



# *ThreeRivers*

PARK DISTRICT

## Volunteer Handbook

*Updated: November 2022*

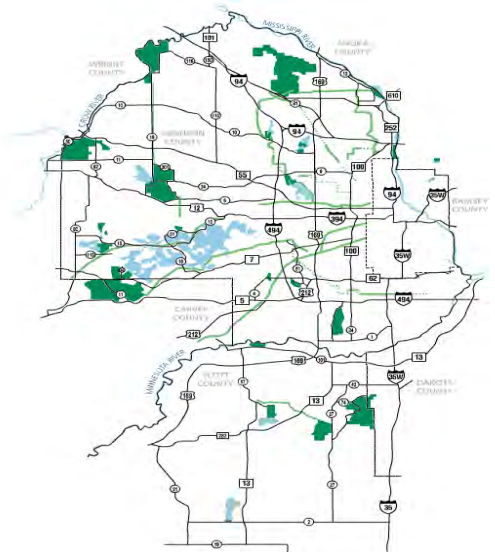
# Contents

- I. Overview of Three Rivers Park District ..... 3**
  - Who We Are..... 3
  - 2040 System Plan ..... 3
- II. Becoming a Volunteer ..... 4**
  - Getting Started..... 4
  - Volunteer Application ..... 4
  - Background Checks ..... 4
  - Orientation and Training..... 4
- III. Aspects of Service ..... 5**
  - Expectations of Three Rivers Park District ..... 5
  - Expectations of the Volunteer ..... 5
  - Supervision..... 6
  - Scheduling and Reporting Hours..... 6
  - Recognition ..... 7
  - Feedback and Coaching ..... 8
  - Dismissal ..... 8
  - Concerns ..... 8
- IV. Volunteer Policy and Guidelines..... 9**
  - Americans with Disabilities Act ..... 9
  - Discrimination and Harassment..... 9
  - Firearms and Dangerous Weapons ..... 10
  - Illicit Drugs, Alcohol, and Tobacco Use ..... 10
  - Safety for Minors and Vulnerable Populations ..... 10
  - Power Tools, Vehicles, Keys, and Cash Handling ..... 10
  - Public Interaction ..... 11
  - Park Ordinances and Non-Emergency Situations ..... 12
  - Handling Emergencies..... 12
  - Severe Weather ..... 13
  - Injury Prevention and Reporting..... 14
  - Liability Insurance and Workers Compensation Coverage ..... 15
- V. Glossary ..... 16**
- VI. Appendix..... 16**

## Volunteer Resources Office

Administrative Center  
 3000 Xenium Lane North  
 Plymouth, MN 55441

Phone: (763) 559-6706  
 Email: [volunteer@threeriversparks.org](mailto:volunteer@threeriversparks.org)  
 Website: [ThreeRiversParks.org/volunteer](http://ThreeRiversParks.org/volunteer)



# I. Overview of Three Rivers Park District

## Who We Are

Three Rivers Park District was founded in 1957 by the Minnesota Legislature to acquire, develop and maintain regional parks, park reserves and trails. We manage nearly 27,000 acres of parkland and over 150 miles of regional trails. Our passionate staff of more than 2,000 employees (full-time, part-time, and seasonal) and annual corps of more than 2,500 volunteers work together to carry out our mission. Volunteers make many of the programs and projects done by the Park District possible.

***The mission of the Park District is to promote environmental stewardship through recreation and education in a natural resources-based park system.***

**Natural Resources:** Our natural resources management program focuses on the restoration and preservation of native wildlife and plants in order to protect valuable open spaces for future generations and to provide park and trail visitors opportunities for high-quality, nature-based experiences.

**Outdoor Recreation and Education:** We offer a variety of outdoor recreation opportunities and nature-based education programs, including camping, hiking, cross-country skiing, biking, paddling, fishing, picnicking, and more.

**Community Engagement:** As part of our commitment to providing inclusive and accessible nature-based opportunities, we collaborate with our partners and volunteers to develop programs and offerings that remove barriers and are welcoming to all people.

## 2040 System Plan

In 2020, Three Rivers adopted the 2040 System Plan ([threeriversparks.org/2040plan](http://threeriversparks.org/2040plan)), which presents the Park District's strategic priorities for the next 20 years and provides guidance for decision making, resource allocation and focus areas. This plan calls for establishing a system of offerings as diverse as the natural resources it is intended to protect and the people we are responsible to serve. It also recognizes that people are at different places on their journey connecting with nature, requiring different strategies to best support them. It calls for creating a culture of inclusivity, so everyone feels invited and welcome at Three Rivers Park District. The three goals of the 2040 System Plan are:

### Vision

**Every person can connect with nature every day.**



#### Goal 1: You belong here.

We are welcoming and convenient to all people.

##### We will:

- Engage and embrace all people with respect, kindness and dignity.
- Identify barriers and actively remove them.
- Encourage, listen to and support new and loyal visitors.
- Offer something for everyone.



#### Goal 2: Parks matter.

We are essential to vibrant, healthy and livable communities.

##### We will:

- Prioritize the protection, restoration and management of natural resources.
- Integrate Three Rivers directly into the communities we serve.
- Serve our residents in creative, mission-driven ways.



#### Goal 3: Lead by example.

We are intentional and innovative in meeting the needs of today while anticipating and protecting the needs of tomorrow.

##### We will:

- Take care of our resources and stay true to our mission.
- Embrace new ideas, think big, take risks and learn from our mistakes.
- Consider tomorrow when making decisions about today.

## II. Becoming a Volunteer

---

### Getting Started

Select a volunteer position and/or location. Volunteer positions can be found by contacting the Volunteer Resources Office or by connecting directly with a site. Once you have chosen a volunteer position and/or location, contact the site Volunteer Liaison. Check out the Volunteer Resource Center for Volunteer Liaison contact information: [www.ThreeRiversParks.org/Page/Volunteer-Resource-Center](http://www.ThreeRiversParks.org/Page/Volunteer-Resource-Center).

### Volunteer Application

Once connected with a Volunteer Liaison, they will provide a link to the Three Rivers Park District online volunteer application form. Completing this form is the first step in the process of becoming a volunteer for the Park District and (combined with reporting hours) qualifies you for benefits provided to active volunteers.

Three Rivers Park District is dedicated to diversity and inclusivity. We consider all volunteer applications without regard to race, color, religion, gender, national origin, age, sexual orientation, marital or veteran status, the presence of a job-related medical condition or disability, or any other legally protected status.

### Background Checks

Once you have completed your application, you will be sent a link to complete a background check. All new ongoing and temporary volunteers over the age of 18 are required to complete and clear a background check prior to volunteering. Three Rivers Park District uses a third-party vendor (HireRight) for volunteer background checks. See the Volunteer Background Check Instructions document for further details (see Appendix, page 16).

If a volunteer has been inactive for 2 consecutive years, the volunteer must complete and clear a new background check prior to volunteering again.

### Orientation and Training

After completing an application and background check, you will then receive training on your role. This will include general Three Rivers Park District training, site-specific orientations, and any additional training necessary for your volunteer role. Each site and each volunteer position will require different training. All volunteers over the age of 16 will be required to take additional training on such topics as: sexual harassment, working with the public, and more.



## III. Aspects of Service

---

### Expectations of Three Rivers Park District

In addition to this Handbook, orientation and trainings required for your volunteer position, Three Rivers Park District commits to providing you the following to support you in your role as a volunteer:

- A Three Rivers t-shirt, name tag, supplies and other materials needed for your volunteer position<sup>1</sup>.
- Waiving any user fees required for the completion of your volunteer duties.
- Volunteer benefits based on service hours as approved by the Park District Superintendent and Board of Commissioners. Each site may offer additional benefits. See 'Recognition' (page 7) for additional information on volunteer benefits.
- Ongoing encouragement on the development of your skills, interests, and abilities. Additional training and skills workshops may be offered to increase skill level and provide personal growth opportunities.
- Communication of announcements and recruitment opportunities via e-mail from the Volunteer Resources Office and your site. Please alert us if you prefer to receive information by telephone.
- Feedback on your performance. See 'Feedback and Coaching' (page 8).
- General support from both the Volunteer Resources Office and your site liaison, including information on your service hours, connections to other sites, etc.
- Liability Insurance and Workers Compensation Coverage during volunteer hours worked. See 'Liability Insurance and Workers Compensation Coverage' (page 13).

### Expectations of the Volunteer

- Understand and support of the Park District's mission.
- Understand and follow Three Rivers' policies in this Handbook and those related to your specific volunteer position.
- Understand that volunteers serve at the will of the Park District, which, solely at its discretion, determines who serves as a volunteer and may dismiss you at any time with or without cause.
- Attendance at required training sessions.
- Commitment to a schedule for your work area. You are responsible for notifying staff if you cannot meet your obligation prior to your scheduled shift.
- Providing transportation to and from training and work locations.
- Coming prepared to your volunteer duties with necessary clothing, volunteer identifiers, snacks, etc.
- Training expenses, when applicable (e.g., CPR and First Aid for Patrol roles).



<sup>1</sup> Additional clothing and replacement nametags can be purchased through the Volunteer Resources Office ([volunteer@threeriversparks.org](mailto:volunteer@threeriversparks.org)).

## Supervision

Three Rivers Park District has a dedicated Volunteer Resources Office, designated staff at each site coordinate volunteers, these staff are called Volunteer Liaisons. The Volunteer Resources Office provides district-wide volunteer program direction, policy, volunteer recognition and is available to answer any questions that may arise. Volunteer Liaisons provide schedules, project information and training for each volunteer position. While each site has one official Volunteer Liaison, there may be multiple Volunteer Supervisors who lead volunteers in various programs and projects. See 'Glossary' (page 16) for further definitions.

## Scheduling and Reporting Hours

Schedule all volunteer shifts with your Volunteer Supervisor. Arrive on time or a little early. Call if an emergency occurs and you cannot make your shift; staff and other volunteers count on you to fulfill your commitment. Report all volunteer hours by signing in and out for your shift. Each volunteer location provides either a paper or electronic sign-in. If one is not provided, ask your supervisor how to record your hours. More information is available in the Volunteer Resource Center: [www.ThreeRiversParks.org/Page/Volunteer-Resource-Center](http://www.ThreeRiversParks.org/Page/Volunteer-Resource-Center).

Reporting your volunteer hours is very important. Not only does this affect your volunteer benefits, it also is used to show community involvement in the Park District to the Three Rivers Park District Board of Commissioners and general public. Even if the offered benefits may not be a high priority for you, by reporting your hours you help track contributions made to the Park District and show the value of the volunteer program.

Please note that training hours should not be reported as volunteer service hours. However, if you are conducting volunteer work during or immediately after a training (as long as the volunteer work is the majority of the total time), then all of those hours may be counted (including the training hours).



## Recognition

Volunteers are vital to Three Rivers achieving its mission. To celebrate you, the Volunteer Resources Office hosts an annual Volunteer Picnic for all volunteers. Sites also hold recognition events specifically for their corps of volunteers on an annual or seasonal basis.

Additionally, to show our appreciation for your support and provide you with a way to share your passion for Three Rivers, the Park District has created a volunteer recognition program. An overview of the volunteer recognition program is outlined below. More details are available by contacting the Volunteer Resources Office or via the Volunteer Resource Center: [www.ThreeRiversParks.org/Page/Volunteer-Resource-Center](http://www.ThreeRiversParks.org/Page/Volunteer-Resource-Center).

### Thank You Letters and Zipper Pulls

Each spring, letters are sent to thank volunteers for their service in the previous year. A special edition zipper pull is also sent to those with 15 or more hours of service in the previous year.

### Volunteer Fun Pass

Issued annually, the Volunteer Fun Pass offers access to activity passes, programs, and rentals at reduced rates or for free and provides greater rewards the more you volunteer. See the Volunteer Fun Pass Fact Sheet for further details (see Appendix, page 17). Fun Pass benefits are based on service hours between October 1 – September 30.

### Milestone Awards

At given milestones of total service hours, volunteers are recognized with certain awards (see list below). These awards are distributed semi-annually or as each milestone is reached.

<b>30 hours</b>	A <b>volunteer patch</b> and a <b>Park District logo pin</b> are given after 30 hours of service, which may be worn while volunteering or kept as a memento.
<b>50 hours</b>	A 50-hour <b>arc (patch)</b> is given after 50 hours of service. This patch may also be worn while volunteering or kept as a memento. After 50 hours or more of volunteer service you will also receive a personal, <b>engraved name tag</b> .
<b>100-2,000 hours</b>	Specially designed <b>nature pins</b> are awarded at 100 hours of service and each 250-hour milestone through 2,000 hours.
<b>2,250-3,000 hours</b>	A <b>framed nature photograph</b> with an engraved bronze plate is awarded at 2,250, 2,500, 2,750 and 3,000 hours.
<b>3,250-4,000 hours</b>	<b>Clothing items</b> embroidered with the Park District logo and hours milestone are awarded at 3,250 hours (denim shirt), 3,500 hours (fleece vest), 3,750 hours (fleece jacket) and 4,000 hours (wind or rain jacket).
<b>4,250+ hours</b>	At every 250-hour milestone starting at 4,250 hours, you are eligible for a <b>tree</b> planted in your honor in the Volunteer Forest at Hyland Lake Park Reserve and a <b>one-on-one lunch</b> with the Associate Superintendent of your choice.
<b>5,000+ hours</b>	At every 1,000-hour milestone starting at 5,000 hours, you are eligible to receive a <b>special experience</b> or a <b>handcrafted item</b> . This is in addition to the 4,250+ hour awards listed above.
<b>10,000 hours</b>	At 10,000 service hours, you are eligible to receive <b>Board recognition</b> , a <b>bench</b> at the site of your choosing, an <b>experience or item</b> of your choosing, and various <b>recognition announcements</b> via web, print, and in-person.

## Distinguished Volunteer Service Award

Up to six outstanding volunteers are recognized each spring as part of the Distinguished Volunteer Service Award. Recipients may be nominated by volunteers, staff and the public. Award recipients are then selected by a committee of one volunteer and five staff members (representing the various areas volunteers work). The deadline for nominations is late January-early February. A ceremony before the Board of Commissioners is held in April. Recipients are also recognized on plaques at facilities around the Park District.



## Feedback and Coaching

Volunteers can expect to receive feedback and coaching on their performance as a volunteer. This may occur formally or informally and is provided by their Volunteer Supervisor. Volunteers may also request feedback or coaching specifically on subjects that pertain to their volunteer position. Volunteers are also welcomed and encouraged to provide feedback on their experience as a volunteer at any time.

Formal evaluations are used to document volunteer performance, whether to celebrate successes, measure growth, or re-establish expectations. Evaluations are documented, reviewed with the volunteer and supervisor and kept on file in confidence. Volunteers may request to view their past evaluation at any time.

If concerns about volunteer performance are not resolved through feedback and coaching, a formal evaluation process will be used to set clear expectations for what needs to change with an achievable plan and benchmarks to measure progress. If volunteer performance does not improve, a decision may be made to dismiss or reassign the volunteer to a more suitable position for their skills (at the same or different site).

## Dismissal

Volunteers are expected to follow the law along with the policies and expectations set forth in this Handbook and by their supervisors on site. Those that do not meet these expectations may be subject to dismissal. Volunteers serve at the will of the Park District, which, solely at its discretion, determines who serves as a volunteer and may dismiss a volunteer at any time with or without cause. Volunteers can contact the Volunteer Resources Office with questions, issues, or concerns at any point in time.

## Concerns

Volunteers are welcome to provide feedback or voice concerns to their Volunteer Supervisor or the Volunteer Resources Office at any time. Every attempt will be made to resolve concerns through an internal dispute resolution process. All decisions made by the Park District are final.



## IV. Volunteer Policy and Guidelines

---

### Americans with Disabilities Act

Three Rivers Park District is committed to providing inclusive and accessible opportunities for people of all abilities. We strive to meet and exceed the requirements of the Americans with Disabilities Act through our services, facilities, recreational opportunities, programs, and more. Park District information and educational literature can be made available in Braille, large print, or on audio tape; sign language interpreters are available with at least 10 days' notice prior to a scheduled program. The TTY (Text Telephone) number is (763) 559-6719.

The Park District's goal is to provide programs and opportunities that integrate all abilities. Many areas and facilities are designed or adapted to meet or exceed accessibility codes. Refer requests from the public to our webpage [www.ThreeRiversParks.org/Accessibility](http://www.ThreeRiversParks.org/Accessibility) or to our main phone line (763) 559-9000. If you require accessibility services in your volunteer role, talk to your Volunteer Supervisor or the Volunteer Resources Office.

### Discrimination and Harassment

Three Rivers seeks to maintain non-discriminatory volunteer and employee practices and a work environment free from all forms of protected class discrimination or harassment. The Park District will not tolerate protected-class discrimination or harassment toward its employees or volunteers, nor will it tolerate reprisals against anyone who makes a complaint of discrimination or harassment or cooperates in an inquiry or investigation. This policy applies to applicants, employees, contractors, interns, apprentices and volunteers of the Park District. While it sets forth goals of promoting a workplace free of discrimination and harassment, it is not designed or intended to limit our authority to discipline or take remedial action for workplace conduct deemed unacceptable by the Park District, regardless of whether the conduct satisfies the definition of discrimination or harassment.



## Firearms and Dangerous Weapons

When acting within the course and scope of your position, you are prohibited from possessing, holding, storing, keeping, carrying, or discharging a firearm, including pistol, BB guns, spear, bow and arrow, crossbow, slingshot, air or gas weapon, paintball gun, or any other dangerous weapon, except staff and volunteers who are required and trained to do so in the course and scope of performing their authorized duties. Those who violate this policy will be subject to discipline, up to and including dismissal. Permit holders could have a pistol stored and properly secured in their vehicle, provided the vehicle is not used in any way for Park District work purposes. A copy of these policies is available upon request. Questions or concerns should be directed to your supervisor, a Volunteer Resources Coordinator (763-559-6706), or the Human Resources Manager (763-694-7641).

## Illicit Drugs, Alcohol, and Tobacco Use

Illicit drug and alcohol use is strictly prohibited while on duty or any time prior to your volunteer shift on the day you are volunteering. Smoking and the use of tobacco products is prohibited in all Park District buildings. Please refrain from smoking and using tobacco products while on duty. These products include cigarettes, tobacco, and the use of devices such as e-cigarettes, pipes, and vaporizers. Smoking and tobacco use while on break is allowed in designated areas identified by the site supervisor.

## Safety for Minors and Vulnerable Populations

To protect the children and other vulnerable populations we serve, volunteers, employees, and the Park District at large will follow the below policies:

- At no time may a volunteer or employee be alone with a single child where they cannot be observed by others.
- Staff, ongoing volunteers, and temporary volunteers age 18+ must complete a background check before starting.

## Power Tools, Vehicles, Keys, and Cash Handling

Volunteers, in the scope of their duties, may be asked to use Three Rivers Park District property under the direction of a supervisor. Volunteers are expected to use this property responsibly and with care. However, there are a few exceptions to the types of property that volunteers are allowed to use.

- Volunteers cannot handle money; though may assist with other associated tasks (tickets, forms, etc.).
- Volunteers cannot drive Park District vehicles.
- Volunteers cannot use power tools, machinery, or heavy equipment with the exception of carts (volunteers may drive Park District carts after completing additional training).
- Volunteers will only be administered keys or key cards under special circumstances approved by a Program Center/Facility Supervisor.



## Public Interaction

As a volunteer, you are a representative of Three Rivers Park District. You are expected to conduct yourself in a courteous, responsible, and conscientious manner with a clean and neat appearance. You should always be identifiable as a Three Rivers volunteer while on your volunteer shift. Wear your Three Rivers Volunteer identifier(s): t-shirt, hat, name tag, bib etc. Your Volunteer Liaison will issue volunteer identifier(s).

### Greeting the Public

As a Three Rivers volunteer, you will likely interact with park guests at some point, even if you are volunteering independently in a non-public facing role. Please follow the guidelines below when interacting with the public.

Greet park guests in a friendly manner. Give your first name and volunteer position to anyone who requests it. Do not communicate confidential or critical information concerning the park or its staff to any person except an authorized agent or employee of Three Rivers. Refer all contact with news media and public questions of a sensitive nature to your supervisor or the Media Relations Coordinator (612-209-6494).



### Providing Information

Accuracy of information provided to park guests is important. If in doubt, verify with your supervisor, other park staff, Park Police, or the Volunteer Resources Office. If you do not know an answer, refer the person to a staffed facility, specific staff person, or take their name and number so your supervisor can handle the inquiry.

### Questions and Complaints from Park Guests

Occasionally volunteers will get questions and complaints from park guests when their expectations have not been met. If it is within the scope of their volunteer role and their knowledge, volunteers may respond to these situations. However, if you are uncomfortable or unable to respond to the situation, contact a Park District staff person who can. Write down complaints that cannot be settled immediately and give them to your supervisor as soon as possible. If needed, obtain the person's name and phone number so a follow-up call can be made. If they prefer to call someone themselves, give them the appropriate phone number to call. If the complaint warrants it and a Park Supervisor is not readily available, contact Park Police.

Do not argue with guests and always maintain a calm, friendly demeanor. Explain that you are a volunteer, and the complaint must be handled by a person with appropriate authority. Thank the person for expressing their concern; tell them their feedback is important and that you will relay their complaint and information to the appropriate staff so that it can be addressed.

## Park Ordinances and Non-Emergency Situations

As a representative of Three Rivers Park District, you will be expected to lead by example. Please be familiar with and follow Park Ordinances, found online at [www.ThreeRiversParks.org/Page/Public-Safety](http://www.ThreeRiversParks.org/Page/Public-Safety).

As a volunteer you may choose to educate the public on rules and ordinances. **You cannot enforce these rules and ordinances, that is the role of Three Rivers PSAs and Police.**

When additional response is needed, 911 should be used in both emergency and non-emergency situations. When calling 911 in Three Rivers Parks north of the Minnesota River, the Three Rivers Park Police will be notified of the situation. If in Scott County, local law enforcement will respond. In some situations, a Park Service Assistant (PSA) will be enlisted to help instead.

If you observe park guests breaking ordinances or rules, it is within the scope of your volunteer role and knowledge, and it is safe to do so, you may approach those involved and inform them of the ordinance in question and how to follow it. Do your best to educate them about park rules in a positive manner and to resolve the situation using insight, intelligence, and courtesy. Do not argue. A courteous smile often eases a difficult situation.

If the situation appears un-resolvable or beyond your control: remove yourself from the situation, call 911 immediately, and follow up with your site supervisor. Remember, as a volunteer, if you feel unsafe or a situation is out of your control, you can always walk away.

When on duty as a volunteer, be aware of your surroundings so that you can make an educated decision on the best course of action. In some situations, you may be able to help or educate a guest, in others you may need to walk away and call for support. Take note of unusual occurrences. Try to remember descriptions of people or vehicles (license #, color, make, etc.) activity, time, location, etc., anything that might help Park Police. Report all unusual conditions, accidents and other matters that occur during your shift to your supervisor.

## Handling Emergencies

In the event of an injury or other emergency (water accident, severe weather, lost persons, mechanical breakdown, fire, theft, etc.), please contact 911. Once 911 has been informed, notify your Volunteer Supervisor or other designated staff immediately; they will notify Facility Attendants and other staff to help direct Park Police or other emergency responders. Remember, 911 may be used for non-emergencies if you cannot reach park staff.



## Contact 911 for All Emergencies

When connected, ask the dispatcher to contact a Three Rivers Park District Police Officer (except for parks in Scott County). Be prepared to give your location, including city. What to expect when calling 911:

- Give a complete account of what has or is occurring.
- Be prepared to give your exact location.
  - Know major highways and streets.
  - Know directions: north, south, east, west.
  - Note landmarks, names of trails and buildings, trail junctions, distance from access points, etc.
- Identify who you are.
- Answer any questions they ask.
- Let them hang up first.
- If possible, stay by the phone; they may call back.
- Stay with the situation until stabilized or in the hands of a more qualified person.
- Inform gate attendants at the site of the emergency, so they can help direct responders upon arrival.

## Severe Weather

A timely warning is needed to avoid confusion and injury in the event of severe weather. Do not assume employees and other volunteers know about impending severe weather. Check with staff if you know of a warning/watch and wait for instructions.

Severe thunderstorms and tornadoes are common in our region from April through September. Storm severity is often indicated by the amount of lightning: the more lightning, the more severe the storm, the higher chance for strong winds or tornados. Seek shelter at the first sign of lightning.

## Notifying Staff, Volunteers, & Park Guests

When severe weather threatens, Public Safety staff and/or weather radios will inform facility staff of weather advisories. Facility staff will then notify volunteers signed-in at their location. Your first concern is to seek shelter. If you are not in immediate danger, assist park staff as needed. If a severe windstorm or tornado strikes, remain calm. Depending on safety concerns and skill level required, volunteer assistance may be helpful with search operations, first aid, traffic control, message delivery, etc.

Public Safety and facility staff will alert park guests of the situation; however, they will **not** tell them to leave the park. Park guests are advised of shelter locations and allowed to make their own decision.

## Severe Weather Shelter

Each park has a severe weather plan. Please check the plan for specific shelter sites at each park. If indoors, seek shelter in a basement or below grade area. If no basement is available, go to a small interior room. Avoid windows and potentially hazardous objects. If outdoors and no shelter is available, lie flat in a low-lying depression. Avoid water, high ground, tall objects, areas that might flood, and debris that may be blown on top of you.

AM Radio Stations (there are weather radios at most park locations): WCCO 830 and KSTP 1500



## Injury Prevention and Reporting

Everything possible should be done to prevent injuries; however, when they do occur, specific procedures must be followed.

### Risk Management

The Park District wants to protect itself against accidental losses, which amassed during any financial period may significantly affect Park District personnel, property, its budget, or ability to fulfill its responsibilities. The Park District resolves that any loss of life or serious personal injury to employees, volunteers, or members of the general public is unacceptable. The Park District manages its risks of accidental loss by applying a process that includes the following:

- Systematic and continuous identification of loss exposure.
- Analysis of these exposures in terms of frequency and severity.
- Application of sound loss prevention and loss procedures.

### Loss Prevention Statement

The Park District has gone on record as promoting a Risk Management Policy which will prevent the loss of life or serious personal injury to employees or members of the general public. It is your responsibility to be aware of your surroundings and to take notice of any unsafe act or condition. Bring these situations to your supervisor's attention for corrective action.

### Safety

Three Rivers Park District provides reasonable safeguards to protect employees and volunteers against unsafe conditions and actions through a comprehensive Safety Management Program. This program provides resources in five core components of safety: management, leadership, staff involvement, hazard control, and OSHA compliance. Everyone at Three Rivers is responsible for ensuring the safety and health of themselves and their colleagues. Please bring any safety concerns to your site supervisor's attention for corrective action.

If you feel the Park District has not properly responded to a safety concern, e-mail the Safety Committee at [safety@threeriversparks.org](mailto:safety@threeriversparks.org), which administers and coordinates the Park District's overall safety program.

## If Injured

If an injury occurs while on-duty as a volunteer, the following actions should be taken:

- The injured party is to be attended to immediately.
- In case of serious injury, call 911 so the injured person can be transported to the closest hospital by ambulance or another emergency vehicle.
- For all other on-duty injuries (back injury, sprains, hernias, etc.) the injured party should be sent or taken to a designated clinic. Check online (<https://www.threeriversparks.org/page/volunteer-resource-center>) or with your supervisor for a list.
- In all cases, the injured person reports the incident to their supervisor immediately. The supervisor assists the volunteer in filling out the Volunteer Report of Injury form, completes the supervisor's Report of Injury form, and sends both to the Human Resources Office. The Human Resources Manager can be contacted at 763-694-7641.

**The injured party must report the incident immediately.**

**The supervisor must send a report to Human Resources the same day.**

**Additions or clarifications can be made at a later date.**

## Liability Insurance and Workers Compensation Coverage

While on duty as a volunteer, Three Rivers Park District can provide the following insurance to you and your property:

- Third party liability coverage for both personal injury and property damage.
- Workers Compensation coverage including protection for medical expenses and lost wages.
  - *Every effort will be made to return an injured volunteer to work as soon as possible. Report any injury to your supervisor immediately. Your supervisor will direct you to a hospital or clinic for treatment and assist with required forms (see Injury Prevention and Reporting above).*
- If you use your personal vehicle for Park District business, your automobile insurance will provide primary coverage. If liability exceeds the amount of primary coverage, the Park District's business auto insurance may provide secondary coverage. This coverage does not include physical damage to your vehicle.

## V. Glossary

---

### Park District Staff Roles and Titles

**Volunteer Liaison:** *Typically one per site.* A Three Rivers staff person who, in addition to their primary duty to the Park District, coordinates volunteers at their site, which includes: volunteer onboarding, training, opportunities, continued development, corrective action, etc.

**Volunteer Supervisor:** *Typically many per site.* A Three Rivers staff person who, in addition to their primary duty to the Park District, directs volunteers (e.g. at an event, in programs, for projects, etc.). Supervisors may be permanent or seasonal. A Volunteer Liaison can be a Volunteer Supervisor, but not vice versa.

**Park Police:** sworn, licensed police officers trained to respond to medical emergencies and accidents which may occur in or near Three Rivers parks and trails. Park Police are able to issue moving citations and make arrests. All Park Police Officers are certified First Responders or Emergency Medical Technicians (EMTs).

**Park Service Assistants (PSAs):** Assist facility staff and Park Police with public relations, security, and safety support.

### Other Terms

**Site:** a location or work group within the Park District, e.g. Natural Resources Management, a specific Nature Center, a specific park Facility.

**Ongoing:** volunteering that takes place on a regular schedule for more than one year; over 12 hours of service total.

**Short term:** volunteering that takes place one time or for a short period of time with a maximum of 8-12 hours of service total.

**Temporary:** volunteering that will surpass 8-12 hours of service, but has a time limit to it (e.g. one season, one year, one semester, etc.)

**Active:** a volunteer who has completed the necessary paperwork and training to volunteer with Three Rivers and who has volunteered within the last two years.

**Inactive:** a volunteer who has either withdrawn from service with the Park District or has not recorded any service in the last two years. This record will eventually be purged from the Three Rivers volunteering database.

## VI. Appendix

---

A – Three Rivers Organizational Chart

B – Volunteer Background Check Instructions

C – Volunteer Fun Pass Fact Sheet

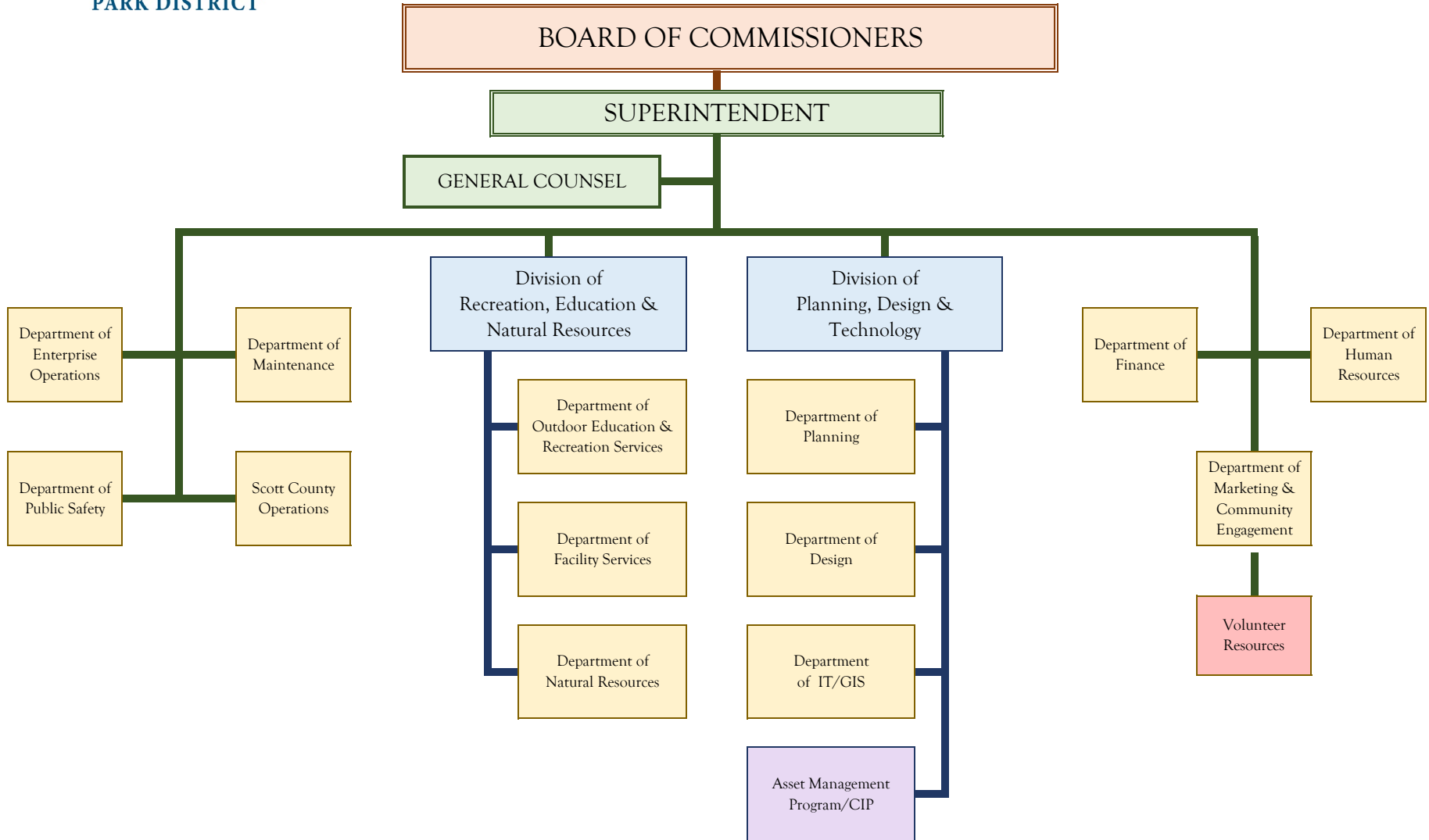




# THREE RIVERS PARK DISTRICT

Organizational Chart

September 2021





## Volunteer Background Check Instructions

Three Rivers Park District is committed to providing quality services and programs to park guests in a safe environment. As a part of this commitment, the Park District conducts a Background Verification on all staff and for all ongoing and temporary volunteers aged 18 and older.

The Park District uses a third-party vendor, HireRight, to verify background information as described below:

- **Criminal Felony/Misdemeanor Search**  
7-year felony/misdemeanor county criminal record searches are conducted based on the applicant's residence history or reported information.
- **National Criminal Database Search**  
Complete search of state court repositories, departments of correction, county courts, and other state level agencies, as well as sex and violent offender records. This search is designed to identify jurisdictions, undisclosed by the applicant, in which they may potentially have a criminal record. If records are found, a county criminal search will be conducted in the jurisdictions identified.

All data will be kept confidential and on file for five years following the conclusion of your time as a volunteer with the Park District. This complies with state mandated record retention schedules.

### **Instructions**

You will receive an email from HireRight containing a custom link. Follow the promptings to provide the disclosure and authorization for the Park District to conduct a routine pre-volunteer background investigation. Note that you will not need to have your resume, CV, employment history, transcripts, paychecks, etc. on hand. Required fields include name, address, phone, e-mail, date of birth, and social security number.

Background checks are conducted online. We suggest using a computer to complete the form (we do not suggest using a smartphone or tablet). Any volunteer who does not have computer access may request to use a Park District computer. Internet access is also available at your local library.

Please feel free to contact the Volunteer Resources Office with any questions (Katie Brom or Joan Claude; [volunteer@threeriversparks.org](mailto:volunteer@threeriversparks.org) or 763-559-6706).

# VOLUNTEER FUN PASS

## Fact Sheet



## THANK YOU!

Your contribution of time, talent and passion as a volunteer makes a profound impact on Three Rivers Park District's ability to fulfill its mission.

The Volunteer Fun Pass was created to recognize your service and help you share your passion for Three Rivers with family and friends.

This Fact Sheet contains details on the Volunteer Fun Pass (VFP) program, which provides benefits to all active, ongoing volunteers and is broken up into two sections: [annual hour benefits](#) and [total hour benefits](#).

**[Annual hour benefits](#)** are based on volunteer service hours during the most recent VFP period (October 1 through September 30).

**[Total hour benefits](#)** are based on a cumulative total of all volunteer service through September 30.

Your Volunteer Fun Pass benefits will be mailed to you each November and will include a letter detailing your service hours and benefits provided at that service level.

Some basics about the VFP benefits:

- Increase with service.
- May be redeemed online, over the phone, or in person at a staffed facility. If used in person, cards must be presented to receive benefits.
- Expire on December 31 of the following year, unless otherwise specified
- Are automatically loaded onto eligible Volunteer Recreation Pass + cards, unless otherwise specified.

# VOLUNTEER FUN PASS

## Fact Sheet

### THE BENEFITS

#### ANNUAL HOURS

Annual hour benefits are based on service hours completed in the most recent Volunteer Fun Pass period (October 1 to September 30). Benefits are outlined below and in the Volunteer Fun Pass letter. Details for each benefit can be found in the Appendix.

These benefits are automatically loaded onto recipients Volunteer Recreation Pass + card, with exception of the Annual Recreation Pass Coupon.

##### 1-6 hours of service

- 10-point Volunteer Punch Pass
  - redeemable for things such as: rentals, daily recreation passes, program discounts, and golf and alpine ski
  - benefits are shareable

##### 6-15 hours of service

- All benefits from previous level, plus:
- \$10 program discount

##### 15-30 hours of service

- 20-point Volunteer Punch Pass
- \$10 program discount
- 1 Annual Recreation Pass Coupon

##### Over 30 hours of service

- All benefits from previous level, plus:
- Second Annual Recreation Pass Coupon
  - 50% off campground sites

#### TOTAL HOURS

Total hour benefits start at 500 service hours and are based on a cumulative total of all volunteer service through September 30 each year. Qualified volunteers must serve at least 6 hours in each VFP period to be considered active and receive these benefits. Recipients may share these benefits with qualifying family members [1]. Details for each benefit can be found in the Appendix.

##### Silver Level (500+ hours of service)

- All Annual Recreation Passes
- 50% discount on Alpine Lift Tickets
- Championship level Golf Tour Card

##### Gold Level (1,000+ hours of service)

- All Annual Recreation Passes
- Alpine Season Pass
- Championship level Golf Tour Card
- 20% discount on resale merchandise

##### True Blue Level

##### (3,000+ hours and 15+ years of service)

- All Annual Recreation Passes
- Alpine Season Pass
- Championship level Golf Tour Card
- 20% discount on resale merchandise
- All 'Over 30 hours of service' benefits

**Questions? Contact the Three Rivers Volunteer Office:**

763-559-6706 | Volunteer@ThreeRiversParks.org | ThreeRiversParks.org/Volunteer

# APPENDIX – ANNUAL HOUR BENEFITS

## Volunteer Punch Pass

All active volunteers will receive a Volunteer Punch Pass. Benefits on these cards are:

- Valid for one year.
- Redeemable for volunteer cardholder and an accompanying guest. Volunteer recipient must be present.
- Redeemable in person or over the phone.
- Void once all punches have been used.

<sup>1</sup> May require a day pass waiver depending on activity

<sup>2</sup> Equipment available on first come, first served basis. Recommend reserving rentals in advance.

<sup>3</sup> Excludes golf, alpine and private lessons; CSA, camps, fairs and races

<sup>4</sup> Redeemable at Baker National (Evergreen course), Cleary Lake or Eagle Lake Golf Courses

### Redeem for 1 punch

- Daily Recreation Pass<sup>1</sup>
  - Includes: archery, cross-country ski trail, disc golf, dog off-leash area, horse trail, swim pond, boat trailer, snowmobile trailer
- Rentals<sup>2</sup>
  - Watercraft, bike, disc golf, nordic ski, snowshoe, tubing, sled
- \$10 program discount<sup>3</sup>
- Round of mini golf at Eagle Lake
- Golf pull cart rental
- Medium driving range bucket<sup>4</sup>
- Standard golf club rental<sup>4</sup>

### Redeem for 5 punches

- Round of golf (on a 9-hole course)<sup>4</sup>
- Round of foot golf and ball (on a 9-hole course)<sup>4</sup>
- Golf cart rental<sup>4</sup>
- Alpine Ski Daily Pass
- Alpine equipment rental

## \$10 Program Discount

Receive a \$10 discount on all reservation and non-reservation programs registered in the cardholder's name (excludes golf, alpine and private lessons; CSA, camps, fairs and races). Discount is automatically applied when registering online, by phone, or upon presenting a Volunteer Recreation Pass + card at a staffed facility. Programs less than \$10 are free. Not applicable with other discounts.

## 50% off Campground Discount

Receive a 50% discount on campground reservations made in the cardholder's name at Baker, Lake Auburn and Cleary Campgrounds, Monday-Thursdays, except holidays. Discount is automatically applied when reservation is made online, by phone, or upon presenting your Volunteer Recreation Pass + card at a staffed facility. Reservations must be made by an adult. Qualifying Family Members [1] may make reservations for recipients under 18. Not applicable with other discounts.

## Annual Recreation Pass Coupon

Each Annual Recreation Coupon may be used for one Annual Recreation Pass. Coupon codes may be redeemed online, over the phone, or in person. Coupons can be gifted to others and may be redeemable after December 31. Annual Recreation Pass options are listed in the Available Annual Recreation Passes box in the Total Hours Benefits section of the Appendix.

**Questions? Contact the Three Rivers Volunteer Office:**

763-559-6706 | Volunteer@ThreeRiversParks.org | ThreeRiversParks.org/Volunteer

# APPENDIX – TOTAL HOUR BENEFITS

## Annual Recreation Pass

All Annual Recreation Passes are automatically loaded onto the recipient's Volunteer Recreation Pass + card, with the exception of boat trailer, snowmobile trailer, and swim pond passes. Request these in person, online, or over the phone to receive a hang tag or wristband.

For more information on Recreation Pass requirements, please visit: [ThreeRiversParks.org/page/special-use-permits](https://ThreeRiversParks.org/page/special-use-permits)

### Available Annual Recreation Passes

- Archery Pass
- Cross-country Ski Season Pass (all parks)
- Disc Golf Season Pass
- Dog Off-leash Area Pass
- Horse Trail Pass

Available on request:

- Boat Trailer Parking Pass hang tag
- Snowmobile Trailer Parking Pass hang tag
- Swim Pond Season wristband

*Annual Recreation Passes are valid 12 months from date of purchase. Passes are non-transferrable.*

## Alpine Ski Lift Tickets

Alpine lift ticket discounts (Silver Level) and season passes (Gold and True Blue Levels) can be redeemed by presenting Volunteer Recreation Pass + card to attendant at Hyland Hills Ski Area or Elm Creek Winter Recreation Area.

## Championship Level Golf Tour Card

Redeem benefits by presenting Volunteer Recreation Pass + card to attendant at Baker National, Cleary Lake or Eagle Lake Youth Golf Center. To learn more, visit [ThreeRiversParks.link/wtt](https://ThreeRiversParks.link/wtt).

## Resale Merchandise Discount

Receive a 20% discount on merchandise sold at any Three Rivers Park District location. Can be used for personal use including gift giving. To receive benefit, present Volunteer Recreation Pass + card to attendant upon checkout.

*[1] Qualifying family members are defined as a spouse, significant other, or dependents living in the same household. ("Dependents" must be eligible to be claimed as a dependent on the eligible volunteer's federal income tax return.) If the eligible volunteer is a dependent, claimed on a parent/guardian's federal income tax return, the parent/guardian is a qualifying family member.*

**Questions? Contact the Three Rivers Volunteer Office:**

763-559-6706 | [Volunteer@ThreeRiversParks.org](mailto:Volunteer@ThreeRiversParks.org) | [ThreeRiversParks.org/Volunteer](https://ThreeRiversParks.org/Volunteer)

# VOLUNTEER FUN PASS

## FREQUENTLY ASKED QUESTIONS

This document is meant as supplement to the Volunteer Fun Pass Fact Sheet. Please see the Fact Sheet for further details on each individual benefit.

### **Do I need to do anything before I can use my benefits?**

No, once you have your Volunteer Fun Pass benefits letter, you're set to go! No registration or prior set-up by you is needed. Just make sure to keep your plastic Volunteer Recreation Pass + card and your Volunteer Punch Pass on you to use when you're out in the parks. You may need to create a log-in to access your benefits online if you have not yet done so.

### **When do Volunteer Fun Pass benefits start/expire?**

Your benefits are active for one calendar year: January 1 to December 31. Annual Recreation Pass Coupons may be redeemed outside of this period.

### **What if I lose my plastic Volunteer Recreation Pass + card?**

Tell us! You cannot fully access your benefits without this card. Your first replacement is free, any subsequent replacements have a \$5 replacement fee.

### **Who can use my benefits?**

See the back of your benefits letter to see who can redeem each type of benefit. Some can only be redeemed by you (the cardholder), some can be used for you and a guest, some can be shared with Qualifying Family Members (see below), and some can be used by anyone. Annual Recreation Pass Coupons are the only benefit that can be shared without requiring you to be present.

### **What is a Qualifying Family Member?**

Total hour benefits can be shared with Qualifying Family Members, who are defined as: a volunteer's spouse, significant other, or dependents living in the volunteer's household. Dependents must be eligible to be claimed as a dependent on the eligible volunteer's federal income tax return. If the eligible volunteer is a dependent, claimed on a parent/guardian's federal income tax return, the parent/guardian is a Qualifying Family Member.

### **Do my benefits cover food, merchandise, etc. from a gift shop or visitors center?**

Food from vending machines, Visitor Centers, etc. are not covered in your Volunteer Fun Pass benefits. Those with total service hours in Gold or True Blue level receive a 20% discount on merchandise.

### **Are my benefits redeemable everywhere within Three Rivers?**

Yes! There are redeemable activities throughout Three Rivers Park District. Some benefits have conditions, see Fact Sheet for details.

### **How do I redeem my benefits over the phone?**

Call Reservations at 763-559-6700. The Reservations line is staffed 8 AM–4:30 PM Monday-Friday. You can also call the Volunteer Resources Office at 763-559-6706, however our office may not be able to assist with every transaction.

**Further questions? Contact the Three Rivers Volunteer Office:**

763-559-6706 | [Volunteer@ThreeRiversParks.org](mailto:Volunteer@ThreeRiversParks.org) | [www.ThreeRiversParks.org/volunteer](http://www.ThreeRiversParks.org/volunteer)