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# VOLUNTEER HANDBOOK

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## WELCOME

The City of Miamisburg Parks and Recreation Department Parks takes pride in the utilization of volunteers to provide our citizens optimal service delivery in a cost-effective manner. As a volunteer with the City of Miamisburg Parks and Recreation Department, you may become involved in a number of diverse tasks needed to assist the department. Volunteers are an integral part of our operations.

This Volunteer Handbook is designed to provide information useful for volunteers as they seek opportunities to assist the Parks and Recreation Department. We hope that your experience as a volunteer is rewarding to you.

If you have any questions or comments, please contact the Customer Service & Community Center Coordinator.

## CITY OF MIAMISBURG PARKS AND RECREATION DEPARTMENT PARKS AND RECREATION VOLUNTEER PROGRAM

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### PARKS AND RECREATION MISSION STATEMENT

The mission of the City of Miamisburg Parks and Recreation Department (MPRD) Volunteer Program is to promote community involvement and offer a variety of opportunities for citizens to assist in the provision of high quality, programs, and services.

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### BENEFITS OF VOLUNTEERING

Volunteering has many benefits. In addition to the significant impact to the Miamisburg community, volunteers are able to:

- Gain valuable skills
- Create lasting friendships
- Experience personal satisfaction of making a difference
- Build community spirit
- Explore career possibilities
- Achieve a sense of accomplishment
- Make use of talents
- Develop greater knowledge and understanding of local government
- Give back to the community
- Engage in activities
- Keep active after retirement
- Establish employment references and experience
- Help shape our community's future
- Have fun!

The Department offers both on-going and one-time event or project support opportunities. For lists of specific opportunities, join our email list by submitting a volunteer application today or visit [PlayMiamisburg.com](http://PlayMiamisburg.com).

## SERVICE OPPORTUNITIES

Volunteers may select specific duties based on their interests. Examples of opportunities are listed below. Volunteer utilization may include functions as determined upon the interests and abilities of the volunteer.

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## BOARDS AND COMMISSIONS

Serving as a volunteer member of one of the City of Miamisburg's Board or Commissions is one of the best ways for residents to have an active voice in local government. The City of Miamisburg utilizes the interests and expertise of our citizens as members of Boards and Commissions. The City Council appoints members to terms in December for the following year or as vacancies may occur. Interested parties must apply for consideration. Call the City Manager's Office at 937-847-6456 for an application to the boards specifically associated with Parks and Recreation below.

Parks and Recreation Boards and Commissions include:

- Citizens Urban Forestry Advisory Board
- City Beautification Commission
- Parks and Recreation Advisory Board

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## COMMUNITY EVENT SUPPORT

- Duties: Interact with community at events; pass out event information; distribute department information; implement crafts, games, stuff bags; assist with event set-up & tear-down; and other support functions.
- Examples: Lunch & Hunt, 5K Run, Community Holiday Event
- Location: Event location
- Schedule: Day of event
- Requirements: Volunteer Handbook. Generally, does not require a background check.

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## RECREATION PROGRAM SUPPORT

- Duties: Assist with programs for community members. Programs range from sport/fitness to art and leisure activities.
- Location: City of Miamisburg Parks and Recreation Department Facilities
- Examples: Holiday Bingo, Grandparent's Tea
- Schedule: Varies
- Requirements: Volunteer Handbook. Other requirements vary depending on program and level of oversight.

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## PARK DOCENT

- Duties: Directs patrons to programs and facilities, observes passive users, collects litter and rubbish, opens, and closes bathrooms.
- Location: City of Miamisburg Parks and Recreation Department Parks
- Examples: Rice Field, Canal Run Dog Park & Community Park, Riverfront Park
- Schedule: Varies
- Requirements: 18+ years, background check, Volunteer Handbook, volunteer training and ongoing in-services

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## GOLF SUPPORT

- Duties: Serve as course starters, rangers, cart service (clean, refuel, charge), assist with bag drop off, and light landscape maintenance.
- Description: – *Volunteers serve as course rangers and starters. Golf course starters will stay around the 1<sup>st</sup> tee box to organize golfers according to their tee time and log the golf cart associated with each golfer. Starters will also keep the golf cart corral organized by moving golf carts and cleaning trash out of golf carts. Golf course rangers will patrol the golf course in a golf cart to help golfers maintain an appropriate pace of play while picking up trash and loose debris around the course. Clubhouse staff may send the ranger out on to the course to check on certain groups.*
- Location: Mound and PipeStone Golf Courses
- Schedule: Seasonal
- Requirements: 18+ years, background check, Volunteer Handbook, volunteer training and ongoing in-services

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## OFFICE SUPPORT

- Duties: Provide administrative support; perform clerical duties and light computer use.
- Location: Miamisburg Community Center
- Schedule: Monday through Friday, 8:00 a.m. to 5:00 p.m.
- Requirements: 18+ years, background check, Volunteer Handbook, volunteer training and ongoing in-services

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## PARKS AND FACILITIES PROJECT SUPPORT (OPEN TO SMALL GROUPS)

- Duties: Assist with specific facility enhancement projects or seasonal grounds maintenance and landscape care. Projects can include painting, planting materials, mulching landscape areas, light carpentry, and installation of playgrounds.
- Location: City of Miamisburg Parks and Recreation Department Parks and Facilities
- Schedule: Project basis; opportunities for on-going adoption of areas for long term upkeep.
- Requirements: Volunteer Handbook. Generally, does not require a background check.

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## PHOTOGRAPHY

- Duties: Photograph various programs and/or events throughout the City of Miamisburg Parks and Recreation Department.
- Location: City of Miamisburg Parks and Recreation Department Parks and Facilities
- Schedule: As needed basis
- Requirements: 18+ years, background check, Volunteer Handbook, volunteer training and ongoing in-services

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## SENIOR ADULT CLUB SUPPORT

- Duties: Interact with program participants; help with membership and registration; implement programs, assist with crafts, and lead activities and games.
- Examples: Prepare and serve meals, call bingo, assist with front desk operations

- Location: Senior Adult Center
- Schedule: Program session, or as needed basis
- Requirements: 18+ years, background check, Volunteer Handbook, volunteer training and ongoing in-services

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#### MBSL YOUTH BASEBALL/SOFTBALL COACH

- Duties: Leads youth sports team. Responsible for practices, games, player development and sportsmanship.
- Description: *Youth coaches are responsible for overseeing a youth baseball or softball team. All coaches must uphold and exhibit the values of sportsmanship and teamwork to their assigned team. Head coaches will be responsible for communicating with team members regarding game and practice schedules. Head coaches will be responsible for team and roster management in practices and games to ensure all players are enjoying the season while having as equal playing time as possible. Head coaches are responsible for communicating team needs with the MBSL Administrator. Assistant coaches are to be available to help head coaches with player management during practices and games. All head and assistant coaches are expected to attend all scheduled team and league activities – games, practices, and clinics.*
- Location: Rice Field and Surrounding Communities
- Spring Schedule: March - July
- Fall Schedule: August - October
- Requirements: 18+ years, background check, Volunteer Handbook, coach specific trainings: Lindsey's Law, Concussion Prevention, others as assigned.

## VOLUNTEER UTILIZATION

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#### APPLICATION PROCESS

Persons interested in the Volunteer Program must complete an application to be considered. Applications are available online. Those needing assistance in completing the application may visit the Miamisburg Community Center for help from a staff member.

Applications are reviewed and processed as received. This volunteer handbook is available to view on the volunteer application and webpage. Background checks are initiated by the volunteer manager based on the areas of interest indicated on the volunteer application. Email is the primary means of follow-up after an application is received.

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#### BACKGROUND SCREENING

Participation in the Volunteer Program is dependent on meeting the City of Miamisburg Parks and Recreation Department's risk management criteria, which may include a background screening by way of criminal records check(s). The following is an outline of who needs a background check and how that process takes place.

- Volunteers 18 years of age or older, working frequent or reoccurring volunteer postings.

- Individuals aged 12-17 seeking to volunteer must complete a reference check process through the Parks and Recreation volunteer management process and be paired with a designated, background checked, adult supervisor for work assignments.
- Volunteers working with at-risk populations including children, those with special needs, and the elderly.
- Volunteers working jobs that require the supervision of others and/or are outside the department staff's direct visual supervision.

The current background check provider for the City of Miamisburg Parks and Recreation Department Parks and Recreation Department is Sterling Volunteers. The background check process includes information and consent forms emailed directly from Sterling to the applicant.

### **Details of Youth Reference Check**

Individuals aged 12-17 seeking to volunteer must provide a character reference at the time of application. This person may not be related to them. Ideal individuals include teachers, coaches, faith leaders, past employers, or volunteer managers.

The youth reference check will be conducted by the volunteer manager and shall consist of asking the following questions:

- Do you recommend this individual for work with children, elderly people and/or disabled people?
- Do you have any reason to believe this individual is not suited to work with these populations or for the City of Miamisburg Parks and Recreation Department?

Results of this reference will be used to consider the appropriateness of youth volunteer assignments and the level of supervision an individual may need.

### **Offenses that Prohibit Participation**

The following criminal offenses prohibit an individual from participating as a volunteer:

- Any felony conviction.
- Any conviction, no contest plea or guilty plea, or admission to any crime involving or against a minor or other at-risk population.
- If an individual has any conviction, no contest plea or guilty plea, or admission to any crimes that are considered violent or sexual in nature or listed on the National Sex Offender Registry.
- Other crimes or patterns of crime may also lead the management staff to deem an individual unfit for work with the City of Miamisburg Parks and Recreation Department Parks and Recreation Department. Generally, the past 7 years are examined for this criterion.
- An individual wishing to coach or lead youth programs will be excluded from doing so if listed on the [U.S. Center for SafeSport's Centralized Disciplinary Database](#) ineligible list.

Candidates with background information that does not satisfy this policy will be notified of the report's findings. Incorrect findings may be disputed directly with the third-party background check provider. In this case, the department will withhold a decision on approval until amended results are provided by the background check provider. The timeliness of this process may result in a volunteer receiving an alternate assignment. No volunteer may begin a posting until approved.

If the Miamisburg Parks and Recreation Department becomes aware of information, by any means whatsoever, that an individual, including, but not limited to, volunteers, players, and hired workers, has been convicted of, pled guilty, pled no contest, or admitted to any exclusionary crime not reflected in the report, the designated staff will contact the applicable governmental agency to confirm the accuracy of the information before allowing the volunteer to participate in their position and suspend the volunteer until the information is received and reviewed.



If an individual involved with the City of Miamisburg Parks and Recreation Department Park is under investigation for any type of child abuse, or has a pending charge against, or involving, an at-risk population, they will be suspended until the outcome of the investigation or pending charges are complete and the allegations are resolved.

Upon successful completion of a background screening, the Customer Service & Community Center Coordinator will provide the volunteer handbook via email. The volunteer will then be connected to their immediate department supervisor who will schedule training as needed for the role.

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## SERVICE REQUIREMENTS

Service requirements are based on specific assignments. Volunteer Coaches and program leaders are expected to see through the entirety of the program for which they are assigned. Volunteers interested in multiple postings and assignments should communicate their interests to their supervisor. The Customer Service & Community Center Coordinator and the volunteer's direct supervisor are available for discussion and counsel should a volunteer feel dissatisfied or otherwise unable to continue their posting as expected. It is our sincere desire that volunteers enjoy their experience.

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## RETENTION

A volunteer continues service if their services are required as assigned. The City of Miamisburg Parks and Recreation Department recognizes the volunteer's right to discontinue their service at any time and for any reason. Whenever it is deemed in the best interest of the City of Miamisburg Parks and Recreation Department, we also reserve the right to change assignment or discontinue the volunteer service relationship.

Volunteers do not need to resubmit an application annually, except youth coach positions. All others will be contacted to gauge their interest annually when their background check is due again.

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## RECORD MANAGEMENT

The Customer Service & Community Center Coordinator maintains records on each volunteer throughout the Department. Records include applications, dates of service, assignments, and hours worked. Volunteer records, including applications, reference checks and background checks, are confidential. Volunteers are responsible for submitting and updating information contained on the application as requested.

The City of Miamisburg Parks and Recreation Department employee who supervises the volunteer will track completed tasks. This employee shall keep the Customer Service & Community Center Coordinator informed of on-going needs for the assignment.

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## YOUTH/STUDENT VOLUNTEERS AND SERVICE LEARNING

Volunteers under the age of 18, must complete the reference check process as applicable. Your direct staff supervisor is empowered to sign off on school forms noting the hours and work completed by volunteers. The volunteer is responsible for completing this form and returning to their school or service group. The Department does not retain records of these forms.

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## TRAINING

All volunteers will receive the Volunteer Handbook as part of their onboarding. In addition, they will be given assignment specific training at the onset of their volunteer engagement. Additional opportunities for training and growth may be periodically offered to our re-occurring volunteers. Examples of such trainings include Coaches Clinics, Customer Service Trainings, and teambuilding opportunities. These opportunities are typically coordinated and communicated by the staff supervisor assigned to your engagement.

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## EVALUATION

The City of Miamisburg Parks and Recreation Department employee who supervises a volunteer shall conduct an evaluation on an appropriate basis or upon the completion of an assigned posting. This process allows the staff person to evaluate the volunteer's performance and for the volunteer to provide feedback on their experience and utilization as a volunteer. This process allows for the volunteer and supervisor to suggest changes, seek suggestions, and enhance the relationship between the volunteer, staff, and the City of Miamisburg Parks and Recreation Department.

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## RECOGNITION

The City of Miamisburg Parks and Recreation Department appreciates all volunteer services. Volunteers may be recognized in various methods. This event is for volunteers donating over 50 hours of annual service.

Other benefits such as T-shirts, complimentary refreshments, and notes of appreciation are common for re-occurring volunteers that may not reach that 50-hour annual commitment.

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## RESIGNATION

Volunteers may resign from volunteer re-occurrent services with the City of Miamisburg Parks and Recreation Department at any time. It is requested that volunteers who intend to resign provide advance notice of departure to their direct supervisor.

## VOLUNTEER EXPECTATIONS

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### ATTENDANCE AND TIME

Volunteer attendance is important to our operations. Volunteers should notify their supervisor in advance if they cannot be present on their scheduled day. Hours for volunteers working on a one-day project or event will be recorded and submitted by the staff person overseeing the project or event. Volunteers working on on-going assignments are to sign in and out each day at their assigned work location.

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### CUSTOMER SERVICE

The City of Miamisburg Parks and Recreation Department strives to provide excellent customer service to all residents. If a customer is visibly upset, attempt to have the customer step away from heavily populated or noisy areas, giving them your full attention. Recognize the customer is not angry at you personally. Acknowledge that a problem exists and keep the lines of communication open. Always stay in control of your emotions. Tell the customer what you can do, not what you cannot do. Seek help from a City of Miamisburg Parks and Recreation Department employee or management when needed.

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### DRESS CODE

Volunteers are representatives of the City of Miamisburg Parks and Recreation Department and are responsible for presenting a positive image to the community. Volunteers will dress appropriately for the conditions and performance of their duties. Volunteers who work as

support in an office shall dress according to that office's code. Individual volunteers will be informed of the dress standard for their duties at the time of assignment.

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## HEALTH AND SAFETY

Volunteers must report all injuries to an immediate staff person and participate in the completion of investigations or forms as needed.

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## USE OF PERSONAL TECHNOLOGY

Any volunteer who works directly in an area with citizens is asked to keep cell phones on vibrate or silent for customer service purposes. The City of Miamisburg Parks and Recreation Department asks that you leave personal technology devices (i.e., personal music devices, cellular devices, cameras, DVD players, laptop computers, tablets, etc.) at home or in a safe location, unless:

- It is approved by management, or
- It is necessary to allow communication for emergency purposes.

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## VOLUNTEER CONDUCT

Volunteers are expected to follow rules of conduct that will protect the interest and safety of all volunteers, staff and the City of Miamisburg Parks and Recreation Department. A system of progressive discipline will be used for volunteer conduct. This system includes verbal warnings, coaching sessions, and ultimately termination when appropriate. The following are only some examples of inappropriate conduct which could lead to dismissal:

- Theft or inappropriate removal or possession of City of Miamisburg Parks and Recreation Department property or that of any volunteer, staff, agent, or visitor.
- Volunteering under the influence of alcohol or illegal drugs and/or illegal or unauthorized possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the volunteer environment.
- Creating a disturbance on City of Miamisburg Parks and Recreation Department premises, at sponsored activities or in areas which could jeopardize the safety of others.
- Improper use of City of Miamisburg Parks and Recreation Department property or property owned by any other individual or organization.
- Lack of cooperation, or other disrespectful conduct.
- Violation of City of Miamisburg Parks and Recreation Department, federal, state, or local safety and health rules.
- Unauthorized disclosure of City of Miamisburg Parks and Recreation Department proprietary or confidential information.
- Inappropriate use of telephones, computer equipment or systems, mail system, email system, or other City of Miamisburg Parks and Recreation Department equipment.
- Unsatisfactory performance or conduct.

If there seems to be a problem with a volunteer's performance, either the Customer Service & Community Center Coordinator or direct supervisor will have a verbal discussion with the volunteer. Before determining an appropriate course of action, the supervisor will provide feedback and allow the volunteer to express their own questions, comments, or concerns. Likewise, volunteers will have the chance to evaluate their experience with the Miamisburg Volunteer Program periodically, through the Customer Service & Community Center Coordinator.

## VOLUNTEER COMMUNICATIONS

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### EMAIL AND PHONE COMMUNICATION

The City of Miamisburg Parks and Recreation Department communicates with volunteers primarily via email and phone. Therefore, it is essential to keep contact information up to date. Volunteers are encouraged to communicate any changes in email address or phone number with the Customer Service & Community Center Coordinator as soon as possible.

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### SUGGESTIONS

The City of Miamisburg Parks and Recreation Department encourages volunteers to bring their suggestions forward to enhance operations and/or services to citizens. Any volunteer who sees an opportunity for improvement is encouraged to discuss it with Customer Service & Community Center Coordinator. The Customer Service & Community Center Coordinator can bring ideas to the attention of staff members who are responsible for implementing changes. All suggestions are valued.

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### VOLUNTEER MEETINGS

Volunteers may need to attend meetings related to specific volunteer duties. Supervisors will provide volunteers with the date, time, and location of the meeting.

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### VOLUNTEER PROGRAM WEBSITE

The City of Miamisburg Parks and Recreation Department website is a great source of information. Volunteers can learn about special events, available activities, upcoming projects and improvements, various programs, etc. Visit [PlayMiamisburg.com](http://PlayMiamisburg.com) for more information.

## POLICIES AND PROCEDURES

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### CONFIDENTIALITY POLICY

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed to while serving as a volunteer, whether this information involves a single staff, volunteer, client, or City of Miamisburg Parks and Recreation Department business. Failure to maintain confidentiality may result in the immediate termination of the volunteer's relationship with the City of Miamisburg Parks and Recreation Department.

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### CONFLICT OF INTEREST

The City of Miamisburg Parks and Recreation Department is often judged by the individual and collective performance of its staff and volunteers. The City of Miamisburg Parks and Recreation Department must recognize the importance of a volunteer's duty to the City of Miamisburg Parks and Recreation Department, and to its members and supporters, to act in a manner that merits public trust and confidence. Each volunteer must act in all matters in a manner that will safeguard the reputation and integrity of the City of Miamisburg Parks and Recreation Department and will preserve and strengthen public confidence in City of Miamisburg Parks and Recreation Department activities. Some conflict-of-interest situations are easily identifiable, whereas others are more subtle. Some of the more

common situations pertaining to volunteers rise to the potential conflicts set out below. This list is illustrative only and should not be regarded as all-inclusive:

*Acceptance of Payment or Gifts*

Volunteers shall not solicit for payment of any kind (including gifts, cash, discounts, services or other similar item or benefits) for services rendered as part of his or her volunteer service unless provided through established City of Miamisburg Parks and Recreation Department policy.

*Competing with the City of Miamisburg Parks and Recreation Department*

No volunteer shall prevent or hinder the City of Miamisburg Parks and Recreation Department from lawfully competing with others or diverting business or personnel from the City of Miamisburg Parks and Recreation Department.

*Improper Influence*

Any volunteer or close relative, should not, when acting on his or her own behalf or when acting on behalf of another person, business, or organization, attempt to influence the City of Miamisburg Parks and Recreation Department's position on any issue, matter or transaction nor participate in any discussions pertaining to a related organization.

*Inside Information*

Inside information should not be used to gain advantage for oneself, a close relative, or another organization or for any other purpose not approved by the City of Miamisburg Parks and Recreation Department.

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## GRIEVANCE POLICY

A grievance is an actual or perceived cause for protest or complaint arising out of perceived or actual harm due to some action taken by the City of Miamisburg Parks and Recreation Department or an employee of the City of Miamisburg Parks and Recreation Department. If at any time you have a complaint, please contact the Customer Service & Community Center Coordinator.

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## MEDIA

Occasionally, representatives from various media outlets seek information concerning City of Miamisburg Parks and Recreation Department facilities, programs, or events. Please refer all media-related inquiries to the Department supervisor.

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## POLITICAL ACTIVITIES

Volunteers are encouraged to take an active interest and to participate in the political and governmental process. However, except for registered lobbyists and others authorized to act on behalf of the City of Miamisburg Parks and Recreation Department, volunteers participating do so as individuals and not as representatives of the City of Miamisburg Parks and Recreation Department. To avoid any inference of support or sponsorship by the City of Miamisburg Parks and Recreation Department, a volunteer must never represent that his or her political donation, endorsement or other political activity was made or engaged in with the approval, or on behalf, of the City of Miamisburg Parks and Recreation Department. Likewise, volunteers must not engage in political activities during their volunteer service on behalf of the City of Miamisburg Parks and Recreation Department.

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## STATEMENTS

No volunteer shall use City of Miamisburg Parks and Recreation Department stationery or any title of the City of Miamisburg Parks and Recreation Department or refer to the City of Miamisburg Parks and Recreation Department or misidentify him or herself as an employee

thereof in connection with any matter as to which he or she is not authorized as a representative of the City of Miamisburg Parks and Recreation Department and to express an opinion on its behalf. An example of this would be authoring an article for the local newspaper.

## VOLUNTEER CONDITIONS

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### DRUG-FREE ENVIRONMENT

The City of Miamisburg Parks and Recreation Department provides a drug-free, healthy, and safe environment. While on City of Miamisburg Parks and Recreation Department premises and while conducting City of Miamisburg Parks and Recreation Department related activities off City of Miamisburg Parks and Recreation Department premises, a volunteer may not use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted during volunteer service only if it does not impair a volunteer's ability to perform the essential functions of the volunteer position effectively and in a safe manner that does not endanger other individuals. Volunteers must advise their supervisor if they are taking any prescription or over-the-counter drug which could adversely affect safety or performance.

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### EMERGENCY CLOSING

The City of Miamisburg Parks and Recreation Department strives to ensure the safety of all volunteers. In the event of inclement weather, volunteers will be responsible for contacting the Customer Service & Community Center Coordinator or department contact to inform their supervisor if they will not be performing their scheduled service. If the volunteer's assigned work location should close or the program is cancelled, the Supervisor will notify volunteers scheduled via phone or email, as appropriate, of the closing.

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### LIABILITY INSURANCE

The City of Miamisburg Parks and Recreation Department includes as an insured under their insurance liability policies, any person(s) who are volunteer worker(s), but only while acting at the direction of, and within the scope of their duties. However, no volunteer worker(s) are insured for:

- 1.) "Bodily Injury" or "personal injury":
  - a. To you, to your partners or members (if you are a partnership or joint venture), to your other volunteer worker(s) or to your "employees" arising out of and in the course of their duties;
  - b. To the spouse, child, parent, brother, or sister of your volunteer worker(s) or your "employees" because of paragraph 1.a above;
  - c. For which there is any obligation to share damages with or repay someone else who must pay damages because of the injury described in paragraphs 1.a or b. above;
  - d. Arising out of his or her providing or failing to provide professional health care services.
- 2.) "Property damage" to property:
  - a. Owned, occupied, or used by,

- b. Rented to, in the care, custody or control of, or over which physical control is being exercised for any purpose by: You, any of your other volunteer worker(s), or your spouse, child, parent, brother or sister, your "employees" if you are a partnership or joint venture, any partner or member.

Volunteers must complete and sign a Memorandum of Understanding referencing the above information before performing any volunteer services, which is located within the Volunteer Application Form.

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#### RETURN OF PROPERTY

Volunteers are responsible for City of Miamisburg Parks and Recreation Department property which includes all materials, files, keys, passwords or any other written or electronic information issued to volunteers or in volunteer's possession or control. All City of Miamisburg Parks and Recreation Department property must be returned on or at the conclusion of your volunteer assignment. The City of Miamisburg Parks and Recreation Department may take all actions deemed appropriate to recover or protect its property.

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#### SAFETY AND SECURITY

The department desires to provide a safe volunteer environment. Volunteers are responsible for using the following suggestions to help ensure a safe environment:

- Be aware of any unknown person who comes into your area and is not accompanied by a staff member.
- Never leave your purse, wallet, or other valuable items on or under your desk.
- Keep these items out of sight. Always keep your wallet or purse with you or keep them in a secure drawer or cabinet. Avoid carrying large sums of money.

Desks, lockers, and other storage devices may be provided for a volunteer's convenience but remains the sole property of the City of Miamisburg Parks and Recreation Department. Accordingly, they, as well as any articles found within them, can be inspected by any agent or representative of the City of Miamisburg Parks and Recreation Department at any time, either with or without prior notice. The City of Miamisburg Parks and Recreation Department is not responsible for lost or stolen personal property. The City of Miamisburg Parks and Recreation Department will not reimburse a volunteer for any personal property which disappears from a volunteer site.

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#### SAFETY LIABILITY

The City of Miamisburg Parks and Recreation Department aims to provide a safe and healthy environment for all volunteers. If a volunteer is injured during the volunteer's service, it is important that they notify their supervisor immediately. Volunteers should also complete an incident report and submit the report to the volunteer's supervisor.

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#### SEXUAL HARASSMENT

The City of Miamisburg Parks and Recreation Department is committed to providing volunteers with an environment free from discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated. The City of Miamisburg Parks and Recreation Department encourages volunteers to bring any incidents of sexual harassment to the immediate attention of a direct supervisor, the Volunteer Coordinator or Human Resources Department.

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## SMOKING

The City of Miamisburg Parks and Recreation Department intends to provide a safe and healthy environment. Smoking in the workplace is prohibited except in outside locations specifically designated as smoking areas. For information regarding the location of smoking areas, consult with your supervisor.

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## USE OF CITY OF MIAMISBURG PARKS AND RECREATION DEPARTMENT PROPERTY

Equipment, machines, or tools damaged, defective, or needing repair must be reported to the volunteer's supervisor. Prompt reporting of damage, defects, and the need for repairs could prevent deterioration of equipment and injury to others. An individual supervisor can answer any questions about the volunteer's responsibility for maintenance and care of equipment during a volunteer assignment. The City of Miamisburg Parks and Recreation Department owned or leased equipment is to be used for business purposes only and may not be borrowed or otherwise used for personal use.

### *Telephones and Mail Services*

Telephones are for business purposes. When permitted, personal local phone calls should be kept to a minimum and should not interfere with volunteer service. The use of City of Miamisburg Parks and Recreation Department paid postage for personal correspondence is prohibited by Federal law.

### *Computer Usage*

The City of Miamisburg Parks and Recreation Department may provide computers, email, and Internet access to assist volunteers in performing their duties. Computers, email, and Internet access should be used for business-related purposes. Personal business should not be conducted during volunteer time.

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## FAQ

1. How will I know about upcoming volunteer opportunities?
  - a. The best way to stay up to date on volunteer opportunities is to submit a volunteer application to be put on our official volunteer roster and email list. You may also frequent [PlayMiamisburg.com](http://PlayMiamisburg.com) for lists of upcoming opportunities to volunteer.
2. How do I cancel my volunteer engagement?
  - a. Volunteers should reach out to their staff supervisor as soon as possible when needing to cancel an engagement. In the event you have not been assigned a supervisor, you may contact the Customer Service & Community Center Coordinator to cancel a specific engagement or be removed from our volunteer roster.
3. How do I know who my staff supervisor is?
  - a. You will be emailed the contact information of your staff supervisor upon assignment to a specific volunteer posting. This individual will be your point of contact throughout that specific assignment.
4. I have a concern that I would like elevated above my staff supervisor, whom may I contact?
  - a. If you have a concern that needs elevated through our department, you should first contact the Customer Service & Community Center Coordinator, [volunteers@cityofmiamisburg.com](mailto:volunteers@cityofmiamisburg.com). In the event you feel your concern has not been responded to in an appropriate or timely manner, please reach out to our Department Director at 937-866-8999.
5. What is included in a background check?
  - a. The background check process always includes a search of the National Sex Offender Registry. Other searches may be requested based on the nature of the volunteer role. Volunteers are sent a link via email to initiate the background search themselves through the third-party provider. At that time, all searches requested will be listed. Should you wish



to withdrawal your application, simply ignore the email, and notify the Customer Service & Community Center Coordinator to inform them of your intent to withdrawal.

6. Who has access to my background check?
  - a. The Customer Service & Community Center Coordinator coordinates and reviews background checks. The Department Director and Business Administrator can also access background records in the Supervisor's absence. Program managers, other employees, and other volunteers will never have access to your background results.
7. How long will it take to get background check results?
  - a. In general background results are available less than one week from the time they are initiated. If you have lived internationally or in many states it may take longer as each jurisdiction is searched.
8. What should I wear/bring to my volunteer engagement?
  - a. Volunteers will dress appropriately for the conditions and performance of their duties. Comfortable, clean clothing and closed-toed shoes are recommended. Volunteers who work as support in an office shall dress according to that office's code. Individual volunteers will be informed of the dress standard for their duties at the time of assignment.
9. How do I change my personal contact information or preferences on file with the volunteer program?
  - a. You may change your contact information by notifying the Customer Service & Community Center Coordinator.
10. I have an idea for a program that I would like to help conduct, who should I tell?
  - a. We love hearing ideas from the community! Please reach out to the Customer Service & Community Center Coordinator, [volunteers@cityofmiamisburg.com](mailto:volunteers@cityofmiamisburg.com) to be connected with the appropriate staff person to discuss your idea.



**VOLUNTEER MEMORANDUM OF UNDERSTANDING**  
**RELEASE FOR VOLUNTARY SERVICES**

I, \_\_\_\_\_, wish to participate as a volunteer for the City of Miamisburg Parks and Recreation Department, I acknowledge that I have voluntarily applied to participate as a volunteer, and I am not entitled to the City of Miamisburg Parks and Recreation Department benefits, including but not limited to, compensation, retirement, health benefits, pension plans, unemployment compensation, or workers' compensation. I understand that there may be certain risks associated with my volunteering and I agree to assume all risks associated with my participation as a volunteer.

I realize that I could be injured while volunteering from someone's negligence or carelessness, for dangerous or defective equipment or property owned, maintained, or controlled by the City of Miamisburg Parks and Recreation Department; or from my traveling to and from my volunteer activities. In consideration of my application and permitting me to participate in this event, I do hereby waive, release, and discharge the City of Miamisburg Parks and Recreation Department, its employees, or other volunteers, from any and all claims of whatever kind, which may directly or indirectly arise out of or in connection with my participation as a volunteer. I hereby agree to accept any and all risk of personal injury, illness, death, or property damage, and verify this statement by placing my signature below.

I further acknowledge that if I am injured while volunteering, emergency medical treatment may be required. I agree to release the City of Miamisburg Parks and Recreation Department from all liability. I further consent to receive medical treatment which may be deemed advisable, and release and discharge the City of Miamisburg Parks and Recreation Department from all liability whatsoever that may arise on account of any first aid or medical treatment rendered to me in connection with my participation as a volunteer or the failure on the part of any representative of the City of Miamisburg Parks and Recreation Department to provide medical care.

I understand that in connection with my participation as a volunteer, I may be photographed, recorded, or videotaped. I agree to allow my photograph, video, or film likeness to be used for any legitimate purpose by the City of Miamisburg Parks and Recreation Department and/or its assigns, and I waive any right, title and interest in any royalties, proceeds, or other benefits derived from such photographs or recordings.

I understand that this Release shall be construed broadly to provide a release and waiver to the maximum extent permissible under the applicable laws. I acknowledge that this Release form will be used by the City of Miamisburg Parks and Recreation Department in the event I pursue any claim against the City of Miamisburg Parks and Recreation Department, its employees, or volunteers. I further agree that in the event that any clause or provision of this Release is held to be invalid by any court, it shall not otherwise affect the remaining provisions of the Release which shall continue to be enforceable.

I hereby certify that I have carefully read this document and I fully understand its content. I am aware that this is a release of liability and a legal contract and that it affects my legal rights. I am signing this document of my own free will.

\_\_\_\_\_

Printed Name of Volunteer

\_\_\_\_\_

Signature of Volunteer

\_\_\_\_\_

Date

\_\_\_\_\_

Signature of Parent/Guardian (For volunteers under 18)

\_\_\_\_\_

Date