



**HOLLY  
SPRINGS**  
*Parks & Recreation*

# **Volunteer Handbook**

---

---

**Parks & Recreation  
Town of Holly Springs**



---

Table of Contents

**Introduction .....2**

**Organizational Information.....2**

**Volunteer Information.....3**

**Volunteer Job Descriptions .....11**

**Marketing Message to Volunteers .....17**

**Addendum.....19**

---

# Introduction

Volunteers are valuable resources and are essential to successful program and service delivery. Ensuring volunteers are properly trained and prepared for assigned tasks is paramount. Volunteers enhance efforts to provide quality programs and events, increase fiscal responsibility, and provide a positive impact to the community.

## *About this handbook*

The purpose of this handbook is to provide guidance, structure and direction to Holly Springs Parks & Recreation (HSPR) volunteers, known as ViPs (Volunteers in Parks). The handbook will provide procedures, volunteer job descriptions and guidelines to promote a healthy relationship between volunteers who share their time, talents and skills with HSPR staff. The department procedures and expectations are outlined to ensure a good volunteer experience for each individual and group.

# Organizational Information

## *Vision*

Holly Springs offers an unmatched quality of life that reflects the joys of small town living in a safe, family-friendly community that residents and businesses are proud to call home.

## *Strategic Priority Areas*

### Economic Prosperity & Diversity

Holly Springs provides a climate where a wide variety of businesses thrive with economic opportunity for all.

### Engaged, Healthy & Active Community

Holly Springs promotes fulfilling and rewarding lifestyles with abundant, healthy living options.

---

### Organizational Excellence

Holly Springs is a leader in responsible government with a high-performing organization that meets the public service needs of its residents.

### Responsible & Balanced Growth

Holly Springs will continue to plan for future infrastructure and support a quality, balanced mix of land uses, while preserving its small-town charm, characteristics, and history.

### Safe & Friendly

Holly Springs is one of the safest communities in North Carolina with a welcoming spirit and inviting atmosphere.

### *HSPR Mission Statement*

To foster engaged, healthy and active lifestyles for the enrichment of Holly Springs residents and visitors by offering exceptional experiences, affordable recreation & cultural activities, well-maintained parks & facilities, and stewardship of our natural resources.

## **Volunteer Information**

### *Eligibility requirements*

HSPR welcomes all volunteers. Each person must submit a completed volunteer application, a signed waiver and, when required, successfully pass a background screening. Volunteer information must be kept up to date and reviewed annually. Community-wide days of service volunteers are exempt as these volunteer opportunities do not have a formalized check-in and check-out process.

Volunteers may choose the opportunities that are of interest to them. Volunteers with questions or concerns regarding a volunteer opportunity or the roles available should contact the Volunteer Coordinator.

---

For opportunities that require a particular skill set or training, there may be a short interview process and/or training session prior to the volunteer being assigned to that on-going opportunity (refer to job descriptions section).

### *Background screenings*

Volunteers aged 18 years and older, and those working with vulnerable populations, must successfully pass a background screening prior to beginning their first volunteer commitment and every year thereafter.

### *Age requirements*

The nature of volunteer opportunities can vary in intensity; therefore, HSPR staff determines age requirements for volunteers based on the opportunity and role. For most opportunities, we welcome children ages 12 to 15 with parental and/or staff supervision and children ages 16 and up may volunteer with adult supervision, such as a club advisor/sponsor. Supervision can be either direct or general based on the volunteer role. HSPR staff will determine the level of supervision and by whom, i.e. parental, adult, and/or staff.

### *Orientation and Training*

Most volunteers will be required to attend one orientation session prior to becoming an active volunteer.

Volunteer training will be determined by the opportunity. Some opportunities will only require a quick overview with an HSPR volunteer supervisor prior to beginning work. Other opportunities will require the volunteer to be trained prior to reporting for work.

### *Code of Conduct*

Every volunteer is expected to work toward meeting the goal of providing services in a friendly, efficient, and professional manner. Volunteers are encouraged to make suggestions to their supervisor or



---

Volunteer Coordinator that will benefit HSPR by saving time, reducing waste, promoting safety, increasing efficiency, or improving the patron experience.

HSPR ViPs are expected to demonstrate the highest standards of professional integrity, honesty, and responsibility. Volunteers represent the Town of Holly Springs to patrons and should treat everyone with respect and courtesy while volunteering.

### *What volunteers can expect from HSPR*

- To work in a healthy and safe environment and to be treated with respect.
- Be given on-boarding, orientation, and training necessary to fulfill each role.
- Be given a copy of the volunteer handbook and any procedures that affect each role.
- Have a role description and agreed upon hours of contribution.
- Receive a lanyard and tag identifying them as a TOHS Volunteer. The exception being community-wide days of service that do not have check-in or check-out procedures.

### *What HSPR can expect from volunteers*

- Be reliable and accountable for all actions.
- Be committed to the organization.
- Let the supervisor know as soon as possible if they are unable to keep their commitment.
- Respect confidentiality of participants and staff.
- Carry out specified role according to the position description.
- Ask for support when needed.
- Behave appropriately at all times and be courteous to the public, staff, and other volunteers.
- Value and support other team members.

- 
- Ensure the safety of themselves and others by following policies and procedures.
  - Sign the volunteer guide Agreement/Acknowledgement Form.
  - Discuss any issues with their supervisor or the Volunteer Coordinator.
  - Not denigrate HSPR to the public, staff, or other volunteers.
  - Give notice before leaving the HSPR Volunteer Program.

### *Attendance*

Volunteer attendance is important to the operation of our programs and events. When a volunteer signs up for a volunteer opportunity, HSPR is relying on them to fill that role. Please make every effort to honor your commitment. ViPs should notify their supervisor or the Volunteer Coordinator in advance if they are unable to be present for their assigned volunteer role. Should an emergency occur on the day of the event, contact your supervisor as soon as possible.

### *Tracking volunteer hours*

All volunteer hours will be recorded by the Volunteer Coordinator. ViPs will have a designated location to check in and check out for each volunteer opportunity. Volunteer hours will not be tracked if a ViP fails to check in and/or check out. Any forms for reporting community service hours for a service organization should be turned in to the volunteer supervisor at check in and picked up at check out.

### *Dress code*

Unless provided with other directions from the supervisor, ViPs will be issued a ViP lanyard and tag at check in when volunteering. This should be worn at all times. Appropriate attire consists of a shirt that is appropriate for the work and weather with pants/shorts of an appropriate length. If the ViP has received a volunteer t-shirt, and the weather allows, it should be worn. Clothes need to be clean and in good repair (no holes). To protect feet, closed toe shoes are preferred. Volunteers should dress for the weather, including any outerwear that

---

may be needed. If a volunteer arrives to an opportunity inappropriately dressed, HSPR reserves the right to ask the volunteer to change into something more appropriate before beginning work.

### *Cell phones*

ViPs are expected to give their complete attention to their duties. For this reason, cell phone use while on duty is not permitted within the public view and should be limited. Do not leave your assigned role without notifying the volunteer supervisor. Volunteer hours recorded will only include time spent working your assigned role. ViPs may not take photos or videos of participants for personal use or posting on Social Media.

### *Media*

ViPs are not authorized to discuss matters pertaining to HSPR or the Town of Holly Springs with the media without proper approval. Media questions should be directed to the Communications Director.

### *Vehicle usage*

ViPs are not authorized to drive any vehicles that are the property of the Town of Holly Springs, including golf carts, gators or any other all-terrain vehicles.

### *Power tools and equipment*

Personal tools and equipment can be used by volunteers at the discretion of the HSPR supervisor and with proper training and personal protection equipment (PPE), if applicable. Use of Town-owned tools and equipment must be approved by HSPR staff and will be limited to non-mechanized tools and equipment.

### *Accidents & Injuries*

Any accident or injury must immediately be reported to the HSPR staff supervisor in charge so that the proper safety measures can be taken.



---

Volunteers are not covered under the Town's insurance for injury to themselves.

### *Harassment policies*

HSPR is committed to providing volunteers with an environment that is free from discrimination and unlawful harassment. The Town prohibits, and will not tolerate, sexual harassment or harassment on the basis of race, ethnicity, creed, color, sex, marital or familial status, sexual orientation, gender identity or expression, national origin or ancestry, marital or familial status, pregnancy, National Guard or veteran status, religious belief or non-belief, age, or disability. HSPR encourages ViPs to bring any incidents of harassment to the immediate attention of a volunteer supervisor or the Director.

### *Confidentiality*

Out of respect for the privacy and rights of all individuals associated with HSPR and the Town of Holly Springs, personal observations and opinions should be kept in confidence. ViPs are expected to keep any information that they are formally or informally exposed to during their time as a volunteer in confidence. Volunteers who have questions or concerns regarding any information they have seen or heard should discuss it with the volunteer supervisor, Volunteer Coordinator, or the Volunteer Administrator. This confidentiality helps maintain a safe and trusted environment for employees, volunteers and patrons of the Town of Holly Springs.

### *Safety and risk management*

It is HSPR's intention to provide a safe environment for its volunteers, employees, and patrons. Safety is everyone's responsibility and ViPs are expected to observe safety rules and regulations, exercise caution, and perform their assigned duties in a manner that will avoid injury or create hazardous conditions. Safety and loss prevention should be a matter of concern equal in importance with all other operational considerations

---

and volunteers are expected to be alert for safety issues or hazards. Any and all unsafe conditions or equipment must be reported immediately upon discovery to the supervisor or Volunteer Coordinator so corrective actions can be taken. Carelessness, inattention, neglect, and disregard for safety rules can cause accidents. Volunteer duties should be performed in a safe manner.

### *Alcohol and drug abuse policy*

HSPR provides a safe, drug free work environment. It is expected that all personnel (employees and ViPs) report to work and remain in a condition suitable to perform their duties at the highest level of efficiency. The unlawful manufacture, distribution, dispensation, possession, or use of drugs or alcohol by volunteers is prohibited on Park property or when volunteering on behalf of the Town of Holly Springs or HSPR.

### *Violence free work environment*

HSPR promotes a safe work environment for all volunteers and does not tolerate any type of violent or threatening behavior committed by or against volunteers.

Incidents involving violent behavior by a volunteer may warrant removal of the individual until further evaluation determines their suitability for returning. A volunteer suspected of violent behavior may be placed on leave during an investigation until a course of action is determined.

### *Volunteer feedback survey*

HSPR wants each volunteer to feel satisfied with the work they are involved in at the parks. ViPs who participate in ongoing opportunities will receive an annual feedback survey where they will have the chance to share feedback on their volunteer activities.

---

### *Reward & recognition*

HSPR ViPs are essential to the success of many programs and special events during the year. The annual ViPs Appreciation Event is held to formally acknowledge the commitment and passion our volunteers exemplify. See HSPR ViP Reward & Recognition document for more information.

### *Volunteer separation and dismissal*

A volunteer may resign at any time and is encouraged to provide the Volunteer Coordinator two weeks' notice. This can be done in person, by phone or via email. A short exit interview may be conducted. All responses are confidential and are used to strengthen our volunteer program.

A volunteer may be dismissed for not adhering to the procedures and guidelines provided in this document.

---

# Volunteer Job Descriptions

## *Administrative Volunteer – Coming Soon!*

Assist with projects in the HSPR administrative office. Opportunities would include administrative tasks such as data entry, filing, organizing information and historical documents.

## *Bass Lake Program Volunteer – Coming Soon!*

ViPs will have a wide variety of possible programs to assist staff with. These are fun and engaging ways to interact and connect with your community. While on ViP status program volunteers could do the following:

- Help prepare materials for program activity.
- Assist the instructor during program activity.
- Collect or distribute materials to participants.
- Facilitate in the success of the program by familiarizing with the program outline.
- Support, recruit, and engage the public by providing program information.

## *Beautification Ambassador*

Having a green thumb is not required, however wanting to invest time into beautifying the community around you is a must! This ViP would have responsibilities that would include:

- Light debris and litter removal.
- Weeding garden beds.
- Planting flowers.
- Washing down exterior of building or deck.
- Removal of animal waste.

## *Bike Ambassador (ongoing) – Coming Soon!*

Sections of trail that require attention are identified by staff. Choose a section of trail from the available list and agree to visit a couple times

---

each month for a total of 2-4 hours. While visiting, ambassadors should do the following:

- Bike the trail and note areas that may need attention.
- Offer assistance to trail users if needed.
- Remove larger debris from the trail.
- Pick up trash as you are able.
- Note approximate pedestrian and bike counts during visit, interesting wildlife, graffiti or vandalism and other maintenance needs.
- Report any downed trees, excessive growth or areas that have been used to dump trash or large items, such as furniture.

### *Community Service Hours*

Those needing service hours for school, groups or organizations are welcome to complete these hours doing volunteer work at HSPR. Volunteers are encouraged to review opportunity descriptions and choose the best option for their hours.

### *Dog Park Ambassador – Coming Soon!*

ViPs who volunteer in this role will have an important part in helping to establish a positive and friendly dog park culture. When visiting the dog park under ViP status ambassadors should do the following:

- Welcome visitors and help them negotiate the entrance safely.
- Monitor park users and diplomatically inform them if rules have been violated. Rules are posted at the entrance of the park.
- Answer questions specific to the dog park.
- Chat with pet owners about park safety and etiquette (guidelines established in orientation)
- Promote the park to others in a positive nature.
- Keeping it clean and tidy, indicating locations of waste bags and acknowledge those who use them.
- Notify staff of any hazards, i.e. poison ivy, holes, or perimeter issues.

---

### *Park & Trail Ambassador (ongoing) – Coming Soon!*

Park sections or sections of trail that require attention are identified by staff. Choose a section from the available list and agree to visit a couple times each month for a total of 2-4 hours. While visiting, ambassadors should do the following:

- Help keep the park or trails clean by removing trash and recycling. Not all areas have trash cans so you will have to bring bags and potentially carry trash out. You can arrange to pick up bags with the Park Maintenance Superintendent.
- Help keep our trails clear. Remove larger sticks from the trails if you are able.
- Report any downed trees, excessive growth or areas that have been used to dump trash or large items, such as furniture.

### *Photography/ Videography Volunteer – Coming Soon!*

Enjoy the outdoors and take pictures of scenery in our parks. Share your pictures with our staff and allow us to use in media and occasionally promotional materials. At times, there may also be a need for volunteer photographers or videographers for our events. A list of desired pictures may be provided to ensure the event is captured well.

### *Special Event Volunteer*

Assist in the smooth and safe operation of special events within the parks and HSPR facilities. Provide professional and courteous assistance to park and facility patrons while enforcing park and facility policies, rules and guidelines. Roles available are:

#### *Greeter*

Welcome patrons/guests to the park and/or facility. Provide directions and answer general questions about the facility, park or event. You may be given information sheets, brochures, or programs to hand out as patrons enter.



---

### *Concessionaire Attendant*

Check-in concessionaires and direct them to their assigned area for load-in. Assist patrons as needed during the event. Empty garbage and replace liners or notify maintenance staff if onsite. Ensure concessionaires break down all boxes prior to disposing in trash receptacles during clean-up. Collect staff food vouchers at the end of the event, if applicable.

### *Ticket Taker*

Collect or scan a valid ticket from each guest/patron for admission. Be certain each ticket or pass is valid by checking the date, time, and event/performance name. If a ticket is invalid, ask a staff member for assistance. If a guest does not have a ticket, direct them to the Box Office. For performances with reserved seating, if an Usher is not assigned, be prepared to direct the guest in the general direction of their seat.

### *Usher*

Ushers are assigned a specific seating section.

Before an event, each usher should survey his/her assigned area and report any problems (e.g., dirty or damaged seats, wet floors, etc.) to staff. Escort or direct guests in a pleasant manner to their proper seat location. Keep aisles and exits clear of standing spectators. If a patron arrives late for a performance, greet the patron and offer to help them to their seats during a break in the program.

At intermission, open the theatre doors and be available to the patrons. Make sure you know the locations of the restrooms, water fountains, telephones, etc., as these are the most frequently asked questions. Once the show resumes you should return to your area for the remainder of the show.

---

After the show is over, open the theatre doors and assist patrons as they are leaving. Clear the theater of guests and check assigned area for lost items.

### *Vendor Check-in*

Check-in vendors and direct them to their assigned area for load-in. Assist patrons as needed during the event. Empty garbage and replace liners or notify maintenance staff if onsite. Ensure vendors break down all boxes prior to disposing in trash receptacles during clean-up.

### *Will Call*

Collect tickets from the Box Office staff when you arrive for your shift. Assist guests/patrons with picking up will call ticket orders. You will need to stay at your post until 25 minutes after the show begins to accommodate any late arrivals.

### *Special Skills Volunteer – Coming Soon!*

Volunteers are encouraged to connect with HSPR if they have a special skill or interest that would be a benefit to the parks that is not listed in this document. Examples include: American Sign Language, construction trade specialists and other professional services.

### *Volunteer Groups – Community, Civic, and Days of Service*

HSPR has volunteer opportunities designed for groups wishing to provide ongoing volunteer help or select one single day of service. We work with community and civic organizations, school groups, scouts, and other groups. We will do our best to match your groups' skills and location request whenever possible. The group representative should contact the Volunteer Coordinator at least 6 weeks in advance to discuss options.

---

## *Youth Athletics Coach*

Serve as coach (head or assistant) for a team of athletes. Coaches should exhibit sportsmanship, fair play and promote having fun as their top priority. HSPR will provide training to new coaches at no cost.

Responsibilities include:

- Communicate with parents and players about league requirements, schedules and expectations.
- Ensure adherence to all league rules and policies.
- Plan and organize effective and safe practices.
- Teach the fundamentals of the sport.
- Ensure that all activities take place in a safe and welcoming environment.
- Maintain open communication with the Athletic Programming staff.

Additional Requirements:

- Submittal of a coaching application.
- Criminal background screening.
- National Youth Sport Alliance coaching certification.

---

# Marketing Message to Volunteers

## *You are representing the Town of Holly Springs*

As volunteers and staff, we are all advocates for the Town of Holly Springs.

## *What you do and say matters*

You are the face of HSPR. You may be the first person someone meets and now have the responsibility of making a good first impression. You never know who is paying attention at any given time, so be sure to choose your words and actions wisely. Foul and condescending language and actions are not acceptable in any situation. Please refrain from sharing personal opinions regarding park policies with patrons. If you have feedback for HSPR, share that with staff as outlined below.

## *When NOT to answer a question*

We all want to make park users happy, however if you're approached by someone with a question that you do not know the answer, please be honest and refer them to the appropriate staff onsite. If you cannot locate staff in your immediate location, have them call the main office (919) 557-3929 and follow the prompts or direct them to the website for contact information. If you encounter someone from the press looking for information or a comment, please refer them to Mark Andrews, Public Information Officer at (919)557-2918.

## *How to give us your feedback*

Speak with the Volunteer Coordinator at an appropriate time if you have an interest or concern to discuss. We can solve anything if we work together.

---

### *Stay positive*

It can be frustrating to hear a park visitor or other member of the public complain. Keep in mind there may be a logical reason the situation exists and it's up to all of us to educate users about the park processes. Apologize for the dissatisfaction and take the complaint to the Volunteer Coordinator. Be a promoter of the benefits of the park system and work toward understanding the reasons behind situations so you can offer an informed and positive answer. **You are part of the team! We appreciate your commitment to Holly Springs Parks & Recreation!**

### *Stay Connected*

There is always something fun going on with Holly Springs Parks & Recreation! Stay connected by following Holly Springs Parks & Recreation on Facebook. Other related Facebook accounts include Holly Springs Cultural Center, Bass Lake Park, Ting Park, W.E. Hunt Recreation Center, Holly Springs Farmers Market and Holly Springs, NC-Town Government. Holly Springs Town Government also has Twitter and Instagram accounts. Get direct notifications from Holly Springs Parks & Recreation by signing up for calendar and general notifications online at <https://www.hollyspringsnc.us/list.aspx>.

---

# Addendum

## *List of Parks and Facilities*

### Bass Lake Park

900 Bass Lake Rd

### Holly Springs Cultural Center

300 W Ballentine St

### W. E. Hunt Recreation Center

301 Stinson Ave

### Ting Park

101 Sportsmanship Way

### Parrish Womble Park

1201 Grigsby Ave

### Veterans Park

600 Bikram Dr

### Jones Park

405 School Days Ln

### Jefferson L. Sugg Farm

2401 Grigsby Ave



---

## *Definitions*

Volunteer Supervisor – HSPR staff that is onsite during a volunteer opportunity. This staff member could be either a part-time or full-time employee.

Volunteer Coordinator – one HSPR staff member at each facility will be designated as a Volunteer Coordinator and is responsible for scheduling ViPs for that facility's volunteer opportunities and recording each volunteer's completed hours. This staff member is usually a full-time employee.

Volunteer Administrator – HSPR staff member that is responsible for administering the ViP Program for Parks & Recreation. The Volunteer Administrator will be responsible for coordinating department activities such as recruitment, application processing, onboarding and orientation, scheduling and communication, hours tracking/reporting, recognition and evaluation, and dismissal/termination.

---

*Volunteer Program Hierarchy*

