

Dear Volunteer,

The Los Alamitos Recreation and Community Services Department thanks you for your interests in volunteering. Along with the Staff, we welcome you and look forward in working with you on the different volunteer opportunities and workshops in the upcoming year. You and many other volunteers work on various programs and special events and have the power to improve the quality of life in our community.

The Los Alamitos Volunteer Program is a year-round program and we encourage you to be active and participate for the entire year. We will have a lot of volunteering opportunities but also we will have time to make some new friends and to have fun! Our goal is to “volunteer hard and play hard” and to encourage each and every one of you to be active members that contributes to our beautiful community.

We want to make you aware that we have established program policies and procedures that protect volunteers, residents, and the City. Please make sure you take some time to read through the rules and policies.

Again, thank you for your willingness to work toward improving Los Al. We along with the rest of the staff look forward to welcoming you to the volunteer program.

Sincerely,

Samantha Kenny
Recreation Coordinator

Los Alamitos Volunteer Program (L.A.V.P.)

A. OVERVIEW

The Los Alamitos Recreation and Community Services Department invites youth ages 11 to 17 years old to join the Los Alamitos Volunteer Program (L.A.V.P.). The program have served over 1,000 youth since its inception and those who have joined L.A.V.P. has been given an opportunity to make a difference in the City of Los Alamitos and the surrounding communities.

L.A.V.P. is designed to assist participants in acquiring valuable job skills by offering opportunities to get involved in the community year-round. Participants will also play a key role in enhancing the City's programs and community wide special events. Volunteers will support recreation staff in the delivery of special events, day camps, park programs, pre-school, sport programs and at Los Alamitos facilities such as the Community Center.

Volunteers will also be able to learn teamwork, leadership, public speaking, and participate in job training workshops. These skills will help each volunteer develop their portfolio of professional skills and gain valuable training for their future. L.A.V.P. is not all about work as members are given opportunities to socialize with their peers and make new friends. Socials and workshops are held to teach youth fun and exciting things and to engage with other youths around the community.

The Los Alamitos Recreation and Community Services Department seeks volunteers who have a strong work ethic, can set and work toward a goal, have respect for the community and City employees, take initiative, have good communication skills and are motivated.

B. MISSION

The Los Alamitos Volunteer Program is committed to encouraging year-round community participation and the comprehensive coordination of volunteers to enhance municipal services.

The volunteer program objectives are:

- A. To develop a reliable and varied skilled network of human resources to support the delivery of services to the community.
- B. To provide volunteer opportunities for all segments of the community and neighboring cities/organizations.

- C. To bring together young adults to obtain hands-on experience in the following areas but not limited to: recreation and leisure services, park maintenance, and maintenance of City's facilities and other public grounds.

C. VOLUNTEER OPPORTUNITIES

Volunteers will have the opportunity to request a particular program of interest including session date and time. Based on availability of volunteer shifts, the volunteer will be placed in one of the following programs and/or event(s):

- **Special Events:** Winter Wonderland, Week of Los Al, Street Fair, Race Los Al, Weekend of Art, Spring Carnival ft. the Egg Hunt, Trunk or Treat, Concert in the Park Series, Senior Prom, Serve Los Al, Family Day, and the 4th of July Fireworks Spectacular.
- **Youth Sports:** Assist staff with field preparation and teach youth fundamental skills in a variety of sports.
- **Community Center:** Assist with front desk including clerical tasks such as filing and assist staff with set-up and breakdown of classes, light cleaning, and miscellaneous duties.
- **Summer/Winter/Spring/Fall Day Camp:** Assist staff with leading campers in games, art and crafts, tournaments, special events, and excursions (for an additional cost).

Day Camp: Due to the high requests for Summer Day Camp shifts, the following guidelines have been set.

- L.A.V.P. volunteers assigned to Day Camp will be scheduled for a minimum of three hours and a maximum of six hours per day.
 - *Excursions are excluded*
- Day Camp volunteers must be 14 years or older to go on the excursions. The L.A.V.P. volunteer must purchase a Day Camp shirt.
- If an L.A.V.P. volunteer working Day Camp is under the age of 14, they will be assigned another shift during the excursion day.
- Volunteers must be in good standings to be eligible to work day camp.
- **Summer Park Program:** Assist staff with games, arts and crafts, tournaments, and special events.

Park Program: Due to the high requests for Summer park shifts, the following guidelines have been set.

- L.A.V.P. volunteers assigned to the Park Program will be scheduled for a minimum of three hours and a maximum of six hours per day.
 - *Excursions are excluded*
 - Park program volunteers must be 14 years or older to go on the excursion.
 - If an L.A.V.P. volunteer working the Park Program is under the age of 14, they will be assigned another shift during the excursion day.
 - Volunteers must be in good standings to be eligible to work the summer Park Program.
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- **Community Service Projects:** Tasks that are not associated with the Recreation and Community Services Department but are beneficial to the City of Los Alamitos and the surrounding communities. Examples of community service projects include volunteering for special events in neighboring cities, beach clean-up at Seal Beach, assisting the local Non-Profits, local races, etc.

The Los Alamitos Volunteer Program requires participants to be active on a year-round basis. All participants must fulfill a minimum to be considered in “good standing” with the program.

- Attend one special event shift for the Los Alamitos Recreation and Community Services Department
- Attend one L.A.V.P. workshop per calendar year
- Attend two community services projects per calendar year
- Volunteer at Race Los Al or the 4th of July Fireworks Spectacular
- Attend mandatory May meeting
- Pay the annual program fee

Failure to fulfill the minimum requirements may result in non-approval of volunteer hours and not being eligible to work certain programs, attend socials, receive approval from the Recreation & Community Services Department for the Presidential Service Award, and to receive scholarships.

D. BENEFIT

A benefit of being involved in the Los Alamitos community is the personal satisfaction that you will experience by helping the residents of your community. The City of Los Alamitos and the surrounding communities have a great number of residents and/or charitable organizations who are in need of assistance. Your help is instrumental in achieving L.A.V.P.’s ultimate goal of making a difference in the City of Los Alamitos and the surrounding communities.

If you attend school in the Los Alamitos Unified School District, one of the prerequisites for graduation at Los Alamitos High school is volunteer service hours. Girl Scouts and Boy Scouts also have community service hour requirements to fulfill. By being involved, the City will monitor your service hours and assist you in completing the service hours that you need.

Volunteers, if they choose, who are over the age of 16 will be eligible to interview for a Recreation Leader position as they are available. Although, it is not guaranteed to obtain a paid position, L.A.V.P. volunteers will have the inside knowledge and tools to stand out above the rest with the experience he/she gains by participating in the L.A.V.P. program.

Presidential Service Award

<p>To be eligible to receive the PRESIDENT’S VOLUNTEER SERVICE AWARD, Applicants’ service hours must be confirmed by a registered Certifying Organization. There are three levels of the AWARD varying by hours of service completed within a 12-month period:</p>	
<p>Kids - 14 and younger</p> <ul style="list-style-type: none"> • Bronze Award 50 - 74 hours • Silver Award 75 - 99 hours • Gold Award 100 or more hours 	
<p>Young Adults - Ages 15 - 25</p> <ul style="list-style-type: none"> • Bronze Award 100-174 hours • Silver Award 175 - 249 hours • Gold Award 250 or more hours 	
<p style="text-align: center;">PRESIDENT’S CALL TO SERVICE AWARD</p> <p style="text-align: center;">Individuals who have completed 4,000 or more volunteer service hours over the course of their lifetime are eligible to receive the <i>PRESIDENT’S CALL TO SERVICE AWARD.</i></p>	

The City of Los Alamitos will pay for the President’s Volunteer Service Award as long as the hours earned are only from the Los Alamitos Volunteer Program and the LAVP member is in good standing.

Scholarship

The Los Alamitos Volunteer Program will offer three members of the L.A.V.P. program scholarships that will assist them in furthering their education. Applicants must minimally fulfill the following criteria.

- Be a member of the Los Alamitos Volunteer Program for a minimum of two completed years.
- Must have a minimum of 100 hours volunteered as member of the L.A.V.P. program.
- Must be in good standing with the L.A.V.P. program.
- Submit an scholarship application that includes the following
 - An essay explaining what he/she will do with the scholarship to further their education
 - Last semester of their report card. Must have a minimum Grade Point Average (G.P.A.) of 3.0.
 - One letter of recommendation from a teacher, employer, or volunteer coordinator

Applications will be submitted beginning on September 1 with a deadline for all application and all other requirements being October 1. Application review will take approximately 6-8 weeks with the final awarding for the Los Alamitos Volunteer Program Scholarships announced at the December City Council Meeting.

Three scholarships will be awarded annually. The Parks, Recreation, and Cultural Arts Commission will determine the scholarship award winners.

- Gold Scholarship - \$750.00
- Silver Scholarship - \$500.00
- Bronze Scholarship - \$250.00

E. EXPECTATIONS OF VOLUNTEERS

- Be professional at all times – please be mindful of your behavior.
- No inappropriate language including conversation topics.
- Complete volunteer assignments.
- Keep confidential matters confidential.
- Have a positive attitude.
- Be dependable – please show up and be on time.
- Be willing to learn.
- Be understanding of others.
- Accept and use feedback provided by staff.
- Be involved.
- Be accountable for one's actions.
- Communicate.

- Follow the rules and policies of L.A.V.P.

F. DRESS POLICY

A major part of portraying a professional image is dress and appearance. First impressions have the greatest effect in public contact situations. Appearance should be clean, well groomed, recognizable, functional and appropriate, allowing volunteers to perform duties without restrictions.

- **Shirts** - the City will provide a shirt to all L.A.V.P. volunteers and it must be worn for all volunteer assignments. Shirts must be clean and in good condition. Shirts may be worn tucked or un-tucked at the volunteer's option. Additional shirts may be purchased for \$8.
- **Sweater** – the City will provide a sweater to all year-round L.A.V.P. volunteers and it must be worn for all volunteer assignments. Sweaters must be clean and in good condition. No other outer wear will be allowed without prior approval from the LAVP coordinator. Additional sweaters may be purchased for \$12.
- **Pants/shorts** - Pants or shorts must be clean and in good condition. Pants/shorts must be dark color (black/Navy) or khaki in color. No rips, tears, short-shorts, or low pants will be allowed. Shorts must have a 5-inch inseam or reach the tips of your fingers.
- **Shoes** - When in uniform, closed-toe, athletic shoes with socks are required. Sandals, approved water shoes, or bare feet are only acceptable at approved swimming facilities.
- **Hats/caps** - Approved hats or caps may be worn when working outdoors. No alcohol, tobacco, or inappropriate advertisements on hats/ caps will be allowed.

If any activity dictates a deviation from the above dress requirements, approval from the Volunteer Coordinator must be obtained a minimum of 24 hours before their volunteer shift.

L.A.V.P. volunteers who are dressed inappropriately will be sent home to change. Please remember that L.A.V.P. volunteers represent the City of Los Alamitos and should dress accordingly.

G. ABSENCES/TARDINESS AND DEPARTURE

L.A.V.P. volunteers must show up to all scheduled volunteer assignments.

It is the volunteer's responsibility to be at the assigned site and ready to work on time. In the event that a volunteer cannot report to work, it is the volunteer's responsibility to notify the site Volunteer Coordinator of the L.A.V.P. program as soon as possible.

If a volunteer is going to be tardy to a scheduled shift, the volunteer must notify the Volunteer Coordinator prior to the start of the workday, or if this is not possible, within one hour after the workday begins.

If the volunteer cannot reach the site supervisor, then he/she must inform the secretarial staff at the Recreation and Community Services Department.

L.A.V.P. Contact Phone Numbers:

- Samantha Kenny, Community Services Coordinator – (562) 430-1073 Ex. 521
- Front Desk Staff – (562) 430-1073

At the end of each shift, the volunteer must be picked up by a parent or guardian. Parent(s) may fill out an application and submit it to the Volunteer Coordinator so that the volunteer may leave the site on their own. If the volunteer is not authorized by a parent to leave the site on their own and is not picked up on time, they will be transported to the Recreation and Community Services Department at 10911 Oak Street to wait for pick up. Participants will not be allowed to leave their shift early without parent permission and approval from the Volunteer Coordinator.

H. TIME OFF REQUEST

Request for non-emergency time off must be submitted in writing to the site supervisor/LAVP program lead at least **two week** prior to the time off.

I. ELECTRONICS

Use of electronic devices, such as cell phones, hand held videogames, tablet or other music device players, is not allowed during assigned shifts.

If at any time an emergency or important phone call must be made, the volunteer should notify the site supervisor and excuse themselves from the activity.

J. GUIDELINES FOR PHYSICAL CONTACT AND TREATMENT OF PARTICIPANTS

- Volunteers should not initiate physical contact with a program participant. If a program participant initiates physical contact, the volunteer should refrain from hugging the program participant and not wrap their arms around a program participant.
- Volunteers should not allow program participant(s) to sit on their lap or in between legs when sitting in a chair or on the floor. The program participant(s) should sit beside the volunteer.

- Volunteers should not physically restrain or pick up a program participant(s). A program participant may be restrained *only* if the child is a threat to themselves or others and must be reported to a Recreation Staff member immediately.
- Volunteers should always avoid being alone with a program participant(s).
- Volunteers should not engage in horseplay with a program participant(s).
- When speaking with distressed program participants, volunteers should kneel to their level and hold their hand for comfort versus picking them up.
- Volunteers should not single out program participant(s) for preferential treatment.
- Volunteers should not give gifts to program participant(s).
- Volunteers should not make any negative comments to a program participant(s).
- Disciplinary actions are not to be given out by L.A.V.P. If a program participant requires disciplinary action, please seek out a Recreation Staff member.

K. CUSTOMER SERVICE

When addressing a customer in person, volunteers should remember to:

- Listen actively to determine the customer's needs.
- Always remain calm, courteous, and professional.
- Show care by making the customer feel important.
- Make the extra effort to help the customer solve his/her problem.
- Maintain eye contact and focus attention on the customer.
- Be aware of personal appearance and gestures.
- Be sure to smile.
- Contact a Recreation Staff member if a volunteer does not know the answer to a question.

L. BASIS FOR DISCIPLINARY ACTION

Failure to meet standards will be grounds for appropriate disciplinary action, which will be proportionate to the offense and with consideration of the volunteer's prior performance record. Disciplinary action may be based upon any of the following grounds:

- Neglect of Duty, such as failure to perform the duties and standards required of a volunteer.

- Constant tardiness (3 plus) or missed shifts (2 plus)
- Insubordination, failure to follow directions from a recreation staff member.
- Harassment
- Dishonesty
- Drugs/Alcohol/Smoking/Vaping

Being under the influence or in possession of alcohol or intoxicating drugs while on or off duty is prohibited. The possession, transfer, sale, or use of alcohol or drugs, legal or illegal, while on City premises or during work hours or breaks, will be controlled by the procedures specified in this policy up to and including legal action. This includes all forms of alcohol, narcotics, depressants, stimulants, hallucinogens, marijuana, and any other substance. Volunteers in possession of the above will be immediately removed from the program.

Volunteers who are taking prescribed or over-the-counter medication that might affect their job performance or behavior are encouraged to advise their site supervisor that they are taking drugs for medical reasons.

- Discourteous treatment of the public, staff or other volunteers.
- Violation of the rules and regulations of the City or any department.
- Improper conduct, either during or outside of duty hours that causes discredit to fall upon the City and L.A.V.P.
- Failure to maintain proper decorum during working hours that causes discredit to the L.A.V.P.
- Falsifying City documents and/or your records.
- Violation of any rules, regulations or policies that may be prescribed by the City in any facility.

M. Steps of Discipline

The following procedures shall be followed, in the judgment of the supervising staff and the Volunteer Coordinator. Staff will give the volunteer an opportunity to respond to charges

prior to taking disciplinary action. The City of Los Alamitos reserves the rights not to hand out/verify volunteer hours if volunteers do not fulfill their requirements/violates the programs' rules and guidelines.

- **Verbal Warning**

- **Warning/Reprimand**

A written warning/reprimand will contain a description of the events which necessitated disciplinary action. This document will be retained in the L.A.V.P. volunteer's personal file.

- **Parent Meeting**

Supervising staff will prepare a behavior documentation report that will contain a description of the events that require disciplinary actions. Supervising staff, the program coordinator, and the volunteer's parents will review this document.

- **Dismissal from Program**

No refund will be issued if participant is dismissed from the program.

LOS ALAMITOS VOLUNTEER PROGRAM VOLUNTEER AGREEMENT

The City of Los Alamitos accepts _____ into its volunteer program. The Recreation & Community Services Department will do its very best to make the volunteer's experience productive, fun and rewarding. To that end, this agreement addresses the commitments made by the City of Los Alamitos and the volunteer.

The Los Alamitos Recreation & Community Department commits to the following:

- To provide training and support for the volunteer so that he or she may be confident in the assignment.
- To provide diligent guidance, supervision and feedback on performance.
- To respect the skills, individual needs and dignity of the volunteer.
- To be receptive to comments and suggestions from the volunteer.
- To treat the volunteer as an equal co-worker with paid staff, jointly responsible for the completion of the Department's Goals & Objectives.

The volunteer commits to the following:

- To perform assigned duties to the best of his or her ability, and to inform the Recreation & Community Services Department if changes in his or her situation or health would interfere with the safe and timely performance of these duties.
- To adhere to L.A.V.P. program rules, policies and procedures, including recordkeeping and confidentiality of City and client information.
- To fulfill the minimum requirements of the program.
- To meet time and duty commitments, or to provide adequate notice so that alternative arrangements can be made.

Agreed to:

Volunteer: _____ Date: _____

Parent: _____ Date: _____

Los Alamitos

Recreation & Community Services
Creating Quality of Life

Los Alamitos Volunteer Program (LAVP) Sign In/Out Waiver

I give permission for my child, _____ to leave from any Los Alamitos Volunteer Program activity by himself/herself (i.e. walk home, ride a bike, drive a vehicle). Once my child has signed himself/herself out, he/she will no longer be under the supervision of the City of Los Alamitos, any of its employees, officers, agents, and/or volunteers.

Parent/Guardian Signature _____

Date _____