

Metroparks Mission

The mission of Metroparks Toledo is to conserve the region's natural resources by creating, developing, improving, protecting, and promoting clean, safe, and natural parks and open spaces for the benefit, enjoyment, education, and general welfare of the public.

Metroparks Vision

Metroparks Toledo will be, in its culture and community engagements, the beacon for conservation of natural resources; diversity, equity, and inclusion; and the activation and promotion of spaces that enhance physical and mental health. The communal pursuit of these aspirations will elevate our region and transform its identity.

We Couldn't Do It Without You.

Welcome to Metroparks Toledo and thank you for volunteering in your community.

Whatever your interest, whatever amount of time you may have to devote, there is a place for you as a Metroparks volunteer.

As a volunteer, you'll play an indelible role in the quality and continuous improvement of Metroparks across the area. The commitment you will be expected to make can vary depending on your chosen area. Some positions require a regular schedule, others are flexible, even seasonal. No previous experience is needed. We provide all volunteer training sessions as necessary.

Whether you volunteer at a special event, help manage our natural resources, patrol our trails, or participate in the myriad of other volunteer opportunities at Metroparks, we appreciate your gift of time and talent. We hope that you enjoy participating in the meaningful volunteer opportunities offered at Metroparks.

THANK YOU!

We hope you enjoy the benefits of volunteering at Metroparks which include:

- ▶ *Making an impact in your community and natural environment*
- ▶ *Meeting other great volunteers and friendly staff members*
- ▶ *Being invited to volunteer recognition events*
- ▶ *Being invited to special trainings and events*

Thank you for donating your time and talents to make Metroparks a place that our community will enjoy for this and future generations.

You make a difference!

For an in depth look at all Metroparks has to offer visit MetroparksToledo.com

STAY CONNECTED

-  [Facebook.com/MetroparksToledo](https://www.facebook.com/MetroparksToledo)
-  [Facebook.com/volunteeratmetroparks](https://www.facebook.com/volunteeratmetroparks)
-  [Twitter.com/mymetroparks](https://twitter.com/mymetroparks)



METROPARKS TOLEDO VOLUNTEER HANDBOOK

Metroparks began in 1928, with little land and little funding but we now represent over 12,000 acres of natural and recreational space across Lucas County. We are primarily funded through levy dollars; but through support from donors, members, sponsors and volunteers like you we are able to do more than ever before. From our Board of Park Commissioners to our Volunteer Trail Patrol to our Trail Stewards, Metroparks has opportunities for everyone and we are excited to have you join us.



**METROPARKS
TOLEDO**

GENERAL PROCEDURES AND GUIDELINES

Some procedures listed here may be summaries of more extensive procedures, rules, or guidelines. Your supervisor will provide information about the procedures and expectations for your volunteer assignment. If you have any questions please ask a member of the Volunteer Services Department. All volunteers are required to have a signed liability waiver or completed volunteer application prior to the volunteer activity.

AGE REQUIREMENT

Age requirements for volunteers are established for each volunteer assignment. Due to the nature of Metroparks programs the majority of the volunteer assignments require participants to 12 or older. Generally volunteers age 16 and under must be accompanied by a responsible adult during their volunteer service. Volunteer Services does have a youth volunteer waiver for select programs that will allow volunteer 12 and older to volunteer without adult accompaniment. Volunteer Services will also accept younger volunteers on a case by case basis.

REPORTING VOLUNTEER HOURS

Reporting volunteer hours is very important. Volunteer hours are an indication of community engagement and support as well as play a major part in budgeting, grant applications, and award nominations. Your Volunteer Coordinator will show you the best procedure for reporting hours for your volunteer assignment.

Travel time to and from your volunteer assignment is not considered part of your volunteer time unless travel is actually part of your volunteer role.

VOLUNTEER UNIFORMS

Some volunteer assignments require a uniform which will be provided. Please return the uniform at the conclusion of your volunteer assignment. All volunteers will receive a volunteer shirt each year.

CONFIDENTIALITY

During the course of your volunteer assignment, you may encounter information of a sensitive or confidential nature. Information must be kept confidential and should not be repeated. If you have any questions regarding potentially confidential information please check with you Volunteer Coordinator. Volunteers who work includes handling confidential information must sign a confidentiality agreement.

Volunteer and staff addresses, phone numbers, and other personal information are for park district use only and are to be kept confidential.

BACKGROUND CHECK AND YOUTH SAFETY

Volunteers applying for an assignment that involves potential contact with children or at-risk population,

regular contact with the public, and other forward facing programs in an unsupervised setting will be required to undergo a criminal history background. The Metroparks Youth Activity Safety Guidelines contains additional information on working with youth and youth volunteers.

SAFETY: ACCIDENT AND INJURY REPORTS

Metroparks is committed to providing a safe place for its employees and volunteers, with in the limitations imposed by the natural landscape and surroundings. Volunteers will perform their assignments in a safe manner and provide a safe environment for park visitors, volunteers, and staff.

In all cases of injury or acute illness involving a volunteer, regardless of how insignificant the injury may appear, a park ranger should be immediately notified. In the event of a serious injury, call 911 and the 911 operator will dispatch emergency vehicles and a park ranger to the scene.

VEHICLE AND EQUIPMENT USE

A valid driver's license is required if a volunteer assignment includes the operation of a Metroparks vehicles such as gators, golf carts, and tractors or the use of a volunteer's personal vehicle if it is being operated in any park for the purpose of the assignment. Additional documentation will be completed prior to operating a vehicle as part of a volunteer assignment.

Volunteers may use the Metroparks electronic information systems with permission of their staff supervisor and after the computer access procedures have been completed.

Volunteers may be permitted to apply herbicide, operate power tools, and other specialty equipment such as string trimmers and mowers with additional staff supervised training and documentation regardless of prior experience or skill with these things.

MEDICAL INSURANCE COVERAGE

All registered volunteers are covered by medical insurance, secondary to their own insurance, which covers medical expenses due to any injury incurred while volunteering for Metroparks.

VOLUNTEER BEHAVIOR

It is expected that every volunteer will act in a manner that safeguards the reputation and integrity of Metroparks and will preserve and strengthen public confidence in Metroparks activities

DIVERSITY, EQUITY, AND INCLUSION

At Metroparks, we embrace diversity and equality in a serious way. We are committed to building a team of volunteers who will help us serve our community from a variety of backgrounds, skills and views. The more inclusive we are, the better our work will be. Creating a culture of Equality isn't just the right thing to do, it's also the smart thing – it's the Metroparks Way.

DRUGS AND ALCOHOL, FIREARMS, TOBACCO

Use, distribution, or possession of alcohol, drugs or controlled substances during volunteer hours or reporting to a volunteer assignment under the influence of alcohol, drugs or controlled substances is prohibited. Exceptions may be made during special events sponsored by Metroparks where approved alcoholic beverages are served. Volunteers undergoing prescribed medical treatment with legal drug or controlled substances that might impair behavior or work performance should report this to their Coordinator.

Volunteers are restricted from bringing firearms onto Metroparks property. Exceptions for educational or display purposes require the approval of the division director.

Use of tobacco products, including e-cigarettes and similar vaping devices, are not permitted in park vehicles, on other equipment, or on park district property while the volunteer is in the park for volunteer activities.

WORKPLACE VIOLENCE AND HARASSMENT

Behavior that is violent, threatening, or intimidating will not be tolerated; conduct that causes harm or threatens the safety or the "perceived" safety of an employee, volunteer, vendor or visitor is strictly prohibited and should be reported immediately.

Conduct creating an intimidating, hostile or offensive working environment, including sexual harassment, will not be tolerated and volunteers violating this practice will be subject to disciplinary action up to and including discharge. Any concerns of this nature should be immediately reported to the Volunteer Services Department.

Metroparks accepts the service of all volunteers with the understanding that such service is at the sole discretion of the park district. Metroparks may at any time, for any reason, decide to terminate the volunteer relationship with the park district.