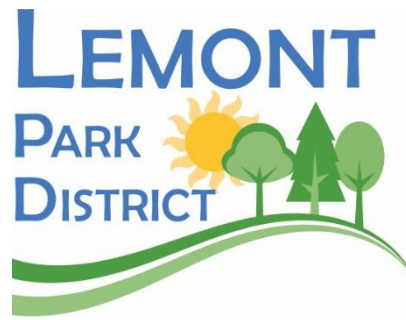
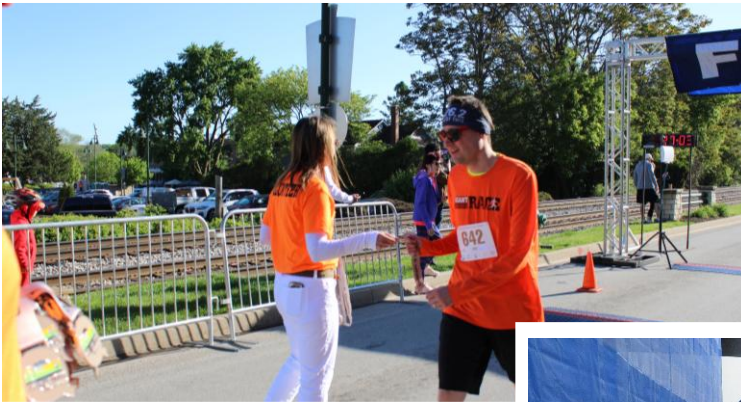




Volunteer Handbook





Lemont Park District Volunteer Handbook

Version Number: 1.0

Effective Date: April 1, 2026

Prepared By: Christine Aguirre, Director of Risk and Personnel

Approved By: Christine Aguirre, Director of Risk and Personnel

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Revision History:

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1. Purpose

The Lemont Park District Board of Commissioners recognizes the important role that Volunteers play in District events and programs. The Park District can schedule a greater volume of programs to better serve the community with the help of Volunteers. These compassionate individuals provide a link with the community and utilize his or her skills to help meet the needs of the public. Volunteers also display immeasurable amounts of energy and effort working several hours solely to benefit Lemont Park District programs and in turn enhancing the lives of many individuals.

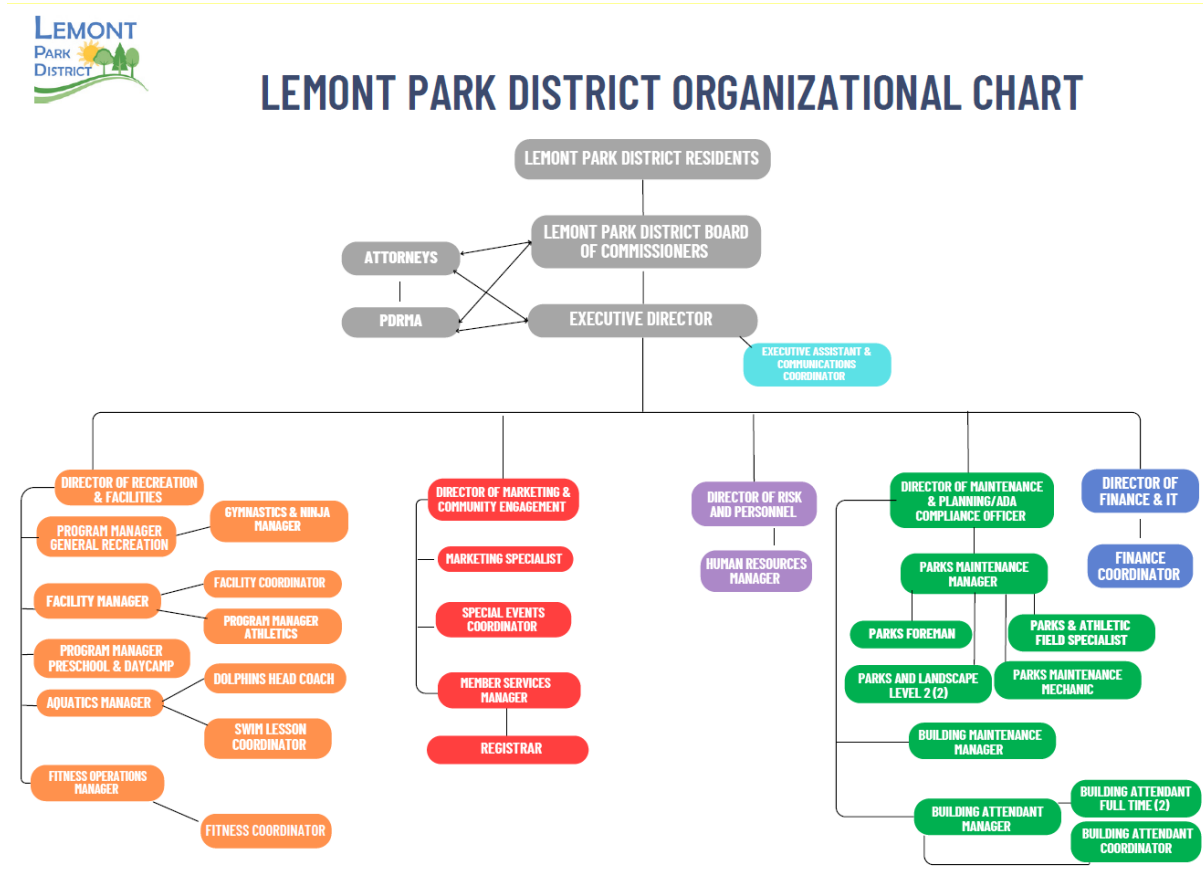
Therefore, it is the policy of the Lemont Park District to recruit, train, supervise and recognize Volunteers on an ongoing basis for the betterment of the Park District community.

2. Scope of This Volunteer Handbook

This Volunteer Policy Manual applies to all individuals who volunteer with the organization and to staff responsible for supervising volunteers. It governs the recruitment, engagement, supervision, conduct, and recognition of volunteers participating in programs, services, events, and activities conducted on behalf of the organization. The manual establishes guidelines to ensure a safe, respectful, and effective volunteer environment while supporting the mission and values of the organization. These policies apply to all volunteer activities carried out on-site or off-site under the organization's authority. This manual does not constitute an employment contract, and volunteers are not considered employees of the organization.

3. Volunteer Contacts

3.1 Lemont Park District Organization Chart



3.2 Volunteer Staff Contacts

Below is a list of staff who directly work with Volunteers:

Lisa Dian, HR Manager – Volunteer Applications and Background Checks

- ldian@lemontparks.org

Luke Wiseman, Athletic Supervisor – Basketball and Soccer League Coaches

- lwiseman@lemontparks.org

Mike Forsythe, Dolphins Head Swim Coach – Dolphins Swim Team

- dolphins@lemontparks.org

Kathy Cliff, Special Event Coordinator – Special Events

- kcliff@lemontparks.org

Jason Smith, Building Attendant Manager

- jsmith@lemontparks.org

4. Types of Volunteers

The Lemont Park District utilizes 3 types of volunteers:

- **Volunteer Coaches/Parents:** These volunteers typically coach or assist with the games/meets, practices and events related to youth sports leagues and programs such as soccer, basketball, flag football and swim team.
 - **Examples:**
 - Parent Coach or Assistant Coach
 - Scorekeeper/Timer
 - Snacks/Concessions
 - Game/Meet Logistics
- **Special Event Help:** These volunteers typically help for the District's special events and races.
 - **Examples:**
 - Quarryman 10 mile/5k Race
 - Frigid 5k
 - Indoor Triathlon
 - Daughter Date Night
 - Merry and Bright PJ Night
- **Court-ordered Community Service:** These volunteers typically work with our Building Attendant staff to complete court-ordered volunteer time.

5. Volunteer Recruitment and Application Process

5.1 Volunteer Age and Ability Requirements

All Lemont Park District volunteers should be ages 18 years of age or older. Volunteers ages 14 to 17 may apply but will have limitations in what they are able to do and therefore the hours available may be limited and must follow all Illinois State Child Labor Laws. Ability to lift and/or move up to 50 lbs. with assistance.

5.2 Volunteer Recruitment

Please see Appendix A: Lemont Park District Administrative Policy 3-1 Volunteer Policy for details.

5.3 Volunteer Application Process

Most volunteers will have to complete an application. Please see below for the requirements for the specific types of volunteers.

Volunteer Coaches/Parents: are required to fill out a volunteer application annually. Appendix B is the volunteer application

Special Event Help: May be asked to complete a volunteer application if they are volunteers for extensive periods of time.

Court-ordered Community Service: is required for all court-ordered volunteers. Appendix C is the Court Ordered Volunteer Application.

6. Volunteer Roles and Responsibilities

Volunteers play an important role in supporting parks and recreation programs, events, and services. Volunteers are expected to perform assigned tasks to the best of their ability and follow the guidelines established by the department.

Volunteer responsibilities include arriving on time for scheduled assignments, communicating with staff if they are unable to attend, and completing tasks as directed by their supervisor. Volunteers should maintain a positive attitude, treat participants and fellow volunteers with respect, and help create a safe, welcoming, and family-friendly environment for all visitors.

Volunteers are also expected to follow all department policies and safety procedures, wear appropriate attire for their assignment, and represent the Parks and Recreation Department in a professional manner while serving the community.

5. Volunteer Expectations

5.1 Communication Methods

Typical communication methods include email, group text, and apps such as Group Me. In emergencies or when deemed necessary and appropriate, the volunteer staff contact will call or text a volunteer directly.

Volunteers are expected to respond to the volunteer staff contact communications promptly, typically within 24 hours during business days.

5.2 Scheduling Process

Each type of volunteer handles this slightly differently. Please see your volunteer application or contact your volunteer staff contact for more information.

5.3 Cancellation Policy

Volunteers who are unable to fulfill a scheduled shift or assignment must notify the Parks and Recreation Department as soon as possible, preferably at least 24 hours in advance of the scheduled activity. Notification should be made directly to the designated staff supervisor or volunteer coordinator by email, phone, or the department's scheduling system. In cases of emergency or illness, volunteers should notify staff as soon as reasonably possible so that alternative arrangements can be made. Repeated cancellations without adequate notice may result in reassignment or removal from volunteer opportunities.

5.4 What to Wear

Volunteer Coaches/Parents: You can't go wrong with athletic wear that is suitable for a family-friendly setting and appropriate for the weather or environment.

- Sports Leagues: some volunteer coaches may be issued a coach t-shirt.
- Dolphins Swim Team: parents generally wear Dolphins logoed gear. Please wear slip-resistant footwear when working positions on the pool deck.

Special Event Help: You will receive directions on what to wear depending on the event. Some races volunteers are issued a t-shirt. Some events require dress wear.

Court-ordered Community Service: please see Appendix C.

6. Department Policies

Please see your volunteer application for specific guidelines. The Lemont Park District Administrative Manual 3-1 Volunteer Policy also is a resource of information.

6.1 Volunteer Tracking

All volunteers must submit their volunteer hours for tracking purposes. Please use the link below to fill out the tracking form. Depending on your frequency of volunteering, you may fill out the form every time your volunteer or at the end of a season. It is important for the District to compile this information and helps us plan better for the future. We thank you in advance for submitting your hours.

[Lemont Park District Volunteer Tracking – Fill out form](#)



6.2 Volunteer Training

Volunteer training will be dependent on the type of volunteer and the position the person is volunteering for. Please see Lemont Park District Administrative Policy 3-1 Volunteer Policy for more information.

All volunteers will receive safety and emergency training appropriate for their position and location.

6.3 Volunteer Recognition

Please see Lemont Park District Administrative Policy 3-1 Volunteer Policy for more information.

6.4 Volunteer Background Checks

This is the link to fill out a Volunteer Background Check:

<https://app.ncsisafe.com/lemont-park-district/volunteers>

You may not start volunteering until you hear back from a park district representative that your background has cleared.

Please see Lemont Park District Administrative Policy 3-1 Volunteer Policy for more information.

6.5 Volunteer Insurance Coverage Information

The Park District Risk Management Agency (PDRMA) is an intergovernmental membership organization that provides for insurance and risk management best practices for the Lemont Park District. The Lemont Park District carries limited medical accident coverage for its Volunteers. Therefore, it is strongly urged that all Volunteers review their own health insurance policy for coverage.

7. Review and Revision Process

This Volunteer Handbook will be reviewed and updated annually. Please speak with your volunteer coordinator for any recommended updates or suggestions.



8. ACKNOWLEDGEMENT

LEMONT PARK DISTRICT VOLUNTEER HANDBOOK

I acknowledge having received and read a copy of the Lemont Park District Volunteer Handbook, and I agree to become familiar with its contents. I further understand that I will contact my volunteer coordinator if I have any questions or do not understand the contents of any part of this manual. I understand that the manual may have to be changed from time to time, and updates will be available. I further understand that violating any policy within this handbook or any other Park District policy, rule or guideline may subject me to disciplinary action up to and including dismissal.

Please sign and date this acknowledgment; it will be saved in the volunteer files.

Name

Signature

Date

Volunteer Position