

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

Rev. 9/08  
Lee County Parks and Recreation,  
Volunteer Services  
3410 Palm Beach Blvd.  
Fort Myers, FL 33916  
Phone: 239-432-2159

# 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 Support Services Facility (PRSSF) at Rutenberg Park.

## *Volunteer Services*

Phone: (239) 432-2159

Fax: (239) 432-2030

E-Mail: [kcahill@leegov.com](mailto:kcahill@leegov.com)

Mailing address:

Terry Park

3410 Palm Beach Blvd

Fort Myers, FL 33916

Physical Address:

Rutenberg Park

6490 South Pointe Blvd

Ft Myers, FL 33919

## **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.

At the time of termination, a volunteer will be asked to return name tags, vests, keys, etc. that belong to the County. If a volunteer feels he/she has been terminated unfairly, a Grievance Policy has been established to review the circumstances. Volunteer Services will provide this information on Request.

## **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.

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### **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. Recognition Each year Parks and Recreation invites all our individually registered volunteers to a special recognition event. The event is usually held in the Spring. We believe in showing our appreciation for the contribution of our volunteers.

### **Newsletter**

*The Volunteer Times* is Volunteer Services way of keeping our wonderful volunteer staff informed about various activities in our Volunteer Program. *The Volunteer Times* has lots of information regarding our volunteer staff and upcoming opportunities. This is our main way of communicating with our large and growing volunteer staff. Please feel free to contact Volunteer Services if you wish to contribute to the newsletter in any way.

### **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.

### **Workers' Compensation**

Lee County Parks and Recreation Volunteer Staff are covered for medical benefits in case of accident or injury while volunteering under Lee County's Workers' Compensation Program. The insurance is a managed care coverage with *specific policies and procedures*. Workers' Compensation Coverage is for health benefits only, not for wage loss, to all volunteers while you are volunteering. We asked for a Signature of Understanding when you registered as a volunteer. If you have questions about this coverage, please call Volunteer Services at 239-432-2159. A handy wallet-size card of procedures to follow in case of injury is included with orientation materials.

### **Workers' Compensation Accident and Injury Procedures**

In case of an accident or injury while volunteering:

1. For serious and/or life threatening injuries call (911) EMS or get to the nearest hospital.
2. For injuries that require medical treatment Monday through Friday, 7:30 AM to 4:30 PM, call the Occupational Health Nurse at 239-533-2067. The Nurse will refer the volunteer to the appropriate facility.
3. For injuries that require immediate medical treatment which occur after hours or on weekends, go to Lee Convenient Care at 4771 Cleveland Ave, which is located just north of Page Field Common. Hours are 7am-7pm, 7 days a week including holidays. Phone 239-343-9800. If they are closed, go to the nearest hospital.
4. For minor injuries that occur after hours or on weekends, for which medical treatment is not necessary, call the Occupational Health Nurse as soon as possible to report the injury.
5. Volunteers who go to a hospital emergency room, please follow up with your Job Supervisor at your earliest opportunity or Volunteer Services 239-707-876 (cell) Your Job Supervisor will complete a Supervisors Accident Investigation Report for Worker's Compensation Injury. If a volunteer seeks treatment through his/her own physician, benefits may not be paid.

### **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. It is also an excellent morale booster for our employees to know how much support you volunteers offer. Please record all your Parks and Recreation volunteer hours according to the policy of your worksite.