Volunteer Handbook

Naperville Park District
320 W. Jackson Avenue
Naperville, Illinois 60540
630.848.5000
www.napervilleparks.org
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1. WELCOME

Thank you for volunteering with the Naperville Park District!

Volunteers are vital to the success of many of our programs and events at the Naperville Park District. Without your help, we could not meet the needs of our community. Some individuals are able to give many hours each year and others may join us for a few hours to help with a specific need. Regardless, each contribution of time is important and appreciated.

In addition to making a difference in your community, we hope that you enjoy your volunteer experience. To that end, we want to give you the tools and information you may need as a Park District volunteer. This handbook gives you information about the Park District and volunteer program, as well as important contact information.

Interesting facts about the Naperville Park District

- The Naperville Park District became official by means of referendum in 1966 as a unit of government separate from the City.

- The Naperville Park District is governed by a seven-member Board of Commissioners elected for 4-year terms.

- The Naperville Park District manages 140 parks and maintains over 2,500 acres of land.

- The Naperville Park District offers approximately 1,400 recreational programs each year.

- Centennial Beach, owned and operated by the Naperville Park District, was dedicated in 1931 to celebrate Naperville’s 100th birthday and holds 6.2 million gallons of chlorinated water.

- The Naperville Park District has one of the lowest tax rates of any park district in the western suburbs. The average Naperville household pays about $300 in taxes annually to the Park District. Taxes support nearly 50% of the Park District’s budget, with the balance funded by user fees and other non-tax revenue.

- The Riverwalk is 3.2 miles long and is the most frequently visited park in Naperville.

- The Naperville Park District has approximately 100 regular staff, over 1,000 seasonal staff, and approximately 3,000 volunteers.

- Some of the new recreational amenities added to our parks include a cricket pitch, fitness stations, and a fishing pier at Commissioners Park, the Knoch Knolls Nature Center, Interpretative Center at Seager Park, and new fields and recreational amenities at Nike Sports Complex.

- The Park District’s South Maintenance Facility is located on the east side of Frontier Park on Book Road. As the first LEED certified public building in Naperville, the facility increases energy savings through energy efficient design features and by reducing driving time for park staff.
2. MISSION, VISION, AND CORE VALUES

Volunteers are representatives of the Naperville Park District and assist in fulfilling our mission and vision, guided by a common set of values.

**Naperville Park District Mission:** To provide recreation and park experiences that enriches the quality of life for our community.

**Naperville Park District Vision:** To be a national leader in parks and recreation providing and promoting high quality experiences and facilities at a great value to our community.

**Naperville Park District Core Values:**
The Park District embraces these core values that emphasize collaboration, integrity and accountability:

<table>
<thead>
<tr>
<th>Health and Wellness</th>
<th>• Promote community health and wellness</th>
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<tr>
<td></td>
<td>• Help build healthy lifestyles and encourage a reduction in obesity</td>
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<td></td>
<td>• Promote year round physical fitness</td>
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<tr>
<td>Environmental Education, Stewardship and Sustainability</td>
<td>• Promote natural resource management</td>
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<td></td>
<td>• Promote sustainability initiatives</td>
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<td>Community Enrichment</td>
<td>• Provide co-sponsored family special events</td>
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<td>• Promote cultural diversity and creativity</td>
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<td></td>
<td>• Promote community involvement</td>
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<tr>
<td>Public Safety</td>
<td>• Meet or exceed public safety standards</td>
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<tr>
<td></td>
<td>• Collaborate with other units of government to promote public safety</td>
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<tr>
<td>Accessibility</td>
<td>• Promote connectivity of recreational paths or trails</td>
</tr>
<tr>
<td></td>
<td>• Provide accessible parks, facilities and programs</td>
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<tr>
<td>Personal Growth and Enrichment</td>
<td>• Promote personal creativity</td>
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<tr>
<td></td>
<td>• Promote the development of life skills</td>
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3. CONTACT INFORMATION

**Naperville Park District** 630-848-5000

**Emergency** 911
*If dialing from within District building* 9-911

**Other Public Safety Contacts**
City of Naperville Police (non-emergency) 630-420-6666
City of Naperville Fire (non-emergency) 630-420-6142
Park Police (non-emergency, cell) 630-601-0925
Park Watch Line (Voice Mail) 630-848-5050
### Naperville Park District Staff Contacts

Volunteer Coordinator - Non-Sport & General Questions  
Lynnette Hoole  
630-848-3606 - Desk  
630-946-3254 - Cell

Youth Sports Coordinators  
Soccer Office  
630-848-3538  
Coach-Pitch/T-Ball  
630-848-3537  
Girls Softball  
630-848-3601

Program Manager – Soccer, Coach-Pitch, T-Ball  
Brock Atwell  
630-848-3534

Program Manager – Girls Softball  
Jeanne Maher  
630-848-3535

Program Manager – Senior Adults  
Lorraine Ouellette  
630-848-3620

Program Manager – Arts  
Brittany Malatt  
630-848-3619

Program Manager – Youth, Teens & Family  
Beth Durso  
630-848-3539

Director of Recreation  
Brad Wilson  
630-848-3532

Director of Parks  
Kevin Finnegan  
630-848-5037

Safety Manager  
Becky Cooper  
630-848-2139

Director of Human Resources  
Katie Sepe  
630-848-3508

### 4. IMPORTANT INFORMATION

**Proper Dress and Appearance**  
There are many different volunteering opportunities through the Park District. Some opportunities may require volunteers to wear a Park District issued shirt or uniform and other opportunities may require volunteers to wear clothing that protects from certain elements and environments. We ask that while you volunteer, you follow the guidelines given for each volunteering opportunity.

**Attendance, Punctuality, and Dependability**  
The Park District is grateful for your time and commitment. Staff rely on volunteers to help run successful programs. Although we understand you are freely giving of your time, it is important that we maintain schedules and timelines to run smooth and successful events and programs. So we ask that you
please arrive on time for your volunteer duties. In the event you are going to be late or absent, please call the appropriate supervisor.

**Abused and Neglected Child Reporting Act**
The Park District is committed to compliance with the Abused and Neglected Child Reporting Act (325 ILCS 5/4). Pursuant to this Act, mandated reporters are required to report or cause a report to be made to the child abuse hotline number, (1-800-25A-BUSE) whenever they have reasonable cause to believe that a child may be neglected or abused.

As a volunteer, you are not considered a mandated reporter, but you are a representative of the Park District and may be faced with a situation in which a child feels comfortable confiding in you. Although you are not required to, you may contact the Child Abuse Hotline if you would like to make a report.

**Non-Discrimination and Anti-Harassment**
The Park District is committed to providing an environment in which all individuals are treated with respect and dignity.

It is the responsibility of each and every employee, officer, official, park commissioner, agent, volunteer, and vendor of the Park District, as well as anyone using the Park District's facilities, to refrain from sexual and other harassment. Harassment and discrimination are not tolerated and should be reported to the Volunteer Coordinator or any Park District manager immediately.

**Drug & Alcohol Free**
The use, sale, purchase, manufacture, distribution, dispensation, presence in one’s system or possession of drugs or alcohol by any volunteer while on Park District premises, or acting on behalf of the Park District, is strictly prohibited. The Park District retains the right to excuse any volunteer from their service if there is suspicion and/or proof of a violation to this policy.

**Tobacco Use**
The Park District complies with the Smoke Free Illinois Act. The use of tobacco products including but not limited to cigarettes, cigars, pipes, and smokeless tobacco is prohibited inside of and within 15 feet of any of the Park District’s facilities. Tobacco use is also prohibited while interacting directly with the public. Appropriate signage is posted at the entrances to all buildings advising that the Park District maintains a tobacco-free and smoke-free environment.

**Weapon Policy**
Volunteers are strictly prohibited from possessing or keeping any weapon at any Park District event or on Park District property including parking lot. Weapons include visible and concealed weapons, including those the owner has necessary permits. Weapons can include firearms, knives with a blade longer than three inches, explosive materials, or any other objects that could be used to harass, intimidate, or injure another individual. Appropriate sinage is posted at the enterances to all buildings of Park District property.

**Volunteer Records**
The Naperville Park District requires all volunteers to complete either a Naperville Park District Volunteer Application (Appendix A) or a Volunteer Consent Form (Appendix B). All volunteers are also subject to a Department of Children and Family Services background check (Appendix C).

The Park District will keep necessary information on file for recognition, recruiting, safety, and accounting purposes. Some examples of forms that will be maintained include:

- Volunteer application
4. VOLUNTEER BEHAVIOR

All volunteers are expected to exhibit appropriate behavior at all times. The following guidelines have been developed to help make programs and projects safe and enjoyable for all. Additional rules may be developed for specific programs or projects as deemed necessary by staff.

The Naperville Park District insists that all volunteers comply with the basic behavior code. All volunteers shall:

1. Show respect to all participants, staff and other volunteers. Volunteers should follow rules and take direction from staff.
2. Refrain from using abusive or foul language.
3. Refrain from threatening or causing bodily harm to self, or others.
4. Show respect for equipment, supplies and facilities.
5. Not possess any weapons.
6. Uphold rules, regulations and policies of the Naperville Park District.
7. Refrain from horseplay and violence.

5. SAFETY & RISK MANAGEMENT PROCEDURES

General Safety Rules
It is the Park District's intent to provide a safe environment for volunteers and the public. While serving the District, volunteers are expected to perform their assignments in a safe manner.

Safety is a very important responsibility, and it is every volunteer's responsibility to act in a safe manner and take actions to keep themselves, fellow volunteers, and the public free from harm. Carelessness, inattention, neglect and disregard for safety can result in accidents and injuries. Therefore, you must at all times be careful, attentive, alert, and follow proper safety procedures.

In the event you identify a safety hazard or unsafe environment, report it to the supervising District employee immediately upon your discovery of such condition.

Lifting/Carrying
Volunteers who must lift and/or carry heavy objects should seek assistance with any objects that the volunteer is unable to lift and/or carry. Lifting should be done using the volunteer’s knees and not the back. Keep the back straight, head up, and keep the object close to the body. Refrain from twisting and contorting the body.
Accident/Incident Reporting
Notify the employee who is working on site an in charge of the project/event of any accident, injury, or damage caused or identified during the course of volunteering.

Statements of Admission
If involved in or witness to an accident or injury, do not admit to liability or make a statement of admission on behalf of the Park District. Please direct any inquiries and concerns to the Safety & HR Coordinator.

Crisis Management
There is the potential for an unfortunate event to occur on Park District property or involve Park District activities that may draw attention and media interest. In order to provide an accurate and consistent message to the public of the events that took place, the Executive Director, or designee, will serve as our designated spokesperson and will provide information to the media. If approached by the media with an inquiry regarding an event, please direct them to the Executive Director to acquire any information.

Right-to-Know
The Park District has developed a comprehensive Hazard Communication program to ensure that information on the hazards of chemicals used in our operations is communicated to appropriate individuals. Although volunteers are not expected to be exposed to such products or environments often, there may be times when this program would apply. In that event, the on-site Park District employee will have access to a copy of the Material Safety Data Sheet for all chemicals in use.

Reporting Hazardous Conditions
If a hazard or safety concern is identified, caution others by making the hazard known and notify a Park District employee immediately.

Fire
If smoke or fire is detected within a facility, the follow posted evacuation routes and exit the building immediately. Remain at the assembly point until released by emergency crews.

Severe Weather
There are a variety of volunteering opportunities in a variety of environments. Many volunteering opportunities are outdoors, which may at times present an uncomfortable or even hazardous environment. All volunteers are expected to work within their limitations and to place their personal health and safety first.

The following procedures can be used as a guide to better protect from severe weather.

Hot Environments
- Know signs & symptoms of heat-related illnesses.
- Monitor yourself.
- Block out direct sun or other heat sources.
- Drink plenty of water.
- Avoid beverages which contribute to dehydration such as coffee and tea.
- Take frequent breaks.
- Wear lightweight, loose-fitting, light-colored clothing. Remove saturated clothing.
- Get plenty of rest.
Cold Environments
- Know the signs & Symptoms of cold-induced illnesses.
- Keep clothing clean.
- Avoid overheating.
- Wear clothes loose and in layers.
- Keep clothes dry. Remove saturated clothing.

Tornado
Tornadoes are a local storm of short duration formed by high speed rotating winds. If severe weather is imminent, listen to local weather forecasts for frequent updates. In the event of a tornado warning, seek shelter immediately. If inside of a building, go to the center of an interior room on the lowest level possible. If outside with no shelter; lie flat in a nearby ditch or depression and cover your head with your hands. Be aware of the potential for flooding. Stay in the shelter area until the tornado warning is terminated.

Lightning
If lightning is observed, thunder is heard, or a lightning warning system is sounded, all work must be suspended and volunteers should seek appropriate shelter. If possible, seek shelter in a building or fully enclosed metal vehicle with the windows completely shut. Remain in the shelter area for 30 minutes after the last sign of lightning or sound of thunder. If a location has a lightning warning system present, activities may resume once the all clear signal is sounded. Remember that lightning warning systems are not fail-proof, and to always rely on the 30 minute rule.

Medical Response
In an emergency, call 911. Next, as soon as possible, call the appropriate volunteer supervisor.

In the event anyone is injured or is affected by an illness, volunteers are not required to administer first aid and/or CPR. However, if a volunteer chooses to provide first aid, it should be consistent with their comfort level and training.

Always contact 911 immediately in the following situations:
- The injury or illness requires care greater than you are able to provide.
- You feel uncomfortable with the situation. If any doubt exists, it is recommended to err on the side of caution and contact the local paramedics who can use their advanced medical training to determine what treatment is needed.
- A head injury has occurred. Head injuries have the potential to be very serious without visible or easily identifiable symptoms. It is best if a medical professional evaluates an injured person.

If the injured or ill person is unable to drive themselves and a relative or friend cannot be reached. Under no circumstances should a volunteer transport participants or patrons to a medical facility, to their home, or any other location.

Communicable Disease
The possibility of infection from exposure to human blood or other infectious material is a risk that individuals face on a daily basis. The Park District follows the philosophy of universal precautions, which means all human blood and certain human body fluids are treated as if known to be infectious for bloodborne pathogens. It is critical to use protective barriers to better protect from exposure to bloodborne pathogens.
6. VOLUNTEER BENEFITS

The Naperville Park District values each of our volunteers and we want to recognize your efforts. In the spirit of continuous improvement, we are always looking for new and better ways to recognize and reward our volunteers. We welcome your suggestions and feedback.

Parents who assist with Naperville Park District youth soccer, t-ball, coach-pitch, and youth softball programs are eligible for priority registration for their children in the relevant youth athletic programs.

Adults who volunteer at the Alfred Rubin Riverwalk Community Center programs for active older adults are invited to a special outing each spring in appreciation of their service to the Park District.

Students who need proof of service hours receive a letter documenting their hours upon completion of their volunteer commitment when requested.

All volunteers who serve 10.5 hours or more are invited to a volunteer appreciation event each year to honor their service and provide an experience of fun, food, and socializing.

Volunteer Medical Accident Coverage
If a volunteer is injured while performing volunteer duties, the Naperville Park District provides up to $5,000 of supplemental medical insurance coverage for expenses not covered by the volunteer’s personal health insurance. This coverage is managed and administered by the Park District Risk Management Agency (PDRMA).

Following an injury, the volunteer should promptly complete an accident report and submit it to the appropriate volunteer supervisor. The report will then be forwarded to Human Resources for processing. Contact the Human Resources department for assistance in filing a claim with PDRMA.
APPENDIX A:

NAPERVILLE PARK DISTRICT
VOLUNTEER APPLICATION

The Naperville Park District offers a wide variety of volunteer opportunities throughout the year. If you would like to become a Park District volunteer, please complete the following information and mail or hand-deliver it to: 320 W. Jackson Avenue, Naperville, IL 60540; applications also may be faxed to 630-848-5001. You also can apply online at www.napervilleparks.org. Click on “Support the Park District.” Thank you for your interest in the Naperville Park District!

Name: ______________________________ Address: ______________________________
City: __________________ Zip Code: __________ Phone: ________________________
Are you age 18 or over? Yes ___ No ___ If under 18, please state your age: ____________
E-mail: ___________________________ School name (if applicable) ____________________
Grade level (if applicable) ___________ Cell phone number: ______________________

If you are interested in assisting with our youth sports programs, please complete the following:
Please circle the position in which you are interested: Head Coach ___ Assistant Coach ___
Please list sport(s) along with desired program code(s): ______________________________
(for program codes, please reference current Program Guide or view online at www.napervilleparks.org)
Do you have a child registered in this program? Please list name(s) and program code(s):
________________________________________

Explain any past experience coaching this sport:
__________________________________________

If you are interested in non-sport volunteer opportunities, please answer the following:
Please circle the position(s) in which you are most interested: Special events ___ Reception desk ___
Office assistant ___ Photographer ___ Videographer ___ Ecologist/natural area restoration ___
Park beautification ___ Theatre ___ Other: ______________________________
Day(s) & time(s) you are available: ______________________________
Please circle your desired level of involvement: Occasional ___ Ongoing ___ Seasonal ___
Relevant talents, interests, or experience (optional): ______________________________

Volunteer Informed Consent and Release

I offer to volunteer my services to the Naperville Park District, and recognize that I will not be paid in any way. As a volunteer, I acknowledge that there are certain risks of physical injury to volunteers in their activities, and I agree to assume full risk of any and all injuries, damages or loss, that I may sustain as a result of said participation. I further agree to waive and relinquish all claims I may have (or accrue to me) as a result of volunteering in this activity against the Naperville Park District, including its officers, officials, agents, volunteers and employees. Additionally, I hereby give consent for the Park District to use photos or video coverage of me and/or my minor child/ward in future publications and promotions, and that these photos/videos remain the property of the Park District.

Signature of adult volunteer or parent/guardian of volunteer: ___________________________ Date: ____________
APPENDIX B:

Volunteer Consent Form

Volunteer Informed Consent and Release
I offer to volunteer my services to the Naperville Park District ("Park District"), and recognize that I will not be paid in any way. As a volunteer, I recognize and acknowledge that there are certain risks of physical injury associated with volunteering in this activity and I agree to assume the full risk of injury, including death, physical injury, property damage, or any other loss, regardless of severity, which I may sustain as a result of volunteering in these activities. I understand that not all hazards and dangers can be foreseen. Depending on the particular activity, certain risks, dangers and injuries due to inclement weather, slipping, falling, carelessness, horseplay, premises defects, inadequate or defective equipment, and other circumstances inherent to recreational activities exist. In consideration of the Park District allowing me to volunteer, I knowingly, freely and voluntarily release, remise, and discharge the Park District, its officers, agents, representatives, employees, volunteers, and independent contractors from any and all liability claims, causes of action, and damages from any personal injury including death, personal loss or damages, or property loss or damage claims I may have or that may accrue to me as a result of volunteering in this activity. In the event that volunteering in this activity requires certain physical acts, I am capable of performing those acts and have not notified the Park District or the other individuals released herein of any reason why I should not be able to perform those physical acts.

Additionally, I hereby give consent for the Park District to use photos or video coverage of me and/or my minor child/ward in future publications and promotions and acknowledge that these photos/videos remain the property of the Park District.

I have read and fully understand this waiver and release.

You may be volunteering in a park in which there is a pond, river, or stream. Please do not enter any body of water while volunteering for the Naperville Park District. Your clean-up activities may include picking up litter along ponds or stream banks, but you are advised NOT to enter the water nor reach into the water.

All children under age 14 must be supervised at all times by a responsible adult.

Signature of adult volunteer (age 18 and up) or parent/guardian of volunteer (age 14 -17):

Signed: ___________________________________________ Date: __________________________

Name of volunteer: __________________________ Address: __________________________

City: __________________ Zip Code ___________ Name of volunteer group: __________________________
(If applicable)

Phone: __________________________ Names of children (under age 14) under my supervision for this

Volunteer project: __________________________________________

Would you like to receive an e-mail message to inform you about additional volunteer opportunities at the Naperville Park District?

___ Yes! Here is my e-mail address: __________________________

___ No, not at this time
APPENDIX C:

State of Illinois
Department of Children and Family Services

AUTHORIZATION FOR BACKGROUND CHECK
Child Abuse and Neglect Tracking System (CANTS)
For Programs NOT Licensed by DCFS

NOTE: Do not use this form if you are an applicant for licensure or an employee/volunteer of a licensed child care facility. Please contact your licensing representative.

Name: 
Last 
First 
Middle 

Date of Birth: 
Gender (circle): Male Female 
Race: 

Current Address: 
Street/Apt # 
City 
State 
Zip Code 

If you currently reside in Illinois, please list all previous addresses for the past five years.

OR
If you currently reside out-of-state, please provide ALL Illinois addresses in which you did reside while living in Illinois.

(Street/Apt #/City/County/State/Zip Code)

List maiden name and/or all other names by which you have been known (last, first, middle)

I hereby authorize the Illinois Department of Children and Family Services to conduct a search of the Child Abuse and Neglect Tracking System (CANTS) to determine whether I have been a perpetrator of an infant death incident or neglect or involved in a pending investigation. I further consent to the release of this information to the agency listed below.

Mail this request to:
Department of Children and Family Services
405 E. Monroe – Station # 30
Springfield, IL 62701

Supervisor: 
Naperville Park District 
Human Resources Manager 
320 W. Jackson Ave. 
Naperville, IL 60540

(Agency Name) 
(Connect Person) 
(Address) 
(City/State/Zip)

(Submitting Agency Fax Number) (630)848-5001

Signed 
Date 

Please type, use bold letters or label:
APPENDIX D:

VOLUNTEER HANDBOOK ACKNOWLEDGEMENT

I hereby acknowledge receipt of the Naperville Park District Volunteer Handbook. I agree that if there is any information in this handbook that I do not understand, I will seek clarification from the Volunteer Coordinator.

I also understand that the information contained in this Handbook can be changed or discontinued by the Park District at any time, with or without advance notice.

I understand and will comply with all provision within this Handbook and any and all other Park District policies, rules and guidelines as promulgated periodically. I further understand that violating any policy within this Handbook or any other Park District policy, ordinance, rule or guideline may subject me to being excused as a volunteer.

Volunteer Signature  Date

Print Name

Please sign and date this acknowledgment and return it to the Volunteer Coordinator