



Oak Lawn Park District *Volunteer Manual*

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TELEPHONE NUMBERS

Police/Fire & Ambulance	911
Administration Office	(708) 857-2225
Community Pavilion	(708) 857-2420
Oak View Center	(708) 857-2200
Ice Arena	(708) 857-5173
Raquet, Fitness & Gymnastics Center	(708) 857-2215
Stony Creek Golf Course	(708) 857-2433

ORGANIZATIONAL CHART



MISSION STATEMENT

The Oak Lawn Park District promotes a strong sense of community by providing leisure opportunities and the preservation of natural resources that enhances the quality of life and wellness for everyone.

VISION STATEMENT

The vision of the Oak Lawn Park District is to create an environment that promotes happiness among staff and patrons.

VOLUNTEER SERVICES

As a volunteer of the Oak Lawn Park District you are considered an important part of our team. We appreciate your time, skills and willingness to be here. As part of our team, you will have certain job responsibilities and tasks depending on your assignment. You will be responsible for performing your job in a safe and proper manner. To help you do just that, you will be given orientations, training in policies/procedures and certain skills that are applicable to you.

As part of your orientation you will receive various pieces of literature, which may include the following:

- This Volunteer Manual.
- Policies/Procedures Manual(s) per department, as needed.
- Safety Manual(s) per department and program, as needed.



STUDENT COMMUNITY SERVICE WORKERS

Welcome Aboard! Thank you for choosing the Oak Lawn Park District as your service site. Please read this manual thoroughly and follow the guidelines. Because you may have specific guidelines set by your school, we will be happy to sit down and discuss the details with you. We sincerely hope you find volunteering a rewarding experience!

THE BENEFITS OF VOLUNTEERING

The benefits of volunteering are endless! We want to be able to give you, the volunteer, a rewarding experience while working with your community. More specific benefits include:

- Full and meaningful life
- Balance between work and play
- Quality of life
- Personal development and growth
- Self-esteem and self-reliance
- Sense of accomplishment
- Creativity and adaptability
- Problem solving and decision making
- Psychological well being
- Personal appreciation and satisfaction
- Sense of adventure
- Outlets for stimulation



VOLUNTEER REQUIREMENTS

REQUIREMENTS

- Must be at least 12 years old.
- Each volunteer must be registered with the Volunteer Coordinator
- An email address is required. Upcoming Volunteer Opportunities are communicated through email messages.
- As part of the registration process all volunteers will need to:
 - Complete an application
 - Sign background check form (18 years and over)
 - Receive a general orientation day of event.
- Complete various training programs, which MAY include:
 - Policies and Procedures
 - CPR/First Aid
 - Safety In-Service Training Sessions
 - ADA Training to work with individuals with disabilities and/or Specific Program Training

VOLUNTEER CHECK IN/OUT AND SERVICE LOG

Please make sure you are checking in and out with the Event Coordinator or Volunteer Coordinator. Keeping records of your hours enables us to track our volunteers for service recognition, money saved, etc., more efficiently. If you have your own school paperwork that needs to be signed, the Event Coordinator or Volunteer Coordinator can do that for you.

ABSENTEEISM

When you are assigned to a particular program, it is your responsibility to be present at every session of the program. In the event of an emergency, and you will not be able to attend a program due to unforeseen circumstances, (i.e., sickness), you must contact your program leader/supervisor to inform them of the problem.

DRESS AND APPEARANCE

Your attire should be in good taste, neat, clean and appropriate for the functions that will be performed. Remember, you are representing the Oak Lawn Park District.

TRANSPORTATION

You must **never** transport participants in your personal car. You are responsible for your own transportation the park district will not provide transportation.



INSURANCE

The Oak Lawn Park District carries medical excess coverage for any out-of-pocket medical expenses you may incur as a result of your volunteer experiences. However, your personal coverage must be used first. Only expenses not covered by your own insurance or that of parents (in case of a minor) may be covered.

SUGGESTIONS

Volunteer Services encourages volunteers to suggest ways for the Volunteer Service Department to improve. Please share ideas for the betterment of the facilities and services. Feel free to email your ideas to volunteers@olparks.com.

EVALUATIONS

To ensure a quality volunteer program periodic evaluations will be done on all volunteers. These evaluations will be done by the supervisor of the program. Evaluations will be kept on file. Also, you will have the opportunity to evaluate the program/supervisor. Your insightful opinions will help us strive to provide quality programs. If you want more detailed information, ask your supervisor for the District's policy.

SMOKING, ALCOHOL AND DRUGS

The Oak Lawn Park District prohibits the use of smoking, alcohol, or drugs on park district property.

SEXUAL HARASSMENT

All employees and volunteers have the right to work in a work environment free from sexual intimidation and/or harassment of any kind. It is the Oak Lawn Park District express policy not to tolerate sexual harassment of or by any of its employees, volunteers and elected officials.

DISMISSAL

The Oak Lawn Park District reserves the right to ask a volunteer to leave a program or dismiss a volunteer under any circumstances including: Improper or inappropriate attire, engagement in any unsafe behavior, refusal to follow the safety rules or instructions of a supervisor, or any volunteer who appears to be under the influence of alcohol, or drugs. for the functions that will be performed. Remember, you are representing the Oak Lawn Park District.



RESPONSIBILITIES & RIGHTS

VOLUNTEER JOB DESCRIPTION

- **Purpose:** To assist the Oak Lawn Park District in fulfilling its mission by providing cultural and recreational opportunities in a fun and safe environment.
- **Time Requirements:** Hours will vary depending on volunteer opportunity.
- **Responsibilities/Duties:** All volunteers are expected to fulfill their commitments by attending and participating in all programs and/or events per their agreements, while representing the Oak Lawn Park District in a proper manner.
- **Work Location:** Oak Lawn Park District facilities and parks.
- **Age Requirement:** Volunteers must be 12 years old or older. All volunteers 18 years old or older will be subject to a background check. Age requirements are subject to change depending on department and/or event.
- **Training/Support:** Training for this position will be provided based on volunteer opportunity. In addition, the Volunteer Coordinator will be available for any questions or to provide assistance.

VOLUNTEER RESPONSIBILITIES

- Be sure that you really want to help other people.
- Ask about things you do not understand.
- Be willing to learn. Training is essential to any job well done.
- Know all you can about the Oak Lawn Park District and your assignment.
- REMEMBER, ALL INFORMATION IS CONFIDENTIAL. What you see here remains here when you leave.

RIGHTS AND PRIVILEGES

- Right to a suitable assignment with consideration for personal preference, temperament, life experience, education and background.
- Right to know about the Oak Lawn Park District, it's policies, its people and its programs.
- Right for training on the job that is thoughtfully planned and effectively presented. Information about new development/training for greater responsibility.
- Right to sound guidance and direction by someone who is experienced, well informed, patient and thoughtful.
- Right to promotion and a variety of experiences through advancement to assignments of more responsibility, through transfer from one activity to another and through special assignments.
- Right to be recognized in the form of awards and tangible evidence through day-by-day expression of appreciation.



GUIDELINES FOR ALL RECREATION PROGRAM VOLUNTEERS

- All volunteers are required to read this Volunteer Manual before they sign and submit their application.
- You should be at the program site at least 15 minutes before the start of a program and 45 minutes before show time if ushering.
- Each participant should have an updated information form. You will be briefed on any pertinent information (for Special Recreation only).
- Please make sure work areas are in the same condition as found.
- Precaution should be taken with all equipment. The Oak Lawn Park District has incurred a great expense in purchasing this equipment.
- If any problems occur with participants, parents, supervisor or other staff member, please refer them to the program leader in charge. He/she will be most happy to discuss them with you, but not during program time. If you, as a volunteer, have any problems with a leader or the department, call the Volunteer Coordinator.
- “What Do I Do If an Accident Has Just Happened”? Deal with the immediate crisis; contact the event coordinator/ facility manager. Do NOT admit liability or make statements such as “we will take care of everything”, “we will take care of your bills” or “it was my fault.” As a volunteer, you are not in the position to make such statements.
- If you are unable to attend a program and know in advance, please advise your program leader. Late calls make it very difficult to get a substitute. Please call in the morning or the day before if possible.
- We do understand that an emergency may arise and you will be unable to attend a program, but please don’t make it a habit. It really is in the best interest of the participants that you attend your scheduled time. At all times, please conduct yourself in a professional manner.
- Please do not leave any participants unattended during the program.
- After the event, the Event or Volunteer Coordinator will sign your volunteer hour log if needed.



VOLUNTEER RESPONSIBILITIES

As an incentive for the volunteers, we have developed a criteria for a volunteer to be featured as the “Volunteer of the Month”. Volunteers will be recognized at our regular board meetings and receive a certificate with their name.

National Volunteer Week is the last week of April and volunteers with 50 hours or more for the year are invited to attend the “Volunteer Thank You Event.”

THE CRITERIA FOR NOMINATION

- Volunteer with perfect attendance.
- Volunteer with at least five hours of service a month.
- Works as a part of the Oak Lawn Park District team.
- Stands out as a dedicated volunteer.
- Recommended from a Program Supervisor.



Printed Certificate awarded at our monthly board meetings.



Monthly Digital Certificate displayed across the Oak Lawn Park District in facility TVs.

“REGULAR VOLUNTEER WORK INCREASE LIFE EXPECTANCY MORE THAN ANY OTHER ACTIVITY”.



VOLUNTEER OPPORTUNITIES

Do you need service hours or just love to volunteer? For more information, please visit olparks.com/get-involved/volunteer or email volunteer@olparks.com.

We work with community schools to help meet the needs of students who are required to acquire community service hours. If you are a student who needs service hours, please consider the Oak Lawn Park District. We offer many service-learning projects, special events and programs that not only help you fulfill your requirements, but serve as a fun learning experience as well.

Please Note: Volunteer opportunities may be limited. Please call (708) 857-2225 for more information.

EVENT/PROGRAM VOLUNTEER OPPORTUNITIES

SPRING

- Volleyball For Charity
- Easter Egg Hunt
- Egg-cellent Open Gym
- Home Run Derby

SUMMER

- Counselor-In-Training
- Summer's Last Blast

FALL

- Conservation Jamboree
- Howl-O-Ween
- Halloween Open Gym
- Turkey Shoot

WINTER

- Light Stroll
- Holiday Open Gym
- Flashlight Candy Cane Hunt
- Breakfast with Santa

SPECIAL RECREATION VOLUNTEER OPPORTUNITIES

YEAR ROUND

- Social Clubs
- Spares & Strikes
- Special Olympic Sports Programs
- Mardi Gras Mambo Dance

SPRING

- Softball Tournament 2025

SUMMER

- Halloween Hip Hop Dance

FALL/WINTER

- Volleyball For Charity
- Easter Egg Hunt
- Egg-cellent Open Gym
- Pep Squad
- Jr. Jordans Basketball

ENVIRONMENTALLY FRIENDLY VOLUNTEER OPPORTUNITIES

SPRING

- D.U.C.K. Duke's Ultimate Cleaning Krew
- Adopt A Flowerbed
- Community Garden

SUMMER

- D.U.C.K. Duke's Ultimate Cleaning Krew
- Adopt A Flowerbed
- Stony Creek Clean Up

FALL

- D.U.C.K. Duke's Ultimate Cleaning Krew

MISC. VOLUNTEER OPPORTUNITIES

MASCOT PERFORMER

Volunteers needed to perform as Duke Mallard in a mascot performance suit.
Dates: Select Dates

THEATRE

Volunteers needed for ushering, selling concessions, and casting.

INTERNSHIP

Apply for internship hours through the Oak Lawn Park District