



Volunteer Handbook

**Adopt-A-Park Program
Adopt-A-Trail Program**

**Trail Trekkers
Yvonne Richardson Community Center**

Fayetteville Parks and Recreation
113 West Mountain
Fayetteville, AR 72701
479-444-3471
www.accessfayetteville.org

VOLUNTEER HANDBOOK

Welcome to Fayetteville Parks and Recreation! We are excited about your interest in volunteering and hope you will enjoy being involved in our community.

This Volunteer Handbook provides information on Fayetteville Parks and Recreation, its facilities and services, volunteer opportunities and specific instructions on policies and procedures.

Introduction

Our Parks and Recreation system is comprised of over 70 parks, 3 recreational lakes (Lake Wilson, Lake Fayetteville and Lake Sequoyah), over 37.5 miles of trails (asphalt, concrete and natural), greenhouse facilities, ornamental gardens and more.

Fayetteville Parks and Recreation Mission Statement

To meet the parks and recreational needs of all by providing a safe and diversified park system that encourages community pride, visionary planning and operations, and environmental stewardship.

Fayetteville Parks and Recreation Facts & Figures

- 29 Playgrounds
- 18 Softball/Baseball Fields
- 7 Volleyball Courts
- 24 Pavilions
- 8 Tennis Courts
- 10 Soccer Fields
- 2 Greenhouses

The Program: Purpose, Benefits, and Recognition

The purpose of the Volunteer Program of Fayetteville Parks and Recreation is to provide valuable opportunities for citizens to get involved in their community and to support our mission. Volunteers provide invaluable assistance through various activities.

There are many reasons to volunteer. One can develop knowledge about their community and special projects. Other reasons include gaining experience, making new friends, discovering new interests, abilities and enriching your life.

FAYETTEVILLE PARKS AND RECREATION

One of the main rewards of volunteer work is the sense of personal achievement and satisfaction of helping an organization succeed. There are also tangible benefits:

- Volunteer hours are accepted as service group and master gardener requirements.
- Each fall volunteers are encouraged to attend our Volunteer Recognition Luncheon. This is your time to be recognized for your achievements with Fayetteville Parks and Recreation and for us to show our gratitude.
- Signage with your name, company or group name will be placed at parks that are officially adopted (see Adopt-A-Park/Trail).

Who can volunteer?

We accept volunteer applications from:

- Individuals
- Corporations
- Garden Clubs
- Scouts
- Community Service Organizations
- Groups
- Non-Profit Organizations
- Master Gardeners
- Others
- Neighborhood Associations

Fayetteville Parks and Recreation offers a variety of opportunities in which volunteers can contribute their talents and time. Parks and trails can be officially adopted or you can volunteer on an “as needed” basis. Some groups also participate in special projects.

What is Adopt-A-Park/Adopt-A-Trail?

Adopt-A-Park and Adopt-A-Trail are parts of our Volunteer Program. Program participants are required to work three times per year. The first work session must occur within six months of adopting, followed by two additional work dates before the year’s end. If the adopting group or individual does not work at least once within the first six month period, Fayetteville Parks and Recreation has the option to cancel the agreement.

Signage with your organization name will be installed at the park or trail you choose to adopt. The sign will be installed after requirements have been met for one full year and a commitment to continue has been made.

Trail Trekkers and the Yvonne Richardson Community Center also provide excellent alternative opportunities to volunteer. Descriptions and contact information are included below.

Volunteer Opportunities

- **Tidiness Efforts**

Assist with grounds, trail, and creek cleanup, litter removal, painting or cleaning of park amenities.

- **Garden & Grounds Maintenance**

Assist with garden displays including general maintenance throughout the gardens, mulching, soil amending, and planting.

- **Master Gardener Program**

Work with others who have completed the Master Gardener Program. Develop Master Gardener teams and/or be a team leader.

- **Greenhouse Duties**

Assist with propagating and transplanting.

- **Specialized Groups**

Specialized groups such as Scouts can assist with proposal and design of various park features/facilities. Environmental groups can assist with environmental and/or preservation projects.

- **Trail Trekkers**

Trail Trekker volunteers provide safety, education, and assistance to all trail users in the City of Fayetteville. This year-round program aims to take all measures possible to ensure that Park and Trail patrons are assisted and protected by positive community members.

- **Yvonne Richardson Community Center**

YRCC volunteers provide assistance at programs and during events and camps. Activities include food service, house keeping, set up and greeting.

The Volunteer Process

Recruitment and Placement

Volunteers can sign up any time throughout the year. This is done through phone inquiries, emails, and walk-ins. You are the best recruiter by sharing good experiences with family and friends. We attempt to match volunteers with the task that best matches their group size, interests and talents. This in turn ensures a positive and productive experience for both the volunteer and Parks and Recreation staff.

Orientation and Training

Orientation is accomplished with our Volunteer Handbook. It provides information about Fayetteville Parks and Recreation and an application. Training will be provided as work events occur. We encourage you to volunteer in an area you are familiar with or have interest in.

The Volunteer Coordinators

The Volunteer Coordinators are located in the Parks and Recreation Office: 1455 S. Happy Hollow Rd. The office hours are 8:00 a.m.-5:00 p.m. Monday through Friday. YRCC Volunteer Coordinator is located at 240 E. Rock St. After volunteers are assigned to a program they should contact Parks and Recreation regarding absences, schedule changes, etc. The Volunteer Coordinators can discuss any questions or concerns by contacting the appropriate staff member. Contact information is below under Scheduling and Reporting Keeping.

Procedure for Volunteering

Start by filling out the enclosed application and returning it to the Parks and Recreation Office.

Scheduling

For the Adopt program each organization shall designate a representative who will be responsible for scheduling work dates. Work days with groups require 14 days notice and for individuals 7 days. A meeting with the group representative will be scheduled prior to the scheduled work date to review the nature of the work to be performed, required training and to be sure all materials and supplies are available. Once assigned to a program area, volunteers are responsible for working during the times and dates scheduled.

To schedule call 575-8395 or e-mail parksvolunteer@ci.fayetteville.ar.us. include **Volunteer** in the subject line.

For Trail Trekkers contact the Parks and Recreation Programs Division at (479)575-8369 or e-mail parksvolunteer@ci.fayetteville.ar.us. include **Trekkers** in the subject line.

For Yvonne Richardson Community Center call the center at (479)444-3461 or email yrcc@ci.fayetteville.ar.us.

Record Keeping

So you or your organization can receive the recognition you deserve, it is essential that Parks and Recreation maintain a record of the amount of time donated by volunteers. Immediately after a work session volunteers are required to report via email or voicemail **the date and time they work, the activity, number of volunteers and the number of hours completed each time they work**. This information should be e-mailed, mailed, faxed or phoned in within 24 hours of work date. Please be sure to report to the appropriate Parks and Recreation Division:

Adopt Program – parksvolunteer@ci.fayetteville.ar.us include **Volunteer** in the subject line or call (479)575-8395.

Trail Trekkers – parksvolunteer@ci.fayetteville.ar.us include **Trekkers** in the subject line or call (479) 575-8369.

YRCC – yrcc@ci.fayetteville.ar.us

Safety and Personal Protective Equipment

Depending on the jobs performed safety equipment such as gloves, sturdy shoes, earplugs, sun hats, or sunscreen may be appropriate. The Volunteer Coordinator will discuss this with volunteers, so you can be as comfortable as possible.

Gloves and tools will be provided by Fayetteville Parks and Recreation.

It is vital that all volunteers wear close-toed shoes.

Absences

Volunteers who cannot report for their job assignments should notify the Volunteer Coordinator as soon as possible. Volunteers should inform staff in advance of vacations and other plans that will cause them to be absent on normally scheduled days. **If it is necessary to cancel a scheduled day, it is mandatory to speak with Parks and Recreation Staff.**

Policies

American with Disabilities Act (ADA)

Volunteers who are disabled should bring those needs to the attention of the Volunteer Coordinator. Fayetteville Parks and Recreation complies with ADA guidelines and will make every effort to accommodate whenever possible.

Dress Code

We want you to be comfortable and wear appropriate clothing for the task assigned; we also ask that our volunteers project a professional image in their attire.

Drug Free Workplace

Fayetteville Parks and Recreation has a vital interest in maintaining a safe and efficient work environment for volunteers and employees. Use of drugs, being under the influence of alcohol, or being in an impaired condition poses safety and health risks and is prohibited. Violation of this policy will result in the termination of one’s status as a volunteer.

Plant Collection

No plants or seeds may be installed or removed from any park property unless authorized by a Fayetteville Parks and Recreation Staff Member.

Sexual Harassment

No volunteer should experience unwelcome sexual suggestions from any employee or volunteer, any incidents of this nature should be reported immediately to the staff supervisor, Volunteer Coordinator or Fayetteville Parks and Recreation Director for investigation.

Weather

If there is inclement weather you may reschedule your workday with the appropriate Volunteer Coordinator. or Parks Secretary at 444.3471 to reschedule.

Emergency Procedures

Any volunteer who observes a medical or any other type of emergency should call 911 then contact a staff member.

Grievance Procedures

A volunteer who has a concern about a work-related issue should discuss the issue with the appropriate Parks Division Staff Member. Every attempt will be made to resolve a problem informally through the discussion process. However, if a matter remains unresolved, it will be referred to the Fayetteville Parks and Recreation Director so a final resolution can be reached.

Park Patron Relations

As a volunteer you represent Fayetteville Parks and Recreation and have an important role to play in enhancing the visitor’s perception of Fayetteville Parks. Volunteers should always be friendly and helpful. If a visitor’s question cannot be answered, the visitor should be directed to an appropriate staff member for an answer. If a volunteer observes inappropriate behavior from a visitor, they should report the problem immediately to the Volunteer Coordinator or the group representative.

Thank you for your interest in our community. We look forward to meeting you and appreciate the generous offer of your time and skills.

Mail or Deliver to:
Fayetteville Parks and Recreation
Volunteer Program
1455 S Happy Hollow Rd
Fayetteville AR 72701
Phone: (479) 444.3471
Fax: (479) 521.7714
Website: www.accessfayetteville.org

VOLUNTEER APPLICATION

Area of Interest (circle one): Adopt Program Trail Trekkers YRCC

Date: _____

Please Print:

Name and/or Organization Name (if applicable)

Primary Contact - (if org.) Current Year (if org.) Secondary Contact

Address/Organization Permanent Address Permanent Address

City, State, Zip City, State, Zip

(____) _____ - _____ (____) _____ - _____

Phone Number Phone Number

(____) _____ - _____ (____) _____ - _____

Alternate Number Alternate Number

Occupation Occupation

E-Mail Address E-Mail Address

Emergency Contact

In the event of an emergency contact:

Name Relationship

Address Emergency Telephone

Medical

Do you have any medical condition we should be aware of? (i.e.: heart condition, back problems, asthma, allergies, etc.). Specify:

Special Skills, Training, Hobbies & Interest

List any hobbies, training or background which may be applicable:

VOLUNTEER APPLICATION

Availability/Schedule

When are you available to volunteer?

On a regular basis Occasionally Special Events
Mornings Afternoons Weekends
Other _____ Preferred Day: M T W Th F S S

For the purpose of public relations, do you wish to remain anonymous?

Yes No

Do you want to officially Adopt-A-Park or Trail? _____

If so, which park/trail? _____

If so, what is the specific name you want on your sign? (Please print clearly)

Please see the enclosed brochures and speak with the Volunteer Coordinator to decide which parks or trails are in the most need for adoption and would best suit your situation.

Briefly explain why you are interested in volunteering with Fayetteville Parks and Recreation:

Do you have specific questions or comments you would like to address?

I certify that the information stated on this application is true and correct to the best of my knowledge and belief and is made in good faith. Any false statements made by me may be used as a rejection of this application.

Signature _____ Date _____

Note: Group work days must be scheduled 14 days in advance

Individual work days must be scheduled 7 days in advance