

# Medford 02155 Recreation

## VOLUNTEER HANDBOOK



## **Objective:**

The purpose of this handbook is to create a standard throughout the Medford Recreation Department and to inform participants and volunteers about the mission and it's purpose for the City of Medford.

## **Mission Statement:**

The Medford Recreation Department is committed to providing diversified programs, community events, and activities for all ages and physical abilities. Through partnerships with other Medford organizations, the Recreation Department helps enhance our community through promoting events and activities that are available to all Medford residents.

## **Types of Programs:**

The Recreation Department is committed to provide Medford residents diversified programs. Our goal is to provide recreational activities that not only includes sports, but encourages creativity, health and wellness and social enjoyment. Below are the types of programming the Recreation Department tries to offer it's residents.

### Introduction/Developmental Sport:

These programs are focused in teaching participants the sports. Our main focus is to encourage students to learn the sport in a relaxing and fun atmosphere. These programs have less focus on competition but instead tries to achieve interests in the sport. In this program, success will be measured in participants deciding if they like the sport, and deciding if they wish to register for a competitive program.

### Sport Clinics:

Our Clinics are designed for participants who vary in age and skill ability. Our focus in a clinic is to teach skills rather than having formal games. In most clinics offered, the Recreation Department will try to introduce participants to a new coach or have a coach that can give a new perspective of the sport. This might include a High School Coach, College Coach, or a College Varsity Player.

### Creative Programming:

These programs have a strong focus in allowing students to be creative. This might include art and crafts, theater, or STEM programming. Volunteers should encourage ideas and creative thinking. One way to guide and instruct these types of programs is through guided discovery instead of directional teaching.

### Health and Wellness Programs:

Health and Wellness programs includes Fitness / Group Exercise Class, Nutrition, cooking classes, CPR/First Aid Class, and Babysitter Trainings. In all of these classes, our goal is to encourage participants to live a healthy lifestyle.



## Social Enjoyment Programs:

One key aspect to Recreation programming is to bring the community together. In many of our programs include pre-school classes, Pickleball, Family Gym, etc.. Our goal is to not only create an activity, but to also encourage socialization. Volunteers are expected to encourage participants to talk to each other and build relationships.

## **Volunteer Responsibilities**

Volunteers are valued members of the Recreation team. Volunteers agree to actively perform their duties to the best of their abilities, and follow the department's policies and procedures. As representatives of the department, volunteers are expected to make every effort to be polite, considerate, and professional and to respect the confidentiality of each of our participants.

## **Code of Conduct**

Volunteers will dress appropriately for the conditions and nature of their assignment. When weather permits, please wear a Medford Recreation t-shirt. Volunteers shall serve as good role models for participants, treating each person with respect and dignity. Volunteers serve as representatives of Recreation Department and shall make every effort to conduct themselves in a professional manner.

## **Safety:**

Creating a safe environment for participants and staff is the most important component of Medford Recreation. By using safe and inspected player equipment and supervising the participants at all times, Medford Recreation can be sure to provide a safe environment.

### General Emergency Guidelines:

1. Address the situation in a calm professional manner
2. Do not move the injured person unless necessary
3. Notify emergency personnel
4. Stay with injured person
5. Contact your supervisor or department staff

## **Volunteer Dismissal**

Volunteers who do not adhere to the volunteer handbook or who fail to satisfactorily perform their assignment are subject to dismissal. Grounds for dismissal may include, but are not limited to the following:

- Abuse or mistreatment of participants.
- Being under the influence of alcohol or drugs.
- Failure to follow policies and procedures.
- Gross misconduct or insubordination.

- Theft.
- Failure to perform assignment.

All complaints will be investigated and the decision of the Director of Recreation will be final.

## **BEFORE YOU BEGIN YOUR VOLUNTEER WORK**

### **Volunteer Checklist**

Be sure that you know and understand the following before your assignment begins.

- The name, address, and phone number of Recreation Department.
- The name of the person who will supervise your volunteer work.
- A clear understanding of your volunteer assignment: name of program, location, start date, day(s), hours, and duties.
- What the staff dress and behavior codes are.
- Who to call if you are unable to attend on a given day.
- Where to look for notification regarding weather related cancellations.
- Advice that is allowed to be given or shared with a participant.

### **Making a Professional Commitment**

- Be enthusiastic about the assignment.
- Look at the volunteer program as a way to learn new skills, make new friends, and to expand community involvement.
- Maintain a sense of humor; anything that can go wrong will!
- Leave personal problems at home.
- Be consistent and dependable.
- Arrive on time and be prepared for the day's activities.

### **Helpful Tips for the Volunteer**

Effective and responsible volunteers are essential to the success of a volunteer program. This requires a professional attitude, an interest in recreation and a real desire to help people and provide a service.

## **Knowing and Respecting Recreation Department Policies**

- Understand that discipline is the instructor's responsibility.
- Work only under the direction and supervision of an instructor or other supervisors of Recreation Department.
- Respect the privacy of participants, staff, and volunteers by not discussing matters away from the program setting. What you see and hear stays when you are finished with an assignment. If there is an issue of concern, please bring it to the attention of the supervisor or to the Director of Recreation.
- Volunteer with an interest in supporting and improving the recreation program and facilities for the good of all our citizens - not just as a means for furthering personal interests.

## **Working Closely with Recreation and Community Program Rules and Practices**

- Become familiar with rules and practices.
- Seek help from the instructor or supervisor when additional information or instruction is needed.
- Make sure you understand the nature of your job duties.
- Share ideas and constructive comments with the instructor or supervisor.
- Accept direction and supervision from the instructor or supervisor.

## **Working with People**

- Find ways to establish a good relationship with all participants.
- Support the respect that each individual feels for his or her instructor.
- Accept and express interest in each individual.
- Know each person's name and pronounce it correctly.
- Be patient, kind, and fair with all participants.
- Make no promise that cannot be kept.
- Be honest.
- Be a good listener and respect the confidentiality of each participant.
- Set a good example by being courteous and respectful.
- Give help to a person, but do not do the work for them.
- Accept each person as an individual and encourage the best in each person.
- Be enthusiastic! Have a positive attitude toward the people and the activity they are engaged in.

## **Working with Individuals with Disabilities**

Medford Recreation is committed to offering programs that are accessible for all ages and physical and mental abilities. Our programs will encourage inclusive programming . 100% participation of our students is valued more than the competitiveness of the program.

- Individuals with disabilities are more like us than different. Ask yourself, "How would I like to be treat-

ed?”

- Talk with individuals the same way you talk with any other person. Use conversational tone, give eye contact, and let the person know you are interested in him or her.
- Don't be afraid to ask for help if you see a problem.
- You will find most individuals whom you meet are very friendly and will enjoy your attention. Encourage behavior that is appropriate. Do not be afraid to establish limits.
- If you need assistance ask the instructor.
- Ask a person if they need assistance and wait for their response before you act.