



Cherokee Recreation and Parks Agency Volunteer Manual

Updated January 2025

**Cherokee Recreation & Parks Agency
Volunteer Handbook**

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Introduction

Welcome to the Cherokee Recreation & Parks Agency. Thank you for joining our corps of volunteers.

Cherokee Recreation & Parks Agency's (CRPA) volunteer program is designed to coordinate and manage volunteer efforts which support existing services provided to the citizens of Cherokee County (the County). We thank you for your dedication to the leisure services of others and welcome you as a new volunteer. Volunteers are tremendously important to us as you make a vital contribution to the overall operation of our agency.

About this Handbook

The purpose of this handbook is to provide guidance, structure and direction to CRPA staff and volunteers throughout the volunteer process. The Volunteer Handbook provides policies, procedures, and guidelines to promote a mutually beneficial relationship between volunteers who share their time, talents, and skills. This handbook does not constitute a binding contractual or personnel agreement. It is understood that being a volunteer is a privilege, not a right, and that volunteers for CRPA are ambassadors for the County and CRPA and must therefore represent themselves professionally and with integrity at all times.

The handbook has been organized by topic to help you find information you need easily. You are also encouraged to talk with your supervisor if you have any questions about the content of this handbook.

Cherokee County reserves the right to modify the policies in this handbook without prior notification. The policies described in this handbook replace all prior policies, handbooks, manuals or policy guidance provided.

Again, thank you for giving your time and talents. We hope that you find volunteering with CRPA a positive and rewarding experience.

Mission Statements

Cherokee County

OUR GOAL: To preserve the Beauty, Unique Character, and Desirability of the Community where we live, work and play.

OUR PROMISE: Listen to you; Respect your Rights; & Respect you with the highest standards of Ethics and Integrity.

OUR COMMITMENT: Service Excellence & Continuous Improvement; Accelerate Infrastructure Improvements; State-of-the-art Public Safety facilities, training and personnel; Fiscal Responsibility & Conservative Planning to maintain lowest tax rates in ARC - Metro Atlanta.

Our Mission:

MAKING LIFE BETTER by cultivating active communities through recreation while preserving our parks and facilities.

Our Vision:

Cherokee Recreation & Parks, acknowledged as a trend-setting and innovative leader in its field of expertise, offers a diverse array of exceptional public parks, recreation facilities, and programs, making our county the premier destination to visit, live, work and play.

Our Values:

INTREPID

Inspiring the community
Noble Stewardship & Sustainability
Improvement through Teamwork
Health & Reliable Safety
Exceptional Fun & Play
Integrity & Professional Service
Innovative Accessibility & Inclusion
Diligent Conservation Efforts

Volunteer Program Mission Statement

The mission of the CRPA's Volunteer Program is to actively promote a mutually rewarding relationship between volunteers who offer their talents, skills and time and CRPA staff who will support them in their efforts to foster a lasting impression on our customers while building our programs and a reputation of quality.

Our commitment to our fundamental values brings us together with a common purpose and inspires us to excel and to behave in ways that inspire the trust of Cherokee County citizens. Each of us is responsible for upholding with these values every day.

Definition of Volunteer

A CRPA volunteer is an individual who, beyond the responsibilities of paid employment, freely assists CRPA in the accomplishment of its mission without expectation or receipt of compensation.

Why You Should Volunteer

Volunteering has multiple benefits from professional growth to personal growth. Highlighted below are only some of the benefits that you may experience along the way.

- Experience a sense of achievement and personal fulfillment that volunteering can bring.
- Become affiliated with CRPA, its mission, staff, programs, and events.
- Meet some outstanding people.
- Gain experience in a new area of interest.
- Acquire service hours for community service, school projects, etc.
- Earn recommendations for future employment.
- Build your resume and further your professional development.
- And last but not least, you get to have fun!

Goals of CRPA Volunteer Program

- Develop a reliable and varied network of human resources to support the delivery of leisure services to the citizens of Cherokee County.
- Bring together volunteer resources and complement county services including but not limited to youth sports, special events, special populations, and park and facility maintenance.
- Enhance the agency's image and public relations in the community.
- Provide volunteers with good training, communication, and resources so they will be prepared, welcomed, and connected to CRPA.
- Provide opportunities for volunteers to connect with the community and enhance their quality of life.

Insurance

Volunteers are covered under the County's Insurance for General Liability coverage while they are performing duties related to the conduct of our business.

Hold Harmless Statement

The volunteer agrees to defend, indemnify and hold harmless the County and its officers, employees, servants and agents thereof from any and all claims, suits or actions for injuries to persons, including death, and damage to property of others, or of the volunteer, that may arise from or result in any way from the performance of your duties as a volunteer. The volunteer is required to sign the Volunteer Release Form.

Role of Volunteer Coordinators

CRPA has four divisions: Administrative, Athletics, Park Maintenance, and Recreation. Division Directors and/or Coordinators are responsible for coordinating volunteers within their division. Division Directors and Coordinators provide central contact, offering coordinated and effective management under CRPA's guidelines for the benefit of staff and volunteers in their efforts to provide productive services to the citizens of Cherokee County.

Volunteer Assignments & Training

Assignment descriptions will be provided for all volunteers outlining their purpose, duties and responsibilities, coordinator contact, training and orientation and any necessary protective equipment.

Volunteers accepted for assignment will be notified by CRPA staff. Necessary training will be provided by CRPA personnel overseeing the volunteer assignment. Volunteers are encouraged to participate in the training as scheduled. If a volunteer cannot participate at the appointed day/time, then CRPA staff may make special arrangements with the volunteer to be trained at an alternative time provided it does not hinder the carrying out of volunteer duties. Training may be scheduled a few weeks prior to the start of an assignment (i.e. youth sports coach) or may be conducted immediately prior to the start of an assignment (i.e. special events or a park work day).

CRPA staff will provide instruction and training to ensure all volunteers perform a task properly and safely. Volunteers will be provided with knowledge of CRPA rules and regulations. Personal protective equipment may be provided to the volunteer if necessary to complete the assignment.

List of Assignments and Purpose

Program Volunteer: Under the general direction of a Recreation Coordinator or Aquatics Coordinator, volunteers assist with therapeutic recreation (TR) programs. TR programs are designed for individuals with special needs. The majority of our population served is developmentally delayed. Volunteers will serve as chaperones or buddies.

Basketball Gym Director: Under the general direction of Athletic Division Staff, a Basketball Gym Director will strive to lead community involvement where children and their families can participate in youth basketball. You will promote equitability, fairness, integrity, sportsmanship, teamwork, and responsibility. You will be considered a role model for young athletes and for your community. Regular availability and communication is a necessity.

Park Volunteer: Under the general direction of the Park Maintenance Superintendent or Crew Leader, volunteers perform general cleanup of parks and facilities to include, but not be limited to, cleaning of facilities and park grounds, trash pickup/removal, ball field maintenance, spreading mulch and/or pine straw, painting, organizing supplies and inventorying.

Service Oriented Volunteer: Under the general direction of the Park Maintenance Superintendent, service volunteers assist with specific park projects including landscaping, park clean-ups, etc. Service Oriented Volunteers include, but are not limited to, eagle or girl-scout projects, school projects, community service projects, service club projects, etc.

Special Events Volunteer: Under the general direction of a Recreation or Athletic Coordinator, volunteers assist with special events including, but not limited to, greeting participants, set-up and take down, running booths, interact and distribute information to the public, clean up after events, monitor County equipment, and monitor event entry and exit points.

Volunteer Facility Assistant: Under the general direction of the Receptionist/Registrar, volunteers are responsible for granting renters access to facilities and supporting the highest levels of customer service for visitors. Performs facility reservations and receives monies; handles routine complaints, inquiries and requests for building. Volunteer maintains building security.

Youth Sports Coach: Under the general direction of Athletic Division Staff, a volunteer coach will strive to create a positive learning environment where children learn sportsmanship, fundamental skills, teamwork, and responsibility. You will be considered a role model for young athletes. Sportsmanship, fair play, and full participation are all mandatory.

Dual Role of CRPA Volunteers and Employees

At times, employees of CRPA or Cherokee County may desire to volunteer for the organization. Exempt employees may volunteer for CRPA. However, because of the overtime requirements of the Fair Labor Standards Act, non-exempt employees may only volunteer for CRPA in certain limited circumstances. Specifically, a non-exempt employee is not permitted to volunteer his or her time to CRPA, except when all of the following conditions have been met:

1. The service is entirely voluntary with no promise of advancement or penalty for not volunteering -- that is, it is not coerced;
2. The volunteer work is sufficiently distinct from, and in a different capacity than, the work for which the non-exempt employee is paid. For example, a non-exempt employee who teaches any courses as part of his or her usual job functions may not "volunteer" to teach other courses; and
3. The volunteer neither expects to receive pay for the volunteer work nor receives any wages for the work.

Any employee who wishes to volunteer services for CRPA must speak to his or her manager and appropriate personnel, before performing any such volunteer service.

Recruitment and Selection Policies

Role of Volunteer Program

The productive involvement of volunteers requires a planned and organized effort. The function of the Volunteer program is to provide coordination for effective volunteer placement within CRPA and to direct and assist volunteer and employee efforts jointly to provide more productive services. Volunteer Services shall also bear responsibility for maintaining liaison with other volunteer programs in the community and assisting in community-wide efforts to recognize and promote volunteering

Volunteer Records, References and Privacy

CRPA maintains records of each volunteer which are the property of CRPA and are confidential. Volunteers are required to notify your supervisor of any changes in contact information (i.e., emergency contact notification, information, home address, telephone number(s), email address) and to report any additional educational and skill training acquired after joining CRPA. Volunteers may review their records in accordance with county policy.

Volunteer Position Descriptions

Every registered volunteer position in CRPA has a volunteer position description summarizing the principal duties, responsibilities, qualifications and essential work functions of the volunteer assignment. Volunteer position descriptions should be periodically updated to reflect changes in title, assignment or essential work functions.

Recruitment and Equal Opportunity

Volunteers are recruited by CRPA on a pro-active basis, with the intent of broadening and expanding volunteer involvement to assist with CRPA programs and services. Volunteers are recruited without regard to gender, disability, age, race or other condition. Volunteers are recruited based upon their skills, abilities and suitability to perform volunteer responsibilities. The prospective volunteer:

- Completes a volunteer application via survey monkey link for specific programs;
- Participates in a screening interview at the discretion of the program coordinator;
- Provides appropriate references and signs a release for a background check;
- Completes volunteer orientation;
- Reviews and then signs Volunteer Agreement via Survey Monkey link

In placing a volunteer in a position, attention shall be paid to the interests and capabilities of the volunteer and to the requirements of the volunteer position. No placement shall be made unless the requirements of both the volunteer and the supervising staff can be met; no volunteer should be assigned to a “make-work” position and no position should be given to an unqualified or uninterested volunteer.

Nepotism and Fraternization

CRPA permits the volunteer involvement of qualified relatives of employees as long as such volunteer involvement does not; in the opinion of the CRPA Director create actual or perceived conflicts of interest. For purposes of this policy, “relative” is defined as a spouse, child, parent, sibling, grandparent, grandchild, aunt, uncle, niece, nephew or corresponding in-law or “step” relation – or other individuals the unit considers a “relative” such as “significant other” with whom the volunteer has a relationship.

CRPA exercises sound business judgment in the placement of related volunteers in accordance with the following guidelines:

1. Individuals who are relatives may work in the same CRPA facility, as long as no direct reporting or supervisory relationship exists. No volunteer is permitted to work within the “chain of command” of a relative such that the volunteer’s work responsibilities or career progress could be influenced by a relative.
2. No relatives are permitted to work in any positions, in which CRPA believes an inherent conflict of interest may exist, including but not limited to,
 - a. Where one relative would have the authority to supervise, appoint, remove, discipline or evaluate the performance of the other,
 - b. Where one relative would be responsible for auditing the work of the other,
 - c. Or other circumstances which would place the relatives in a situation of actual or reasonably foreseeable conflict between CRPA’s interest and their own.
3. Volunteers who marry or enter into a romantic relationship while volunteering are treated in accordance with these guidelines. If, in the opinion of CRPA an actual or apparent conflict arises as a result of marriage, one of the volunteers will be reassigned or volunteer involvement will end within 90 days if no reassignment is available.

This policy applies to all categories of volunteer assignments.

[Note: family members are frequently involved as volunteers especially during periodic volunteer events. Youth volunteers may depend on parental involvement as drivers or chaperones. Family volunteer involvement should be encouraged as long as it does not create a perceived conflict of interest].

Recruitment of Minors (Parent/Guardian Release Form)

Volunteers who have not reached the age 18 must have the written consent of a parent or legal guardian prior to volunteering. The volunteer services assigned to a minor should be performed in a non-hazardous environment and should comply with the appropriate requirements of child labor laws.

Service at the Discretion of the Organization

CRPA accepts the service of all volunteers with the understanding that such service is at the sole discretion of CRPA. Volunteers agree that the organization may at any time, for whatever reason, decide to terminate the volunteer's relationship with CRPA or to make changes in the nature of their volunteer assignment.

Reference and Background Checks

CRPA strives to maintain a safe and productive workplace with honest, trustworthy, qualified, reliable and non-violent volunteers and employees who do not present a risk of harm to their co-workers or others. All volunteers over the age of 18 are required to complete a national background check via SSCI. Volunteers will pay for the background check through our online portal. All reference and background checks will be performed in accordance with applicable federal and/or state law. Reference and background checks may include volunteer history and education verification, criminal history, social security number verification and sex offender registry review, where available, and licensure and motor vehicle record if appropriate to the position. In conducting reference and background checks, CRPA may use consumer reporting agencies to gather and report information to CRPA in the form of consumer or investigative consumer reports. All reference and background check results will be maintained in a confidential file by the CRPA Director.

Potential and current volunteers are expected to cooperate fully with reference and background checks. Cooperation includes, among other things, providing written consent to conduct a reference and background check and responding with truthful and complete information to inquiries made by CRPA or third-party investigators during the reference and background check process. Failure to cooperate in these respects, or any attempt to interfere with implementation of this policy, or CRPA efforts to obtain relevant information, may result in discipline, up to and including termination of volunteer involvement.

Acceptance and Appointment of Volunteers

Service as a registered volunteer with the organization shall begin with official acceptance or appointment to a volunteer position. Notice may only be given by an authorized representative of the CRPA who will normally be the Division Head or Volunteer Services Coordinator. No volunteers shall begin performance of any position until they have been officially accepted for that position and have completed all necessary screening and paperwork, including orientation and training.

Emergency Contact Information

It is the responsibility of each volunteer to regularly update their personal contact information and emergency contact information. This update can be made by contacting your supervisor.

Safety & Security Policies

Workplace Safety and Security

In order to provide a secure, safe and healthy work environment for volunteers, CRPA periodically provides information to volunteers about workplace safety, health, and security issues through regular internal communication means such as meetings, memos or other written communications.

Volunteers are discouraged from bringing large amounts of cash or other personal valuables to work unless absolutely necessary. CRPA is not responsible for volunteers' personal items that are lost or stolen.

Some of the best safety improvement ideas come from volunteers. Those with ideas, concerns or suggestions for improved safety and security in the workplace are encouraged to bring them to management's attention so that the safety and welfare of all volunteers can be improved.

Volunteers should feel free to report, without fear of retaliation, any condition which they believe poses a safety, health or security risk in the workplace. CRPA will investigate such reports promptly and thoroughly and take appropriate corrective action.

Further, any comments or jokes regarding threats of violence will be taken seriously, and dealt with appropriately and promptly.

Each volunteer is expected to obey safety rules and to exercise caution in all work activities. Volunteers must immediately report any unsafe condition to their supervisor. Volunteers who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including separation.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, volunteers should immediately notify their supervisor.

Injuries while Volunteering

All volunteers are expected to follow appropriate safety guidelines while volunteering. However, even under the best circumstances, an accident may occur. If a volunteer is injured, even slightly, the volunteer is expected to immediately stop the activity that caused the injury and seek first aid or medical attention if necessary. The volunteer must inform his or her supervisor about the incident and complete a General Loss & Liability Report. If the volunteer is unable to reach the supervisor, then the volunteer must contact their supervisor. The volunteer should not resume the activity until treatment has been provided and/or he or she has been given the approval from a supervisor to continue the activity.

Volunteers who become unable to work because of an illness or injury must inform their supervisor as soon as possible.

Use of CRPA or County Vehicles/Heavy Equipment and Required Indemnification and Certification to Use or Operate Tools and Other Equipment

Volunteers are prohibited from operating any county on or off-road vehicles, heavy machinery or heavy equipment, including but not necessarily limited to, cars, trucks, motor vehicles of any kind, tractors, riding lawn mowers, excavators, forklifts, and/or mini skid steers (a/k/a trail machines). During the course of volunteering, volunteers may be permitted to use or operate non-heavy tools and/or equipment such as landscaping or gardening tools and equipment.

As a condition of becoming a volunteer, a volunteer will be required to sign a Waiver, Release and Indemnity/Hold Harmless Agreement protecting the County from any and all manner of claims against the County, its departments, agencies (including the CRPA), officials and employees arising out of the volunteer's service to the County, including any claims of personal injury to the volunteer or third parties arising out of the volunteer's use and/or operation of any tools or equipment.

All volunteers will also be required to sign an acknowledgement form certifying they received training on the safe use and operation of any tools and equipment permitted to be used during the course of their volunteering for the County/CRPA.

Suspected Child Abuse Reporting

Each CRPA volunteer that provides care, education, training, supervision, coaching or recreational programs to children is a Mandated Reporter of child abuse or child neglect per Georgia law. CRPA's policy on reporting is included under the Appendix.

Code of Ethics

It is the policy of the Cherokee County Board of Commissioners to uphold, promote, and demand the highest standards of ethics from all of its employees and volunteers – maintaining the utmost standards of personal integrity, truthfulness, honesty, and fairness in carrying out their public duties, avoid any improprieties in their roles as public servants including the appearance of impropriety, and never use their County position or powers for improper personal gain (Cherokee County Personnel Policies, Code of Ethics §7).

All volunteers of CRPA, in delivering CRPA services and in all other CRPA activities, shall follow the Cherokee County Code of Ethics.

Ethics Every Day

As volunteers at CRPA, each of us is responsible, every day, for our own behavior and decisions we make. We affect the people and community around us. We make a difference. We are committed to making a positive difference by...

- Improving the quality of life.
- Enhancing recreation for others.

In living out this mission, each of us is responsible for living up to the fundamental standards of our culture:

- Telling the truth
- Keeping promises
- Respecting individuals
- Being fair

Each of us is responsible for maintaining the highest standards of ethics... every day.

Volunteer Conduct

Volunteers are an extension of CRPA and Cherokee County and as such are expected to conduct themselves professionally and with integrity at all times. Volunteers are expected to be knowledgeable of CRPA safety procedures and to report any accidents/incidents to their coordinator.

The following will not be tolerated by any volunteer in any capacity:

- Violation of any policies as noted in this manual;
- Verbally abusive or threatening language;
- Physically abusive or threatening behavior;
- Being under the influence of alcohol and/or drugs;
- Gross misconduct or insubordination;
- Failure to meet the standards of performance relating to the essential functions of the volunteer positions;
- Failure to satisfactorily perform assigned duties within specified timeframe;
- Any other actions, manners, or conduct that negatively reflects on Cherokee County.

CRPA reserves the right to limit the use of any volunteer, adjust the hours of any volunteer and/or to reject services as it, in its sole discretion, deems appropriate, in order to best achieve the County's mission, goals, and objectives.

Volunteers may resign from volunteer service at any time. Volunteers are encouraged to provide advance notice to his/her coordinator and a reason for the decision. Volunteers involved in CRPA athletic programs are also expected to adhere to the guidelines and code of conduct as set forth in the handbooks for these programs.

Harassment

Cherokee County is committed to maintaining a work environment that is free of inappropriate or unlawful conduct. In keeping with this commitment, the County will not tolerate harassment, discrimination or the unlawful treatment of employees by anyone, including volunteer, supervisor, co-worker, vendor, client or customer of the County.

Drugs & Alcohol

Cherokee County has a vital interest in maintaining a safe, healthy, and efficient working environment free from the adverse affects of drug and alcohol abuse. Drug and alcohol abuse pose serious safety and health risks to the user, and to those who work or come in contact with the user in the workplace. Accordingly, the County does not and will not tolerate consumption, possession, sale, distribution, or presence in the body of illegal drugs or alcoholic beverages while on county property and/or while in performance of volunteer duties. The County further expresses its intent, through this policy, to comply with Federal, State and local laws and regulations that relate to the maintenance of a workplace free of illegal drugs and alcohol.

Dress Code

You are a representative of CRPA and Cherokee County. Personal cleanliness and good grooming are essential. Your personal appearance and dress should be neat and professional. Volunteer attire requirement may vary upon volunteer assignments and will be indicated in the assignment description. Volunteers are not to wear see-through clothing; clothing that does not cover the chest, back and mid-drift; tank tops; suggestive or offensive clothing; short shorts or heavy perfumes.

Confidentiality

Volunteers are expected to keep confidential any information that they are either formally or informally exposed to during their time as a volunteer. Out of respect for the privacy and rights of all individuals associated with CRPA, your observations and opinions be kept in confidence. Your confidentiality makes CRPA a safe and trusting environment for all concerned.

CRPA's Commitment to Our Volunteers

Each volunteer for CRPA is viewed as an important part of the agency's success. Volunteers are entitled to the following:

- Be treated with respect and courtesy;
- Receive proper direction and training for the assigned task (CRPA may pay for certain required certifications depending on available funding);
- Receive CRPA attire or name badge designating them as a volunteer as deemed appropriate;
- Be recognized for their efforts in serving the citizens of Cherokee County;
- Be provided as much information about CRPA and the County as possible;
- And provide feedback (without fear of retribution) to CRPA staff to improve recreation activities and/or to improve the volunteer program.

Volunteer Evaluation

Volunteers will be evaluated during the course of their assignment. The evaluation may be completed formally or informally depending on the nature of the assignment. Short-term volunteers, such as those who work park clean-up days or special events, may receive an informal evaluation, i.e. verbal evaluation from CRPA staff overseeing the event. Long-term volunteers, such as youth sports coaches, may be formally evaluated by the participants he/she coached as well as CRPA staff overseeing the program.

Feedback from formal evaluations may be shared with the volunteer as deemed appropriate to:

1. Inform the volunteer of how his/her performance was during the assignment,
2. Inform the volunteer of issues of which he/she may not be aware so that improvements can be made for future volunteer assignments, and/or
3. Inform the volunteer that his/her performance did not meet expectations.

Formal evaluations of long-term volunteers will be thoroughly reviewed by CRPA Division Director before any action is taken by staff to remove a volunteer. CRPA Director will be notified of all recommendations to remove a long-term volunteer. CRPA Director must give his/her approval before any action is taken.

Volunteer Recognition

Recognition of volunteers may be accomplished in any of the following ways: "thank you" letters; emails; and/or verbal thanks. These methods of informal recognition may also include a concerted effort to include volunteers as full participants in program decision-making and implementation. Formal recognition may consist of an annual Volunteer Appreciation Ceremony honoring all volunteers as well as recognizing outstanding volunteers.

All CRPA staff members are responsible for ensuring that all volunteers are properly recognized for their service.

Customer Service Statement

Customer service is of utmost importance to CRPA. Volunteers are expected to provide quality customer service to all participants. If a volunteer does not know an answer to a question, then the volunteer should seek CRPA staff for assistance, in order to assist the customer.

Customer complaints should be directed to CRPA staff overseeing the activity or facility as soon as possible so that all complaints can be addressed in a timely manner. If the overseeing staff is not available, then the volunteer should contact the next level of supervisor in charge of the activity or facility.

CRPA provides opportunities for leisure and fun. Recreation and parks activities and events should provide a source of rest, relaxation, and enjoyment for the participants. People participate in our events and activities by choice not because they are required. If a customer experiences a problem, then volunteers should use his/her best judgment to resolve the situation as calmly and smoothly as possible so that the customer's experience is positive and enjoyable. Volunteers should not make promises that they cannot keep. Volunteers should be honest and sincere at all times.

Additional Volunteer Information

Reporting for Duty – Calling Out

In order to meet the needs of our participants, we expect our volunteers to report as scheduled. Please arrive at least 15 minutes prior to the program start time. It is imperative that you are present for your volunteer assignment at your regularly scheduled times.

- Should you find you are unable to perform your volunteer assignment, please notify the coordinator twenty-four (24) hours in advance.
- We realize a volunteer may have extenuating circumstances and these will be taken into consideration. Each situation will be handled on an individual basis.
- Volunteers should call the coordinator with CRPA if they are unable to arrive at their volunteer assignment at the appointed time.

Lost and Found

During special events, lost and found items should be taken to CRPA staff overseeing the activity. For ongoing volunteer assignments, such as youth sports coaches, any and all lost and found items should be taken to the concession stand or Recreation Center for safekeeping. CRPA staff should be notified of the situation.

Tobacco Use

Cherokee County complies with the Georgia Smoke Free Air Act of 2005. All county buildings and vehicles are designated as smoke-free and tobacco-free areas. Neither smoking nor tobacco use is permitted within 25 feet of any County building entrance/exit.

Media

Members of the media are occasionally present at our programs. Please have all media report to the staff in charge of the event. If you do not want to be photographed or filmed while volunteering with CRPA, please let the coordinator know in writing.

Solicitation

Volunteers are prohibited from soliciting for any purpose during their assignments. Volunteers are also prohibited from distributing material of any kind or nature during volunteer time except as required in the performance of their assignment.

Violence Free Work Environment

CRPA promotes a safe work environment for all volunteers and does not tolerate any type of violent behavior committed by or against volunteers. All volunteers are expected to conduct themselves in a professional manner and in accordance with the Cherokee County Code of Ethics included in the Cherokee County Employee Personnel Policies.

Threatening or violent behavior committed by anyone against volunteers, employees, vendors or clients during work or off-duty hours will not be tolerated. Such behavior may include but is not limited to the following:

1. Physical injury to another person;
2. Threats;
3. Behavior that creates a reasonable fear of injury in another person;
4. Intentionally causing damage to County property or property of another volunteer or employee;
5. Possession of weapons (for example, guns, knives, clubs, explosive devices, etc.) on County property or while at CRPA sponsored-activities; or
6. Committing acts motivated by, or related to, sexual harassment or domestic violence.

Statements or gestures which in any way suggest that the employee may engage in violent conduct will be taken seriously by management and responded to appropriately. Volunteers have a responsibility to report any potentially dangerous situations or unauthorized individuals on CRPA premises to management immediately. Reports of statements or behavior which may violate this policy will be investigated promptly and in as confidential a manner as possible. A volunteer suspected of violent behavior may be placed on leave during an investigation until a course of action is determined.

Incidents involving violent behavior by a volunteer may warrant removal of the individual from the workplace until further evaluation determines his or her suitability for return to the workplace.

CRPA Communication Systems

All communication systems are CRPA property and are to be used for business purposes. Because these communication systems are provided for business purposes, volunteers should have no expectation of privacy regarding their personal use of any CRPA communication systems, and their communications and systems use may be audited by authorized management at any time without notice. CRPA communication systems include, but are not limited to, e-mail, telephone, Internet, fax, voicemail, bulletin boards, and interoffice mail. Volunteers are to use proper discretion in the amount and length of non-business use of CRPA communication systems.

Volunteers must be mindful that their association with CRPA will be visible to any recipient of an electronic communication, and assure that their communications are consistent with the CRPA mission and accepted community standards. Prohibited uses of CRPA communication systems include, but are not limited to:

1. Developing, accessing or distributing material which harasses or disparages others, or contains ethnic or racial stereotypes, epithets or slurs; contains pornography, profanity, violent or sexually explicit images, messages, or cartoons; solicits for commercial ventures or outside organizations; advocates positions not officially endorsed by the CRPA violates any applicable law
2. Personal mass e-mail distribution ("spamming"), unauthorized computer access ("hacking"), obtaining pirated software, or violating copyright protections.
3. Distributing sensitive, proprietary, confidential, or private information of the CRPA and/or the CRPA without appropriate authorization.
4. Obtaining unauthorized access to another volunteer's or employee's communication systems, or sending unauthorized communications under another colleague's name.

5. Conducting CRPA business on a hand held cellular telephone while driving a vehicle CRPA communication systems may not be used in situations that violate Federal, State or Local Law. Inappropriate use of any CRPA communication systems may result in disciplinary action, up to and including separation.

Scope of Volunteer Involvement

Volunteers may be utilized for a variety of programs and services for CRPA. The scope of duties for volunteer opportunities will vary depending on the volunteer assignment, length of assignment, and level of involvement. Division Directors and/or Coordinators will ensure that volunteers are provided assignment descriptions of volunteer tasks to include the following:

- Purpose,
- General duties and responsibilities,
- Coordinator Contact,
- Necessary training and orientation prior to performing work, and
- Personal protective equipment as needed.

APPENDIX

**Cherokee Recreation & Parks Agency
Criminal Background Check Requirements for Volunteers**

Administrative Policy

To preserve the safety and well-being of children, persons with a disability and seniors participating in CRPA programs as well as those participating in programs administered by approved groups, organizations and associations using facilities under the control of this agency, CRPA hereby adopts the following policy requiring background screening for all staff and volunteers 18 years of age and older before being granted one-on-one access to our most vulnerable populations. Specifically:

- a. Adapted/Inclusion Volunteer
- b. Basketball Gym Director
- c. Youth Sports Coach *
- d. Game Officials **
- e. Other Volunteers as Determined

*A manager/ coach is any person designated by the league or association who will be alone with players, or responsible for a team or a portion of a team during a game or practice or have significant financial duties.

**Any approved groups, organizations and associations utilizing game officials that do not belong to an officiating association that conducts annual background checks must conduct their background checks through Cherokee County. The officials' association must provide written verification stating background checks are conducted annually to the association and CRPA.

Note: Individuals seventeen (17) years of age and under shall be excluded from background checks.

2. Background checks will be completed online through our Background check Portal.
3. Mandatory background checks will be conducted annually. After initial approval, all individuals participating in the capacities listed will undergo a criminal background check every twelve months.
4. The results of criminal background checks will be kept strictly confidential. CRPA will designate one individual within the organization authorized to review and have access to the reports.
5. CRPA shall notify the affected volunteer that a disqualifying offense was reported on the criminal background check. CRPA will contact the applicant via certified mail and include a copy of the report. In the event the applicant feels a mistake has been reported in their criminal background check, it is the applicant's responsibility to contact the reporting agency and they will respond to your inquiry.
6. All information obtained in response to the criminal background check or disclosed in the review process shall be kept confidential and not disclosed or discussed outside of the review process. CRPA is not responsible for errors or omissions that may be reported on background checks.

Criteria for Exclusion

1. A person shall be disqualified and prohibited from serving in one of the above positions if the person has been found guilty of the following crimes:

Guilty means that a person was found guilty following a trial, entered a guilty plea, entered a no contest plea accompanied by a court finding of guilty, regardless of whether there was an adjudication of guilt (conviction) or a withholding of guilt.

- a. Applicants will be disqualified with a lifetime ban from the above positions if they were guilty of the following:

- i. A violent felony, or
- ii. All sexual offenses.

Examples include but are not limited to: child molestation, rape, sexual assault, sexual battery, sodomy, prostitution, solicitation, indecent exposure, murder, manslaughter, aggravated assault, kidnapping, robbery, aggravated Burglary, etc

- b. In addition, applicants shall be disqualified if they have been guilty of the following within the past ten (10) years:

- i. All felonies other than violence or sexual offense,
- ii. More than one alcohol or drug related offense.

Examples include but are not limited to: drug offenses, theft, embezzlement, fraud, child endangerment, driving under the influence, simple drug possession, drunk and disorderly, public intoxication, possession of drug paraphernalia, etc.

- c. In addition, applicants shall be disqualified if they have been guilty of the following within past seven (7) years:

- i. Any violent misdemeanor.

Examples include but are not limited to: simple assault, battery, domestic violence, hit & run, etc.

- d. In addition, applicants shall be disqualified if they have been guilty of the following within past three (3) years:

- i. Any alcohol or drug related misdemeanor.
- ii. Any other misdemeanor that is a potential danger to children or directly related to the functions of the volunteer.

Examples include but are not limited to: driving under the influence, simple drug possession, drunk and disorderly, public intoxication, possession of drug paraphernalia, contributing to the delinquency of a minor, providing alcohol to a minor, theft, etc.

2. **Pending Cases:** In addition, anyone who has been charged for any of the disqualifying offenses or for cases pending in court will not be allowed to serve in one of the above positions until the official adjudication of the case.

	ADMINISTRATIVE POLICIES AND PROCEDURES		SUBJECT: Suspected Child Abuse Reporting
	NUMBER: CRPA-01	REVISIONS:	EFFECTIVE DATE: 10/17/12
	SUPERSEDES:	APPROVED BY: Board of Commissioners – 10/16/12 Meeting	

SECTION 1.0 PURPOSE

To provide guidance to employees and volunteers regarding the reporting of suspected child abuse as mandated by Georgia state law.

SECTION 2.0 INTRODUCTION

Employees and volunteers in a public organization providing recreational programs to children who have reasonable cause to believe that a child has been abused are required by Georgia state law to report or cause reports of that abuse be made to the proper authorities.

SECTION 3.0 HOW TO REPORT CHILD ABUSE

- A. If the child is in immediate danger:
 1. Call 911 immediately.
 2. Once the police have been contacted, notify your immediate supervisor.
 3. The immediate supervisor will notify the CRPA Director or, in the absence of the Director, the appropriate Division Director.
 4. The employee or volunteer who made the initial observation will complete a written Report of Suspected Child Abuse/Neglect and submit to DFCS within 24 hours.
- B. If the abuse is not actively on-going and the child is not in immediate danger:
 1. Notify your immediate supervisor.
 2. The immediate supervisor will notify the CRPA Director or in the absence of the Director, the appropriate Division Director.
 3. The employee or volunteer who made the initial observation will contact the Department of Family and Children Services.
 - i. On Monday – Friday between the hours of 8:00 AM and 5:00 PM, contact the Cherokee County DFCS office at (770)720-3610.
 - ii. At all other times, contact the DFCS Child Protective Services (CPS) After-Hours Call Center at 1-855-GA CHILD (1-855-422-4453).
 4. The employee or volunteer who made the initial observation will complete a written Report of Suspected Child Abuse and submit to DFCS within 24 hours.

SECTION 4.0 WRITTEN REPORT OF SUSPECTED CHILD ABUSE

Employees and volunteers who have reasonable cause to believe that a child has been abused shall complete the Report of Suspected Child Abuse (See attached form) for submittal to the Department of Family and Children Services within 24 hours of filing an oral report.

SECTION 5.0 TRAINING

All employees and volunteers who interact closely with children through their work, including but not limited to, camp counselors, class instructors and youth sports coaches will receive training, as a part of their orientation, on the signs of abuse and how to report it.

Such training will include:

- An overview of the Georgia state law on Mandatory Reporting of Child Abuse,
- Definitions and indicators of child abuse according to the Georgia Department of Human Resources,
- Procedures as outlined in this policy for reporting suspected child abuse,
- Directions on how to complete and submit the written Report of Suspected Child Abuse.



**CHEROKEE COUNTY
CHEROKEE RECREATION & PARKS AGENCY
REPORT OF SUSPECTED CHILD ABUSE**

Within 24 hours of making an oral report, a mandated reporter shall complete and submit a written report to the DFCS. **Please print or type.**

CHILD'S NAME	MALE FEMALE	AGE OR BIRTH DATE
CHILD'S ADDRESS		
NAME OF PARENT OR GUARDIAN	ADDRESS	PHONE NUMBER
WHERE IS CHILD STAYING PRESENTLY IF NOT AT HOME?		PHONE NUMBER
NAME OF DFCS WORKER TO WHOM ORAL REPORT WAS MADE	DATE OF ORAL REPORT	DATE AND TIME OF SUSPECTED ABUSE
NAME OF SUSPECTED PERPETRATOR, IF KNOWN	ADDRESS OR PHONE NUMBER, IF KNOWN	RELATIONSHIP TO CHILD
NATURE AND EXTENT OF THE CHILD'S INJURIES, MALTREATMENT OR NEGLECT		

INFORMATION CONCERNING ANY PREVIOUS INJURIES, MALTREATMENT OR NEGLECT

LIST NAMES AND AGES OF SIBLINGS, IF KNOWN

DESCRIBE THE CIRCUMSTANCES IN WHICH THE INJURIES, MALTREATMENT OR NEGLECT CAME TO BE KNOWN TO THE REPORTER

WHAT ACTION, IF ANY, HAS BEEN TAKEN TO TREAT, PROVIDE SHELTER OR OTHERWISE ASSIST THE CHILD?

REPORTER'S NAME AND AGENCY	ADDRESS	PHONE NUMBER
REPORTER'S SIGNATURE	POSITION	DATE



CHEROKEE RECREATION & PARKS AGENCY

Assignment Description

THERAPUTICS PROGRAM VOLUNTEER



PURPOSE

Volunteers assist with recreation programs in either recreation or aquatics Division.

- TR programs are designed for individuals with special needs. The majority of our population served is developmentally delayed. Volunteers will serve as chaperones or buddies.

- Aquatics Program volunteers are for programs for adaptive aquatics as swim lesson buddies or swim team for meets.

GENERAL DUTIES AND RESPONSIBILITIES

*The following duties are typical for this classification. Volunteers **may not perform** all of the listed duties and/or **may be required to perform** additional or different duties from those set forth below to address specific event needs. There will be a full time CRPA staff person on duty at all times when volunteers are present.*

Stay with the assigned group of participants at all times during an activity.

Exhibit enthusiasm and be understanding of each individual's special need.

Understand and assist the Recreation Coordinator with activities that will take place during this program. When able, take part in activities with the participants.

If an emergency occurs, notify the Recreation Coordinator immediately.

Communicates with the Recreation Coordinator as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Performs other duties as assigned.

BACKGROUND CHECK

Required National background check

COORDINATOR CONTACT

Program Volunteers are under the general direction of the Recreation Coordinator or Aquatics Coordinator for Special Populations Programs.

TRAINING AND ORIENTATION

Training will be held for all new volunteers 15 minutes prior to the scheduled start time of a program. It will serve to familiarize volunteers with all the special needs of the group that is participating.

PROTECTIVE EQUIPMENT

None required.

REQUIRED DRESS

Must wear closed toe shoes, and appropriate clothing for the activities. No clothing should have inappropriate language.



CHEROKEE RECREATION & PARKS AGENCY

Assignment Description

CYB GYM DIRECTOR



PURPOSE

A Basketball Gym Director will strive to lead community involvement where children and their families can participate in youth basketball. You will promote equitability, fairness, integrity, sportsmanship, teamwork, and responsibility. You will be considered a role model for young athletes and for your community. Regular availability and communication is a necessity.

GENERAL DUTIES AND RESPONSIBILITIES

*The following duties are typical for this classification. Volunteers **may not perform** all of the listed duties and/or **may be required to perform** additional or different duties from those set forth below to address specific event needs.*

Possess the ability to assist/ plan and supervise registration, assessments, drafts, practices, coaches' meetings, and league training.

Provide weekly communication to the youth sports coaches and their team as information is disseminated by the Athletic Division Staff.

Provide and maintain the general custodial maintenance as described by the school district or owner of the gym. This would include but not be limited to sweeping the gym floor, picking up loose trash, flushing toilets, turning on/off lights, using security alarm, uniform distribution, etc.

Provide a safe and fun environment for the children to learn.

Perform other duties as assigned.

BACKGROUND CHECK

Required National background check

COORDINATOR CONTACT

Basketball Gym Directors are under the general direction of the Athletic Division Staff.

TRAINING AND ORIENTATION

Basketball Gym Directors will be given training and/or orientation, if warranted or asked for, by the Athletic Division Staff. Training opportunities will be provided on a seasonal basis.

SPORTS EQUIPMENT

Basketball Gym Directors will be given the necessary sports specific equipment when warranted and will be responsible for the proper use and general maintenance of that equipment. All equipment shall be returned at the conclusion of the season in good working order. In some situations, the Basketball Gym Directors may be required to leave a deposit in the event the equipment is damaged or not returned.

REQUIRED DRESS

Must be in closed toed shoes, and appropriate clothing for the activities. No clothing should have inappropriate language.



CHEROKEE RECREATION & PARKS AGENCY

Assignment Description

PARK VOLUNTEER



PURPOSE

Volunteers perform general cleanup of parks and facilities to include, but not be limited to, cleaning of facilities and park grounds, trash pickup/removal, trail maintenance and building, irrigation repair, horticultural maintenance and landscaping, spreading mulch and/or pine straw, painting, organizing supplies and inventorying.

GENERAL DUTIES AND RESPONSIBILITIES

*The following duties are typical for this classification. Volunteers **may not perform** all of the listed duties and/or **may be required to perform** additional or different duties from those set forth below to address specific event needs.*

General cleanup of parks and facilities to include trash pickup/removal, washing windows, dusting, mopping, cleaning restrooms, vacuuming, using a back pack blower.

Provides assistance in the spreading of mulch and pine straw.

Assists with painting projects indoors and outdoors.

Communicates with on-site supervisor as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Performs other duties as assigned.

BACKGROUND CHECK

Not required

COORDINATOR CONTACT

Park Volunteers are under the general direction of the Park Manager or a Crew Leader.

TRAINING AND ORIENTATION

Park Volunteers will be given training and/or orientation, if warranted or asked for, by the Park Maintenance Division. Most volunteer assignments given will not require training, but in certain events, staff will be available should training be required.

PROTECTIVE EQUIPMENT

Park Volunteers will be given protective safety equipment when warranted by the Park Maintenance Division.

REQUIRED DRESS

Requires closed toe shoes, sleeved shirts, and pants or shorts.



CHEROKEE RECREATION & PARKS AGENCY

Assignment Description

SERVICE ORIENTED VOLUNTEER



PURPOSE

Service volunteers assist with specific park projects including landscaping, park clean-ups, etc. Service Oriented Volunteers include, but are not limited to, eagle or girl-scout projects, school projects, community service projects, service club projects, etc.

GENERAL DUTIES AND RESPONSIBILITIES

The following duties are typical for this classification.

Performing projects including, but not limited to, park clean-up days, landscaping, painting, bench placement, sign placement and field renovation.

BACKGROUND CHECK

Not required

COORDINATOR CONTACT

Service Oriented Volunteers are under the general direction of the Park Manager.

TRAINING AND ORIENTATION

Service Oriented Volunteers should have the proper training to perform the type of task, or have adult supervision with training on the specific project they have requested.

PROTECTIVE EQUIPMENT

Service Oriented Volunteers will provide their own protective safety equipment and will not be allowed to continue project if protective safety equipment is deemed necessary by Park Superintendent.

PROPER PERMITTING

All projects requested by individuals or groups will be assessed by staff to determine if city, county, state or federal permitting is required. If permits are required, individual or group will be responsible in obtaining all permits for respective project. Park Superintendent will work with individual or group once all permits are secured and project has been approved.

REQUIRED DRESS

Requires closed toe shoes, sleeved shirts, and pants or shorts.



CHEROKEE RECREATION & PARKS AGENCY

Assignment Description SPECIAL EVENTS VOLUNTEER



PURPOSE

Volunteers assist with special events including, but not limited to, greeting participants, set-up and take down, running booths, interact and distribute information to the public, clean up after events, monitor County equipment, and monitor event entry and exit points.

GENERAL DUTIES AND RESPONSIBILITIES

*The following duties are typical for this classification. Volunteers **may not perform** all of the listed duties and/or **may be required to perform** additional or different duties from those set forth below to address specific event needs.*

Assists Coordinators in planning and execution of special events at multiple locations, exercising discretion and independent judgment.

Performs customer service functions as needed. Communicates and coordinates courteously and effectively with the public, other County employees, officials, vendors, sponsors, volunteers, and other outside organizations.

Provides assistance and information related to department programs, parks, rentals, events, fees, procedures, forms, or other issues; responds to routine questions or requests for service

Communicates with supervisor, employees, other departments, program participants, the public, outside organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Performs general clerical tasks; Conduct yourself in an open, friendly, professional manner at all times; Assist with setup and clean up the day of the event.

Welcome guests attending the event; Volunteers must be friendly and dependable, able to accurately follow oral and written instructions, able to readily learn assign tasks, and able to communicate effectively with a diverse population and large crowds.

BACKGROUND CHECK

Not required unless position has direct contact with young children in a supervisory role.

COORDINATOR CONTACT

Special Event Volunteers are under the general direction of an Athletic or Recreation Coordinator.

TRAINING AND ORIENTATION

Training will be held for all new volunteers 15 minutes prior to the scheduled start time of a program. It will serve to familiarize volunteers with all the special needs of the group that is participating.

PROTECTIVE EQUIPMENT

Any necessary protective equipment will be provided the day of the event.

DRESS CODE

Must wear closed toe shoes, and appropriate clothing for the activities. No clothing should have inappropriate language.



CHEROKEE RECREATION & PARKS AGENCY

Assignment Description FACILITY ASSISTANT VOLUNTEER



PURPOSE

Volunteers are responsible for granting renters access to facilities and supporting the highest levels of customer service for visitors. Performs facility reservations and receives monies; handles routine complaints, inquiries and requests for building. Volunteer maintains building security.

GENERAL DUTIES AND RESPONSIBILITIES

The following duties are typical for this classification.

- Providing tours of facilities available for rent;
- Executing facility reservations;
- Handling inquiries and complaints of customers;
- Opening and closing procedures; and
- Building security.

BACKGROUND CHECK

Not required unless position has direct contact with young children in a supervisory role.

COORDINATOR CONTACT

Volunteer Facility Assistants are under the general direction of the Center Manager.

TRAINING AND ORIENTATION

Appropriate training will be provided prior to the Volunteer Facility Assistant beginning his/her assignment. Training can include, but is not limited to, opening and closing procedures; cash handling policies; online facility reservation software and executing lease agreements.

PROTECTIVE EQUIPMENT

Any necessary protective equipment will be provided prior to the start of any task.

DRESS CODE

Must wear closed toe shoes, and appropriate clothing for the activities. No clothing should have inappropriate language.



CHEROKEE RECREATION & PARKS AGENCY

Assignment Description

YOUTH SPORTS COACH



PURPOSE

A volunteer coach will strive to create a positive learning environment where children learn sportsmanship, fundamental skills, teamwork, and responsibility. You will be considered a role model for young athletes. Sportsmanship, fair play, and full participation are all mandatory.

GENERAL DUTIES AND RESPONSIBILITIES

The following duties are typical for this classification. Volunteers may not perform all of the listed duties and/or may be requested to perform additional or different duties from those set forth below to address business needs and changing business practices.

Possess the ability to plan and supervise games, practices and attend other league events.

Provide weekly communication to the league and the team as information is disseminated.

Possess the ability to teach young athletes the fundamentals of the sport and encourage involvement of the parents.

Provide a safe and fun environment for the children to learn.

Perform other duties as assigned.

BACKGROUND CHECK

Required National background check

COORDINATOR CONTACT

Youth Sport Coaches are under the general direction of the Athletic Division Staff.

TRAINING AND ORIENTATION

Youth Sport Coaches will be given training and/or orientation, if warranted or asked for, by the Athletic Division Staff. Training opportunities will be provided on a seasonal basis.

SPORTS EQUIPMENT

Youth Sports Coaches will be given the necessary sports specific equipment when warranted and will be responsible for the proper use and general maintenance of that equipment. All equipment shall be returned at the conclusion of the season in good working order. In some situations, coaches may be required to leave a deposit in the event the equipment is damaged or not returned.

DRESS CODE

Must wear closed toe shoes, and appropriate clothing for the activities. No clothing should have inappropriate language.



Park Volunteer Report

Date: _____

Time: _____

Group Name: _____

Participants (total #, and names if small group):

Park Location where work was performed:

Work Completed :

Total # of man hours: _____

Submitted by: _____ Date: _____