

VOLUNTEER HANDBOOK

CULLMAN PARKS, RECREATION, & SPORTS TOURISM

BOARD OF DIRECTORS

This Handbook is designed to provide information for all volunteers of the Cullman Parks, Recreation, & Sports Tourism Department. The Handbook is not all-inclusive but is intended to provide an outline and summary of the Board's basic policies and procedures. This edition replaces all previously issued editions or amendments to guidelines communicated in writing by management prior to this edition. It is the intention of the Cullman Parks, Recreation, & Sports Tourism Department to adhere to all applicable state and federal laws, rules, and regulations. The Cullman Parks, Recreation, & Sports Tourism Department is an Equal Opportunity Employer.

PARKS AND RECREATION

MISSION STATEMENT

Cullman Parks, Recreation, & Sports Tourism Department strives to enhance the quality of life through community partnerships, progressive development, and promotion of overall health and wellness.

PARKS, RECREATION, & SPORTS TOURISM BOARD

Mark Aderhold
Herbert Arnold
Dr. Beth Bownes-Johnson
Will Harding
Trent Lowry
Rusty Turner, Chairman
Zac Wood

PARKS, RECREATION, & SPORTS TOURISM MANAGEMENT

Nathan Anderson, Executive Director
Christy Turner, Recreational Development Director
Kristy Patterson, Director of Cheer & Gymnastics
Jesse Newsom, Athletic Director/Park Manager
Stephanie Neal, Senior Programs Coordinator
Aleah Deboer, CWAC Facility Director
Kelly Pulliam, Civic Center Manager
Kyle Clark, Director of Operations
Dianne Evans, Aquatics Director
Ches Harris, Director of Golf

FIVE-YEAR STRATEGIC PLAN

Strategic Directive 1:

To strengthen organizational branding as a regional provider of the highest quality programs and services

- Goal 1: To develop multi-faceted marketing strategies that match available resources to desired outreach targets
- Goal 2: To ensure that publicity for events is consistent with the mission of the organization and is of a high enough standard to exceed industry expectations

Strategic Directive 2:

To broaden participation and outreach through multi-dimensional programs and intentionality of services that promote wellness, self-esteem, and a sense of community.

- Goal 1: To develop programs and services that reflects innovation, effectiveness, and best practices.
- Goal 2: To strategically allocate resources in a manner that reflects the impact and needs of high-impact activities at the same time the organization recognizes the value of participation across all strata of the population continuum

Strategic Directive 3:

To develop and sustain adaptive organizational infrastructure that positions CPAR for transformative change in response to community needs.

- Goal 1: To develop a dynamic facility master plan that incorporates the present and future needs of the organization and the citizens it serves
- Goal 2: To develop and maintain staffing levels that reflect efficiency, effectiveness, and customer focus

Strategic Directive 4:

To develop multiple strategies of resource acquisition to support the present and future needs of the organization.

- Goal 1: To maximize current revenue sources through proactive communication and effective management strategies
- Goal 2: To aggressively pursue new revenue opportunities to support present and future programs and services

Strategic Directive 5:

To hold as a foundational principle that the dynamics of change will be grounded in a culture of evidence marked by integrity and accountability.

- Goal 1: To develop and maintain organizational data utilizing core indicators of effectiveness and other established measures of performance
- Goal 2: To utilize data through environmental scanning and other methodologies to promote a personal and organizational culture of integrity and inquiry

Strategic Directive 6:

To recognize as a core belief that all citizens can receive positive benefits from the organization's programs and services, and that engagement is offered to all in a safe and non-discriminatory environment.

- Goal 1: To incorporate in all programs and services accountable consideration of the needs and expectations of employees, participants, and community stakeholders, regardless of race, color, creed, national origin, religion, age, gender, sexual orientation, political affiliation, or disability.
- Goal 2: To ensure that safety considerations for all participants are central to the development and implementation of organizational programs and services.

VALUES:

Park and Recreation Board values...

- Each employee
- Every volunteer
- Community members
- High standards
- Conscientious use of technology and other tools
- Fostering of an accessible, supportive, safe environment for all to work and play
- Collaborative culture
- Respect and integrity and the embracement of diversity

PARKS AND RECREATION DIRECTORY

EXECUTIVE DIRECTOR’S OFFICE.....(256) 734-9157
 CULLMAN CIVIC CENTER(256) 734-9157
 CULLMAN WELLNESS AND AQUATIC CENTER.....(256) 775-7946
 HERITAGE AND FIELD OF MIRACLES PARK.....(256) 739-9931
 CULLMAN GYMNASITICS ACADEMY(256) 739-5567
 CULLMAN CHEER ACADEMY(256) 739-6762
 CULLMAN GOLF COURSE.....(256) 739-2386
 DONALD E. GREEN SENIOR CENTER.....(256) 734-4803
 HURRICANE CREEK PARK(256) 734-9157
 FESTHALLE MARKETPLATZ.....(256) 734-9157
 EVENTS AND PROGRAMS.....(256) 734-9157
 COMMUNITY PARKS.....(256) 734-9157

ADVISORY BOARD: PARK AND RECREATION FOUNDATION MEMBERS 2017-2018:

Mark Aderhold, Chairman	Dale Greer	Kasey Schaffer
Hank Apel	Will Harding	Peggy Smith
Herbert Arnold	Woody Jacobs	Bill St. John
Beth Bownes-Johnson	Trent Lowry	Rusty Turner
Brian Dove	Mike Manning	Lisa Weeks
Diane Evans, Treasure	Cherri McGriff	ZacWood
Wescoat Free	Ron Pierce	Jim Yoho

PARKS, RECREATION, & SPORTS TOURISM BOARD / GOVERNMENT RELATIONS

The Parks, Recreation, & Sports Tourism Board of the City of Cullman (hereinafter referred to as the “Board”) consists of seven members of Cullman selected by the municipal governing body of the City of Cullman who have recognized interest in recreational activities. The Board elects from its membership a chairman and secretary and such other officers as it deems necessary to serve at its pleasure.

The Board shall be responsible for the direction, supervision, and promotion of such recreation programs as will contribute to the general welfare of its residents. The Board shall have control over all lands, buildings, equipment, and other facilities assigned for recreational purposes to the Board by the City of Cullman or purchased or leased by it from funds provided by the City of Cullman. The Board shall cooperate with other local agencies and state and federal agencies for the purpose of maintaining and improving recreational services and facilities for the City of Cullman. Additionally, the Board shall have power to accept financial and other aid and grants from any public or private agency.

The Board shall adopt rules and regulations covering procedures of the Board and the use of land, buildings, equipment, and other facilities under its jurisdiction.

The Board meets as a full Board on the third Tuesday of every month, starting at 12:00 p.m. at the Cullman Civic Center located at 510 5th Street, S.W., Cullman, Alabama 35055.

Any item that staff would like to have brought before the Board for consideration must be approved by their appropriate supervisor and then by the Executive Director. Items for the calendar are set well in advance of the meeting. Staff should request information on the procedure for bringing an item to the Board from their supervisor.

Members of the public are encouraged to attend any of the Board meetings. Should a member of the public have any questions regarding the meeting, please direct him/her to the Executive Director.

The Board is located at the Cullman Civic Center 510 5th Street, S.W., Cullman, Alabama 35055.

OPERATIONS

In support of the mission statement and strategic plan, the Board is committed to serving the needs of the community by increasing community partnerships to better serve the citizens of Cullman and surrounding areas, striving for progressive development to stay on top of the newest trends, facilities, and programs, and focusing on health and wellness through all of its offerings to build a stronger, healthier lifestyle for community members. The Board has been an innovative leader in providing quality recreation opportunities to the residents of Cullman and the surrounding areas for over thirty years and has won numerous state and national awards for its large scale impact on the community, serving as a catalyst for the tourism and economic development in Cullman as well as providing nationally recognized facilities and programs for the area's population.

Established in 1979, pursuant to *Ala. Code* §11-86-1, *et seq.*, the Board offers nine parks, a golf course, and five recreational facilities offering activities for all ages and interests including the following: Cullman Wellness and Aquatic Center, which offers a state of the art fitness facility featuring an excess of fifty group classes, weight machines, cardio equipment, indoor and outdoor competition pools, an indoor walking track, and an outdoor waterpark for all of your summer fun; Heritage Park, which is a seventy-two acre facility containing a five field baseball and softball complex, five championship soccer fields, outdoor basketball courts, sand volleyball court, dog park, eighteen hole disc golf course, two playgrounds, splash pad, two and one-half miles of walking trails, and a multiple pavilion celebration area for groups and families to rent; Cross Creek Golf Course, which offers an eighteen hole golf course and driving range; Cullman Gymnastics and Cheer Academy, which offers two gyms, one dedicated to gymnasts, and one to cheerleading and tumbling programs; Cullman Civic Center, which offers over twelve thousand square feet of meeting space available for conferences, business meetings, special events, receptions, parties, or any special occasions; Donald E. Green Senior Center, which offers free activities for anyone age fifty and above, on a daily basis; Festhalle Market Platz, which offers the largest timber-framed building in Alabama, allowing farmers the ability to sell their produce; Hurricane Creek Park, which offers over sixty acres of natural trails and wildlife for outdoor enthusiasts; Neighborhood and Community Parks, which include Culpepper Park, Stiefelmeyer Park, East Side Park, Nesmith Park and Pool, City Park, and Carroll Acres Park.

Because the Board sponsors a plethora of activities and programs, the use of volunteers is often required. The following protocol is utilized in regular events:

- 1) City Park and Recreation Board members are asked to serve at the function;
- 2) Park and Recreation Foundation members are asked to volunteer. The current active Foundation members are listed in the ADVISORY BOARD section included in this manual.
- 3) After an evaluation of the needed assistance, additional volunteers may be recruited from community partners, such as Wallace State Community College staff and students, Kiwanis, Lions' Club, and community churches. These partners are utilized on a regular basis.
- 4) All volunteers are provided orientation, the *Volunteer Handbook*, and training by the respective supervisor for the event.
- 5) All volunteers are monitored for conduct and performance.
- 6) The Director has final approval on volunteers.
- 7) Volunteers are used in a myriad of positions.
- 8) Background screening is conducted on all new volunteers (based upon the event).
- 9) All volunteers must sign the Waiver and Release of Liability Form before working.
- 10) Volunteers are noted and evaluated after the function has been completed (Appendix 1).
- 11) Volunteers are recognized for contributions.

EQUAL EMPLOYMENT OPPORTUNITY (EEO) / HARASSMENT

The Board is an Equal Opportunity Employer and complies with all applicable state and federal laws, rules and guidelines, including, but not limited to, Title VII of the Civil Rights Act of 1964, governing discrimination in employment. The Board recruits, selects, trains and promotes all employees and volunteers without regard to race, color, sex, religion, national origin, age, marital status, political belief, actual or perceived disability or history of disability, or genetic information, except where specific ages, sex or physical requirements constitute a bona fide occupational qualification that is necessary to proper and efficient administration. The Board establishes and reaffirms its commitment to a clearly defined Equal Employment Program (EEO) as set forth by the following guideline:

Equal opportunity for all of our citizens is a historic American ideal, and it is the policy of the Board to maintain equal employment opportunity by considering job applicants and employees for hiring and advancement on the basis of job-pertinent individual differences and not on the basis of the extraneous factors such as race, religious creed, color, national origin, ancestry, sex, material status, medical conditions, age or disability. The objective of this program is to continue to ensure nondiscrimination in all employment related decisions.

The Board is committed to creating a workplace free from the unlawful harassment of employees and volunteers by other employees, volunteers, and officials, or the unlawful harassment of its officials, volunteers, and employees by its vendors or visitors. Likewise, the Board will not accept the unlawful harassment of a vendor or visitors by any employee of the Board. This policy includes harassment because of race, sex, religious creed, color, national origin, ancestry, disability or medical condition, age, or any other basis protected under Title VII.

The Board encourages employees to address harassment directly when it occurs. Any incident of harassment shall be reported immediately to the supervisor. If an employee or volunteer is not satisfied with the results or action(s) taken as a result of his or her initial complaint, then the individual must report his or her complaint to the Executive Director.

All complaints for harassment will be investigated, and the results of the investigation will be reported to the complaining party. Investigation of a harassment complaint may include, but is not limited to, interviewing the complaining and accused parties as well as other employees and/or volunteers and/or vendors necessary to obtain sufficient information upon which to make an assessment of the situation. While the Board will make every effort to be sensitive to privacy issues, there is no guarantee of confidentiality. Retaliation and/or discrimination against an employee or volunteer who complains of harassment are strictly prohibited and also may be a violation of Title VII.

SEXUAL HARASSMENT

Because sexual harassment raises issues that are to some extent unique in comparison to other harassment, the Board believes it warrants separate emphasis. The Board strongly opposes sexual harassment and inappropriate sexual conduct; therefore, each supervisor, volunteer, and employee has a responsibility to maintain a workplace free of any form of sexual harassment. Sexually harassing conduct in the workplace, whether committed by the supervisor or non-supervisory personnel, is prohibited. Such conduct includes, but is not limited to, the following:

Sexual flirtations, touching, advances, or propositions;

1. Verbal abuse of a sexual nature;
2. Graphic or suggestive comments about an individual's dress or body;

3. Sexually degrading words to describe an individual; or
4. The display of sexually suggestive objects or pictures, including nude photographs.

As with any form of harassment, the employee and volunteer has the responsibility to report sexual harassment to an appropriate authority as soon as possible. He or she may report the harassing behavior to his or her immediate supervisor. The complaint of sexual harassment will be investigated promptly and impartially, with confidentiality maintained to the greatest extent possible. The complaining employee or volunteer will be advised of the findings following the investigation. Any employee or supervisor who is found to have engaged in any form of harassment of another employee will be subject to appropriate disciplinary action, up to and including termination. If the employee or volunteer is dissatisfied with the outcome of the investigation, or if any form of harassment persists or re-occurs, the employee and volunteer has the responsibility to report the occurrence or re-occurrence to the appropriate authority as soon as possible. These actions include the following:

1. Physically or verbally threatening another individual;
2. The intentional destruction or threat of destruction of Board property or a co-employee's property;
3. Harassing or threatening phone call or written communications;
4. Stalking;
5. Advocating or threatening the illegal use of weapons or bombs;
6. Threats or attempts to commit suicide;
7. Fighting;
8. Horseplay;
9. Bullying;
10. Profanity; or
11. Advocating or threatening revenge based upon a workplace occurrence.

All threats of violence, violent acts, potentially volatile situations and all conduct prohibited by this policy should be reported as soon as possible to the supervisor. This includes threats by employees, as well as threats by clients, vendors, solicitors, volunteers, or other members of the public. Reports should be as specific and detailed as possible. Additionally, any emergency, crisis or situations posing imminent danger should be immediately reported to 911. As soon as practical, the supervisor should be notified. The Executive Director will promptly and thoroughly investigate all reports. The identity of the individual making a report will be protected as much as is practical. No person will be subject to retaliation or reprisal for making such a report. In order to maintain workplace safety and the integrity of its investigation, the Executive Director may place employees on administrative leave, either with or without pay, pending investigation. Anyone determined to be responsible for threats of violence, violent acts, or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment and/or volunteer status. Volunteers will be dismissed from duties and removed from the regular volunteer list. The Board encourages employees and volunteers to bring their disputes or differences with other employees or volunteers to the attention of the applicable supervisor before the situation escalates into potential violence. The Board is eager to assist in the resolution of employee/volunteer disputes and will not discipline employees for raising such concerns absent extenuating circumstances.

WORKPLACE CONDUCT

All employees and volunteers are held to the highest standards of professional conduct, one that is helpful and courteous in manner and provides superior service that enhances and maintains the already established image of the Board. As such, it is the Board's expectation that all employees and volunteers exercise high standards of ethics in all decisions. Furthermore, employees/volunteers are not to initiate or engage in conversation

or activities, particularly those that are not directly work related, where they could be seen as distracting, offensive, uncomfortable, or inappropriate for the workplace or event.

ATTENDANCE AND PUNCTUALITY

Each employee and volunteer is an important member of the Board team. In order to accomplish this, each employee/volunteer is expected to report to work/event on time and work assigned shifts in accordance with shift schedules, and where directed, to assist the supervisor in finding coverage when unable to fulfill responsibilities of the position.

ACCEPTANCE OF GIFTS AND/OR GRATUITIES

No employee or volunteer may accept gifts or gratuities as part of his/her job function.

BOARD PROPERTY

Employees and volunteers are prohibited from taking or using Board equipment or property for their own private use or for their personal gain. The Board prohibits the improper use of intellectual property, including but not limited to copyrighted materials, computer software, trade names, and patented products and procedures. Board property such as keys, sports equipment, computers, and cell phones, etc., which are needed to perform the job away from a work area will be assigned and tracked by the supervisor. Any employee or volunteer who steals Board property or the property of any other employee/volunteer, or who abuses, misuses, damages, or destroys Board property may be responsible for financial reimbursement of the actual cost of the damaged or destroyed property and such behavior will not be tolerated.

DRUG, ALCOHOL, AND CONTROLLED SUBSTANCE POLICY

The Board is committed to providing a safe working environment for all employees and volunteers while serving the Board. The Board recognizes that any employee/volunteer who improperly uses intoxicating substances, including drugs and alcohol, poses a serious threat to his or her self, his or her coworkers and to the public in general. Even small quantities of narcotics, abused prescription or over-the-counter drugs or alcohol can impair judgment and reflexes. This impairment can have dire results, particularly for employees operating vehicles or potentially dangerous equipment. It is therefore the policy of the Board that all employees or any person performing any kind of work for the Board must report to work completely free from alcohol, illegal or unauthorized drugs, or any other substances that may have a mind-altering or intoxicating effect or otherwise impair the employee's judgment, reaction times or functioning. The Board also prohibits all employees from using, possessing, manufacturing, distributing or making arrangements to distribute alcohol (unless specifically authorized to distribute, over the age of 21 years of age, and required as an essential job duty-certain departments distribute alcoholic beverages), illegal or unauthorized drugs, or any other intoxicating substances while on the job or on or about any Board property. Any employee or volunteer who violates this policy in any way shall be immediately removed from his or her job duties and shall be subject to discipline, up to and including, immediate termination.

HONESTY AND THEFT

It is important that all employees and volunteers uphold a high standard of honesty and integrity at all times. Moral values are important to the Board's existence. Therefore, all employees and

volunteers must follow all Board procedures concerning inventory control, handling cash and cash receipts, credit cards, expense reporting, purchasing, and maintenance of a secure workplace.

DRESS CODE/ PERSONAL APPEARANCE

Personal appearance, hygiene, and attire are essential to a professional atmosphere. All employees' and volunteers' dress should be appropriate attire for his/her position. Certain areas have specific appearance standards or dress codes, such as identification shirts, uniforms, swimsuits, or other appropriate clothing. The supervisor will inform employees and volunteers of any uniform or other clothing requirements.

SAFE WORKING CONDITIONS

Safety must be everyone's concern. All employees and volunteers are expected to do the job in a reasonable and safe manner regardless of whether specific safety rules apply. Safety rules that apply to a specific job may be obtained through the supervisor. If the employee or volunteer notices a safety hazard, he/she should remedy the situation immediately and immediately notify the supervisor.

INCIDENT/ACCIDENT REPORTS

If an incident occurs at a facility or event sponsored by Parks and Recreation, regardless of whether an employee or volunteer is involved or not, the Incident Report (Appendix 2) must be completed immediately and submitted to the respective supervisor.

SMOKING

The Board maintains smoke free facilities. No smoking or other use of smoking products (including, but not limited to, cigarettes, pipes, or cigars) is permitted in any part of Park and Recreation facilities or in vehicles owned, leased, or rented by the Board. Employees and volunteers may smoke outside in designated areas during breaks. When smoking or otherwise using tobacco or similar products outside, cigarette butts or other traces of litter or tobacco should not be on the ground or anywhere else.

WEAPONS FREE WORKPLACE

Ensuring a safe work environment and the prevention of workplace violence is of paramount importance to the Board. Weapons inside the workplace pose a potential threat to the safety and security of our employees and volunteers, and firearms of any type are strictly prohibited at all times inside Board facilities, or while engaged in the work or business of the Board, whether on-site or off-site. The carrying of a firearm of any kind while inside a Board building or leased space, on Board property, inside a Board-owned vehicle, or while conducting Board business, on or offsite, is strictly prohibited, and is a violation of Board policy. Any volunteer aware of such action should contact his/her supervisor immediately.

LACK OF CONTROL/WORKER'S COMPENSATION

Volunteers do not qualify and are not employees of the Board pursuant to the definition of "Employee" or "Worker" as set forth in *Ala. Code* section 25-5-1(5). Volunteers are not under the control of the Board. Volunteers are choosing to serve their community voluntarily. Volunteers shall not receive monetary compensation from the Board, other than reimbursement for actual expenses incurred.

Volunteers are not in the required service of the Board or under any contractual obligation, written or oral, express or implied, to perform any act for the Board. Therefore, volunteers are not entitled to worker's compensation benefits, vocational, rehabilitative or medical, should a volunteer become injured while volunteering for a Board project or activity.

LIABILITY

Pursuant to "The Volunteer Service Act" codified at *Ala. Code* section 6-5-336, volunteers for a governmental entity, non-profit corporation or non-profit organization are generally immune from liability from suit for civil damages based upon a negligent act or omission of a volunteer. This immunity generally does not apply for damages arising from willful or wanton misconduct by a volunteer.



VOLUNTEER EVALUATION

Volunteer's Name: _____ Date: _____

Supervisor's Name: _____

Department: _____ Event: _____

EVALUATION

	SA	A	D	SD
1. Volunteer met with supervisor before event				
2. Volunteer was punctual for the event and worked scheduled times				
3. Volunteer abided by policies and procedures of the Board				
4. Worked cooperatively with other volunteers, staff, and employees				
5. Exhibited a positive attitude and desire which benefited Parks & Recreation				
6. Maintained security of equipment, supplies and materials				
7. Exhibited the high standards of the Parks & Recreation Board				
8. Volunteer is recommended for additional events				

SA	Strongly Agree
A	Agree
D	Disagree
SD	Strongly Disagree

Additional Supervisor Comments:

Volunteer Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____