



# **SERVICE MANUAL**

OAK LAWN PARK DISTRICT  
9400 S Kenton Ave  
Oak Lawn, IL 60453

Phone: 708-857-2225  
Fax: 708-636-4785  
Email: [volunteers@olparks.com](mailto:volunteers@olparks.com)

**V  
O  
L  
U  
N  
T  
E  
E  
R**

## **MISSION STATEMENT**

### **OUR MISSION**

The Oak Lawn Park District promotes a strong sense of community by providing leisure opportunities and the preservation of natural resources that enhances the quality of life and wellness for everyone.

### **OUR VISION**

The vision of the Oak Lawn Park District is to create an environment that promotes happiness among staff and patrons.



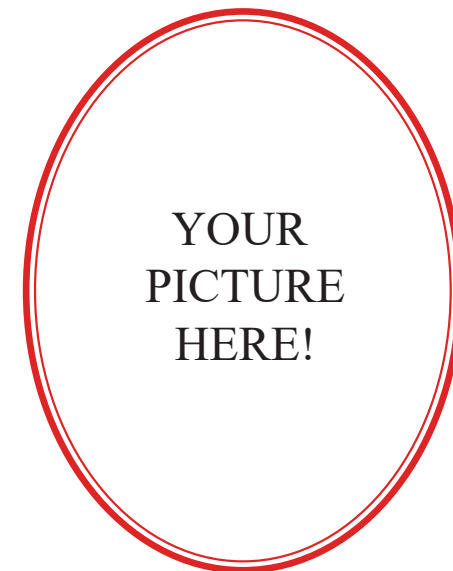
## **VOLUNTEER OF THE MONTH**

As an incentive for the volunteers, we have developed a criteria for a volunteer to be featured as the “Volunteer of the Month”. Volunteers will be recognized at our regular board meetings and receive a plaque with their name.

National Volunteer Week is the last week of April and volunteers with 50 hours or more for the year are invited to attend the “Volunteer Thank You Event.”

The criteria for this is as follows:

- Volunteer with perfect attendance
- Volunteer with at least five hours of service a month
- Works as part of the Oak Lawn Park District team
- Stands out as a dedicated volunteer
- Recommended from a Program Supervisor.



*“Regular volunteer work increases life expectancy more than any other activity”.*

## TELEPHONE NUMBERS

### **POLICE/FIRE & AMBULANCE..... 911**

### **ADMINISTRATION OFFICE ..... 708-857-2225**

Tom Hartwig, CPRP, Director

Delaney Harty, CPRP, Safety Manager,

Human Resources Manager ..... 2103

### **OAK VIEW CENTER ..... 708-857-2200**

Tracey Gallik, CPRP, General Manager..... 2602

Todd Mallo, Oak View Center Manager,

Special Recreation Supervisor..... 2611

Jacqueline Canty, Special Recreation Supervisor,

Veteran Services Coordinator..... 2620

Melissa Ferruzza , Recreation Supervisor..... 2623

Bryce Nolan, Recreation Supervisor ..... 2610

### **COMMUNITY PAVILION ..... 708-857-2420**

Cate Coyle, CPRP, General Manager..... 2407

RobbieButcher, Maintenance Supervisor..... 2407

Shannon Nolan, CPRP, Pavilion Manager.....2414

Brad Burke, Recreation Supervisor..... 2408

Ryan Graczyk, Flash Coordinator..... 2413

Ryan McGrath, Athletic Supervisor ..... 2413

### **ICE ARENA ..... 708-857-5173**

Mike Sinkewich, General Manager ..... 2203

Whitney De Boer, Assistant Manager, Aquatics Manager 2200

Ben Stacy, Recreation Supervisor ..... 2204

### **RACQUET, FITNESS & GYMNASIIC CENTER ..... 708-857-2215**

Deirdre White, CPRP, General Manager,

Gymnastic Coordinator ..... 2506

Dan Linde, Assistant Manager..... 2503

### **STONY CREEK GOLF COMPLEX ..... 708-857-2433**

Jason Poblocki, General Manager..... 2301

## TABLE OF CONTENTS

Volunteer Services .....	page 1
The Benefits of Volunteering.....	page 2
Student Community Service Volunteers.....	page 2
Peer Jury Community Service.....	page 2
Organizational Chart.....	page 3
Volunteer Opportunities.....	page 3
Requirements .....	page 4
Requirements continued.....	page 5
Volunteer Responsibilities.....	page 6
Rights & Privileges.....	page 6
Guidelines Volunteers.....	page 7
Telephone Numbers.....	page 8
Volunteer of the Month.....	page 9

## VOLUNTEER SERVICES

Due to a growing need, volunteer services was established in September of 1993. Volunteer Services is a department within the Oak Lawn Park District whose goal is to recruit, train, place and track volunteers throughout the Oak Lawn Park District.

As a volunteer of the Oak Lawn Park District you are considered an important part of our team. We appreciate your time, skills and willingness to be here. As part of our team, you will have certain job responsibilities and tasks depending on your assignment. You will be responsible for performing your job in a safe and proper manner. To help you do just that, you will be given orientations, training in policies/procedures and certain skills that are applicable to you.

As part of your orientation you will receive various pieces of literature, which may include the following:

- This Volunteer Manual
- Policies/Procedures Manual(s) per department, as needed
- Safety Manual(s) per department and program, as needed.

If you have any questions, please do not hesitate to call.

## THE BENEFITS OF VOLUNTEERING

The Benefits of Volunteering are Endless! We want to be able to give you, the volunteer, a rewarding experience while working with your community. More specific benefits include:

- Full and meaningful life
- Balance between work and play
- Quality of Life
- Personal development and growth
- Self-Esteem and Self-Reliance
- Sense of Accomplishment
- Creativity and Adaptability
- Problem Solving and Decision Making
- Physical Health and Maintenance
- Psychological Well Being
- Personal Appreciation and Satisfaction
- Sense of Adventure
- Outlets for Stimulation

## STUDENT COMMUNITY SERVICE VOLUNTEERS PEER JURY COMMUNITY SERVICE WORKERS

### Welcome Aboard!

Thank you for choosing the Oak Lawn Park District as your service site. Please read this manual thoroughly and follow the guidelines.

Because you may have specific guidelines set by your school or court order, we will be happy to sit down and discuss the details with you.

We sincerely hope you find volunteering a rewarding experience!

## GUIDELINES FOR ALL RECREATION PROGRAM VOLUNTEERS

- All volunteers are required to read this Service Manual before they sign and submit their application.
- You should be at the program site at least 15 minutes before the start of a program and 45 minutes before show time if ushering.
- Each participant should have an updated information form. You will be briefed on any pertinent information (for Special Recreation only).
- Please make sure work areas are in the same condition as found.
- Precaution should be taken with all equipment. The Oak Lawn Park District has incurred a great expense in purchasing this equipment.
- If any problems occur with participants, parents, supervisor or other staff member, please refer them to the program leader in charge. He/she will be most happy to discuss them with you, but not during program time. If you, as a volunteer, have any problems with a leader or the department, call the Volunteer Coordinator.
- "What Do I Do If an Accident Has Just Happened"? Deal with the immediate crisis; contact the event coordinator/ facility manager. Do not admit liability or make statements such as "we will take care of everything", "we will take care of your bills" or "it was my fault." As a volunteer, you are not in the position to make such statements.
- If you are unable to attend a program and know in advance, please advise your program leader. Late calls make it very difficult to get a substitute. Please call in the morning or the day before if possible.
- We do understand that an emergency may arise and you will be unable to attend a program, but please don't make it a habit. It really is in the best interest of the participants that you attend your scheduled time.
- At all times, please conduct yourself in a professional manner.
- Please do not leave any participants unattended during the program.
- Time sheets should be filled out accurately and neatly and turned in on time.

## VOLUNTEER RESPONSIBILITIES

- Be sure that you really want to help other people.
- Be convinced that you believe in the value of your services.
- Be loyal and do not criticize what you do not understand... there may be a good reason. Accept the rules and guidelines.
- Ask about things you do not understand.
- Be willing to learn. Training is essential to any job well done.
- Know all you can about the Oak Lawn Park District and your assignment.
- Be dependable... do what you have agreed to do. Do not make promises you cannot keep.
- Find a place on the volunteer "team". We are all working towards the same goals.
- *REMEMBER, ALL INFORMATION IS CONFIDENTIAL.* What you see here remains here when you leave.

## RIGHTS AND PRIVILEGES

- Right to a suitable assignment with consideration for personal preference, temperament, life experience, education and background.
- Right to know about the Oak Lawn Park District, its policies, its people and its programs.
- Right for training on the job that is thoughtfully planned and effectively presented.
- Information about new development/training for greater responsibility.
- Right to sound guidance and direction by someone who is experienced, well informed, patient and thoughtful.
- Right to a place to work, an orderly designated place, conducive to work and worthy of the job to be done.
- Right to promotion and a variety of experiences through advancement to assignments of more responsibility, through transfer from one activity to another and through special assignments.
- Right to be heard, to have a part in planning and to make suggestions.
- Right to be recognized in the form of promotion and awards and tangible evidence through day-by-day expression of appreciation.

## ORGANIZATIONAL CHART

Facility Manager / Event Coordinator

Volunteer Coordinator

Volunteers

## VOLUNTEER OPPORTUNITIES

With the expansion of volunteer services, we can place volunteers in a wide variety of positions throughout the entire park district. The following are just a few examples of different events and programs in need of volunteers.

### AREAS OF INTEREST:

#### Special Events (age 12 & up):

- Easter Egg Hunt (April) / Home Run Derby (April) / Volleyball for Charity (April) / Stony Creek Clean-Up (May)
- Summer's Last Blast (July) / Monarch Festival (September) / Howl-O-Ween (October) / Candy Cane Hunt (December) / Breakfast with Santa (December)

#### Special Recreation (age 16 & up): • Mardi Gras Mambo (February)

- Halloween Hip-Hop (October) • Guys & Gals (Weekly)
- Special Recreation Sports (Weekly)

#### Athletics (age 12 & up): • Home Run Derby (April)

- Volleyball for Charity (April) • Turkey Shoot (November)

#### Theater (age 16 & up): • Ushers • Selling Concessions

## REQUIREMENTS

- Must be at least 12 years old
- Each volunteer must be registered through Volunteer Services.
- An Email address is required. Upcoming Volunteer Opportunities are communicated through email messages.
- As part of the registration process all volunteers will need to:
  - Complete an application
  - Sign background check form (18 years and over)
  - Receive a general orientation day of event
- Complete various training programs, which MAY include:
  - Policies and Procedures • CPR/First Aid
  - Safety In-Service Training Sessions
  - ADA Training to work with individuals with disabilities and/or Specific Program Training

### Time Sheets

Keeping records of your hours enables us to track our volunteers for service recognition, money saved, etc., more efficiently. If you work in a program, turn the time sheet in to your program supervisor at the end of each program or sign the time sheet that the Supervisor has at the days event.

### Absenteeism

When you are assigned to a particular program, it is your responsibility to be present at every session of the program. In the event of an emergency, and you will not be able to attend a program due to unforeseen circumstances, (i.e., sickness), you must contact your program leader/supervisor to inform them of the problem.

### Dress and Appearance

Your attire should be in good taste, neat, clean and appropriate for the functions that will be performed. Remember, you are representing the Oak Lawn Park District.

### Dismissal

The Oak Lawn Park District reserves the right to ask a volunteer to leave a program or dismiss a volunteer under any circumstances including: Improper or inappropriate attire, engagement in any unsafe behavior, refusal to follow the safety rules or instructions of a supervisor, or any volunteer who appears to be under the influence of alcohol, or drugs. for the functions that will be performed. Remember, you are representing the Oak Lawn Park District.

## REQUIREMENTS

### Transportation

**You must never transport participants in your personal car.**

### Insurance

The Oak Lawn Park District carries medical excess coverage for any out-of-pocket medical expenses you may incur as a result of your volunteer experiences. However, your personal coverage must be used first. Only expenses not covered by your own insurance or that of parents (in case of a minor) may be covered.

### Suggestions

Volunteer Services encourages volunteers to suggest ways for the Volunteer Service Department to improve. Please share ideas for the betterment of the facilities and services. Feel free to drop your ideas in my mailbox at the Oak View Center.

### Evaluations

To ensure a quality volunteer program periodic evaluations will be done on all volunteers. These evaluations will be done by the supervisor of the program. Evaluations will be kept on file. Also, you will have the opportunity to evaluate the program/supervisor. Your insightful opinions will help us strive to provide quality programs. If you want more detailed information, ask your supervisor for the District's policy.

### Smoking, Alcohol and Drugs

The Oak Lawn Park District prohibits the use of smoking, alcohol, or drugs on park district property.

### Sexual Harassment

All employees and volunteers have the right to work in a work environment free from sexual intimidation and/or harassment of any kind. It is the Oak Lawn Park District express policy not to tolerate sexual harassment of or by any of its employees, volunteers and elected officials.