department /Agency (or their designee) and may be dismissed from volunteer duties at any time, with or without cause. A volunteer may not be selected for volunteer service. This determination may be made with or without cause.

Volunteers are expected to act as positive role models and exhibit strong leadership skills. When the department observes or receives a complaint about inappropriate behavior on the part of a volunteer the incident or alleged incident will be promptly addressed or investigated. If it is determined that the complaint is valid and warrants discipline the following progressive actions may occur:

- First Incident: verbal counseling with department staff. (Note: the severity of the incident may warrant more severe action at the first incident).
- Second Incident: written warning with a one (1) week suspension.
- Third Incident: within the same year, a one (1) year suspension from volunteering. The suspension shall run from the date of the suspension until that date the following year.
- Any additional incidents will result in an indefinite suspension from all department sponsored programs, events and activities.

If the volunteer is not satisfactorily completing his/her job duties, the Appointing Authority (or his designee) for the department will notify the volunteer in writing of his/her dismissal. If necessary, the supervisor/coordinator for the program will contact the volunteer by phone to apprise him/ her of the situation. The dismissal letter will follow. The Program Supervisor has the ability to suspend a volunteer, pending a review by the Division Superintendent.

The department reserves the right to take whatever action deemed necessary at any time to ensure that all volunteers are acting in the best interest of the programs, events and activities.

#### Feedback & Evaluations

Volunteer feedback helps us to set goals, measure progress, gather input and identify ways to improve the volunteer experience as well as assess the volunteer's interest in future opportunities with HCRP.

Volunteers are welcome to give feedback to their supervisor at any time. Volunteers may be asked for regular feedback by their supervisor. Feedback may include a one-on-one meeting with a coach at the end of a sports season, an emailed survey following a special event, annual renewal meetings with Park Scout groups and more.

A volunteer who has a position-related concern is welcomed and encouraged to discuss the issue with his/her Program Supervisor or the Volunteer Manager. Every attempt will be made to resolve a problem through the discussion process. If a matter remains unresolved, it will be referred to the Director of the Department, whose decision will be final.

#### On the Job Training

Volunteers receive on-the-job training to help them with information and tools to perform their duties. On-the-job training may be provided by your Program Supervisor or a qualified volunteer trainer.

#### Absenteeism & Punctuality

Please be on time and arrive when expected. If you are unable to arrive for your assigned time, please let your Program Supervisor know as soon as possible.

#### Identification

Some volunteers will receive a volunteer identification card, depending upon your duties. You should carry this card on volunteer assignments and wear it when appropriate. Your identification card is required during games, practices, and tournaments if you are a volunteer for the Coaches and Administrator Registry.

#### **Borrowing & Lending**

No volunteer of the Department of Recreation & Parks shall loan or borrow any materials or documents without the prior approval from a Program Supervisor.

#### Smoking

It is the policy of the Department of Recreation & Parks to have and provide a smoke-free, healthy, and safe work environment. Therefore, smoking is prohibited in the Department of Recreation & Parks facilities and parks. Volunteers who smoke must do so only in designated areas.

#### **Record Keeping**

Volunteers are asked to complete and submit a volunteer timecard to their Program Supervisor at the end of each assignment or monthly. It is very important that you return your timecard to provide information for the following:

- Dates worked.
- Time of work.
- Total hours worked.
- Title of program/event worked.

Volunteer timecards are available upon request from your Program Supervisor or the Volunteer Manager. A sample copy of the volunteer timecard is available in the appendix.

# **APPENDIX**

A. Sample Volunteer Application Form, Paper Copy, Page 1 of 2



Howard County RECREATION & PARKS

#### VOLUNTEER **APPLICATION**

#### CONTACT INFORMATION

Name:		
(As it appears on your social security card) First	MJ.	Last
Address:		
City:	State: 2	Zip Code:
lome Phone:	Cell Phone:	
Email Address:	Birth Date:	/ /
For a second set Name		
Emergency Contact Name:	Relationship:	
Emergency Contact Phone:		
REASON FOR VOLUNTEERING		
Check all that apply:	To support my community	
Academic Credit/Experience	To support Howard County	Recreation & Parks
To support a family member participating in a	a program 🛛 Other:	
To share my skills		
To meet requirements for a scout group or clu	ıb	
VOLUNTEER POSITION INTERES	TS	
What volunteer opportunities are you interested		
Environmental/Nature Programs	League Name:	
□ Historic Sites	Special Events	
After School/ Youth Programs	Event Name:	
□ Senior Programs	Community Centers, Parks,	
-	Other:	

PREVIOUS VOLUNTEER EXPERIENCE, SKILLS OR QUALIFICATIONS

Please list any information that you consider pertinent to your interest in volunteering. Including professional affiliations, school honors, skills, strengths, training and/or experience:

#### PERSONAL INFORMATION

Employment Status: Employed Unemployed Retired Student

Employer's Name or School Currently Attending: \_\_\_\_

Occupation: \_\_\_\_\_

Health issues:

Please explain any specific health issues or accommodations needed to participate in program: □ Inclusion Companion □ Deaf Interpretive Services □ Other (please specify):

#### REFERENCES

We reserve the right to check references on all potential volunteers. Please list two people (other than relatives) who would be willing to serve as personal references and have known you for at least one year.

Name:

Phone Number:

Name:

Phone Number:

#### **GENERAL INFORMATION**

Affirmative response to the following question will not automatically exclude you from volunteering. Have you ever been convicted of an offense in an adult court?  $\Box$  Yes  $\Box$  No

If yes, please explain:

#### VOLUNTEER TERMS AND SIGNATURE

- I give Howard County Recreation & Parks permission to do a background check prior to my volunteer assignment. I understand
  that my volunteer service is contingent upon receiving satisfactory background check results if required for the position.
- I understand that I will not be paid as a volunteer.
- I understand that I will serve at the pleasure of the Appointing Authority of the Department/Agency (or their designee) and
  may be dismissed from my volunteer duties at any time, with or without cause. A volunteer may not be selected for volunteer
  service. This determination may be made with or without cause.
- I agree to perform the volunteer duties to which I am assigned to the best of my ability and in a professional manner.
- I understand that as a volunteer I am afforded liability protection with respect to damages to third parties to the same extent
  as county employees, as long as I am acting within the scope of my duties as a volunteer. Howard County assumes no liability
  for injury to me or damage to my personal property unless caused by the negligence of the County.
- On behalf of myself and/or my child, I understand that there are inherent dangers in any recreational activity or program such as slips, falls, and various athletic injuries related to sports and play. I/we hereby release and hold harmless Howard County, Maryland, its officials, agents and employees from liability or obligation arising from, or in connection with, myself/my child's volunteer activities.
- · Howard County Recreation & Parks reserves the right to photograph programs and volunteers for publicity purposes.
- Please visit www.howardcountymd.gov/rap to access the Volunteer Handbook.
- Please submit a copy of your photo ID to: volunteer@howardcountymd.gov or mail to Volunteer Programs, 7120 Oakland Mills Road, Columbia, MD 21046.
   (Driver's License, Passport, Government Issued ID, School ID)

I hereby certify that the information provided above is true and complete and I accept the terms and conditions of volunteering for Howard County Recreation & Parks.

Signature	of A	pplicant:	
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\_\_\_\_\_ Date:\_\_\_

Date:

If volunteer is under 18 years of age, a parent or guardian must consent to an applicant's working as a volunteer. I hereby consent to my child's participation in the Howard County Department of Recreation & Parks volunteer program.

Signature of Parent/Guardian:

Volunteer ID #:	Data Entry Initials:	Date Entered:	/
Coordinator/Supervisor Signature:		Date:	/



	ward Con REATION & P				
Volı	untee	re			
Date	Time In	Time Out	 Program/Dutie		Hour
Dute				-	
	L	L			
		<u> </u>			
		L			
		<u> </u>			
				TOTAL HOU	JRS WORKED:
lunteer	Signaturo			Data	
pervisor	's Signature			Date	

### C. Sample Volunteer Timecard, Paper Copy, Half Page

How:	ard Counts	<i>,</i>	MONTHLY VOLUNTEE	R ACTIVITY REPO	DRT	
	ard County				MonthYea	ır
Volu	nteers		r		Division	
Date	Time In	Time Out		Program/Duties		Hours
<u> </u>						<u> </u>
<b>—</b>						
<u> </u>						
<u> </u>						<u> </u>
					TOTAL HOURS WORK	ED:
Volunteer's	Signature _				Date	
Supervisor	s Signature _				Date	
	P	lease Return th	s by the 5 <sup>th</sup> of the Following Month	Copy- Volunteer File	Original- Volunteer Manager	



#### Department of Recreation and Parks BUREAU OF RECREATION & ADMINISTRATIVE SERVICES

#### JUNIOR COUNSELOR CORPS VOLUNTEER POSITION DESCRIPTION

<b>POSITION TITLE</b> :	Junior Counselor			
PROGRAM:	Junior Counselor Corp	S		
LOCATION:	Various camps throughout Howard County (Locations are subject to change. Notification will be sent out immediately.)			
PROGRAM HOURS:	Hours will vary depending on camp selection. Hours are generally as follows: (Some camps run Monday-Friday 9:00AM – 5:00PM. Space is extremely limited for extended day camps.)			
	Full-Day Camps Half-Day Camps	Monday-Friday Monday-Thursday	9:00 AM-3:00 PM 9:00 AM-Noon	

#### GOAL:

The Junior Counselor Corps is a summer youth program designed to provide an environment for teens to learn leadership skills by example, activities, and feedback. Under the immediate supervision of the camp staff, the Junior Counselor will assist with the daily operations of a summer camp to include assisting the camp staff in coordination and organizing recreational activities for camp participants.

#### **SUMMARY OF RESPONSIBILITES:**

Assist the Camp Director and staff in coordinating and organizing recreational activities for youth ranging in ages from pre-school to school age.

#### **DUTIES:**

Assist youth in recreational activities. Help to ensure the safety of camp participants at all times. Follow instructions efficiently and effectively. Take the initiative to assist camp staff in daily duties. Maintain a positive environment for program participants. Perform other duties as assigned.

#### **QUALIFICATIONS:**

Must be between 13-16 years of age or entering the 8<sup>th</sup> grade in the fall of 2014. Experience working with youth in areas such as baby-sitting, scouts, community groups, sports, or any other volunteer work is preferred, but not required.

#### WORK ENVIRONMENT:

Camp sites may be indoors, outdoors, or both. Camp activity schedules will vary depending upon camp selection. Some camps go on weekly field trips, excursions, and/or swimming trips. Anticipate varying types of weather and locations.

7120 Oakland Mills Road · Columbia, Maryland 21046-1677 · (410) 313-4704 · TTD 313-4665 · FAX 313-4646





# VOLUNTEER APPLICATION

### VOLUNTEER SIGN-IN/SIGN-OUT PERMISSION FORM (for volunteers age 8 and above)

The Howard County Department of Recreation & Parks requires that each volunteer be signed in and/or out by a parent/guardian or individual designated on the Volunteer Application Form.

By signing below, you give your child permission to sign themselves in and/or out of the program thus releasing Recreation & Parks from any liability. Program volunteers must sign in and/or out at the scheduled start and end times of the program. Any exceptions must be made in writing.

I understand that there are inherent risks when walking or biking to/from the program. By signing below, I hereby allow my child to sign himself/herself in and/or out of the program and agree to release Howard County, to indemnify and defend the County, and hold the County harmless from and against any and all claims, suits, damages, liabilities and expenses, including reasonable attorney's fees and the County's cost of defense, in connection with the loss of life, personal or bodily injury, and/or damage to or loss of property that arises from the participation of my child in this program, except to the extent that such loss, injury or damage is occasioned by the negligent act or omission of the County, its officers, agents or employees and not by negligence on the part of me or my child. I attest that I have reviewed and determined a safe route for my child to follow to and from the program location.

Date:
Location:
Age:
Date:





Volunteer Name:\_\_

(Please print full name)

Program/Class/Event Title:\_

Date: \_\_\_\_

1. Attitude	Exceeds Standards	Meets Standards	Does Not Meet Standards	Not Observed
	Stanuarus	Stanuarus	wieet Standards	Observed
A. Cheerful and friendly with everyone.				
B. Motivated and alert to new experiences.				
C. Cooperative attitude with all staff members.				
D. Displays patience and understanding with participants.				
E. Accepts supervision and constructive criticism.				
F. Respectfulness				

2. Contribution and Conduct	Exceeds	Meets	Does Not	Not
	Standards	Standards	Meet Standards	Observed
A. Adheres to Department's policies				
B. Shows initiative; desires to grow and learn				
C. Receptive to suggestions from others.				
D. Displays integrity				
E. Performs all required duties in a timely manner and without constant reminders.				
F. Enthusiastic; offers assistance				
G. Works well in a group setting.				
H. Follows instructions				
I. Leads when appropriate				
J. Conducts him/herself in professional manner				
K. Respects confidentiality				
L. Quality of work performed				

3. Reliability	Exceeds Standards	Meets Standards	Does Not Meet Standards	Not Observed
A. Reports on time to assigned location.	otunturuo	otunturuo	incer oranaardo	observed
B. Accepts responsibility for own actions.				
C. Manages time efficiently				

4. Appearance	Exceeds Standards	Meets Standards	Does Not Meet Standards	Not Observed
A. Presents a good personal appearance.				
B. Adheres to the Department dress code.				

## F. Sample Volunteer Evaluation Form, Back Page

ould you recommend for future	e volunteer opportunities or employment	? 🗆 Yes 🗆 No	
no, please explain:			
olunteer's Signature:		Date:	
pervisor's Signature:		Date:	



# **Minor Fact Sheet**

(Labor and Employment Article, Section 3-206, Annotated Code of Maryland)



APPYING FOR A WORK PERMIT Applications for work permits are accepted online at: www.dllr.state.md.us/childworkpermit. Steps: Minor completes required information online Prints work permit <u>TO BE VALID:</u> The Minor, the Minor's Parent/ Guardian, and the Employer must sign the permit	<ul> <li>NOTE TO EMPLOYERS</li> <li>A minor under the age of 14 is not permitted to work and may not be employed.</li> <li>Minors <u>14 through 17</u> years of age may <i>only</i> work with a work permit.</li> <li>The work permit must be in the employer's possession before the minor is permitted to work.</li> <li>Employers must keep the work permit on file for three years.</li> </ul>			
Permissible Hours of Employment	Non-Employment Activities			
All Minors: May not be employed or permitted to work more than five hours continuously without a non-working period of at least <sup>1</sup> / <sub>2</sub> hour. Minors 14—15:	Activities not considered employment if performed outside of the prescribed school day and the activity does not involve mining, manufacturing or hazardous occupations. The activities include: • Farm work performed on a farm.			
• 4 hours on any day when school is in session.	• Domestic work performed in or about a home.			
<ul> <li>8 hours on any day when school is not in session.</li> <li>23 hours in any week when school is in session for five days.</li> </ul>	• Work performed in a business owned or operated by a parent or one standing in the place of a parent.			
<ul> <li>40 hours in any week when school is not in session.</li> <li>May only work between the hours of 7:00am and 8:00pm.</li> <li>May work until 9:00pm from Memorial Day until Labor Day.</li> </ul>	• Work performed by non-paid volunteers, in a charitable or non- profit organization, employed with the written consent of a parent or one standing in the place of a parent.			
• The hours worked by a minor enrolled in a bona fide work- study or student-learner program when school is normally in session may not be counted towards the permissible hours of work prescribed above.	<ul> <li>Caddying on a golf course.</li> <li>Employment as an instructor on an instructional sailboat.</li> <li>Manufacturing of evergreen wreaths in or about a home.</li> </ul>			
Minors 16—17: May spend no more than 12 hours in a combination of school hours and work hours each day.	<ul> <li>Delivery of newspapers to the consumer.</li> <li>Work performed as a counselor, assistant counselor, or instructor in a youth camp certified under the Maryland Youth Camp Act.</li> </ul>			
Must be allowed at least eight consecutive hours of non-work, non-school time in each 24-hour period <b>Exemptions:</b> Exceptions to hours and occupations may be granted by the Commissioner of Labor and Industry. Applications for exceptions should be addressed to the Commissioner giving explicit details.	• Hazardous work performed by non-paid volunteers of a volunteer fire department or company or volunteer rescue squad who have completed or are taking a course of study relating to firefighting or rescue and who are 16 years of age or older.			
Special Permits Special permits may be issued to minors of any age to be employed as a model, performer, or entertainer. The applications and permits are available only from the Baltimore office of the Division of Labor and Industry (address below) or online at: www.dllr.state.md.us/labor/wages/empm.shtml.	<b>Federal Restrictions</b> Restrictions under the child labor provisions of the Federal Fair Labor Standards Act may be greater than State Standards. In all cases, the higher or more restrictive standard prevails. Information on Federal Standards is available from the Baltimore office (410) 962-6211 and the Hyattsville office (301) 436-6767 of the U.S. Department of Labor, Wage and Hour Division.			
For MORE INFORMATION CONTACT: Department of Labor, Licensing and Regulation Division of Labor and Industry—Employment Standards Service 1100 North Eutaw Street, Room 607 • Baltimore, MD 21201				

Telephone Number: (410) 767-2357 • Fax Number: (410) 333-7303 • E-mail: <u>dldiemploymentstandards-dllr@maryland.gov</u>



# **Minor Fact Sheet**

(Labor and Employment Article, Section 3-206, Annotated Code of Maryland)



OCCUPATIONS FORBIDDEN TO ALL MINORS Certain occupations are declared to be hazardous by the U.S. Secretary of Labor and have been adopted by reference by the Commissioner of Labor and Industry for the State of Maryland. All minors are forbidden to be employed at these occupations with certain exceptions.

• Occupations in or about plant or establishments containing	• Occupations in connection with mining, other than manufacturing
explosive components.	or storing explosives or articles coal.
• Occupations of motor-vehicle driver and outside helper.	• Occupations involving slaughtering, meat-packing or processing,
Coal-Mine occupations.	or rendering.
• Logging occupations and occupations in the operation of any sawmill, lath mill, shingle mill, or cooperage-stock mill.	• Occupations involved in the operation of certain power driven bakery machines.
• Occupations involved in the operation of power-driven woodworking machines.	• Occupations involved in the operation of certain powerdriven paper products machines.
• Occupations involving exposure to radioactive substances and to ionizing radiations.	• Occupations involved in the manufacture of brick, tile, and kin- dred products.
• Occupations involved in the operation of elevators and other power-driven hoisting apparatus.	• Occupations involved in the operation of circular saws, band saws, and guillotine shears.
<ul> <li>Occupations involved in the operation of power-driven metal forming, punching, and shearing machines.</li> </ul>	• Occupations involved in wrecking, demolition, and shipbreaking operations.
	Occupations involved in roofing operations
In addition to the hazardous occupations as declared by the U.S. Se the following occupations are forbidden to all minors:	ceretary of Labor and adopted by the Commissioner of Labor and Industry
Plact furnaces	• The manufacturing of dangerous or toxic chemicals or

• Blast furnaces.	• The manufacturing of dangerous or toxic chemicals or
• Docks or wharves, other than marinas where pleasure boats	compounds.
are sold or served.	• Cleaning, oiling or wiping of machinery.
• Pilots, firemen, or engineers on any vessel or boat engaged	• Any occupation forbidden by any local, state or federal law.
in commerce.	• Any occupation which after investigation by the Commissioner
Railroads.	is deemed injurious to the health and welfare of the minor.
• Erection and repair of electrical wires.	
• Any distillery where alcoholic beverages are manufactured,	
bottled, wrapped or packed.	

A minor may not be employed to transfer monetary funds in any amount between 8 p.m. and 8 a.m. or in any amount over \$100.00 between 8 a.m. and 8 p.m. unless that minor is the child of the owner or operator or the funds have been received in payment of goods or services delivered by the minor.

AREAS OF EMPLOYMENT RESTRICTED FOR MINORS 14 AND 15 YEARS OF AGE

brickyard

lumberyard

gases

- (1) Manufacturing, mechanical or processing occupations including occupations in workrooms, workplaces or storage areas where goods are manufactured or processed.
- (2) Operation, cleaning or adjusting of any power-driven machinery other than office machines.
- (3) Occupations in, about or in connection with (except office or sales work not performed on site):
  - scaffolding
    - acids
- -
- construction
- dyes
- 1ye
  - airports
- railroads
  - occupations causing dust or gases in injurious quantities
- boats engaged in navigation or commerce
- any occupation deemed injurious by the Commissioner after investigation.

Rev. 10/2016

# CONTACT

# Contact the Volunteer & Special Projects Team for questions or additional support.

Shawnté Berry, Volunteer Manager sberry@howardcountymd.gov or 410-313-4624 Kathy Kemp, Administrative Assistant kkemp@howardcountymd.gov or 410-313-4620 Linda DiPanfilo, Volunteer Coordinator Idipanfilo@howardcountymd.gov or 410-313-4704





HoCoParks APP

