

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

Rev. 1/2014
Lee County Parks and Recreation,
Volunteer Services
3410 Palm Beach Blvd.
Fort Myers, FL 33916
Phone: 239-533-7422

Volunteer Staff Handbook



**"Lee County Parks & Recreation...
THE NATURAL PLACE TO PLAY"**



Welcome...

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

Lee County Parks and 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 volunteers staff.

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

Volunteer Services administers the volunteer program. Volunteer Services collects the volunteer service hours quarterly from each worksite. The Volunteer Incentive Program is also handled by Volunteer Services. Any questions about our Program should be directed to the Volunteer Services Coordinator located at Lee County's Parks and Recreation Terry Park.

Volunteer Services

Phone: (239) 533-7422

Fax: (239) 485-2300

E-Mail: kcahill@leegov.com

Terry Park
3410 Palm Beach Blvd
Fort Myers, FL 33916

Termination

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

- 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 a Parks and Recreation activities.
- Is rude, critical or disrespectful of 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 and 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 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 Job Supervisor or the Volunteer Services Coordinator within 15 days of the incident(s). All reports will be held in the strictest confidence. An investigation will be the responsibility of the Department of Human Resources. If you have questions please contact the Volunteer Services Coordinator.

Conduct

By accepting a volunteer position with Lee County Parks and 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 Job Supervisor during training. If you will be absent from your scheduled time, we ask that you notify your Job Supervisor in advance. Dress code will be explained to you by your Job 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 Job Supervisor. We find that our volunteers have some unique insights and offer very good suggestions.

If you feel the need to confer with your Job Supervisor about a problem or concern, you may request a conference. If you are having a problem that is difficult to discuss with your Job 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 Job Supervisor so we may close your file. Return any County property that has been given to you such as keys or vests.

Up-To-Date Information

On the Registration Form you were asked to provide an Emergency Contact. If that name and/or phone number changes, please relay the new information to Volunteer Services as well as your Job Supervisor.

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, and we will be able to continue to send the newsletter to you.

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.

Index

Training.....	4
Incentive Program.....	4
Newsletter.....	4
Volunteer Appreciation event.....	4
Worker’s Compensation policy.....	5
Recording Hours.....	5
Conduct.....	6
Evaluation.....	6
Leaving the Program.....	6
Up-To-Date Information.....	6
Termination.....	7
Harassment Policy.....	7

Training

Lee County Parks and 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 Job Supervisor will orient you to your worksite and provide job training. Procedures regarding scheduling and recording hours will be explained by your Job 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 and Recreation. Please discuss any training opportunities you may be interested in with your Job Supervisor.

Incentive Program

Volunteer Services offers the Incentive Program by recording your hours of service according to the policy of your worksite. These hours are collected quarterly by Volunteer Services, and items may be ordered at any time. There is a complete package of information that you will receive after registering as a volunteer. If you do not receive this package, please call Volunteer Services to request one.

Please Note:

The Incentive Program is open to individual volunteers, not volunteers registered as a group. Annually Parks and Recreation invites all our individually registered volunteers and registered group members to a special recognition event. The event is usually held in the Spring. We believe in showing our appreciation for the contribution of our volunteer staff.

Recording Hours

Each worksite sets policies for recording service hours. Ask your Job Supervisor about his/her policy. As a volunteer, you will need to record your hours accurately. Lee County is very interested in collecting the number of hours our volunteers contribute each year. These statistics are used for many positive purposes such as grants, position justification, success of a park or program and more. Please record all your Parks and Recreation volunteer hours according to the policy of your worksite.

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. If you have questions please call Volunteer Services at 239-432-2159 or 239-707-0876 cell.

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

1. Report the injury to your supervisor or manager immediately.
2. For all injuries that require more than just basic first aid, the injured employee should report to:

Lee Convenient Care Central
239-343-9800

Urgent Care of Southwest Florida - Cape Coral
239-333-3333

Urgent Care of Southwest Florida - Estero
239-333-2273

- A. Authorization for treatment must be obtained prior to treatment. Authorization can be obtained through Risk Management 239-533-2309/2310 or through Employee Health Services 239-533-2067.
 - 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 injured employee by authorized physicians can be filled at any local pharmacy. Employees can use the "Prescription Program for Work Related Injuries" form in order to obtain prescriptions or employees are may be required to secure receipts for reimbursement.
3. Complete an "Employee Injury-Illness Report" form and fax a copy to Risk Management at 239-485-2154 and Employee Health Services at 239-485-2094 within 24 hours. The original can follow by inter-office mail.
 4. Employee shall do the following:
 - a. Attend all scheduled appointments with authorized workers' compensation physicians.
 - b. Follow all instructions given to them by the authorized workers' compensation physicians.
 - 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 TREATNING**, you must do the following:

1. Report the injury to your supervisor or manager immediately.
2. Follow steps 2b-2c, step 3, and step 4 in Part I.

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

1. Immediately report the injury to your supervisor or manager.
2. Ask a representative from the hospital to call Risk Management at 239-533-2309 or 239-533-2310 or Employee Health Services at 239-533-2067.
3. Follow steps 2a-2c, step 3, and step 4 in Part I.