



THE GROVE
AT FRISCO COMMONS

Volunteer
Handbook

Welcome

The Grove at Frisco Commons is privileged to have volunteers' partner with the staff to provide the highest level of customer service. The time, skills, and talents of the volunteers are a great asset to the Center. The Grove is enhanced by the contribution and support of volunteers.

Volunteer Mission Statement

Guiding Principles for Parks and Recreation:

Mission: Leading Frisco by creating a sense of well-being through play.

Vision: Play will become essential in the lives of Frisco residents regardless of age or ability.

The National Recreation and Park Association Three Pillars: Health & Wellness, Social Equity, Conservation

Senior Center Mission: Enriching, empowering, enhancing, and valuing the lives of the City's seniors age 50 and older through a variety of quality recreational programs, activities, trips, and educational opportunity.

As volunteers, your mission is: Enhancing the experience of patrons through exceptional customer service.

Volunteers play a very important role at The Grove at Frisco Commons by helping us provide high quality, cost effective programs to the City of Frisco and surrounding communities. They do this in several ways:

- Volunteers compliment the services provided by our staff.
- Volunteers provide skills and support in a variety of areas which contribute to member's overall satisfaction while attending the center.
- Volunteers positively promote The Grove at Frisco Commons, informing the community about the services and activities that the facility offers.
- Volunteers and staff collaborate to support the mission and values of The Grove at Frisco Commons and the City of Frisco.
- The number of annual volunteer hours performed at The Grove is included in our annual budget, reflecting community involvement and cost savings provided by our valued volunteers.

Volunteer Policies and Procedures

The Grove Member's Handbook

All volunteers must read, enforce and abide by the policies presented in The Grove Member Handbook.

Absenteeism and Substitution

If a volunteer must be absent, please contact the Volunteer Coordinator, McKenna Sears, at least 24 hours in advance so that the scheduled spot can be filled.

Acknowledgement Statement

After reviewing the policy and procedures, volunteers are required to sign the acknowledgement statement. By signing this form, the volunteer acknowledges having read and understood the policies and agrees to follow them.

Registration

Volunteers are required to complete the online application at www.myvolunteerpage.com to officially apply to the volunteer program. The application website will list the areas in which the volunteer can serve at The Grove at Frisco Commons. Applicants must be at least 18 years old to volunteer at the center.

Background Checks

The City of Frisco and The Grove at Frisco Commons are committed to providing a safe environment for all staff, patrons and volunteers. To ensure a safe environment, volunteers are required to complete a background check as part of the volunteer application. You may be asked to do so annually.

Confidentiality

Volunteers are responsible for maintaining the confidentiality of all privileged information to which they are exposed to while volunteering (Ex. Phone numbers, addresses, illnesses, etc.) Volunteers will be given the confidentiality policy. After reviewing, volunteers are required to sign the form stating that they acknowledge having read and understand the policy and agrees to abide by it.

Harassment

The City of Frisco has a strict policy prohibiting employee/volunteer/patron harassment. Any form of harassment or discrimination based on gender, sexual, racial, ethnic, disability, age or religion toward the employees, volunteers or patrons will not be tolerated. A person found to be in violation of this policy may be asked to step down as a volunteer.

Safety and Security

Safety and security for all patrons, volunteers and staff is a top priority for the City of Frisco and The Grove at Frisco Commons. If there are any concerns regarding safety or security issues,

please contact staff immediately. In case of an emergency, please contact the most immediate staff member to initiate emergency response procedures. It is not the responsibility of the volunteer to perform First Aid or CPR while at The Grove.

Attire and Badges

Volunteers are asked to dress appropriately (No low-cut tops, shorts, etc.) Volunteer name badges will be handed out and must be worn during scheduled shifts.

Office Equipment and Phone Calls

Office equipment is intended for official center use only. Volunteers are permitted the use of the telephone in the lobby for local calls or can use their cell phones to place calls in the back office.

Tracking Hours/Sign in Sheets

Volunteers will log their hours online at www.myvolunteerpage.com. There will also be a sign in sheet at the front desk that staff will keep as record to verify logged hours. It is the responsibility of the volunteer to keep accurate record of their hours online. Hours are recorded for multiple reasons including the following:

- It allows The Grove at Frisco Commons to recognize the valuable contributions and services of each volunteer at the annual recognition event.
- Hours are calculated and provided to the City of Frisco so that outstanding efforts of volunteers to The Grove and community can be recognized.
- The numbers of hours recorded annually is a performance measure included in our annual budget.

Review, Evaluation and Dismissal

The success of the volunteer program requires a comprehensive assessment. Each volunteer is encouraged to review and evaluate The Grove at Frisco Commons Volunteer Program. A formal process will be in place for volunteers to provide input. Additionally, each volunteer will be evaluated by the Volunteer Coordinator and provided with feedback. In the event of any conflict or complaint of a volunteer, The Grove at Frisco Commons reserves the right to intervene and request information from all parties to fairly assess the matter and to render a decision. The Grove at Frisco Commons may dismiss any volunteer that does not meet the requirements of the volunteer program or whose actions are deemed inappropriate.

Resignation

When a volunteer needs to resign from serving at The Grove at Frisco Commons, please communicate with the Volunteer Coordinator formally through a letter or meeting.

Orientation, Training and Development

Volunteers will go through an informational meeting and receive a packet for their review. Orientation and training will be available for new volunteers on their first day. An All-Volunteer meeting will be held once per quarter. Each volunteer area will have trainings or meetings as

needed. Mandatory training such as a Food Handler’s Certificate will be required for volunteers who help in the kitchen.

Staff Integration

A successful volunteer program requires that the staff and volunteers join as a team to implement the mission and goals of The Grove at Frisco Commons. If there is conflict between staff and a volunteer, please discuss the issue with the Volunteer Coordinator and Supervisor, Leslie Rainey.

Volunteer Coordinator

The Volunteer Coordinator, McKenna Sears, is the designated staff member who is responsible for the coordination and oversight of the Volunteer Program at The Grove at Frisco Commons. She can be contacted via email at msears@friscotexas.gov or by phone at 972-292-6553.

The Grove at Frisco Commons Staff

The Grove at Frisco Commons Main Line
972-292-6555

Leslie Rainey, The Grove Supervisor
972-292-6550

Grace Bradshaw, Senior Adult Programmer
972-292-6556

Christi Freitas, Senior Adult Programmer
972-292-6554

McKenna Sears, Senior Recreation Leader
972-292-6553

Diana Taylor, Senior Recreation Leader
972-292-6552

Volunteer Opportunities and Duties

Kitchen Committee

Responsibilities: Assist staff with food preparations, cleaning, stocking, and serving of food as needed.

Qualifications: Ability to stand for 1-2 hours, bending or reaching for supplies, must pass Food Handlers Certification (paid for by City of Frisco).

Photographer

Responsibilities: Take photographs of special events, programs and activities around the center and submits to staff for display on the website and monthly newsletter.

Qualifications: Interest and skill in photography.

Game Assistance

Responsibilities: Helps to retrieve the ball so that members are not having to get up and down out of their chairs constantly, helps move practice along at a steady pace. Aides as a line judge and assists with keeping score.

Qualifications: Must be able to bend and reach to retrieve the inflatable volleyball.

Language Ambassadors

Responsibilities: To provide better communication between staff and patrons when a language barrier may exist. Translate important information to/from members and or staff as needed.

Qualifications: Ability to speak, read and write both English and a foreign language. Provide a listing of all languages spoken and times available to help.

Special Event & Check In

Responsibilities: Assist staff with specific duties during special events at The Grove at Frisco Commons. Check in members and put on wristbands. During the event, cut off wristbands and hand out plates/napkins. Help members who may not be able carry their own plate or drink. Assist with table and decoration take down and clean up after event.

Qualifications: Work independently and/or as a team.

Front Desk Assistance

Responsibilities: Assist staff in answering the phones during peak hours along with providing information about the center and activities to members and visitors. Check the day's activity calendar for where programs occur and when. Greet callers, route calls, and answer questions on activities/programs offered at the center. Welcome members and acknowledge guests as they leave. Make coffee as needed. Give tours of the center to new or visiting clients.

Qualifications: Customer focused, warm and friendly personality, good communication skills. Must be able to interact with members and guests and operate phones and office equipment such as copier/fax machine.

Food Collections

Responsibilities: Pick up donated food from local retailers Monday through Friday and deliver to The Grove at Frisco Commons. Food is brought back into the kitchen for distribution to the hallway shelves and the galley for member's consumption. All items are to be delivered to The Grove.

Qualifications: Volunteers must have their own mode of transportation and be willing to transport the food items in their car each week. Ability to lift, load, and unload items in/out of one's vehicle.

Germ Busters

Responsibilities: Help keep The Grove germ free. Wipe down/sanitize assigned areas weekly. Areas include: Kitchen, Game Room, Craft Room, Exercise Room, etc.

Qualifications: Must be able to bend, twist and reach for cleaning purposes.

Sunshine Club – The Grove at Frisco Commons Members ONLY

Responsibilities: Provide interaction or encouragement to members during times of absence, illness, tragedy, and celebrations. Call, visit, or send cards to members that experience long term absences, tragedy and illness.

Qualifications: Comfortable calling members, friendly, keep a log of calls/cards/visits, ability to drive for visits.

Recognition

National Volunteer Week

Each year there is designated week in April to recognize volunteers nationally. During that week the center hosts a luncheon/dinner in their honor. Invitations are sent out approximately three weeks prior to the luncheon. There is also a City-Wide Volunteer Recognition dinner.

Quarterly Meetings

During our quarterly meetings, staff may recognize outstanding service or BIG PLAYS by volunteers. Other announcements or awards may also be given out at this time.

Acknowledgement Statement

I acknowledge that I have read and understood The Grove at Frisco Commons Volunteer Policies and Procedures packet. As a volunteer, I will use these guidelines to serve at The Grove at Frisco Commons.

Print Name

Signature

Date

Volunteer Confidentiality Agreement

I understand and agree that in the performance of my duties as a volunteer at The Grove at Frisco Commons, I must respect the confidentiality of all members, guests and staff. This includes all observations I may make and/or hear spoken of.

I understand I am not to disclose to others any personal identifying information of members, guests and staff such as, but not limited to, addresses, phone numbers, birthdates, etc.

I understand that intentional or involuntary violation of confidentiality may result in the termination of my privilege as a volunteer at The Grove at Frisco Commons.

Print Name

Signature

Date