



NATIONAL GOLD MEDAL WINNER
**BISMARCK PARKS AND
RECREATION DISTRICT**
Est. 1927

Volunteer Handbook



November 2022

Bismarck Parks and Recreation District Volunteer Handbook

Bismarck Parks and Recreation District (BPRD) vision statement is to “Be the leader and premier provider of public parks, programs, facilities and leisure services.”

General Volunteer

Utilization of Volunteers

- BPRD is best served by the active participation of its residents in all aspects of community life. Through involvement in civic, environmental, and special event activities, as well as recreation, residents of all ages learn more about their community while forming strong bonds with one another. To this end, the BPRD accepts and encourages the involvement of volunteers within all appropriate programs and activities. Staff members, as well as others in leadership roles, are encouraged to assist in the creation of meaningful and productive roles for volunteers.
 - A “volunteer” is anyone who, without compensation, performs a task at the direction of and on behalf of the BPRD. Volunteers shall not be considered employees of BPRD.

Purpose of Volunteer Procedures

- The purpose of these procedures is to provide overall guidance, structure and direction to staff and volunteers throughout the volunteer process. These procedures do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. BPRD reserves the right to change any of these procedures at any time and to expect adherence to the changed procedures.
 - Scope of Volunteer Policies - Unless specifically stated, these procedures apply to all volunteers in programs and projects undertaken on behalf of the BPRD, and to all sites of operation of the BPRD.

Volunteer Roles

- Volunteers may be utilized in many facets of BPRD. Examples include:
 - Program Volunteers – BPRD relies on volunteers to assist with a variety of programs including youth group sports such as basketball, volleyball, flag football, etc. as well as the Safety Village program.
 - Special Event Volunteers – BPRD relies on volunteers to assist with special events such as the Halloween Party, Santa hotline, and others. BPRD also hosts a number of sporting tournaments which would not be possible without dedicated volunteers to serve on the local organizing committees.
 - Player Assistants – Player Assistants work to ensure that golfers abide by the rules and policies set forth by Riverwood, Tom O’Leary, and Pebble Creek Golf Courses and Bismarck Parks and Recreation District. For example, they patrol the course backwards (18 through 1), checking, scanning, and watching for issues with pace of play, abuse to the golf course, issues with garbage, unraked bunkers, large amounts of divots in areas and more.
 - Group Volunteer Events – BPRD may be able to provide team building volunteer opportunities for organizations, corporations, and civic groups. Park clean-ups, trail building, minor construction and planting native vegetation are just some of the rewarding activities for our group volunteers.

- Day Volunteer - Day volunteers have time during their day to come and assist with all types of activities and tasks such as tilling the horse arena, maintaining the off-road/mountain bike trails, and trash pick-up.

Safety and Welfare of Volunteers

- Of paramount importance is the safety and welfare of volunteers. Accepted common sense standards of behavior will be outlined prior to the performance of volunteer tasks/assignments. In the event of an injury, appropriate first aid is to be given, and the supervisor is to immediately complete an initial accident/incident report and submit a copy to their supervisor. Access to telephone communication should be available at all events. Volunteers under the age of 18 will not be allowed to operate power tools or drive vehicles when volunteering with the BPRD.

Evaluation of Volunteer Program

- The program coordinator will conduct an annual evaluation of the volunteers upon completion of their services.

Rights and Responsibilities

- Relationship Between Volunteers and BPRD - Volunteers are viewed as a valuable resource to the BPRD and its staff. Volunteers will be given meaningful assignments, be treated as respected co-workers, effective supervision, appropriate involvement, and participation, and receive recognition for work done. In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the goals and procedures of the BPRD.

Work Site

- The supervisor shall establish an appropriate worksite. This worksite shall contain necessary facilities, equipment, and space to enable the volunteer to effectively and comfortably perform his or her duties.

Dress Code

- As representatives of the BPRD, volunteers, when warranted, are responsible for presenting a good image to clients and to the community. Volunteers shall dress appropriately for the conditions and performance of their duties. BPRD may provide shirts to be worn in some circumstances.

Absenteeism

- Volunteers are expected to perform their duties on a regularly scheduled and timely basis. If expecting to be absent from a scheduled duty, volunteers shall inform the supervising staff member as far in advance as possible so that alternative arrangements may be made.

Right to Reject Services/Termination

- BPRD reserves the right to limit the use of volunteers, adjust the hours of any volunteer or to reject services as it, in its sole discretion, deems fit, in order to best achieve its public purpose. Participation in any volunteer position of BPRD shall be open to any individual and no individual shall be discrimination on the basis of race, color, national origin, age, religion, sex, physical or mental disability, or status with respect to marriage or public assistance. Grounds for rejecting services may include, but are not limited to: unsatisfactory background check, gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of

property, misuse of BPRD equipment or materials, mistreatment of clients or co-workers, failure to abide by BPRD policies and procedures, failure to meet the standards of performance relating to the essential functions of the volunteer position, and/or failure to satisfactorily perform assigned duties.

Resignation

- Volunteers may resign from volunteer service with BPRD at any time. It is requested that volunteers who intend to resign provide advance notice of departure to the supervisor.

Recruitment and Training of Volunteers

Recruitment

- Volunteers shall be recruited by the BPRD on a pro-active basis, with the intent of broadening and expanding the volunteer involvement of the community. Volunteers shall be recruited without discrimination on the basis of race, color, national origin, age, religion, sex, physical or mental disability, or status with respect to marriage or public assistance. Volunteers under the age of 18 will not be allowed to operate power tools or drive vehicles.

Paperwork

- Where volunteers are to be placed in direct contact with at-risk clients, such as those working with children under the age of 18, developmentally disabled persons, the frail, or the elderly, additional screening procedures will be instituted. These procedures may include background checks as outlined in the Human Resource Policy and Procedure Handbook. These checks will be conducted on new program volunteers and those who have not volunteered or been employed within the last 6 months. Special event and group volunteers who are volunteering for a certain event or a one-time group experience do not need to complete this paperwork.

Placement

- Volunteers should be provided with a description of general volunteer duties so there is solid understanding of the expectations of their service.

Orientation

- Volunteers will receive a general orientation on the nature and operation of the volunteer program and a specific orientation on the purposes and requirements of the volunteer work.

On-the-Job Training

- BPRD will provide adequate instruction and, where necessary, training to ensure volunteers perform tasks properly and safely, and provide individual volunteers with adequate knowledge of BPRD rules and requirements.

Supervision and Evaluation of Volunteers

Supervision of Volunteers

- Each volunteer with the BPRD must have a clearly identified supervisor who is responsible for direct management of that volunteer. This supervisor may be a staff person, a trained adult volunteer, or other designated person. This supervisor shall be responsible for day-to-day management and guidance of the work of the volunteer and shall be available to the volunteer for consultation and assistance. An adult must supervise minors under the age of eighteen.

Volunteer/Staff Relationships

- Volunteers and staff are considered to be partners in implementing the mission and programs of BPRD, with each having a complementary role to play. It is essential for the proper operation of this relationship that each partner understands and respects the needs and abilities of the other.

Staff Involvement in Volunteer Evaluation

- Supervising staff may be involved in evaluation and work assignments of volunteers with whom they are connected.

Lines of Communication

- Volunteers are entitled to all information pertinent to the performance of their work assignments except that information which BPRD deems to be confidential. Lines of communication operate in both directions and exist both formally and informally. Volunteers should be consulted regarding decisions that would substantially affect the performance of their duties.

Standards of Performance

- Standards of performance may be established for on-going volunteer positions. These standards may list the work to be done in that position, measurable indicators of whether the work was accomplished and appropriate timelines for accomplishment of the work.

Access to BPRD Property and Materials

- As appropriate, volunteers shall have access to BPRD property and materials necessary to fulfill their duties and shall receive training in the operation of any equipment. Under no circumstances shall a volunteer under the age of 18 years old operate any power tools or BPRD vehicles.
- Insurance liability and accident insurance is provided for all volunteers engaged in volunteer work with the BPRD.

Volunteer Recognition

Recognition

- Staff responsible for volunteer supervision are encouraged to undertake on-going methods of recognition of volunteer service on a regular basis throughout the year.

Reviewed and approved by the BPRD Executive Team November 2022.

This document can be found on the BPRD website at <https://www.bisparks.org/programs/youth-programs/volunteers/>