VOLUNTEER MANAGEMENT MANUAL

CITY OF FARMINGTON
DEPARTMENT OF:
PARKS, RECREATION, AND CULTURAL AFFAIRS

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Introduction

The Parks, Recreation & Cultural Affairs Department of the City of Farmington, New Mexico, is the second largest department within the municipal government with 10 divisions, 1,859 acres of parkland, 343 total employees – 102 full time and 241 seasonal or temporary employees. The Department was established on June 28, 1955 by Ordinance No. 266.

Under the leadership of Director, Cory Styron, the Parks, Recreation and Cultural Affairs Department is thoroughly dedicated to providing the unique opportunity for citizens to play, to laugh, to grow, to learn and to engage in enriching their quality of life through a green environment. The Department recognizes consistency and fairness, service and integrity, loyalty and respect. As the **Department of Fun**, we firmly believe that ***"Our Work is Your Play."*** The Department provides a quality of life second to none within the State of New Mexico and the surrounding Four Corners Area and serves approximately 625,220 guests and participants annually.

Farmington is a diverse and bustling business community of 40,563 residents and home to one of the top 10 municipal golf courses in the United States, as well as a state-of-the-art aquatics center, a 1200 seat performing arts theater, an outdoor theater, a trail system along the banks of the Animas River in Berg Park, home of the Connie Mack World Series and offers countless opportunities for having fun.

Included within the Department are the following divisions:

Administrative Headquarters
- Administration
- Farmington Clean and Beautiful
- Landscape Architect
- Marketing

Sandstone Productions

Animal Shelter
- Park Rangers

Aquatics
- Brookside Pool – (Outdoors)
- Farmington Aquatic Center
- Lions Pool – (Indoors)

Civic Center
- Conference and Convention Center
- Performing Arts Theatre

Golf
- Piñon Hills Golf Course
- Civitan Golf Course – Par 3

Museum System
- Farmington Museum
- E3 Children's Museum and Science Center
- Harvest Grove Farm Exhibit Barn
- Riverside Nature Center

Parks Operations
- Athletic Fields
- Medians
- Playgrounds
- Trail Systems

Recreation
- Farmington Recreation Center
- Sycamore Park Community Center

Senior Citizens
- Bonnie Dallas Senior Center
- Senior Center Annex
- Senior Activity Center

Farmington Indian Center

Welcome

The City of Farmington's Department of Parks, Recreation, and Cultural Affairs (PRCA) welcomes you as a volunteer and wants your association with the volunteer program to be a satisfying experience. This volunteer management manual is designed to acquaint you with the many facets of the PRCA and serve as a guide to PRCA policies and procedures.

As you master the responsibilities of your specific volunteer assignment feel free to ask questions. Our staff is happy to assist you. It is your commitment and that of volunteers like you that allows PRCA to effectively serve the community.

PRCA Mission

The Parks, Recreation, and Cultural Affairs Department is dedicated to providing the opportunity for people to play, to laugh, to grow, to learn, and to engage in enriching their quality of life. Our department practices: Consistency and Fairness; Service and Integrity; and Loyalty and Respect. As the Department of Fun we believe that, 'Our Work is Your Play'.

PRCA Code of Ethics

As team members of the Department of Parks, Recreation, and Cultural Affairs, we will make daily professional decisions which support the mission and vision of our Department and of our Division. In doing so we will be guided by the following code of ethics:

Play, Work, and, Live Safely

The Parks, Recreation, and Cultural Affairs Department practices safety first! We strive to perform the duties of our position with the highest degree of professionalism and safety, so that our employees and our community can play, work, and live safely.

Routinely Provide Consistency and Fairness

We commit to the highest ideals in the stewardship of the communities needs through appropriate and well-organized programs; equitable and unbiased policies and procedures; and courteous and accurate customer service.

Continually Focus on Service and Integrity

We will exercise prudence and integrity in managing public funds and property. We will strive for professional excellence by maintaining and enhancing professional knowledge, skills, and abilities.

Act with Loyalty and Respect

We will follow through on our commitments to our community. We will make decisions at the level closest to the customers whenever possible and take responsibility for our actions. We will achieve the results stated in our performance plans and budgets, and take pride in a job well-done.

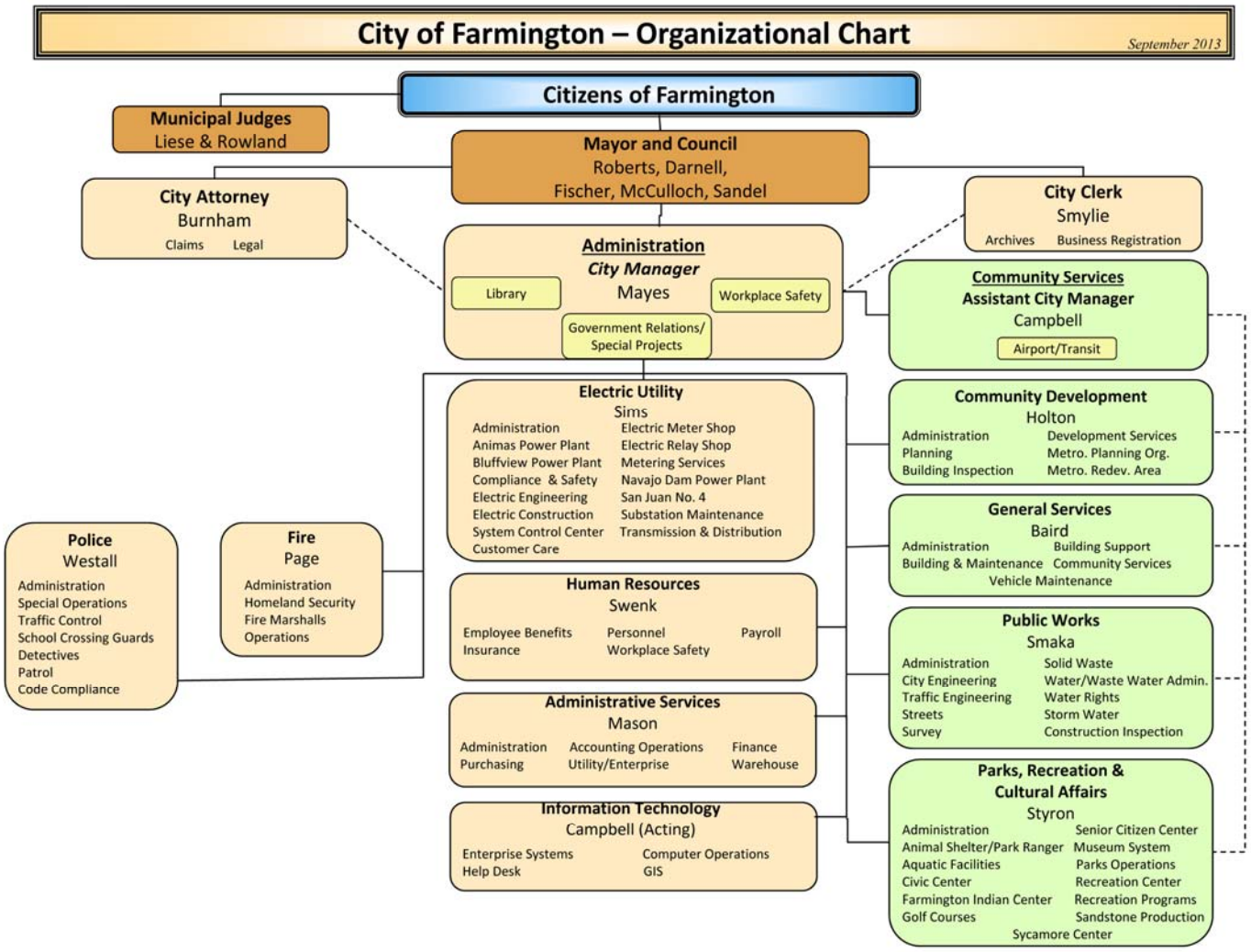
Volunteer Program Mission

The mission of the City of Farmington's Parks, Recreation, and Cultural Affairs Department Volunteer Program is to promote a mutually rewarding relationship between volunteers who offer their talents, their skills, and their time and staff who support them in their efforts to cooperatively foster stewardship of our parks, our facilities, our special events, and our programs.

Goals

The primary goals of the volunteer program are to:

1. Actively promote, recruit, orient, and train effective volunteers who will enrich visitor experiences by providing assistance and information about the department of Parks, Recreation and Cultural Affairs.
2. Foster and build relationships with community and non-profit agencies.
3. Evaluate the on-going effectiveness of the Department's volunteer program using internal and external evaluation strategies.
4. Identify growth opportunities that enhance and strengthen the volunteer program in order to proactively meet the Department's increasing volunteer needs.


City of Farmington – Organizational Chart
September 2013
Citizens of Farmington
Municipal Judges
Liese & Rowland
Mayor and Council
Roberts, Darnell,
Fischer, McCulloch, Sandel
City Attorney
Burnham
Claims
Legal
City Clerk
Smylie
Archives
Business Registration
Administration
City Manager
Mayes
Library
Workplace Safety
Government Relations/
Special Projects
Community Services
Assistant City Manager
Campbell
Airport/Transit
Electric Utility
Sims
Administration
Animas Power Plant
Bluffview Power Plant
Compliance & Safety
Electric Engineering
Electric Construction
System Control Center
Customer Care
Electric Meter Shop
Electric Relay Shop
Metering Services
Navajo Dam Power Plant
San Juan No. 4
Substation Maintenance
Transmission & Distribution
Community Development
Holton
Administration
Planning
Building Inspection
Development Services
Metro. Planning Org.
Metro. Redev. Area
Police
Westall
Administration
Special Operations
Traffic Control
School Crossing Guards
Detectives
Patrol
Code Compliance
Fire
Page
Administration
Homeland Security
Fire Marshalls
Operations
General Services
Baird
Administration
Building & Maintenance
Building Support
Community Services
Vehicle Maintenance
Human Resources
Swenk
Employee Benefits
Insurance
Personnel
Workplace Safety
Payroll
Public Works
Smaka
Administration
City Engineering
Traffic Engineering
Streets
Survey
Solid Waste
Water/Waste Water Admin.
Water Rights
Storm Water
Construction Inspection
Administrative Services
Mason
Administration
Purchasing
Accounting Operations
Utility/Enterprise
Finance
Warehouse
Information Technology
Campbell (Acting)
Enterprise Systems
Help Desk
Computer Operations
GIS
Parks, Recreation &
Cultural Affairs
Styron
Administration
Animal Shelter/Park Ranger
Aquatic Facilities
Civic Center
Farmington Indian Center
Golf Courses
Senior Citizen Center
Museum System
Parks Operations
Recreation Center
Recreation Programs
Sandstone Production
Sycamore Center

Parks, Recreation, and Cultural Affairs Department Phone Directory

Administration	**Phone**	**E-mail**
Cory Styron	599-1402	cstyron@fmtn.org
Shawn Lyle	599-1140	slyle@fmtn.org
Shaña Reeves	599-1182	sreeves@fmtn.org
Animal Shelter		
Samantha Embry	599-1080	sembry@fmtn.org
Aquatics Division		
Lynsay Reinhardt	599-1162	lreinhardt@fmtn.org
Shjan Sanisya-Spencer	566-2251	ssanisya-spencer@fmtn.org
Bonnie Dallas Senior Center		
Judi Zeigler	566-2258	jzeigler@fmtn.org
Stephen Dick	599-1380	sdickl@fmtn.org
Civic Center		
Norman Redhair	599-1151	nredhaird@fmtn.org
Farmington Indian Center		
Myra Newman	327-6296	mnewman@fmtn.org
Farmington Clean & Beautiful		
Debra Homer	599-1426	dhomer@fmtn.org
Golf		
Chris Jones	599-1066	cjones@fmtn.org
Museums		
Kandy LeMoine	599-1180	klemonine@fmtn.org
Parks Operations		
Roger Drayer	599-1405	rdrayer@fmtn.org
Linda Harris	599-1181	lharris@fmtn.org
Recreation Center		
Leslie Mueller	566-2261	lmueller@fmtn.org
Krystle Chiquito	599-1184	kchiquito@fmtn.org
Sycamore Park Community Center		
Natalie Spruell	566-2481	nspruell@fmtn.org
Vonna Victor	566-2482	vvictor@fmtn.org

Emergency Phone Numbers & Procedures

When calling 911:

- From a City extension phone line, dial 9-911.
- State the location name and address.
- State your name.
- State the nature of the emergency.
- Remain on the line until the 911 Dispatch Operator tells you to hang up.
- Follow 911 Dispatch Operator instructions.
- Contact the a staff person as soon as possible.
- Each divison in the department is furnished a plan to follow if there is a fire, disaster, or bomb threat. All must become thoroughly familiar with these plans.

VOLUNTEER POLICIES

Recruitment

Volunteers are recruited through marketing for specific agency needs.

Application

It is the policy of the City of Farmington's Department of Parks, Recreation, and Cultural Affairs to consider candidates for volunteer service based on qualifications for specific volunteer jobs within the divisions of the department without regard to race, color, religion, sex, national origin, age, disability, or any other legally protected status.

Completion of the Parks, Recreation, and Cultural Affairs Volunteer Candidate Information and background check form is required before applicants can be considered for volunteer service. Candidates who are authorized for volunteer service through the background check process will be photographed and issued a photo identification badge.

The first contact with the Parks, Recreation, and Cultural Affairs Department is through the Administration staff members who collect volunteer applications for PRCA divisions based on volunteers choice and division needs. Applications can also be submitted to divisions. The volunteer applications are submitted to Human Resources for background checks. Divisions should also screen applications and give careful consideration to experience, skill, aptitude, reliability, and character of applicants. Those who coordinate volunteers at each division make the final decision regarding volunteer assignments after the background check is cleared by Human Resources.

Background Check

A criminal records background check is required for applicants who wish to volunteer with the department of Parks, Recreation, and Cultural Affairs.

Interviewing

All volunteers must be interviewed by a staff member who coordinators volunteers for their division before any volunteer service is assigned. Support person(s) who will be working with the volunteer may also join the interview process and particpate in the final decision regarding volunteer assignment. The interview will determine volunteer interests and skills, and appraise volunteers of agency needs. The interview must be in person and preferably include the support person(s) who will be working with the volunteer.

Placement

Volunteer interests and desires and agency needs must be weighed in the interview process to insure the best match possible. When possible, the volunteer will have the final say in determining which volunteer position best fits his/her needs.

Volunteer Position Acceptance

The applicant will be notified of their acceptance as a volunteer when the background check is completed and cleared by the Human Resource Department.

Photo Identification Badge

Volunteers receive a photo identification badge from the City of Farmington's Human Resource Department. Volunteers wear their identification badge only while on volunteer duty for the City of Farmington. There is a $5.00 replacement fee for lost badges.

Orientation

All volunteers receive orientation. The orientation consists of an introduction to the City of Farmington's Parks, Recreation, and Cultural Affairs Department, orientation to specific divsions, and the department policies and procedures for volunteers.

Training

Orientation and some training is provided by staff members who coordinate volunteers for their division. Training may require the volunteer to shadow or work with staff or another volunteer until the volunteer is confident performing the duties alone. Training may also require specialized personnel to instruct and supervise the volunteer in the particulars of their assignment. Additionally, training may require the volunteer to do extensive reading, research and observation to perform the goals of the job.

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 a support person, a qualified volunteer, or by a staff member who coordinates volunteers for their division.

Position Description

Volunteers receive a written position description and volunteer management manual outlining the policies and procedures of the Parks, Recreation, and Cultural Affairs Department. The position description includes a description of the qualifications and responsibilities of the position, a designated support person, and work site. Every effort is made to place volunteers in an assignment matching their abilities and interests.

Assignment

You are considered on an official assignment when the volunteer coordinator has requested that you provide a service. It is important to remember that only the volunteer coordinator for a division of the PRCA department can make official assignments.

Scheduling

Schedules are provided by the divison's volunteer coordinator. Volunteers are encouraged to review their schedules frequently. If a volunteer is unable to fullfill their shift, they should notify the appropriate volunteer coordinator using the PRCA Deparmtment Phone Directory on page 7 of this manual, as far in advance as possible.

Record Keeping

Records will be maintained on each volunteer including application, monthly hours, calendar year hours, total hours of service to date, dates of service, positions held, duties completed, and awards received. Volunteers are entitled access to the record by submitting a request to their support person on staff. Volunteer personnel records are confidential.

Volunteer Time Sheet

Each of the volunteer facilities provide a method of recording hours of service. All volunteers are encouraged to record their hours. A record of volunteer participation is important for budgeting and scheduling purposes.

References (For Jobs)

Many employers recognize volunteer work as valid job experience. This can be very useful in obtaining paid employment, however, all reference requests should be directed to the City of Farmington's Human Resource Department. City personnel are prohibited from giving professional or personal references.

Volunteer Standards

Punctuality:
Arrive on time for your shift.

Dependability:
To coordinate a functional and reliable schedule all volunteers are asked to make a time commitment. If an unforeseen emergency arises, please notify the support person with whom you are working.

Appearance:
Neatness and cleanliness are a must. Dress code is decided by division support person and the requirements of the assignment.

Attitude:
A pleasant and professional attitude is important. The public is to be treated with the utmost respect. Sincere concern and friendly interest characterize staff dealings with the public.

Desire to Learn:
A volunteer should be open to new ideas and information. Resource materials to help volunteers better serve the public will be made available to you.

Ability and Willingness to Help:
Volunteers are a large part of our organization and possess a wide variety of skills and interests. Among them are an interest in helping people, an ability to communicate effectively, a desire to meet new people, an interest and appreciation for our local history and cultures, a desire to learn new things, a talent for making visitors feel welcome, and an ability to assist the staff with additional tasks as assigned.

Access to Program Property & Materials

As appropriate, volunteers shall have access to agency materials necessary to fulfill their duties, and shall receive training in the operation of any equipment. Property and materials shall be used only when directly required for agency purposes. This policy does not include access to and use of agency vehicles.

Non-Discrimination

It is the policy of the department of Parks, Recreation, and Cultural affairs to provide an workplace free of discrimination or harassment in programs, activities, or employment based on race, color, sex, sexual preference, marital or parental status, religion, national origin, age, mental or physical disability, Vietnam era or Veteran status.

By law a government agency cannot practice any form of discrimination. Paid staff and volunteers must treat people with dignity and respect.

Volunteers with Disabilities

The City of Farmington's Department of Parks, Recreation, and Cultural Affairs welcomes volunteers with disabilities. The Parks, Recreation, and Cultural Affairs Department complies with the Americans with Disabilities Act. For safety considerations, please list medical or physical conditions if you require special placement so we may accommodate your needs.

Non-occupational Disability

Medical services for non-occupational illness or injury are the responsibility of the volunteer and his/her personal physician.

Volunteer Support

You will be assigned to work with volunteers or staff members who will provide supervision and on-the-job training. Each volunteer has a support person who is responsible for day-to-day support and guidance of your work.

Volunteers as Volunteer Supervisors

A volunteer may act as a support person for other volunteers after appropriate training for the position has been completed.

Volunteer/Staff Relationships

Volunteers and staff are partners in fulfilling the mission and programs of the Parks, Recreation, and Cultural Affairs Department. Each has an equal but complementary role to play. Volunteers do not replace paid staff, but donate their time and skills to supplement services provided by staff. Recognition of volunteers is a staff responsibility.

Program Coordination

Staff who provide support for volunteers will inform the volunteer coordinator of any substantial change in the work or status of a volunteer.

Limitations on Service

Volunteers serve the Parks, Recreation, and Cultural Affairs Department at the sole discretion of the agency. Volunteers may leave the Parks, Recreation, and Cultural Affairs volunteer program at any time.

Age Limitation

The minimum age for volunteers is at the discretion of each divison's volunteer coordinator. Volunteers under a certain age may be required to have a parent or guardian serve with them while volunteering. Volunteers under the age of 18 are not allowed to work with equipment prohibited by state law. Volunteers under the age of 18 will not be issued a badge.

Recruitment of Minors

Volunteers under the age of 18 must have the written consent of a parent or guardian before volunteering. The volunteer duties assigned to a minor will comply with all appropriate laws and regulations on child labor.

Volunteers with Children

Volunteers may bring a child with them on their shift, if it is permitted by that division and position, if it does not limit their ability to complete their duties, and if their volunteer coordinator has given prior approval. Children must remain under the volunteer's supervision at all times and are not allowed to roam during the shift or affect service. They must abide by the same standards that we have for volunteers and staff.

Employee Volunteers

The Parks, Recreation, and Cultural Affairs Department does accept paid staff as volunteers. This volunteering must be done outside normal work hours and must not be done as a requirement of employment. Family of staff may volunteer with the Parks, Recreation, and Cultural Affairs Department, but may not be supervised by a family member.

Accident Reports

If a volunteer is injured at work, the accident should be reported immediately to the volunteer coordinator, a support person, and/or a staff member. An accident report must be completed within 24 hours. Volunteers involved in vehicle accidents will contact the police and then their volunteer coordinator in case it disrupts their scheduled volunteer work.

Volunteer Tax Deductible Expenses

Volunteers who itemize income taxes can deduct some expenses:

- Mileage can be calculated at the organization's rate or the actual cost of gas. Ask your volunteer coordinator for the rate.
- Travel expenses can be deducted if the volunteer attends a meeting as a representative of the volunteer organization.
- The cost of special uniforms needed for the volunteer work or supplies purchased for the volunteer work.
- Telephone bills for calls made concerning volunteer work.
- Non-cash contributions of property, such as clothing or household items.
- Out-of-pocket expenses incurred during volunteering that are not reimbursed. Volunteers must itemize expenses.

Volunteers should keep records of their expenses, including the name of the organization for which they volunteer and the details of the contribution.

Absenteeism

Please observe the following policies:

- If a volunteer is unable to come in for a scheduled shift, a support person or volunteer coordinator should be notified as soon as possible.
- If a volunteer is planning a leave of absence, the support person or volunteer person should be notified at least 24 hours in advance.
- Volunteers should immediately notify their support person or volunteer coordinator of any change in address, telephone number or e-mail.

Illness

Volunteers who are ill should notify their support person or volunteer coordinator and are encouraged not to come to work. When a volunteer returns from an exteneded illness or

absence, the support person or volunteer coordinator must be notified before resuming duties.

VOLUNTEER POLICIES

Personal Belongings

Volunteers are cautioned not to bring valuables to their work sites. The Parks, Recreation, and Cultural Affairs Department is not responsible for the loss of personal property.

Performance Evaluation

Volunteers will receive evaluations conducted by the volunteer coordinator. The evaluation will provide an opportunity for the volunteer and the volunteer coordinator to discuss the quality of work, the quantity of work, and the work habits of the volunteer. The evaluation will also identify areas of improvements needed.

Program Evaluation

The Parks, Recreation, and Cultural Affairs Department uses Independent Sector research to estimate the dollar value of volunteer time. The volunteer program will be evaluated annually. The total number of volunteer hours served, number of volunteers used in the program, and the quality of services rendered through the volunteer program will be evaluated.

Retention

Volunteer recognition events are planned and conducted by each division within the department. All divisions within the department partner with the San Juan College Volunteer Center in submitting volunteer names for San Juan County Volunteer of the Year.

Resignation/Exit Interviews

The department of Parks, Recreation, and Cultural Affairs appreciates the time, talents, and interests of the volunteers. However, in the event that a volunteer resigns, the volunteer coordinator should be notified immediately. Volunteers are encouraged to participate in an exit interview upon resignation.

VOLUNTEER DISCIPLINE

Unacceptable Performance Behaviors

When a volunteer's performance is sub-standard, or when rules are violated, the Parks, Recreation, and Cultural Affairs Department reserves the right to address unwanted behaviors following progressive diciplinary actions.

Unacceptable performance behaviors are as followed:

- Conducting personal business during your shift.
- Excessive personal telephone use.
- Littering or otherwise creating unsanitary conditions.
- Safety violations.
- Tardiness for your shift.
- Unauthorized operation of equipment.
- Unfriendly or uncooperative attitude in dealing with the public, visitors, clients, staff members, or volunteers.
- Unsatisfactory work performance.
- Waste, misuse or damage of property.

Disciplinary Actions

Verbal Warning: problem	A verbal/written warning will be issued to the volunteer identifying the and the changes required.
Written Warning:	A written warning will given to the volunteer documenting the violation. The volunteer will be given goals that will acomplish to resolve the situation.
Resignation:	When a volunteer has received three warnings, they will be asked to resign from volunteering for the PRCA programs.

* In the event that the performance problems of the volunteer are the result of innappropriate placement, every attempt will be made to help him/her find and train for another volunteer position.

Behaviors That Result in Immediatie Volunteer Termination

The following behaviors are serious violations and are grounds for termination of volunteer status.

- Falsifying reports or records.
- Physical or sexual harassment.
- Negligent or willful damage of property.
- Theft.
- Unlawful discrimination.
- Willfully endangering the safety of others.
- Working under the influence of intoxicants.

Off-Duty Conduct

Volunteers for the department are expected to uphold the code of conduct, listed on page 5, both on the job and off-duty. Off-duty behavior that poorly represents the City of Farmington or the PRCA will not be tolerated. Volunteers will be asked to resign.

PRCA Expectations

Safety is a top priority for the Parks and Recreation Department. All volunteers are expected to comply with the City of Farmington's Safety Program.

Proper Protocol

Accident Reporting: In the event an accident does occur, volunteers are asked to render whatever assistance possible. A staff person or volunteer coordinator should be notified of the accident immediately. Volunteers must document any direct or indirect contact with patrons immediately following the incident.

In Case of Injury: All human blood and body fluids are to be dealt with according to the American Red Cross or American Heart standards. Volunteers should immediately inform the volunteer coordiator or support person if they believe they have been exposed to infection.

First Aid: Every facility has first aid kits, volunteers must fimiliarize themselves with the locations. Volunteers should also familiarize themselves with each divisions emergency action plan.

Fire Plan: Each division will have designated fire evacuations. Volunteers are expected to know have to safely exit the facility in the event of a fire.

Hazards: Volunteers need to recognize and report any potential safety hazards at the workplace.

Office Safety: Report any unsafe conditions or defective equipment observed to the support person or the volunteer coordinator.

Lifting: Most back injuries result from improper lifting. Volunteers are expected to properly lift items and know the importance of weight restrictions

Material Safety Data Sheets

Each division has a list of known hazardous chemicals to which volunteers may be exposed. Volunteers will be informed as to where each divisions MSDS are located. Volunteers are expected to frequently review these sheets for safety.

WELCOME!

We are happy to have you join our volunteer team.

We hope you enjoy your volunteer service with the City of Farmington's Parks, Recreation, and Cultural Affairs department for many hours and years to come. If there is anything we can do to help you better serve our community, please let us know.