



Volunteer Coach Manual

Mission Statement

Glen Ellyn Park District is driven to foster diverse, community-based leisure opportunities, through a harmonious blend of quality recreation programs, facilities and open space, which will enhance the quality of life into the future.

Disclaimer

This manual has been prepared to furnish you with information about the Park District and guidelines that concern your volunteer service. Volunteers do not have a contractual agreement for continued service and may be dismissed by the Park District or resign from service at any time, with or without cause, and with or without notice of a hearing.

Welcome to the Glen Ellyn Park District

On behalf of the Board of Commissioners and staff, I would like to welcome you to the Glen Ellyn Park District's team. We believe you will find your volunteer assignment to be fun and rewarding.

The quality of Park District programs is directly affected by the performance of every volunteer. The Park District has approximately 400 volunteers that provide thousands of hours of valuable time to help enhance recreational experiences for all participants.

This volunteer manual is designed to give you important and useful information that will help you with your volunteer experience. A Recreation Supervisor will give you additional information about the program with which you volunteer to help.

Please feel free to contact your Supervisor, a Department Head or myself should you have any questions. Thank you for your service to the Park District and the community we serve.

Cordially,

Dave Thommes
Executive Director

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General Information

The Glen Ellyn Park District was established in 1919 and is committed to providing parks/open space and recreational opportunities for residents of the District.

The Park District is governed by seven elected Park Commissioners, who set policy for the operations of the District. Commissioners are elected by residents of the Park District and serve a four-year term. Park District Board meetings are held the first and third Tuesday of each month, 7:00 p.m., at the Spring Avenue Recreation Center, 185 Spring Avenue. Residents are welcome to attend and provide feedback to help improve programs and facilities.

Important Phone Numbers

Park District Facilities

Spring Avenue Recreation Center, 185 Spring Avenue	(630) 858-2462
Main Street Recreation Center, 501 Hill Avenue	(630) 858-2463
Ackerman Sports & Fitness Center, 800 St. Charles Road	(630) 317-0130
Dr. Frank Johnson Center, 490 Kenilworth Avenue	(630) 858-6037

Emergency

Police / Fire / Paramedics	911
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Park District Hotline Numbers

Weather	(630) 984-5075
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<http://www.gepark.org/rainout-line/>

Volunteer Coach Job Description

Volunteers are an integral part of our being able to offer and run various athletic programs at both the recreation and competitive levels. We appreciate you taking the time and committing to the success of our programs. If you have any questions or concerns at any time, please direct them to your supervisor, HR or other Recreation department management.

Supervision

Volunteer Coaches report to the full-time, park district staff member responsible for the program.

Duties and Responsibilities

1. Arrive at program site at least 15 minutes prior to the program start time and stay until your assignment is completed and the last child has been picked up.
2. Notify your supervisor if you will be late or absent before the program begins or as soon as possible in the event of an emergency.
3. Assist staff with a positive and enthusiastic attitude.
4. Assist and/or supervise the implementation of activities.
5. Ensure the safety of participants.
6. Assist in keeping supplies and equipment in order. Report any broken or missing equipment and/or supplies to supervisor.
7. Report all accidents or incidents to your supervisor as soon as possible.
8. Respect the rights of the participant's confidentiality. Do not discuss publicly any situations or personal characteristics of a participant.
9. Display professional behavior and good sportsmanship at all times when representing the Glen Ellyn Park District.
10. Follow all Glen Ellyn Park District policies and procedures as appropriate to the best of your ability.
11. Complete other duties as assigned.

General Rules & Regulations

Volunteer Conduct

Volunteers are expected to work toward meeting the goal of providing services in a friendly, efficient and professional manner. Volunteers are also expected to demonstrate the highest standards of personal and professional integrity, honesty, responsibility and fortitude in the performance of their duties.

Background Check

In an effort to provide our volunteers and program participants with the safest environment possible, the Park District conducts background checks on all volunteers.

Public Relations/Dealing with the Public

Please remember that as a volunteer, you are representing the Park District. Everything you say and do will be a direct reflection on the Park District. Always treat Park District staff, program participants and fellow volunteers honestly, fairly and with courtesy and respect.

At some point during your volunteer service you may encounter a participant or situation with a member of the public that requires diplomacy. The following techniques may help you in those situations:

1. Be a good listener.
2. Remain calm and attentive.
3. Do not get into a verbal argument.
4. Treat people the way you would want to be treated.
5. Get as much information as possible and provide it to your supervisor.
6. If requested, provide the individual with the supervisor's name and phone number.
7. Do not promise them anything.

Discipline/Corrective Action

To provide the best service to our residents, the Park District must have reliable volunteers. Any volunteer who disregards Park District rules and regulations will be subject to disciplinary action which may result in suspension and/or removal from the program or event.

We will do our best to explain expectations and offer recommendations for corrective action to resolve the problem or concern.

Insurance Coverage

The Glen Ellyn Park District is a member of the Park District Risk Management Agency (PDRMA), an intergovernmental membership organization which provides for the risk management needs of park districts, special recreation agencies and forest preserve districts in Illinois. The following is a representation of insurance coverage for volunteers:

- A. Volunteers are covered for accidental injuries to themselves while within the scope of their designated duties as a volunteer.
- B. Volunteers are not covered under Illinois Workers Compensation statutes.
- C. If a volunteer is injured while performing their volunteer duties, the claim should first be processed through any health insurance or Medicare coverage the volunteer may have.
- D. If the volunteer does not have insurance or Medicare or their insurance does not pay all expenses, PDRMA does provide Volunteer Medical Accident Insurance, with certain limitations. The policy provides \$5,000 in medical expense coverage and \$5,000 accidental death and dismemberment benefits for the injuries incurred while the volunteer is performing volunteer duties. There is no coverage for lost wages from another job. The coverage is excess over all other insurance the volunteer may have. The volunteer will be required to sign an affidavit attesting to what other insurance he/she may have, and provide bills and copies of explanations of benefits before PDRMA will cover any outstanding bills or out of pocket expenses.

Health and Safety

Volunteers are expected to be in appropriate mental and physical condition while volunteering.

Smoking/Tobacco

Smoking/Tobacco is not permitted in any Park District facility.

Use of Intoxicants

The Glen Ellyn Park District is committed to providing a safe, healthy and productive environment for all volunteers, employees and participants. Volunteers are expected to be free from the effects of substance abuse. Volunteers will perform their duties free of the influence of alcohol, illegal drugs, prescription drugs or other intoxicants.

Training

Volunteers will be trained by the park district staff member for whom they are working. Training may include basic approaches to safety that the Park District mandates and follows. Items such as emergency exits, evacuation and severe weather procedures for the area the volunteer is working should be reviewed.

Coaches/PCA

1. _ All volunteer youth sports coaches and youth committee volunteers are required to successfully complete a Positive Coaching Alliance (PCA) certification program or other coaches training programs used by the Park District. Volunteers working with youth sports programs should be trained on basic first aid and emergency procedures.
2. _ Volunteers should NOT administer first aid unless they have been trained in first aid, CPR and in the Bloodborne Pathogen Policy.

Bloodborne Pathogens

1. O.S.H.A. (Occupational Safety Hazard Association) requires the Park District to treat all blood and other potentially infectious materials as contaminated (possible HIV or Hepatitis B infected).
2. Volunteers should take precautions to avoid contact with blood or bodily fluids. First aid should not be administered unless volunteer has received proper training.
3. Always protect yourself first! Put gloves on prior to touching an injured party or cleaning up afterwards.

Should an injury occur at a program site:

1. If the injury is minor, first aid should only be provided by a properly trained person.
2. If injury is severe, paramedics will be notified, and the program leader and/or volunteer will take necessary precautions and address the medical situation.
3. If blood is visible on any part of the participant's, volunteer's or staff's clothing, that part of the clothing must be removed and replaced with clean clothing. Participants, volunteers and staff will not be allowed to return to a program with any blood on their clothes.

Safety/Risk Management

Personnel at all levels, including volunteers, are to make safety a matter of continuing and mutual concern. Department Heads are to ensure that work is done in a safe manner, inspections are conducted on a regular basis, hazards are confronted and accidents are investigated. Volunteers will be briefed about safety procedures before their assignment begins. Volunteers are to immediately report any safety concern to their supervisor.

1. Accidents/Incidents

It is the responsibility of every Park District volunteer to report any injury/accident of any program participant or any accident/injury that occurs on Park District property. Volunteers must fill out an Accident/Incident Report Form and submit it to their supervisor as soon as possible after such incident occurs. The report should be submitted within 24-hours of the incident.

In the event someone is injured or property is damaged:

1. Remain calm and assess the situation and any possible injuries.
2. Do not speak to any member of the public or press regarding the incident.
3. Always cooperate with the police and assist them as they deem necessary.
4. Never admit guilt or speak with individuals, other than the police, about the incident.
5. If incident is severe, your Supervisor or Department Head should be contacted as soon as possible.

Statement of Admission

All employees/volunteers are expected to act and conduct themselves at all times in the best interest of the District. When an accident occurs, no matter how insignificant it may seem to be, it is of the utmost importance never to presume or admit guilt or fault of any kind. Employees/Volunteers should never speculate on the cause(s) of the accident or injury or discuss any facts of the accident. Employees/Volunteers should cooperate with investigating authorities and with any investigation conducted by or on behalf of the Glen Ellyn Park District. Any and all questions relating to an accident involving District property and/or personnel should be promptly directed to your Supervisor or other management staff that is immediately available.

Safety Precautions and Regulations

1. First aid kits will be available in all program facilities.
2. First aid kits are provided to all coaches.
3. First aid kits should accompany all field trips and group outings.
4. Be aware of the surroundings and know where participants are at all times. Take frequent head counts.
5. Make supervisor aware of any safety concern.

Emergencies

Call 911. Take whatever steps are necessary to make the environment safe for participants and/or the injured party, you and other volunteers. If you are willing and able, administer first aid and wait for help to arrive.

Fire

In the event of a fire, follow the building evacuation plan.

Severe Weather

Indoor Activities

1. In the event of a tornado, seek shelter in the designated area of the facility.
2. Bring a class list (if applicable) and take a headcount to be sure everyone is accounted for.

Outdoor Activities

1. Athletic Fields & Parks Without Lightning Prediction System -
In the event of lightning or thunder, all games and practices along with other park activities must be immediately suspended if:
 - ANY thunder is heard regardless of how far away it is believed to be, and or
 - ANY lightning is seen regardless of how far away it is believed to be

If a game or practice is delayed due to thunder or a visual spotting of lightning at a field, **30 minutes without another spotting** must pass before play resumes. Each time an occurrence of lightning and/or thunder, you must wait 30 minutes additionally from that time.

It is recommended that park patrons and staff seek and remain in lightning-protected buildings in the event of threatening weather. If such shelter is unavailable, patrons are encouraged to get into their cars, avoid areas that are higher than surrounding landscape, and stay away from trees, playgrounds, spectator bleachers and metal objects such as bicycles and umbrellas. **Do not seek shelter in the dugouts.**

Getting off a playing field or playground but remaining on the sidelines or in the immediate area is Not considered moving to a safe and protected area.

2. Sunset Pool and Maryknoll Park (with Lightning Prediction System) -
In the event of severe weather in the area, these two facilities contain a sensor system called Thor Guard that measures electrostatic charges at ground level and in the atmosphere. It is intended to help you assess weather conditions.

*** Neither the signal nor the system is intended to guarantee that conditions are safe.**

The strobe light signal is located on the roof of the entrance building at Sunset Pool and on a pole near the garbage corral behind the Holes & Knolls miniature golf course.

When conditions indicate that a lightning occurrence is probable, a signal is sent to the alarm horn/flashing strobe light located on the roof of the facility. Once the alarm has sounded, you have approximately 8 to 12 minutes to seek shelter. There will be one long signal blast which indicates to seek shelter fast. There will be three short signal sounds which indicate it is safe to be around. The strobe light will turn off when the facility and area is safe.

Holes and Knolls, the Splash Park and Sunset Pool are staffed facilities and District employees are responsible for enforcing the severe weather procedures in accordance to the lightning prediction system. Facility supervisors based on their judgment and observation may enact the severe weather procedures even if the lightning prediction system has not been activated. However, if the lightning prediction system is activated, they do not have the ability or authority to disregard.

In the event of a tornado, go inside immediately to a designated shelter, such as a concession stand, if possible. Teams should stay together as a group and coaches should account for all players.

Transportation

Under no circumstances are volunteers to transport participants in their personal vehicle.

Non-Discrimination and Anti-Harassment Policy

The Glen Ellyn Park District is committed to maintaining a work environment that is free of discrimination and harassment, including sexual harassment, which are all illegal under the Illinois Human Rights Act (IHRA) and Title VII of the U.S. Civil Rights Act of 1964 (Title VII). In keeping with this commitment, the District will not tolerate discrimination against or harassment of District employees, volunteers, interns, or contractors by anyone, including any supervisor, co-worker, vendor, contractor, intern, volunteer, or other regular visitor of the District. Violation of this policy shall be considered grounds for disciplinary action up to and including dismissal.

Discrimination

Discrimination consists of actions taken against an individual based on a characteristic protected by law, such as sex, race, color, ancestry, national origin, citizenship status, religion, age, disability, marital status, sexual orientation, gender identity, pregnancy, military or veteran status, genetic information, order of protection status, or any other category protected by applicable law. In other words, discrimination occurs when an individual is treated differently or unequally because the individual is a member of a protected group.

Harassment

Harassment consists of unwelcome conduct, whether verbal, physical, or visual, that is based upon a person's protected status such as race, color, ancestry, national origin, citizenship status, religion, sex, pregnancy, sexual orientation, gender identity, age, disability, marital status, military or veteran status, genetic information, order of protection status, or any other category protected by applicable law. The District will not tolerate harassing conduct that affects or interferes unreasonably with an individual's performance, or creates an intimidating, hostile or offensive environment.

Sexual Harassment

Sexual harassment, as defined by the IHRA, consists of unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature when made where:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of a person's employment;
2. Submission to or refusal to engage in such conduct is used as the basis for any employment decisions affecting such individual; or
3. Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment may include a range of subtle and not so subtle behaviors and may involve individuals of the same or different gender. As defined above, these behaviors may include, but are not limited to:

1. Uninvited sex-oriented verbal "kidding" or demeaning sexual innuendoes, leers, gestures, teasing, sexually explicit or obscene jokes, remarks or questions of a sexual nature;
2. Graphic or suggestive comments about an individual's dress or body;
3. Displaying sexually explicit objects, photographs, writings, or drawings;

4. Unwelcome touching, such as patting, pinching or constant brushing against another's body; or
5. Suggesting or demanding sexual involvement of another employee, whether or not such suggestion or demand is accompanied by implicit or explicit threats concerning one's employment status or similar personal concerns.

Any and all activities described above are prohibited. If you experience or witness harassment or discrimination of any kind, you should deal with the incident as directly and firmly as possibly by clearly communicating your position to the offending person, your immediate supervisor and/or the Superintendent of Finance & Personnel. If your immediate supervisor is involved in the activity you should contact the Superintendent of Finance & Personnel. Incidents of harassment or discrimination may also be reported directly to the Executive Director. In all circumstances, an investigation will be conducted and appropriate action taken when an allegation is determined to be valid. At no time will personnel involved in the alleged harassment conduct the investigation.

Alcohol and Drug-Free Workplace Policy

The Glen Ellyn Park District has implemented an Alcohol and Drug-Free Workplace Policy in response to overwhelming evidence that alcohol and drug abuse has a detrimental impact on employees' (or volunteers') health, performance, safety, and efficiency. Since District employees and volunteers offer programs and services for participation by members of the public that may have a direct effect on the health and safety of the public, the Park District wishes to maximize the health and safety of its patrons, employees and volunteers.

Acts Prohibited

The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance, including cannabis, medical marijuana and alcohol, is prohibited on agency Property or while acting on behalf of the District. Violation of this policy shall be considered grounds for disciplinary action up to and including dismissal.