

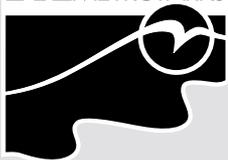
LAKE METROPARKS

# Volunteer

## Guidebook

*A great place to volunteer!*

**LAKE**METROPARKS



Lake Metroparks Volunteer Department  
11211 Spear Rd.  
Concord Twp., Ohio 44077  
440-585-3041 x6418, x6419  
[lakemetroparks.com](http://lakemetroparks.com)

# Table of contents

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Welcome letter .....	3
Mission statements .....	3
About Lake Metroparks .....	4
Responsibilities/requirements of Lake Metroparks .....	4
Responsibilities/requirements of volunteers .....	5
Emergency closings .....	6
Park vehicles .....	6
Ski center/beach closings.....	6
Smoking.....	6
Timekeeping.....	6
Volunteer appraisals.....	6
Volunteer files.....	6
Volunteer opportunities/selection/placement .....	7
Volunteer benefits.....	8
Uniform policy.....	9
Use of park equipment .....	9
Emergency procedures .....	10
Background checks .....	10
Grievance procedure.....	11
Volunteer Guidebook acknowledgment.....	11
<i>(please sign and return)</i>	

# Welcome letter

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Each year, Lake Metroparks offers thousands of special events, programs and activities designed for participation by our residents. The opportunities are limitless.

These activities are made possible through the dedication of staff and volunteers working together to provide top-quality experiences. The success of these efforts can be measured by the smiles worn by our visitors as they leave our facilities. Without you, the number of choices available would be severely limited. Thank you for taking the time to offer your talents, skills and expertise to improve the quality of life in Lake County. We hope that through your volunteer experiences, you are able to develop new skills, make new friends and have fun. Welcome to the Lake Metroparks team!

This guide has been designed to orient you to the Lake Metroparks volunteer program. This guide should answer most questions you have about volunteering with Lake Metroparks. Please direct any questions not covered in this guide to the volunteer program manager or your staff coordinator.

If you have suggestions about how we can improve volunteering or how Lake Metroparks can better serve visitors, please share them with me at 440-585-3041 x6419 or [mwalker@lakemetroparks.com](mailto:mwalker@lakemetroparks.com).

Sincerely,



Merle Walker  
VOLUNTEER PROGRAM MANAGER

## **Lake Metroparks' mission statement**

To conserve and preserve the natural resources of Lake County while providing a variety of safe, affordable and enjoyable educational and recreational programs and activities that enhance the quality of life in Lake County now and for the generations to follow.

## **Volunteer Department mission statement**

The Volunteer Department supports Lake Metroparks' mission by providing a substantial resource of volunteers to enrich and expand Lake Metroparks' services and programs as well as generate goodwill through citizen participation in Lake Metroparks.

## About Lake Metroparks

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In 1958, visionary citizens of Ohio's smallest county began campaigning to set aside land for future parks. To conserve and preserve the natural resources of Lake County, Lake Metroparks was formed under the authority of Chapter 1545 of the Ohio Revised Code and is a separate political subdivision of the state of Ohio. Its boundaries are coterminous with the boundaries of Lake County, Ohio, located immediately east of Cuyahoga County. The southern shoreline of Lake Erie forms the northern boundary of the park district.

Portions of two state designated wild and scenic rivers—and many tributaries—flow through and are protected by Lake Metroparks. In addition to protecting watersheds and open space, Lake Metroparks annually provides nearly three million visitors with countless recreational and educational experiences at diverse facilities including an agriculturally-themed park, a nature center, a state-of-the-art education and wildlife rehabilitation center, two golf courses, a paved bike/hike trail, parks on Lake Erie's shoreline and a cross-country ski center.

The presiding Lake County Probate Court Judge appoints a three-member board of citizens to govern Lake Metroparks without compensation, for three-year alternating terms. The Board of Park Commissioners appoints an Executive Director who serves as the Chief Executive Officer for the park district.

## Responsibilities/requirements of Lake Metroparks

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- Volunteers must be treated with courtesy, respect and a professional attitude. Feedback must be provided in constructive terms.
- Volunteer opportunities must be meaningful and appropriate to the abilities and interests of the volunteer.
- Volunteers receive appropriate direction and are recognized for their work.
- Volunteers must be given a volunteer profile. All volunteers must receive a general orientation and written training documents for particular positions including: an explanation of the volunteer's responsibilities, the name of the volunteer's coordinator and the appropriate use of equipment and paperwork. Training and information must be updated as necessary.
- Volunteers must have input into decisions that directly affect them. Suggestions from volunteers must be given fair consideration.
- Volunteers must be kept up-to-date about new volunteer opportunities and other important information. This can be accomplished through newsletters, meetings, etc.

## Responsibilities/requirements of volunteers

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- Volunteers must perform their duties to the best of their abilities and must support the mission, goals and policies of Lake Metroparks. Remember that you are representing the whole park system and not just a particular program area.
- Volunteers must be punctual, sign in and out and notify their coordinator if they will be late or unable to attend.
- Volunteers must notify the Volunteer Department of changes in address, interests or availability.
- Volunteers must be friendly, courteous, flexible and professional in their dealings with the public, other volunteers and staff.
- Volunteers must work as team members, prepare for assignments as necessary and understand their own limits. All scheduled orientations and trainings must be attended.
- Volunteers must understand and uphold Lake Metroparks' rules/regulations found on this webpage: <http://www.lakemetroparks.com/about-us/ranger-department/rules-regulations>
- Volunteers must refer questions from the media regarding Lake Metroparks to the Marketing Department or Executive Director. Do not express personal opinions whenever they may be taken as the official opinion of Lake Metroparks.
- Volunteers must not use or release information about any volunteer for any purpose.
- Use of illegal drugs, alcohol or profanity while volunteering is strictly prohibited and is grounds for dismissal.
- Minimum age for all volunteers is 12 years old. The age restriction may be higher in some program areas.
- If you wish to resign from Lake Metroparks Volunteer Program, please notify your coordinator and the Volunteer Department in writing. Please return uniforms and other equipment to the Volunteer Department.
- Lake Metroparks reserves the right to ask volunteers to leave at any time for any reason; advance written notice is not required.

### Emergency closings

In the event of inclement weather, fire or power failure, facilities may need to be closed. When facilities are officially closed, volunteers should not report to their volunteer assignments.

### Park vehicles

All volunteers who operate park vehicles are required to produce a valid Ohio driver's license. Additionally, volunteers are required to sign a release that authorizes a driving record check to be performed prior to driving any park vehicle. A volunteer with an unacceptable driving record per Lake Metroparks' insurance company will not be authorized to drive a park vehicle.

### Ski center/beach closings

In the event of inclement weather, call 440-256-2118 x4178 to see if the ski center or beach is open. If facilities are closed, volunteers should not report.

### Smoking

In accordance with Lake Metroparks' mission to provide a safe and healthful work environment, smoking is prohibited throughout facilities and in park vehicles.

### Timekeeping

All volunteers are required to accurately record their volunteer hours. Sign-in sheets are located at each facility and event.

### Volunteer appraisals

Appraisals are conducted at random intervals and provide the coordinator and volunteer the opportunity to set positive and purposeful approaches for meeting goals. Volunteers may be asked to complete program/event evaluations.

### Volunteer files

The Volunteer Department maintains a volunteer file for each volunteer. Volunteer files include an application, BMV and/or background check information and other volunteer records. It is the responsibility of each volunteer to promptly notify the volunteer department of any changes in volunteer data. Information regarding social security numbers will not be provided to anyone unless a written request is received and approved.

### Restrictions

Because volunteers are not employees, the park district must take certain precautions in assigning their duties and defining their responsibilities.

- A volunteer may not be used as a substitute to replace or eliminate any authorized park staff position. A volunteer's role is to **assist** park employees.
- A volunteer's personal property is not covered by Lake Metroparks if lost or stolen, even if used during service. Therefore, a volunteer should use Lake Metroparks' equipment when available or insure their personal property/equipment.

## Volunteer opportunities/selection/placement

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The opportunities to volunteer with Lake Metroparks are almost unlimited. Opportunities are available to work with all ages, from preschool children to senior adults. Below is a sampling of volunteer opportunities:

- Adapted recreation
- Animal care
- Children's programs
- Couriers
- Crafts and hobbies
- Gardening
- Gift shop
- Golf marshals
- Guides
- Light Horse Brigade
- Recreation & sports
- Senior programs
- Special events
- Summer camps
- Trail Ambassadors
- Visitor services
- Wildlife rehabilitation
- And many more...

*Opportunities for volunteering are available seven days a week, year-round.*

### Placement

Attention is paid to the interests and abilities of the volunteer and the requirements of the volunteer position. Each volunteer completes a volunteer application, which is kept on file with the Volunteer Department. Each volunteer participates in a personal screening interview. Interviews are conducted by staff members in person or by phone, depending on the volunteer placement.

### Orientation & training

The Volunteer Department is responsible for providing all volunteers with a general orientation. Orientation includes the nature, purpose and history of Lake Metroparks as well as the role of volunteers, description of current volunteer needs, general guidelines for volunteers and other relevant information. Staff or volunteers in the area where the volunteer will be serving provide additional training. The Volunteer Department works with trainers to ensure that volunteers receive area-specific orientation and training.

### Newsletter

The Lake Metroparks Volunteer Newsletter is distributed quarterly and contains information regarding the volunteer program and volunteer staffing opportunities.

# Volunteer benefits

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Lake Metroparks recognizes the great value of volunteers. Upon completing the application process, volunteers are issued a name tag and hang tag (to use on rearview mirror of vehicle). Registered volunteers who provide more than 20 hours of service to Lake Metroparks in one year will be issued a Lake Metroparks volunteer shirt and identification card. (Validation stickers are issued each subsequent year, which are to be applied to the previously issued identification card).

Volunteers with valid identification cards are eligible to receive the discounts listed below. Benefits described are only provided to volunteers providing service and may not be extended to others. To redeem a benefit, a volunteer must present his/her current Lake Metroparks volunteer identification card along with his/her driver's license (or other valid picture I.D.).

- 15% discount on facility rental rates (applies to all facilities operated by Lake Metroparks, including cabins; does not apply to Pine Ridge Country Club banquet or meeting rooms). The volunteer using this benefit must be present during the rental and is listed as the "responsible party" on the rental agreement.
- 15% discount on recreational and educational programs offered and operated by Lake Metroparks staff; contact the Registration Department to redeem and for details as some exceptions apply, including:
  - Discount not applicable on day trips and overnight trips.
  - No discount on golf and sport leagues.
  - Discount cannot be applied to contracted programs.
- Volunteers qualify for the lowest available senior rate at Erie Shores Golf Course and Pine Ridge Country Club anytime weekdays and after 1 p.m. on weekends and holidays. Tee time required and regular cart fee applies.
- 20% discount on regular-priced merchandise at gift shops and pro shops operated by Lake Metroparks (some exceptions apply); no discount on sale merchandise or purchase of gift cards.
- 20% discount on food concessions operated by Lake Metroparks (snack shops at Pine Ridge Country Club, Erie Shores Golf Course, Chapin Forest Pine Lodge, Fairport Harbor Lakefront Park and Painesville Township Park).
- Free use of cross-country ski and snowshoe equipment at Chapin Forest Pine Lodge and Penitentiary Glen Reservation.
- Free parking and use of kayaks at Fairport Harbor Lakefront Park.
- Free admission to Lake Metroparks operated dances at Painesville Township Park.
- Free or discounted admission to special events operated by Lake Metroparks that require an admission fee; time and date restrictions may apply, maximum five discounted/free admissions per household per event (contact the Volunteer Department for details).

In addition, some volunteers may receive area-specific benefits, such as:

- Special uniforms and/or training opportunities.
- Greens fee credits (may be earned by golf marshals and couriers).
- Farmpark admission (for Farmpark volunteers; family members pay regular admission to visit the park).

# Guidelines

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## **Drugs and Alcohol/Substance Abuse**

Volunteers are prohibited from using, possessing, distributing or being under the influence of any alcoholic beverages, drugs, drug paraphernalia or illegal substances on park property or at any park-sponsored event while volunteering. Volunteers suspected of being under the influence will be removed from the volunteer site/event. Violations of the policy may result in being suspended or removed from the Lake Metroparks volunteer program.

## **Uniform policy**

Volunteers are expected to dress in a clean, neat and appropriate manner to create a positive impression with the general public. When wearing volunteer uniforms, volunteers are expected to represent Lake Metroparks in a friendly, courteous manner. The manner in which Lake Metroparks volunteers present themselves to the public contributes to the general impression of the park system. Therefore, cooperation is required regarding all matters of uniform and physical appearance.

Specific uniform policies pertain to Farmpark, golf marshals, etc. Please contact your coordinator or the Volunteer Department for additional information pertaining to uniforms.

Volunteers will be issued polo shirts or T-shirts and name tags. Volunteers are expected to wear the uniform provided. If no clothing items are provided, Lake Metroparks requests volunteers wear plain clothing (prefer solid in color). Long pants are preferred. In certain circumstances, because of weather or other conditions, shorts are acceptable. Cutoffs, short-shorts, tank tops and tube tops are prohibited. Closed shoes are recommended. If you will be volunteering outdoors, it is recommended that scented perfume/cologne, hairspray or aftershave not be worn as it attracts bees and other insects.

Uniforms should not be worn off-duty. Volunteer uniforms are the property of Lake Metroparks and must be returned to Lake Metroparks when your commitment ends.

## **Use of park equipment**

Volunteers may use Lake Metroparks equipment only after they have received appropriate training and then only at times and under conditions approved by their coordinators.

# Emergency procedures

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These procedures are general guidelines to help you more comfortably manage an emergency situation. Because procedures of facilities may vary, check with your supervisor for the procedures of the facility or event at which you are working.

**Our guidelines follow American Red Cross first aid procedures: CHECK, CALL, CARE.**

**CHECK** the scene to see that it is safe for you. Check the situation and any injured person(s) to determine the nature of the emergency, illness or injury. Only move injured person(s) if there is immediate danger, such as a fire, or it is the only way you can provide proper care.

**CALL** 911 if the emergency situation requires law enforcement or the fire department, or if injured person(s) requires medical attention. If you have any doubt, call 911. Give as much information about the emergency and location as you can. Do not hang up until dispatch tells you to. If you are not near a phone, but have a radio, announce your name, location and nature of the emergency over the radio.

**CARE** for the injured person(s) if you know what to do. Knowing first aid will help. However, the most important step is calling 911.

*Note: You do not need to call a ranger. They are automatically notified when emergency response teams are dispatched to any of our parks.*

# Background checks

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## Ohio law notice to current and prospective volunteers

In accordance with the Ohio law 187 Sec.109.575 effective March 22, 2001 all organizations and entities that may have volunteers who regularly have unsupervised access to children, anytime, the person might be required to provide a set of fingerprints and a criminal records check might be conducted with respect to the volunteer. All Lake Metroparks volunteers who may have unsupervised access to children will be required to undergo a criminal background check before they begin their volunteer assignments.

# Grievance procedure

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Lake Metroparks ensures that every volunteer is treated in a fair and impartial manner at all times, regardless of position, race, color, religion, gender, national origin, age, disability or any other protected status in accordance with applicable federal and state laws.

If a volunteer-related problem occurs while a volunteer is on duty, the volunteer should attempt to settle it with his or her coordinator. If the volunteer is not satisfied with the solution, he or she may send a letter outlining the problem, along with information about what has already been done to resolve it, to the coordinator's department head, with a copy to the Volunteer Department. If the volunteer is still not satisfied with the outcome, he or she may appeal in writing to the Executive Director whose decision will be final.



## Lake Metroparks Volunteer Guidebook Acknowledgement

By signing below, I acknowledge that I have received my copy of Lake Metroparks Volunteer Guidebook and that I will familiarize myself with its contents. The Volunteer Guidebook describes important information about Lake Metroparks, and I understand that I should consult the Volunteer Office regarding any questions not answered in the Guidebook.

1. I understand that this Guidebook represents the current policies, guidelines, and benefits of Lake Metroparks volunteer program.
2. I further understand that nothing in the Volunteer Guidebook creates or is intended to create a promise or representation of continued volunteering. I understand that my volunteering with Lake Metroparks is at will, and may be changed or terminated at the will of Lake Metroparks. I understand that I have the right to stop my volunteering with Lake Metroparks at any time, with or without cause or advance notice. Lake Metroparks has the same right. I understand and agree this volunteer opportunity is not a means to future employment nor am I considered an employee of Lake Metroparks.

MY SIGNATURE BELOW ATTESTS TO THE FACT THAT I HAVE READ, UNDERSTAND, AND AGREE TO THE ABOVE TERMS.

Volunteer name printed: \_\_\_\_\_

Volunteer signature: \_\_\_\_\_

Date: \_\_\_\_\_ Please detach and mail to Volunteer Department at address on other side.



# THANK YOU

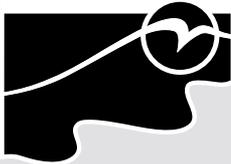
for your service!

LAKE COUNTY PROBATE JUDGE  
Mark J. Bartolotta

BOARD OF PARK COMMISSIONERS  
Gretchen Skok DiSanto • Frank J. Polivka • John C. Redmond

EXECUTIVE DIRECTOR  
Paul Palagyi

**LAKE/METROPARKS**



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lakemetroparks.com

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Lake Metroparks does not discriminate on the basis of race, color, religion, gender, age, nationality or disability in employment, services, programs or activities. Should special assistance be required in visiting facilities and/or participating in programs or activities of Lake Metroparks, please call 440-358-7572 at least 48 hours in advance.