



Volunteer Staff Handbook



Volunteer Services

Terry Park

3410 Palm Beach Blvd

Fort Myers, FL 33916

E-Mail: Volunteerservices@leegov.com

Welcome...

to the family of people devoted to providing the best programs, facilities, and events in Southwest Florida. By volunteering for Lee County Parks & Recreation, you will become an integral part of the mission of Lee County Parks & Recreation. We appreciate the efforts of each of our valuable volunteer staff.

Lee County Parks & Recreation has many worksites located all over Lee County from Boca Grande to Estero and Fort Myers Beach to Lehigh Acres.

Our Volunteer Staff needs are as unique as our volunteer staff.

Thank you in advance for all your hard work and dedication to Lee County Parks & Recreation. You make a difference in Lee County one hour at a time.

Parks Perks Program

Volunteer Services offers the Incentive Program by recording your hours of service according to the policy of your worksite. This will be based on the hours that are logged into the online volunteer system. Items may be ordered at any time. More information is located on our website www.leeparks.org/volunteers.

Please Note:

The Parks Perks Program is open to individual volunteers, not volunteers registered as a group.

Volunteer Staff Appreciation Annual Event

Every Spring Volunteer Services will host a special Volunteer Staff Annual Appreciation Event. This event is to thank you for all the hard work and dedication you give throughout the year.

Recording Hours/VOLGISTICS

Reporting hours is a very important role of being a volunteer. Hours are used regularly to support programs, justify staff positions, grants and so much more. You will need to log your hours online. Volgistics is our online volunteer database. You should have received an email from our Volgistics system with your username and password. This allows you to report hours, check news, and update your profile.

If you lose the link to report hours, you can always go to our website at www.leeparks.org/volunteers and click on POST HOURS.

Up-To-Date Information

Please keep our online volunteer system (Volgistics) updated with all your current information. If you change addresses, please let us know. If you are a seasonal volunteer and you provide us with your “away” address and dates you will be away, we will keep you informed of any updates that occur in your absence.

Training

Lee County Parks & Recreation and the Lee County Extension office will provide as much training and support as you need to feel comfortable in completing your service. Some positions require extensive training prior to starting your service. Other positions will provide an on-the-job training approach. Your Volunteer Supervisor will orient you to your worksite and provide volunteer training. Procedures regarding scheduling and recording hours will be explained by your Volunteer Supervisor. Training will allow you to meet other staff members and learn their roles. As a member of our valuable volunteer staff, you may attend any training offered to all staff by Lee County Parks & Recreation. Please discuss any training opportunities you may be interested in with your Volunteer Supervisor.

Conduct

By accepting a volunteer position with Lee County Parks & Recreation, we ask that you represent Lee County in a favorable way to the public by following the policies governing regular staff. We maintain a very high standard of service. Each worksite has specialized requirements that will be relayed to you by your Volunteer Supervisor during training. If you will be absent from your scheduled time, we ask that you notify your Volunteer Supervisor in advance. The dress code will be explained to you by your Volunteer Supervisor.

Evaluation

A volunteer evaluation may be completed at any time. This process is a two-way evaluation. The volunteer is asked for input as well as the Volunteer Supervisor. We find that our volunteers have some unique insights and offer very good suggestions. If you feel the need to confer with your Volunteer Supervisor about a problem or concern, you may request a conference. If you are having a problem that is difficult to discuss with your Volunteer Supervisor, the Volunteer Services Coordinator is available for conferences.

Leaving the Program

When you are ready to leave the program, for whatever reason, please contact your Volunteer Supervisor so we may close your file. We would require you to return any County property that has been given to you such as keys or vests.

Termination

Because we are a part of the Lee County Government, we have established criteria for dismissing volunteers. A volunteer will be terminated:

- Abuses confidentiality.
- Repeatedly fails to meet commitments to scheduled times.
- Disregards safety rules or endangers patrons.
- Uses alcohol or drugs on County property or at Parks & Recreation activities.
- Is rude, critical, or disrespectful to staff or undermines morale.
- Makes derogatory remarks or statements regarding sex, race, ethnicity, age, or religion.
- Acts in any way contrary to the best interests of Parks & Recreation.

It is the policy of the County that certain volunteer staff behavior standards are necessary for safe and efficient operation and for the benefit of all volunteer staff, employees and citizens served by the County. Conduct that interferes with operations, that is considered negative or detrimental to the mission or operation of the County or that, by community standards, is offensive to citizens, fellow volunteer staff or employees will not be tolerated, and may be subject to appropriate corrective action including termination.

At the time of termination, a volunteer will be asked to return name tags, vests, keys, etc. that belong to the County.

Lee County Harassment Policy

Lee County realizes the value of diversity among its staff and volunteers as a benefit to helping understand and meet the needs of its citizens. To that end, the County encourages its staff and volunteers to respect the differences of others. It is the policy of the Lee County Government to provide and maintain a work environment free from harassment. Lee County Government maintains a strict policy prohibiting harassment based upon race, sex, religious belief, color, national origin, ancestry, disability/handicap, age, or other category of persons protected by federal, state, or local law or ordinance or regulation. To report incidents of harassment or a pattern of prohibited conduct, contact your Volunteer Supervisor or the Volunteer Services Coordinator. All reports will be held in the strictest confidence. An investigation will be the responsibility of the Department of Human Resources.

Workers' Compensation for Volunteer Staff

Lee County Parks and Recreation Volunteers may be covered for medical benefits in case of accident or injury while volunteering under Lee County's Workers' Compensation Program. **Contact your volunteer supervisor immediately.**

Part I – If you are injured in a **WORK-RELATED ACCIDENT THAT IS NOT LIFE-THREATENING**, you must do the following:

1. Report the injury to your supervisor and/or manager immediately.
2. For all injuries that require more than just basic first aid, the injured employee should report to an authorized treatment facility. An updated list can be found on the Risk intranet site:
 - a. Authorization for treatment must be obtained prior to treatment. Authorization can be obtained through emailing risk@leegov.com.
 - b. Any additional medical treatment, such as transfers of care to a specialist, would require authorization from your Workers' Compensation Adjuster.
 - c. Prescriptions given to an injured employee by an authorized physician can be filled at any local pharmacy. Employees can use the "Prescription Program for Work-Related Injuries" form in order to obtain prescriptions. Employees may be required to provide receipts for financial reimbursement.
3. Complete an "Employee Injury-Illness Report" form and email to risk@leegov.com and lcprrisk@leegov.com or fax a copy to Risk Management at 888-242-3233 within 24 hours. The original can be followed by inter-office mail.
4. Employee shall do the following:
 - a. Attend all scheduled appointments with authorized workers' compensation physician(s).
 - b. Follow all instructions given to them by the authorized workers' compensation physician(s).
 - c. Contact your Workers' Compensation Adjuster and/or Risk Management with concerns about their claim.

Part II – **WORK-RELATED INJURY THAT OCCURS AFTER HOURS, WEEKENDS, OR HOLIDAYS**, which is **NOT LIFE-THREATENING** , you must do the following:

1. Report the injury to your supervisor and/or manager immediately.
2. Follow the steps above in Part I.

Part III – **WORK-RELATED INJURY THAT IS LIFE-THREATENING AND REQUIRES IMMEDIATE Medical Attention, immediately CALL 9-1-1:**

1. Immediately report the injury to your supervisor and/or manager.
2. Ask a representative from the hospital to call Risk Management 239-533-0835.
3. Follow the steps above in Part I.

Authorized Treatment Facilities
(as of 7/2021)

**Lee Convenient Care
Fort Myers**

239-343-9800
4771 S Cleveland Ave,
Fort Myers, FL 33907

**Lee Convenient Care
Cape Coral**

239-424-1655
1682 NE Pine Island Rd,
Cape Coral, FL 33909

**Lee Convenient Care
Metro Pkwy**

239-343-0490
13340 Metro Pkwy Suite 100,
Fort Myers, FL 33966

**Bonita Community
Health Center**

239-949-1050
3501 Health Center Blvd,
Bonita Springs, FL 34135

Thank You!

**Lee County
Parks & Recreation
Volunteer Staff are
making a difference
one hour at a time!**