



Welcome Statement

TURNER RECREATION COMMISSION WELCOMES you as a volunteer member and hopes your association with us will be a mutually satisfying experience. This handbook has been designed to acquaint you with the Turner Recreation Commission and to serve as a guide to the operation and procedures of our volunteer programs.

Included is information regarding the various programs, as well as a range of topics relating to volunteering. Please read it before beginning your volunteer opportunity. Continue to use it as a reference as your volunteer experience develops. Of course you are also encouraged to call our Program & Sports Director with any questions or concerns.

Citizens who volunteer their time and talents are valuable assets to the Turner Recreation Commission. We encourage constructive participation of groups and individuals in our volunteer programs, to perform appropriate tasks under the direction, training, and supervision of our Program & Sports Director. Some community volunteers (i.e., advisory committee members) do not work under the direct supervision of staff. However, they work closely with staff to ensure communication and cooperation for specific TRC activities. The Turner Recreation Commission Board of Commissioners believe that community volunteers enrich our program, promote a positive environment, and improve our community relations.

The Mission of the Turner Recreation Commission is to offer exceptional leisure service opportunities that contribute to maximizing our user's health and wellness while participating with service providers to build economic vitality.

The Vision of the Turner Recreation Commission is to be recognized as the leading provider of high quality recreation programs and facilities, making Turner the best place to live, work, and play

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Our Values

Creativity-----Seeking innovative, flexible solutions & continuous improvement

Assistance-----Providing sensitive, responsive service to the community

Results-----Working hard with an action orientation

Efficiency-----Responsibly using TRC resources

Spirit-----Working together as a team in partnership with elected leadership and the Turner Community

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VOLUNTEER OPPORTUNITIES & CONTACT INFORMATION

Opportunities exist for volunteers to participate in many facets of TRC's operations. No particular skill or abilities are required but we will try to match you with an opportunity that fulfills your interests. Help yourself while helping others!

50+ ELDER BEARIES/BOOMIN BEARS: offer programs and leisure activities for the 50+ population. Volunteers needed to assist with office work and mailings. Assistant is needed to instruct classes, attend day trips, organizing the 50+ meeting space, and to help with dances. Must be a mature and outgoing person.

Contact –Program Director, (913) 287-2111.

BACK 2 SCHOOL BASH: Annual event co sponsored by New Life Family Church, held at Turner Aquatics Center in August. Volunteers needed to fill backpacks, decorate, set up, work booths, DJ, take pictures of event and clean up.

Contact – Program Director, (913) 287-2111

BREAKFAST WITH THE EASTER BUNNY: Annual event held at TRC, the Saturday before Easter weekend. Volunteers needed to assist with set up, decorating, arts & crafts table, egg hunt, take pictures of the event, cleaning off tables and clean up.

Contact – Program Director, (913) 287-2111.

BREAKFAST WITH SANTA CLAUS: Annual event held at TRC in December. Volunteers needed to assist with set up, decorating, arts & crafts table, cleaning off tables, take pictures of event and clean up.

Contact – Program Director, (913) 287-2111.

Daddy/Daughter Dance: Annual event held at TRC in February. Volunteers needed to help decorate, set up, arts & crafts, games, DJ, take pictures and clean up.

Contact – Program Director, (913) 287-2111.

FIT N FUN DAY: Annual event held at TRC in late April or early May. Volunteers needed to help with set up, help run various booths, face painting, take pictures, help with traffic, and clean up.

Contact –Program Director, (913) 287-2111.

Marketing: TRC's Director & Program Director is responsible for public relations, promotions, and publications for TRC's public information and marketing needs. Volunteers needed to assist in various projects and special events, to freelance articles with area news media, to deliver flyers to schools, to distribute information at special events, and other fun, rewarding areas.

Contact — Program Director, (913) 287-2111.

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SPECIAL POPULATIONS: Volunteer opportunities exist for persons with a strong desire to learn and to help others succeed. Assistant coaches are needed during practice times. Each sport has a minimum of ten practices.

Contact— Program Director, (913) 287-2111

SPOOKTACULAR: Annual event held at TRC in October. Volunteers needed to help decorate, set up, work a booth, work concessions, take pictures and clean up.

Contact – Program Director, (913) 287-2111.

SPORTS: Volunteers needed to coach, to keep score, run score clock, assist field/court supervisors, monitor admission gate at youth soccer games and help keep sports area free from debris for youth & adult sports.

Contact –Sports Director, (913) 287-2111

TRC GROUNDS WORKERS: Help is needed throughout the year with miscellaneous tasks that help keep TRC facilities clean and beautiful. Duties include: general cleaning, trash removal, painting, maintenance of flower beds, and ball field maintenance.

Contact – Sports Director, (913) 287-2111

TRC BENEFIT GOLF TOURNAMENT: Annual event held at Painted Hills Golf Course during April. Volunteers to assist with silent auction, recruiting sponsorship, filling player bags, set up, course monitoring, challenge hole, and clean up. Contact — Sports Director, (913) 287-2111.

TURNER DAYS: An annual event co-sponsored by the Turner Days Committee, held at Steineger Fields in October. Volunteers needed to assist in conducting all events, including 5K run, mud volleyball, food contests, inflatables, trash removal, handicapped assistance transport, kids games, and many other events.

Contact – Program Director (913)287-2111.

YOUTH CAMP ASSSISTANCE: Volunteers needed to assist in TRC camp programs for school age children. Some age restrictions may apply. TRC Day Camps consist of Explorer Camp, Adventure Camp, Winter Camp and Spring Break Camp.

Contact – Program Director, (913) 287-2111.

For more information, please contact our Program Director at (913) 287-2111 or visit our website at

www.turnerrec.org

Facility Information

Turner Recreation Commission Holidays:

New Year's Day

Martin Luther King Day

President's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving

Friday After Thanksgiving

Christmas Eve Day

Christmas Day

New Year's Eve Day

Turner Recreation Commission Hours:

Monday – Thursday 8:00 A.M. – 8:30 P.M.

Friday 8:00 A.M. – 5:00 P.M.

Saturday 8:30 A.M. – 2:00 P.M.

Bulletin Boards

Information of importance to volunteers is periodically posted on bulletin boards. Volunteers should make it a habit to glance at these bulletin board and read any new material posted there.

Parking Information

Volunteers may park in the parking lot south of the TRC Community Center.

Restrooms

There are restrooms located on each floor of the TRC Community Center.

Personal Belongings

Volunteers are cautioned not to bring valuables to work. Turner Recreation Commission will not be responsible for loss of personal property. Check with your support person for storage of personal property such as purses, shoes, and wallets.

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Benefits For Volunteers

As a registered volunteer for the Turner Recreation Commission, you are considered an agent of the Turner Recreation Commission. There is no monetary reimbursement; however, the Commission does provide the following benefits:

1. The Turner Recreation Commission provides volunteers with secondary medical insurance for accidental injury while the volunteer is actively working. This insurance is provided at no cost to the volunteer.
2. Special Event volunteers earn 5 “Rec Bucks” per hour that can be applied toward a pre-registration program that the Turner Recreation Commission offers. Rec Bucks cannot be exchanged for cash value and have no monetary value.
3. Youth Sports Volunteer Coach can earn 5 “Rec Bucks” per hour for youth practices and youth games sponsored by TRC (minus the fee for their child to play the sport they are coaching) that can be applied toward a pre-registration program that the Turner Recreation Commission offers. Youth Sports Volunteer Coach can receive 2 hours per week for youth sports practice time and time that they sign-in on the volunteer log with TRC supervisor for youth sports league games sponsored by TRC.
4. Volunteers for TRC programs (boxing, wrestling, karate, jujitsu, archery, swim team) earn a total of 30 “Rec Bucks” for the season. Must volunteer the minimum required for each program (5 swim meets or championships/3 boxing shows a year and Golden Gloves/National Karate Tournament and TRC Karate Tournament/Jujitsu Tournament/Archery Tournament).
5. Volunteers receive a Turner Recreation Commission volunteer t-shirt to be worn when volunteering at TRC programs/events.

Volunteer Rights And Responsibilities

As a registered volunteer, you agree to meet the following requirements:

1. Complete and submit the Commission’s volunteer application, agreement, and the Authorization and Release Form for an Investigative Report form.
2. Attend training sessions for volunteers.
3. Have the desire and patience in working with children/people of all ages to facilitate their physical, social, and psychological development.
4. Agree to uphold the program’s philosophy, goals, and policies.
5. Arrive on time to my volunteer location.
6. Sign in on the volunteer log with your supervisor when volunteering at a program.
7. Represent the Turner Recreation Commission in a positive, constructive manner.
8. Be a good role model for children, parents, and fellow colleagues.
9. Coordinate, supervise, and conduct all activities in an invigorating environment.
10. Follow the emergency and reporting procedures as outlined by your supervisor.
11. Communicate problems, suggestions, or concerns to your supervisor in a swift and timely manner.
12. Agree that the Turner Recreation Commission may use, reproduce, disclose, and distribute volunteer’s name and/or likeness for Commission marketing purposes.
13. Meet the minimum age requirement of 12 (twelve); “Jr. Volunteers” ages 12-15, must have a parent monitoring him/her during volunteerism.
14. Volunteer a minimum of 15 hours per activities guide or season for programs to assist with recreation programs and events sponsored by the Turner Recreation Commission.
15. Reimburse the Turner Recreation Commission \$10.00 for failure to volunteer a minimum of 15 hours per activities guide or season for programs.

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Volunteers are viewed as the most valuable resource of TRC, its staff, and its patrons. Volunteers have the right to be given meaningful assignments, the right to be treated as equal coworkers, and the right to effective support. Volunteers have the right to full involvement and participation, and the right to recognition for work done. In return, volunteers shall agree to perform their duties to the best of their abilities. They will remain loyal to the goals of the Turner Recreation Commission and operate according to its procedures.

Record Keeping

You will complete and turn in a volunteer log sheet on the 8th & 23rd of each month. It is very important that you return your volunteer log sheet twice a month to provide information for the following:

- Dates worked
- Time of work [i.e., 11 a.m. to 1:15 p.m.]; all fractions of time are to be rounded up to the nearest quarter (.25, .50, .75).
- Total Hours worked.
- A brief description of the assignment is helpful.

Your Supervisor should maintain the log sheet and record the running totals.

Each person participating in the TRC volunteer program must complete and sign a Volunteer Hold Harmless form. It is the volunteer's responsibility to have these forms signed. The original should be given to the Program Director.

A Volunteer Hold Harmless form should be signed each calendar year.

Volunteer Policies

This manual explains our policies and procedures. It will help you understand how to carry out your duties and give the best service to Turner Recreation Commission patrons. This manual is also designed to assist you in answering questions you may have regarding operations.

Non-Discrimination Policy

It is the policy of the Turner Recreation Commission that there will be no discrimination or harassment in its programs, activities or employment based on race, color, gender, sexual preference, marital or parental status, religion, national origin, age, mental or physical disability, Vietnam era or veteran status. Questions or concerns related to affirmative action, nondiscrimination or equal opportunity should be directed to the Director.

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Disability Policy

Turner Recreation Commission welcomes volunteers with disabilities.

Please contact TRC if you have special requirements so we may accommodate your needs.

Volunteer Support

Each volunteer will be assigned to work with a staff member who will provide support and supervision. The staff member will provide on-the-job training and serve as a direct link between the volunteer and the rest of the staff.

The number of hours volunteers work is based on their assignments.

Limitations On Volunteer Service

Volunteers serve Turner Recreation Commission patrons at the sole discretion of TRC. Volunteers may leave Turner Recreation Commission at any time. Volunteers are asked to notify their supervisor two weeks before leaving when at all possible. The staff appreciates your time, talents and interest, and knows that changes will occur.

Recruitment Of Minors

The minimum age for volunteers on non hazardous assignments is 12 years of age.

Volunteers under the age of 18 must have the written consent of a parent or guardian before volunteering. The volunteer duties assigned to a minor will comply with all appropriate laws and regulations on child labor.

A volunteer between the ages of 12-15 years old, must have a parent monitoring him/her during volunteerism.

A TRC employee who is directly responsible for the assigned work, will be on the premises (in case of an emergency) particularly if minors are volunteering.

Special permission must be given for groups or individuals under the age of 14 who wish to serve in a voluntary capacity for TRC. Adult supervision will be required for all of those under 14 years age in order to perform volunteer projects for TRC. [i.e., cub scouts, etc.]

On-The-Job Training

Besides our formal training procedures, volunteers receive on-the-job training to help them with information and tools to perform their duties. On-the-job training may be provided by your supervisor or a qualified volunteer.

Absenteeism and Punctuality

Be on time and arrive when expected. If you are unable to arrive for your regular time, please let TRC or your supervisor know as soon as possible, preferably 24 hours in advance.

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Illness

Do not come to TRC if you are ill. Call in as soon as possible, preferably 24 hours in advance, so that we can find a substitute for your position.

Dismissal For Cause

Volunteers may be terminated at any time for violations of agency policy or procedures as defined in this manual.

Identification

Some volunteers will receive a volunteer identification card, depending upon your duties. You should carry this card on all volunteer assignments and show it when appropriate. Your identification card is required if you are operating a TRC vehicle.

Dress Code

All volunteers must wear appropriate clothing. Clothing advertising alcohol, drugs, or other inappropriate activities or places are not allowed. Clothing should reflect your performance and your duties. Volunteers must wear their TRC volunteer shirt on all volunteer assignments unless alternate arrangements have been made.

Borrowing and Lending

No volunteers of Turner Recreation Commission shall loan or borrow any supplies, equipment or documents.

Solicitation

Volunteers may not solicit or distribute literature not approved by TRC during work hours.

Smoking

It is the policy of TRC to have and provide a smoke-free, healthy, and safe work environment. Therefore, smoking is prohibited in TRC facilities. Volunteers who smoke must do so only in designated smoking areas.

Drug and Alcohol Use

Volunteers are subject to immediate dismissal if they are under the influence of drugs or alcohol while performing their volunteer duties. Volunteers may not bring drugs or alcohol into or on the Turner Recreation Commission facility premises under any circumstances.

Conflict of Interest

A Turner Recreation Commission Volunteer, acting in an official capacity, shall not take any action that would result

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in the volunteer's financial benefit. They will not ask for or receive for themselves or for a member of their household, directly or indirectly, any moneys or gifts from patrons. Any person having a financial, personal or work related conflict of interest may not serve as a volunteer with Turner Recreation Commission. Conflict of interest will be reviewed by the TRC leadership team.

Security

In case of an emergency dial 911 and contact your supervisor immediately.

Theft

Theft or pilferage of cash or merchandise by a volunteer member is a serious offense and should be reported. Theft negatively affects not only our ability to deliver services, but also the trust upon which our staff structure is based. Theft is cause for immediate dismissal.

Access To Program Property And Materials

As appropriate, volunteers shall have access to agency property and materials necessary to fulfill their duties, and shall receive training in the operation of any equipment. Property and materials shall be used only when directly required for agency purposes.

Telephone Usage

The phones at Turner Recreation Commission are business phones. Please limit the number and duration of personal phone calls. Long distance phone calls are not allowed. Please be brief.

Child Abuse, Sexual Abuse, Physical, Mental, Or Sexual Harassment

Volunteers witnessing child abuse, sexual abuse, physical, mental, or sexual harassment must report it immediately to their supervisor or the Program Director. Turner Recreation Commission does not condone and will vigorously prosecute any such incidents. Volunteers who feel they are being harassed by patrons or TRC employees should contact the Director. If you have questions regarding what constitutes abuse or harassment, please contact the Program Director.

Safety

Volunteers are responsible for:

- Supporting efforts to promote safe working conditions and habits.
- Making full use of safety equipment and safeguards provided for assigned tasks.
- Immediately report all unsafe work conditions to the Program Director or Director.

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First Aid Kit

There is a first aid kit located at each facility. Remember the location of the kit. An accident may require the immediate use of its contents. If you are not familiar with basic first aid procedures, there is a booklet explaining basic first aid in the kit. Bloodborne pathogen kits are available in each custodial closet.

Reporting Injuries

If a volunteer is injured at work, the accident should be reported at once to your supervisor or the Program Director. An incident report must be completed within 24 hours to record the necessary information. All witnesses to the incident must file a report. Submit the completed Incident Form to the Program Director. Medical assistance or treatment will be given as necessary. Report any unsafe conditions or defective equipment you observe to your supervisor or the Program Director.

Hazard Chemicals

Volunteers need to be aware of the potential danger of the chemicals in their work areas and be trained to use proper safeguards. Each department has a list [Material Safety Data Sheets] of known hazardous chemicals to which volunteers may be exposed through their work in that department. This list provides information on the chemicals present, proper application of the chemicals, equipment necessary to handle them and what to do in case of an emergency. Supervisors are required to provide the appropriate safety equipment.

Emergency Plan

In a life threatening emergency or with any accident notify your supervisor immediately. Remain calm and if necessary, call 911. Follow their instructions precisely while you await their arrival. Be prepared to give the location address and phone number, your name, and the nature of the emergency.

In the event of a fire or other emergency requiring the evacuation of the building, remain calm. Assist other staff in notifying patrons and helping to direct them out of the building safely and quickly. Make sure your work area is secure if time and safety allow.

Background Screening

National background screenings will be conducted on all volunteers. If prohibited criminal history information is received through the background check process, the volunteer may be disqualified for eligibility for volunteer work with TRC.

If the volunteer is a minor (under age 18), their signature on the background check authorization form must be accompanied by their parent or legal guardian's signature in order to process the background check request.

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VOLUNTEER STANDARDS

Productivity Tips

Your ideas and energy give life to our organization and enable it to function at its best. The more you realize your potential, the more you and Turner Recreation Commission benefit.

- When you contribute to something worthwhile, you feel good about yourself. There's no substitute for feeling important.
- Your state of mind, attitudes and morale affect the quality of the work you produce. Feeling good about yourself and your performance helps you to produce work of which you and Turner Recreation Commission can be proud.
- You count as a volunteer. You make a significant difference to the organization. When volunteers and staff alike keep that in mind, both succeed.

Work Standards

Turner Recreation Commission expects every member to be a cooperative worker by contributing intelligent, enthusiastic, and productive work. The following are some ideas to help us do this:

Getting the Job Done:

At Turner Recreation Commission volunteers need to have the ability to work independently. Providing good service to our patrons and keeping Turner Recreation Commission a strong and viable organization is dependent upon an efficient, productive work force. Maintaining a cooperative approach to running our organization also requires that staff members take initiative and become actively involved in problem solving. Turner Recreation Commission success is the result of many people taking responsibility for their work. They use skills and creativity for the benefit of the organization, our members and our workers. We expect and encourage you to become a productive part of our work force.

Following are some expectations:

- Be punctual and ready for work.
- Learn all you can about Turner Recreation Commission's operations, goals, and objectives. Make your shift a learning experience so you can be better informed when responding to customer's questions.
- See yourself as part of a team, recognizing that your efforts contribute to the work of your teammates.
- Ask yourself, "How can I do it better?" Strive for excellence.
- Contribute your ideas and knowledge. Look for opportunities to problem solve creatively.

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Working Cooperatively

- Focus on producing results, not putting in time. Develop a comfortable but efficient work speed. Don't just stay busy, stay effective.
- When you refer a customer or fellow staff member to another person to answer a question, wait to hear the response. Use this as an opportunity to broaden your knowledge.
- Feel free to give and receive constructive criticism to and from fellow workers. We work as a team and need to support each other with useful feedback.
- Always use the proper tools and work in the safest manner possible. Ask for assistance when needed.
- Follow through on your volunteer commitments. When you can't, be sure to let those affected know.

Interpersonal Skills

1. Tips On Active Listening

- Want to listen. Almost all problems in listening can be overcome by having the right attitude.
- Listen to the customer as you would listen to any friend. Remember, there is no such thing as an uninteresting person...only uninterested listeners.
- Act like a good listener. Be alert, sit or stand up straight. Lean forward and let your face radiate interest.
- Listen to understand. Do not just listen for the sake of listening; listen to gain a real understanding of what the customer is saying.
- Ask questions when you don't understand, or when you need further clarification. Ask questions when you want the other person to like you, or when you want to show you are listening. Don't ask questions that will embarrass or "put down" the other person.
- Concentrate on what the other person is saying. Actively focus your attention on the words, the ideas and the feelings related to the subject.
- Look at the other person. Face, mouth, eyes and hands will all help the other person communicate with you. These will help you concentrate and show that you are listening.
- Smile appropriately but don't overdo it!
- Get rid of distractions. Put down any papers, pencils, etc. you have in your hands; they may distract your attention.
- Share responsibility for communication. Only part of the responsibility rests with the speaker; you as the listener have an important part. Try to understand, and if you don't, ask for clarification.
- Remember, listening is fun! Work at developing this constructive attitude. Make a game of seeing how well you can listen and really understand the customer's needs. Effective listening is an art. It can only be developed by conscientiously applied practice on a daily basis!

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2. Tips On Giving Good Information

Provide only correct information. The only thing worse than not knowing an answer is giving the wrong answer! Never be too proud to say, "I don't know, but I'll find out for you." If you don't know an answer, say so. Then do your utmost to find the correct information!

- Don't assume anything. Ideas that may be clear and easy for you may not be to a visitor.
- Be specific. When directing a customer to an address of a service provided, use terms that are universal (north, south, right, left). Don't use terms that are only known locally, like "next to the Jones' place." Use names of streets and landmarks when possible. Give specific measurements if possible (four blocks, one half mile).
- Speak slowly and distinctively.
- Reinforce your instructions with something visual. Provide a brochure or map. Always hold the information facing the customer, with north at the top for them. If possible stand so that you, the customer and the information are all oriented the same. Use a highlighter to mark important information.
- Give added information when it will help. Be careful not to confuse when giving added information.
- Recheck. Let the customer repeat the information back to you if they want to, and listen for points of possible confusion.
- Be patient. Be patient and considerate, especially with people who have speech and language difficulty. Think how you would like to be treated if the situation were reversed.
- Maintain a helpful attitude. Be friendly and courteous. You should try not to rush the customer. Don't let the customer leave until you both feel you have a clear understanding.
- Speak with confidence. True professionals provide their information and answers with quiet certainty, because they know their material. They know they are doing their job well. Learn to be a true professional in everything you do. Your confidence also will help put the customer at ease.

3. Tips On Handling Complaints

A few simple procedures can help anyone who has to deal with customer complaints. Good customer relations don't depend on the innate ability of getting along with people. You can learn to handle complaints by following the simple procedures outlined below:

- Listen to the entire complaint. How else will you find out what the customer wants? Don't interrupt. People who complain about a product or service are feeling a need to tell you something.
- Accept the feelings of the customer. Their need to "tell you something" is often complicated by the feeling of frustration, or even embarrassment about complaining. The best way to deal with feelings is to accept them.

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- Don't take the customer's complaint as a personal offense. Chances are it is not really directed at you. Don't defend yourself or your organization either. If you oppose the feelings, they will continue; if you accept them as valid for the client they tend to diminish.
- You may feel like disagreeing with many things the person is saying. The key is to look for that feeling with which you can agree and then tell them that you understand. Manage to filter through the customer's feelings by accepting them, and then move into solving the specific problem.
- Clarify the complaint. Now filter out the feelings to find out exactly what it is the client wants you to do. Simply ask, "How can I help you?"
- Follow through on anything you say you are going to do. Don't ever promise something you don't intend to do. If you are authorized to handle the matter then take care of it without delay, preferably in front of the customer.
- When you are dealing with an unhappy customer you have an unparalleled opportunity to create a positive impression of yourself and your organization. This is the time to be at your very best.
- Refer matters that you can't handle to someone who can. If you can't take immediate action on the customer's complaint yourself, refer them to someone who can.
- If it is a matter of referring them to another agency or office, be helpful in providing the name, address and phone number. Suggesting exactly what steps they should take. At the very least, take down their name, address, phone number and the nature, location and date/time of the problem and give it to your supervisor.

Telephone Inquiries

- Answer on the first ring if possible. Greet the caller pleasantly. You might say; "Thank you for calling Turner Recreation Commission. This is (your first name), how may I help you?"
- If you are extremely busy and have walk-ins, other calls holding, or need to ask another staff person for assistance, ask the caller "Will you hold please?" You may want to say, "Please hold, someone will be right with you." It could be a long distance call so don't forget them.
- If you are free answer a "holding" call by saying: "Thank you for holding. How may I help you?" You may want to ask, "Is someone helping you?"
- Fill out a How Are We Doing? card for any customer comments. Take complete, accurate information and write legibly! These forms then go to the Director who in turn will send them to the appropriate administrative staff member to provide a written response.
- If you don't understand something the caller has said, ask them to repeat it. Wrong information means an unhappy client and wasted postage!

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All Inquiries

Again, remember the customer is number one. It is the policy of the Turner Recreation Commission to answer every inquiry as fully as possible.

If you find you are unable to answer a question fully make sure the customer understands the situation and does not feel ignored. If you don't know the answer to a question, don't guess at the answer. Ask your support person for the correct information. Keep learning all you can about Turner Recreation Commission and other services we provide.

Customer Service

Make the customer feel at home and at ease. Treat the patron as a "special customer" and give the extra "helpfulness" that may be needed. It will be appreciated and can help to keep up your spirits!

Know your "product." Being able to provide a warm, friendly welcome to the customer is very important, but you also need to be able to supply accurate information on a variety of subjects. Your product is provided by the Turner Recreation Commission.

Sometimes you can be your best resource. Keep your eyes and ears open to new things to see and do. By experiencing them yourself you can give first-hand information to the customer. There is much information to track and you will need a system to keep things organized and up-to-date. Some of your basic resources are brochures, the activities guide, website, and flyers and communication log.

There are many reasons why we should not depend on just memory in providing customers information:

- Memory is fallible! It's good to be able to look back at a brochure or other written resource material. It will refresh our memory or confirm what we thought was the correct information.
- Information grows and changes. We need an easier way to keep a vast amount of detailed information accurate and accessible without spending our entire day memorizing it.
- Training patrons is easier if you have written or printed resource information. Organize it in a logical, easy-to-use manner. This is also important if Turner Recreation Commission is staffed with volunteers or other part-time employees who have not had the same opportunity to learn and absorb the wide range of information available.
- Perhaps most important, written or printed information helps reinforce what we have told the patron. Try to provide patrons with a brochure or other written information, as well as a verbal response. This gives the client an additional way to absorb the information. Once they are out of the office they can refer to the information provided.

Working With Patrons

Service to Patrons

We can provide our customers with attentive, helpful, and prompt service. We should try to anticipate their needs and problems. If someone looks puzzled or troubled ask if you can help. Your job entails more than just doing the

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tasks assigned to you. Public relations are also a part of your duties. What you do or do not do can affect Turner Recreation Commission.

Show courtesy. Help new customers feel at ease. Be an “ambassador” for Turner Recreation Commission. Answer their questions considerately or locate a staff person when you are unable to answer. Take the opportunity when time allows to explain our mission to those who are interested. Patrons are not an interruption of your duties. They are the reason for your duties. Our first job is to serve customers. Service applies especially to those who constantly deal with the public. The most important factor in client satisfaction, is the treatment they receive from our staff.

You are the “face” of Turner Recreation Commission to every client. Their impression of Turner Recreation Commission depends on you. This translates into specific things that you can do:

- **Friendliness:** Smile and greet our members and patrons. Learn their names and thank them for visiting our facility. Invite new patrons back.
- **Helpfulness:** Go out of your way to get the answer to a question, to find a resource, or to solve a problem. Look at problems as opportunities.
- **Efficiency:** Efficient service supports client satisfaction.
- **Professionalism:** Perform your duties to the highest standards possible.

Working with Children

Young people bring much joy and satisfaction to our lives. Kids are fun. Kids are the future. Kids can create problems on occasion. If you find a child running, screaming repeatedly, or mishandling products:

- Deal with the child directly if the parent is not aware of the problem. Approach the child, get down on his or her level, eye to eye. Calmly and kindly ask him or her to stop. Explain why the behavior is unacceptable.
- If a somewhat light approach does not work, or if the parent is aware of and ignoring the problem, refer the situation to your support person.
- Never use physical force to restrain a child except when behavior significantly endangers the child or others, or may cause serious property damage.

Your most important role as a volunteer is showing genuine concern for customers. They want to know they are being heard. When patrons come to you with problems, complaints, or questions:

- Listen to them and ensure they feel heard. It is often useful to check back with comments like, “Would it be helpful to you if I...?”
- Solve their problems or find someone who can.

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- Follow through. Remember, all our efforts are pointless if we “dead-end” patrons or neglect to get back with them.
- Help customers provide the staff with comments and suggestions by using a suggestion box.
- If a customer’s complaint involves a personnel issue he/she should be referred directly to your support person or the Activities Coordinator.

Working With Elderly People

- Treat the individual with respect. Do not confuse diminished hearing or eyesight with diminished intelligence.
- Listen to them. Your interest in their feelings conveys respect and concern.
- Begin each conversation by identifying yourself and calling them by name. Say, “Good morning. I’m June.” Do not ask, “Do you remember me?”
- Use short, specific, familiar words and simple sentences. “I’m Jane. I’m here to help Turner Recreation Commission.”
- Speak slowly and softly in a low pitched voice. Approach gently, with an open, friendly, relaxed manner.
- Give one direction or ask one question at a time. “Are you finished? Here is the hall.”
- Wait for an answer and if there is no response, repeat exactly, “Are you in pain? Are you in pain?”
- Stand or crouch face-to-face and maintain eye contact.
- Move slowly and touch gently on the arm or hand to gain attention. Be careful not to startle. Some participants do not like to be touched.
- Use facial expressions and hand gestures to show your concern or how to do something. Beckon, use gestures, hold out your hand, or smile.
- Talk in a noise-free, non-distracting place. Turn off/down the stereo or television when speaking to the participant.

Working With People With Disabilities

Working with people who have disabilities should not be awkward, yet many people feel unsure of how to act. Much of this discomfort is due to lack of exposure to those with disabilities and a lack of awareness of issues facing them. Take the time to know your client and their needs. You may find a friend and possibly gain new knowledge. Physical or mental impairments or disabilities may be present at birth, or may be due to injury, disease or aging. The major barrier people with disabilities face is not the disability itself but lack of acceptance by others. This lack of acceptance is caused by:

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- Ignorance: Not understanding that people with disabilities have the same concerns and many of the same capabilities as other people.
- Indifference: Not caring about the issues and concerns facing those with disabilities. (This can be counter productive since all of us are only an accident away from having disabilities ourselves.)
- Discomfort: Being uneasy and unsure of how to act around people with disabilities. By removing these barriers we can help all people reach their full potential.

There are many kinds of disabilities:

- Physical disabilities, which hamper mobility or cause speech problems.
- Sensory disabilities, such as blindness or deafness.
- Mental disabilities, like mental retardation or learning disabilities.
- Emotional disability, such as severe depression or anxiety.
- Mild disability may only minimally interfere with normal activities while a severe one or multiple disabilities may sharply limit functioning. In addition, disabilities differ in duration so some may be permanent while others are only temporary.

Wheelchair Etiquette

Many people are unsure how to act when they meet someone in a wheelchair. This can create some embarrassing moments. Here are some suggestions:

- Ask Permission: Always ask the wheelchair user if she/he would like assistance before you help. An unexpected push could throw the person off balance.
- Be Respectful: People's wheelchairs are part of their body space. Don't hang or lean on them.
- Speak Directly: Be careful not to exclude the wheelchair user from conversations. If the conversation lasts more than a few minutes, sit or kneel to get yourself on the same level as the wheelchair.

In Closing

We appreciate your willingness to volunteer with Turner Recreation Commission. We hope you will enjoy your experience as a volunteer. As you learn your volunteer duties feel free to ask questions. Our staff is happy to help you. It is your commitment and that of volunteers like you that allows Turner Recreation Commission to most effectively serve our community. We Thank You.