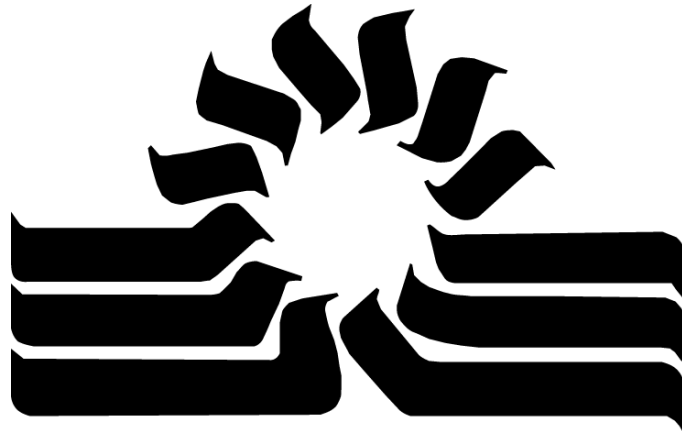


Volunteer Handbook



**CHARLESTON COUNTY PARK
& RECREATION COMMISSION**

Table of Contents

1. Letter of Introduction

2. Charleston County Park & Recreation Commission

Mission Statement

3. Volunteer Job Description

4. Volunteer Opportunities

5. Documentation of Hours

6. The Commission

7. Your Appearance

8. Your Performance

9. Volunteer Categories

10. Benefits for CCPRC Volunteers

11. Reciprocal Pass Agreement

12. Reciprocal Pass Agreement Continued

13. A Message From the Volunteer Coordinator

We thank you in advance for your commitment to Charleston County Park & Recreation Commission (CCPRC) as a volunteer. If you have any questions about our program, please contact the Volunteer Coordinator at 762-8053. The enclosed information will provide you with a general background and understanding of CCPRC policies as a volunteer.

We are pleased to have you join Charleston County Park and Recreation Commission as a volunteer. Volunteers are an essential part of our programs in providing visitor services by bringing together a wealth of backgrounds and experiences. You have joined a very special group of people with an important purpose. The Charleston County Park and Recreation Commission is responsible for operating a diverse system of park facilities, programs and services and providing a quality experience for visitors. We are here to provide a service, and giving a service to others is a highly disciplined field. In the park and recreation profession it is often said that we work so others may play. Your attitude and enthusiasm directly affects the quality of the visitor's experience. We have the exciting opportunity to work where fun comes naturally!

Keep in mind countless hours are spent planning our facility operations and procedures. Your volunteer experience may require you to do work that is routine or work that requires adapting to a new procedure. There are variables such as weather, visitor attendance, and special events, which may affect the nature of a facility operation or procedure. It is important to keep in mind that you are always in the public eye and your actions are creating a public opinion of yourself and the Charleston County Park and Recreation Commission.

Volunteers may be comprised of any individual or group of individuals who perform services for the Commission without receiving any form of compensation. They may provide service on a regular or occasional basis. Please feel free to give us your comments and ideas, as you become familiar with CCPRC.

At CCPRC we look forward to sharing with you:

- ❖ The opportunity to provide public service at our facilities.
- ❖ A professional orientation to include safety orientation where necessary.
- ❖ A chance to be with your family and serve others of the community in a natural environment.
- ❖ Meaningful, necessary duties to be accomplished.
- ❖ Appropriate recognition.
- ❖ Involvement with the community and development of new friendships.
- ❖ A volunteer who is at least 16 years of age may apply for a position as a paid employee at any time. Although a volunteer is not guaranteed to be selected for a paid position, a volunteer who has performed outstandingly and wishes to become employed, will be given serious consideration for employment when positions become available.

Thank you for making a commitment to Charleston County Park & Recreation Commission. Your service to the community is greatly appreciated. Please take the time to fully and completely review the CCPRC Volunteer Handbook. If you have any questions about the enclosed information, let us know. We look forward to your involvement with our agency.

Charleston County Park & Recreation Commission **Mission**

The mission for the agency is listed below and represents the important goals we strive to achieve everyday when involved with parks, programs or services relating to CCPRC.

Charleston County Park & Recreation Commission will improve the quality of life in Charleston County by offering a diverse system of park facilities, programs and services.

Provision of park and recreation facilities in an efficient and economical manner

Acquisition of park lands and open space

Recreation services and programs to meet countywide needs

Knowledge through the interpretation of the county's natural, historic and cultural resources

Stewardship through responsible management

Volunteer Job Description

Charleston County Park & Recreation Commission

POSITION: Volunteer for Charleston County Park & Recreation Commission

SUPERVISOR: Volunteer Coordinator

OBJECTIVE: It is the intention to utilize the exceptional workforce of dedicated volunteers to the fullest extent possible towards the programs, parks and events of Charleston County Park & Recreation Commission (CCPRC). Encouragement of unsalaried personnel will assist CCPRC in maintaining a reasonable properly staffed agency. This group will fulfill the selected responsibilities and duties for the specific volunteer positions filled. This position will likely not remain the same but will vary depending on the event or area a volunteer serves. All who serve CCPRC are stewards to improving the quality of life offered to the Charleston community.

RESPONSIBILITIES: All volunteers should maintain a proper presence and demeanor and remain respectful at all times while serving as a CCPRC Volunteer. If a volunteer has made a commitment to assist it is expected that the volunteer will be punctual, arriving on the agreed upon time and not departing before the agreed upon time. We expect all who volunteer to be cooperative, thoughtful and respectful of our policies and practices.

QUALIFICATIONS: A desire to serve and assist the community is imperative when becoming a volunteer. Enthusiasm, friendliness, flexibility, and tactfulness are all wonderful assets when volunteering for CCPRC.

TIME COMMITMENT: We ask that you provide CCPRC with a quantity of time you can agree to every quarter or season.

TRAINING: The variety of duties available fluctuates, therefore training will vary depending on the programs, parks, and/or events. Most training provided would be on the job. Certain positions may require formal, more specific training. Placement of volunteers for those positions will depend on background, qualifications, and certifications.

REQUIREMENTS: All volunteers for our program must be 13 years of age or more. We require an up-to-date Volunteer Application on file. In the event any information on the application changes, it is expected that the volunteer should notify the Volunteer Coordinator and the appropriate adjustments will be made at that time.

REWARDS: While no monetary compensation is given to CCPRC Volunteers, the rewards provided by CCPRC are plentiful. Of greatest significance is the ability to give back to your community while providing mutual support and camaraderie towards all those with whom you interact.

Volunteer Opportunities

Charleston County Park & Recreation Commission maintains a wide variety of volunteer opportunities. Year round we have a significant need for volunteer assistance. Below are a few of the programs, parks, and events for which CCPRC needs volunteer assistance:

- ❖ Trail Maintenance
- ❖ Cajun Festival
- ❖ East Coast Canoe & Kayak Festival
- ❖ Pet Festival
- ❖ Company Picnics
- ❖ Moonlight Mixers
- ❖ Evening Concert Series
- ❖ Big Kahuna Fishing Tournament
- ❖ Festival Hispano
- ❖ Climbing Wall Competitions
- ❖ Folly Beach Surf & Kayak Rodeo
- ❖ Harvest Festival
- ❖ Holiday Festival of Lights
- ❖ Mascots
- ❖ Environmental Education Seining at the beaches
- ❖ Headquarters Clerical Assistance
- ❖ James Island County Park
- ❖ Caw-Caw Interpretive Center
- ❖ Palmetto Islands County Park
- ❖ Wannamaker County Park
- ❖ Folly Beach Fishing Pier
- ❖ Folly Beach County Park
- ❖ Isle of Palms County Park
- ❖ Mullet Hall Equestrian Center
- ❖ Cooper River Marina
- ❖ Rural Recreation Sites

We hope that you will fine-tune your interests and let us know what suits you for volunteering with CCPRC! It is our wish that you continue your volunteer efforts with our programs for years to come. With so many facilities all over the county, we hope that you will enjoy visiting and volunteering at a park that is convenient to you. If your schedule allows, we would enjoy having your assistance as often as is comfortable for you, most of our volunteers ensure that they volunteer every quarter or season. Your efforts as a volunteer represent a cooperative relationship with CCPRC that provides you with a wonderful opportunity for enjoyment and at the same time, valuable service to our agency!

Documentation of Hours

Each year Charleston County Park & Recreation Commission receives 15-20,000 volunteer hours! These hours are very much appreciated and contribute greatly to the quality of our programs, parks and events. We actively track the hours given to our agency and require your assistance in the endeavor to ensure your time is reported.

CCPRC must keep an accurate record of these volunteer hours. Of primary importance, we report to the Commission volunteer hours provided to the agency for assessment. This will present Commissioners with a clear understanding of the valuable contributions made by the community to CCPRC. The Commission wants to be assured that CCPRC is being operated in as efficient a manner as possible. The mean value of volunteer service provided allows our program to assist every department while not inflating our budget constraints. Therefore once volunteer hours are reported to the Volunteer Coordinator, we will be able to recognize each department for encouraging the overall effectiveness of CCPRC through the assistance of unsalaried personnel. The Volunteer Coordinator will report all volunteer hours to the commission for review each month.

Please check in and out with the Volunteer Coordinator or their assistant at every function or activity at which you volunteer. When you volunteer for CCPRC, it is important to make sure your hours are reported. We want you to understand how important your time is to CCPRC and we thank you for all of your efforts, as well as for ensuring your time is reported.

The Commission

The Commission authorizes the use of volunteer personnel, within the expressed limitations of the program, park or event served, for the purpose of enhancing the delivery of Commission services. As seen by the Commission, the primary purpose of the volunteer program is to help enrich and extend the work of paid staff while assisting in providing programs and activities for visitors and volunteers alike. Program Coordinators are responsible for training and monitoring the volunteers in their program. The selection of volunteers depends upon the needs of the individual program and the qualifications and skills of each applicant. Volunteers are accepted from the public without regard to race, creed, religion, age, sex or any other legally protected status. Specific conditions regarding volunteers are stipulated within the individual program area.

The Commissioners also volunteer their time to CCPRC. County Council appoints the Commissioners for a non-salaried term of two years. Each Commissioner may be reappointed after their term is complete. The commission is made up of six Commissioners and a seventh chairperson. This group meets monthly. The reward they receive is that of knowing they are contributing to a meaningful organization, which provides them with access to all of the wonderful facilities through CCPRC.

The Commission commends all CCPRC volunteers and recognizes their energies and efforts to better the park and recreation field for all residents of Charleston County. The contributions of CCPRC volunteers have added a tremendous quality to the programs, parks, and events within our agency.

Your understanding of the Commission for Charleston County Park & Recreation and its Commissioners will aid you in understanding the overall operation of our agency.

Your Appearance

Your appearance is very important to the overall quality look of the CCPRC volunteer. There are certain standards of appearance, which all volunteers must meet to maintain this quality look. We do expect all CCPRC volunteers to be well presented. A well-groomed group projects a positive image and is directly related to the trust, confidence and respect visitors have for CCPRC.

Each day you will be expected to arrive at your assignment in clean well-fitted attire. There may be some events where we will provide you with a specific event shirt. Each event's attire will depend on the event itself. When accepting a volunteer position, please inquire at that time what is required for attire.

It is important for you to feel comfortable when volunteering for a program, park or event. Therefore, it is a good idea to remember to bring bug spray and wear sunscreen when volunteering for any outdoor event.

Headquarters:

If you are volunteering at Charleston County Park & Recreation Commission's Headquarters, the administrative office, the appropriate clothing attire is listed below.

- ☒ Clothes must be clean and presentable at all times.
- ☒ Dress to work in a professional office environment would include pants, capris, skirts, blouses, knit tops, Henley shirts, polo or golf shirts, sweaters, cardigans and pullovers.
- ☒ No shirts with writing, slogans or advertisements, tank or halter tops, shorts, blue jeans, sweat pants, jogging pants, mini-skirts (less than 4 inches above the knee) or flip flops allowed. Exposed midriff or cleavage is inappropriate.

Any Park:

If you are volunteering at any park, beach park, or boat landing, the appropriate clothing attire is listed below.

- ☒ Clothes must be clean and presentable at all times.
- ☒ Khaki or blue color pants or shorts no less than 4 inches above the knee as well as any solid color shirt with no writing and closed toe shoes such as sneakers or tennis shoes are required.
- ☒ A hat and sunglasses are acceptable when outside only.
- ☒ Flip flops, sandals and skirts are not allowed.

Your Performance

Your supervisor for the day or for the event will offer guidance and direction to you throughout your assigned duty. An important factor in maintaining high performance standards is cooperation. We expect all CCPRC volunteers to make a

conscious effort to cooperate with everyone you work with and prevent any personality conflicts from interfering with morale or the accomplishment of assigned duties. Pay careful attention when duties are assigned and explained. Please accept suggestions in a positive manner and make adjustments if needed. If you have questions concerning your performance or responsibilities, contact your supervisor for the activity or the Volunteer Coordinator.

Flexibility will assist your performance with the programs, parks, and events you are serving. Any number of scenarios could arise which would require volunteers and staff alike to adapt from their expectations of the day. Weather in particular may be a factor wherein plans must be adjusted for the activity of the day. We expect to maintain a positive working environment with all aspects, including volunteers, staff and visitors.

Throughout your service, either the Volunteer Coordinator or a supervisor for the event you are assisting will observe you. If your efforts exceed what we ask, we will let you know. If your efforts are less than what is hoped they would be, you may not be given another volunteer opportunity with CCPRC. We will do our best to keep the lines of communication open and expect you to let us know if you have any thoughts, concerns or creative ideas.

At CCPRC, we are happy to provide recommendations and references for volunteers with good performance records. We reserve the right to refuse to provide such recommendations when inappropriate.

In order to provide the best quality parks, programs and events to the community, your performance as a volunteer is seen as a cooperative effort with our staff to ensure the success of the day. We are glad to have you assist Charleston County Park & Recreation Commission.

Volunteer Categories

The volunteers who service Charleston County Park & Recreation Commission are here to provide their valuable time as a contribution to the betterment of our overall programs, parks and events. We recognize and understand the importance of a volunteer's time commitment. As a committed volunteer with our program we hope you'll agree to take on enjoyable and interesting volunteer opportunities. We prefer our volunteers to contribute volunteer time every quarter or season. We encourage you to be ambassadors to our volunteer program by encouraging friends, civic organizations, and family to become involved.

- ❖ Our group volunteers usually tackle large service projects, or large special events such as our East Coast Canoe & Kayak Festival. Volunteers from local groups include The Junior League, AmeriCorps, Navy Nuclear Power Training Command, Boy Scouts, Girl Scouts, and ROTC programs to name a few.
- ❖ Long term volunteers are a wonderful group of dedicated volunteers that contribute some quantity of time every season. Our county parks benefit tremendously from their assistance.
- ❖ Certified volunteers with special skills typically volunteer their time in specific areas. These volunteers are such as those that volunteer for canoe and kayak trips and may be certified to do so by our water staff. Their area of skill may encourage their volunteering specifically in such areas.
- ❖ Families are encouraged to volunteer for a program, park or event. It sets a wonderful example for youth to participate in an activity as a volunteer with their parents.

If you have a group that would be interested in volunteering with our program such as a church group or boy or girl scout group, we can make arrangements for a beach sweep clean up or other service activity for you. We have the need for your time commitment and will do our best to coordinate with you. We look forward to working with you! If we may be of any assistance, please do let us know. We have an open door policy to discuss your involvement with CCPRC and encourage you to do so.

BENEFITS FOR CCPRC VOLUNTEERS

We may have an annual appreciation gathering in honor of, and to recognize our volunteers and their valuable contributions to CCPRC. In addition to the reward system benefits are listed as follows:

A Charleston County Park & Recreation Commission volunteer who completes 30 volunteer hours in a calendar year will be eligible to receive a **Reciprocal Pass**. This pass allows the volunteer pass holder and one guest complimentary admission into Charleston's participating attractions for one year.

This benefit includes regular gate admission and is not valid for special events or any of our waterparks. This pass will be distributed only once a year and will be valid for one year. Volunteers eligible for a pass will not receive a pass as soon as they complete their 30 hours, but rather when all passes are renewed at one set time each year, typically by the end of January annually. The pass is not transferable and is valid for only the person named on the pass and their one guest. The pass holds no monetary value and there is a \$5.00 replacement fee for a lost card. The Volunteer Coordinator will inform the appropriate volunteers due to receive a pass about the process to pick up their Reciprocal Pass after calculations have been made for every volunteer. Each of the participating sites are listed on the following Reciprocal Pass Agreement:

CHARLESTON COUNTY PARK & RECREATION COMMISSION

RECIPROCAL PASS AGREEMENT

(Hours of operation are subject to change – Call before you make plans)

The Charleston County Park and Recreation Commission and a group of area attractions honor a Reciprocal Admission Pass Agreement. An important aspect of this agreement is to provide our dedicated volunteers a benefit to enjoy certain local attractions. We hope this arrangement will be a pleasant benefit for you.

By presenting your I.D. card, this agreement provides for you and one guest only to be admitted at no charge to the participating attractions listed. Please be aware that in some cases there are restrictions involving special events, certain seasons, reservations required, etc.

This is a courtesy participation, and we should use every consideration as a guest.

To Our Volunteers,

Thank you for choosing Charleston County Park & Recreation Commission as a place to contribute your volunteer service. We are glad you recognize the importance of your valuable assistance to the community. While you serve as a volunteer for Charleston County Park & Recreation Commission, we welcome your feedback with our agency and our programs. We currently have a wide range of facilities for volunteer opportunities throughout the county. A variety of exciting options are available depending on your interests.

Volunteers are a tremendous resource fundamental to the proficient management of our county park system. In turn, volunteering for our parks can and should be as rewarding to you as it is to us. Please keep in mind we have the need for volunteer assistance year round. Getting involved with community oriented events can be an enjoyable and satisfying opportunity.

Your time is important to us. I would enjoy further discussing your involvement with our program at your convenience. As the Volunteer Coordinator, I can be reached directly at Headquarters, phone number 762-8053, Monday through Friday if you have any further questions. Again, thank you for your interest in and support of your county parks.

Respectfully,

Charleston County Park & Recreation Commission
Volunteer Coordinator