

Contents

4	From the Executive Director
5	Purpose of this Manual
6	Organizational Information
8	Helpful Information about Palatine Park District
8	FAQs
10	Volunteer Information
15	Volunteer Agreement



From the Executive Director

Welcome and thank you for volunteering with Palatine Park District!

We appreciate the time, talents and energy you freely give to our mission and cause. Our volunteers are vital to the success of many of our programs, services and events and are an instrumental part of our human resources and team. Without your help, we could not effectively meet the needs of our community.

Some individuals are able to give many hours each year while others may join us for a few hours to help with a specific need. Regardless, each contribution of time is important and appreciated.

We hope that you enjoy your volunteer experience. You are doing something positive and making a difference in your community. To assist you in getting the most out of your experience as a Palatine Park District Volunteer we have created this manual. It will provide important information for you about the Park District, the volunteer program, contact information and helpful hints aimed at making your volunteer experience one filled with enjoyment, learning and fellowship.

Thank you again for your volunteerism and giving back to your community.

All the best,

A handwritten signature in black ink, appearing to read 'Michael Clark', written in a cursive style.

Michael Clark
Executive Director
Palatine Park District



Purpose of this Manual

This manual has been produced to provide individuals with the information needed to become a Palatine Park District volunteer. This book includes information about the District's history, philosophy, and practices, as well as the benefits provided to the valued volunteers. The District depends on each and every one of its volunteers.

The Volunteer Manual is not intended to answer every question regarding the Palatine Park District Volunteer Program. Its purpose is to provide essential information regarding the program and practices of the District. Volunteers that have questions or concerns after reviewing the manual, or at any time while volunteering with the district, are encouraged to contact the Volunteer Coordinator.

District staff members appreciate the many people who give their time and talents through volunteering to provide programs and special events for the community. It is hoped that volunteers will enjoy the time spent working with the District and their fellow volunteers. There are many opportunities to explore, each of which will provide volunteers with a positive and rewarding experience.

This manual supersedes all previously issued manuals. Palatine Park District reserves the right to modify this manual at any time, without prior notice.



Organizational Information

Palatine Park District is a separate municipal governing agency established in 1945. It was formed for the purpose of providing parks, facilities, and recreation programs for the community. The Park District owns or manages more than 700 acres of park land, three recreation centers, preschools, pools, a maintenance facility, golf course, and riding stable. Residents enjoy a wide variety of outdoor activities as well as hundreds of recreational programs offered throughout the year. The Board of Park Commissioners and the staff are responsible for the maintenance, operation, and administration of the parks and facilities within its jurisdiction.

Mission Statement - What We Do

Our mission is to provide a variety of safe, enjoyable, and affordable parks, programs, and recreational facilities and activities that will enhance the quality of life by promoting good health and well-being for all residents and visitors while being fiscally responsible stewards of community assets and tax dollars.

Values - How We Operate

We are committed to moving the District’s Mission forward through actions guided by the following Values:

- Integrity** Exhibiting trust and transparency in all our actions, or in other words, what you do when you think no one is watching.
- Communication** Creating and setting clear expectations through timely and open conversation while effectively respecting the differences of others.
- Accountability** Taking action and ownership for all work responsibilities, obligations to those we serve and ensuring timely and effective follow through in all we do.
- Collaboration** Seeking outreach and partnerships within the community and achieving better results by working together in a respectful and inclusive way. Being leaders in community development and improvement.
- Leadership** Encouraging opportunities and professional growth for employees within a positive culture and trustful environment while practicing open-mindedness and fairness to all involved. Being leaders in our community by promoting positive social influences through role modeling.

Park District Board of Commissioners

The Park District is governed by five commissioners who are each elected to serve a six year term. The Board generally conducts public meetings at 7:00 p.m. on the second and fourth Tuesday of each month. Their duties include reviewing and approving the district’s finances, formulating and adopting policies for overall management, operations, and planning for improvements of the parks, recreation facilities and activities within the Park District. The Park Board also solicits community input, promotes and interprets programs to other public and government officials, and fulfills all statutory requirements as prescribed by law.

Organizational Chart

As shown on the following page, Palatine Park District is comprised of five departments: District Services and Projects, Facilities, Finance, Parks, and Recreation, each with a department head who is tasked with overall management and a staff that tends to the operational needs of the District. Each department has an area of responsibility and all the departments work together to provide quality facilities and programs.



Volunteer Information

Eligibility Requirements

Palatine Park District welcomes all volunteers. Each person must submit a completed volunteer application, a signed waiver and, when required, successfully pass a background screening. Volunteers may choose the opportunities that are of interest to them. Some roles have age restrictions or other requirements, so volunteers should carefully read the details provided for each role on signup.com when making a commitment. Volunteers with questions or concerns regarding a volunteer opportunity or the roles available should contact the Volunteer Coordinator.

Background Screenings

In accordance with the law, it is the policy of Palatine Park District that all volunteers 18 and older, and those working with youth under the age of 18, must successfully pass a background screening prior to beginning their first volunteer commitment and every 3 years thereafter. Background checks are conducted by an independent service contracted by the District and all information provided during the screening process is between the applicant and the service provider. The District receives a report indicating the pass/fail results. Palatine Park District's Criminal Background Check policy is available on the volunteer web page.

Photo Releases

When signing the volunteer application, volunteers are giving their consent for Palatine Park District to use any photos or video coverage of themselves, and/or minor child/ward in future publications and promotional materials. Photos and videos remain the property of Palatine Park District.

Orientation and Training

Palatine Park District volunteers are given a volunteer manual during their onboarding process. This manual contains guidelines for the volunteer program and the policies that govern it. At each event or program, volunteers will receive role-specific training prior to beginning service.

Volunteer Conduct

Every Palatine Park District volunteer is expected to work toward meeting the goal of providing services in a friendly, efficient, and professional manner. Volunteers are urged to make suggestions to their Supervisor or the Volunteer Coordinator that will benefit the District and its patrons by saving time, reducing waste, promoting safety, increasing efficiency, or improving the experience for participants.

District volunteers are expected to demonstrate the highest standards of professional integrity, honesty, and responsibility. Volunteers represent the District to patrons and while volunteering should treat everyone with respect and courtesy.

Palatine Park District has many policies that govern employment with the District, its operations, and the way business is conducted, but these policies may not apply to those in a volunteer role. The common sense rules and guidelines which are provided here are designed to promote orderly, efficient, and safe operations and have been developed from years of experience by District staff. Volunteers are expected to read the rules and conduct themselves accordingly.





Volunteer Agreement

I, _____, certify that I have received a copy of the Palatine Park District Volunteer Manual and have reviewed its policies and procedures. I understand my responsibilities and will discuss any questions or concerns I may have with the Volunteer Coordinator. By signing this Agreement I understand that I am agreeing to abide by the contents of the Volunteer Manual, I understand the items listed here, and that this document will become a part of my volunteer file.

- | | |
|--|--|
| <input type="checkbox"/> General information about Palatine Park District | <input type="checkbox"/> Volunteer Conduct |
| <input type="checkbox"/> Park District Organizational Chart and Staff Structure | <ul style="list-style-type: none">• Attendance |
| <input type="checkbox"/> Palatine Park District Mission and Values | <ul style="list-style-type: none">• Dress Code |
| <input type="checkbox"/> Vision for Volunteer Involvement | <ul style="list-style-type: none">• What to Bring |
| <ul style="list-style-type: none">• What Volunteers Can Expect from Palatine Park District• What Palatine Park District Expects from Volunteers | <ul style="list-style-type: none">• Cell Phone Use• Confidentiality |
| <input type="checkbox"/> Eligibility | <input type="checkbox"/> Risk Management |
| <input type="checkbox"/> Volunteer Onboarding | <ul style="list-style-type: none">• Safety |
| <ul style="list-style-type: none">• Application• Waiver• Background Screening (if needed) | <ul style="list-style-type: none">• Emergency Procedures• Severe Weather• Alcohol and Drug Abuse Policy• Violence Free Work Environment |
| <input type="checkbox"/> Orientation and Training | <input type="checkbox"/> Record and Time Keeping |
| <input type="checkbox"/> Photo Release and Media Inquiries | <input type="checkbox"/> Leaving the Organization |

Volunteer Signature

Date

If the volunteer is under the age of 18, a parent or legal guardian must also sign below granting their authorization for the minor to perform volunteer services.

Parent/Guardian Signature

Date

Prior to your service with Palatine Park District you must read the Volunteer Manual, sign this Agreement, and submit this Agreement to:

Palatine Park District, Attn: Volunteer Program, 250 E. Wood Street, Palatine, IL 60067

Palatine Park District adheres to, observes, and practices all equal opportunity and anti-discrimination laws.