



# LAGUNA NIGUEL PARKS & RECREATION VOLUNTEER HANDBOOK

**PARKS AND RECREATION DEPARTMENT  
29751 CROWN VALLEY PARKWAY  
LAGUNA NIGUEL, CA 92677  
WEBSITE: [CITYOFLAGUNANIGUEL.ORG](http://CITYOFLAGUNANIGUEL.ORG)**

**CONTACT:  
DANIELLE BORENSTEIN, RECREATION SUPERVISOR  
PHONE: 949.425.5147  
EMAIL: [DBORENSTEIN@CITYOFLAGUNANIGUEL.ORG](mailto:DBORENSTEIN@CITYOFLAGUNANIGUEL.ORG)**

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# WELCOME

Dear Prospective Volunteer:

Thank you for your interest in volunteering for City of Laguna Niguel Parks and Recreation! You and many other volunteers are integral to the success of City of Laguna Niguel programs, projects, and special events. You have the power to improve the quality of life in our community through your volunteer service.

The Parks and Recreation Department has established program policies and procedures that protect volunteers, community residents, and the City of Laguna Niguel. Depending upon the type of assignment you undertake, the procedures may include fingerprinting and background checks, and liability waivers. We will make you aware of any such requirements at the time of your initial interview.

Thank you for your willingness to serve our community. We look forward to you joining the volunteer program.

Sincerely,

City of Laguna Niguel Parks and Recreation



# PURPOSE OF VOLUNTEERING

## WHY VOLUNTEER FOR THE CITY OF LAGUNA NIGUEL?

- Community engagement
- Meet people in the community
- Gain valuable work experience
- Share work experience in a volunteer setting
- Help others in need
- Earn Community Service
- Be involved in a seasonal community special event
- Work with community members for a common goal

## VOLUNTEER QUALIFICATIONS

- Must be at least 13 years old
- Have a valid email address that is checked frequently
- Be able to interact with staff, volunteers, members, and guests
- Not volunteer for court-mandated reasons

## BECOMING A VOLUNTEER

1. Go to City of Laguna Niguel website:  
[www.cityoflagunaniguel.org/volunteeropportunities](http://www.cityoflagunaniguel.org/volunteeropportunities)
2. Sign up by Click current opportunity link
3. Submit wavier
4. The Volunteer Supervisor will contact you, if Live Scan needs to be completed.



# DEPARTMENT MISSION STATEMENT

## OUR MISSION

The mission of the Laguna Niguel Parks & Recreation Department is dedicated to promoting the social, physical, and emotional well-being of all residents by providing exciting, diverse, captivation, and inclusive recreational and cultural programming.

## OUR VISION

The Laguna Niguel Parks & Recreation Department is dedicated providing creative, unique, and innovative programs to the community in an ethical and customer focused manner.

## OUR VALUES

Integrity, Positive, Accountable, Dedicated, Reliable, Compassionate



# CITY LOCATIONS

## **Crown Valley Community Center**

29751 Crown Valley Parkway  
Laguna Niguel, CA 92677  
(949) 425-5100



## **Sea Country Senior and Community Center**

24602 Aliso Creek Road  
Laguna Niguel, CA 92677  
(949) 425-5151



## **Skatepark**

27745 Alicia Parkway  
Laguna Niguel, CA 92677  
(949) 916-7755



## **City Hall**

30111 Crown Valley Parkway  
Laguna Niguel, CA 92677  
(949) 362-4340



# CITY SPECIAL EVENT VOLUNTEER OPPORTUNITIES

## YEAR ROUND SPECIAL EVENTS & PROGRAMS

BUNNY BONANZA----MARCH/APRIL

EARTH DAY CELEBRATION----APRIL

SEA COUNTRY FESTIVAL----AUGUST

HAUNTED TRAILS----OCTOBER

HOLIDAY PARADE----DECEMBER



# VOLUNTEER POLICIES AND PROCEDURES

## CUSTOMER SERVICE STANDARDS

Volunteers are expected to provide a high-level of customer service to the community in accordance with the City of Laguna Niguel's mission statement.

## OUR VISION FOR EXCEPTIONAL SERVICE

Laguna Niguel Parks & Recreation Department is committed to treating our customers with respect, providing a welcoming environment, and exceeding the customers' expectations. As volunteers, your objective is to facilitate our customers' satisfaction; and we accomplish this by providing exceptional service on all levels of our organization. Overall success is achieved by demonstrating active listening skills and providing efficient solutions that meet the needs of both our organization and our community.

The Parks & Recreation Department has developed a set of Customer Service Standards that will assist you as a volunteer in understanding how you play an important role in delivering each of the standards and benchmarks outlined in the plan.

Goals of the Parks and Recreation Department's Standards:

1. Creating a consistent delivery of customer satisfaction.
2. Creating a tool to measure our delivery of service.
3. Defining our standards of service that all volunteers can be held accountable to.
4. Progress from customer service to customer satisfaction to customer loyalty.

## STANDARDS AND BENCHMARKS

### GENERAL INTERACTIONS

- Customers will always feel welcomed by volunteers at every touch point in our department.
- All customers will be greeted upon entry into any of the facilities.
- Volunteers will introduce themselves by name when speaking with customers.
- All communication by volunteers will be prompt, courteous, and professional. This includes in-person, by phone, email or other written communication.
- Use words, body language, actions and tone of voice that demonstrates cooperation.
- Listen actively for customer needs, issues, and concerns without interrupting.

- Communication with customers will be clear without using any jargon, acronyms, or abbreviations with which a customer would be unfamiliar.
- Use words, actions and tone of body that demonstrates respect for and sensitivity to cultural backgrounds.
- Ensure that services and information are accessible to customers with physical and developmental disabilities.
- If language is a barrier seek help for translation.

## TEAMWORK

- Involve customers and other relevant staff members, whenever possible, in the process of identifying options and implementing solutions.
- Keep customers and other staff members informed about any progress or changes that may occur (e.g., projects, programs, classes, procedures, etc.).
- Ask for, accept, and act upon constructive feedback from co-workers.

## LIABILITY

- Negligence is the failure to exercise the care that circumstances justly demand. Negligence implies an inattention to one's duties.
- As a city volunteer, if you are found negligent in the performance of your duty, you can be held personally liable for your negligence.
- You must take every reasonable precaution to ensure the safety of the public and participants in our programs. Your duty is the safety of the participants under your supervision and care.
- If you are unclear on your duties or any policy or procedure, do not hesitate to contact your supervisor for clarification or further information.



# VOLUNTEER GUIDELINES

## EQUAL OPPORTUNITY EMPLOYER

The City of Laguna Niguel provides equal employment opportunity to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or status as a Vietnam-era or special disabled veteran in accordance with applicable federal laws. In addition, the city complies with applicable state and local laws governing nondiscrimination in employment in every location in which the city has facilities. These same terms apply to volunteers.

## AGE REQUIREMENTS

The minimum age for volunteering is 13 years of age.

## DRESS CODE

The City of Laguna Niguel is committed to upholding a positive and professional image while delivering exceptional services to the public. Volunteers should wear appropriate clothing for the activity in which they are volunteering.

**Trousers:** – Khaki, tan, or dark colored pants or jeans are recommended. If the weather is hot, then shorts may be worn, depending on the area volunteering. Trousers or jeans should be in professional and maintained condition.

**Shirts:** – Solid colored shirts are recommended. For special events, often a volunteer shirt is issued, and should be put on immediately. Shirts that show the midriff are not permitted.

**Footwear:** – Closed-toe shoes, boots, or tennis shoes, with strong support are highly recommended. Flip flops are not permitted.

**Grooming:** – Volunteers are expected to maintain proper hygiene and grooming.



## CHECKING IN AND CHECKING OUT

- Volunteer will check in at volunteer location, preferably 10 minutes prior to start of shift.
- Volunteer will submit requested release form, which has been signed by their parent or guardian if they are under 18 years of age.
- Volunteers should follow procedures for check out, requesting community service forms prior to leaving their volunteer duty station.

## STORAGE OF PERSONAL ITEMS

The city requests that volunteers leave valuables at home or locked securely in their car/trunk. Personal storage is not available at city facilities.

## PERSONAL USE OF PHONE

The city of Laguna Niguel requests that you refrain from using your personal cell phone while volunteering. Please do not take photos of participants, especially minors, while volunteering. Never post pictures of participants on your personal social media accounts.

## VOLUNTEER RECORDS

The city will collect information about volunteers during the application process. Volunteer information collected by the City of Laguna Niguel is confidential and will not be shared with and/or sold to other departments, persons, or institutions.

## TALENT RELEASE

By registering as a volunteer, the city has the right to capture, reproduce, edit, and distribute broadcast audio or visual media of the volunteer without payments of fees.

## SPEAKING TO THE MEDIA

The department director, and management are the only persons authorized to speak with the media. Volunteers will be alerted prior to the appearance of media. If volunteers are requested to appear on camera, the appearance will be pre-arranged, and the volunteer will be notified.



## **RULES OF CONDUCT**

The city expects its volunteers to work in a professional, safe, and courteous manner when interacting with the community and fellow volunteers. Volunteers are held to high standards while attending City of Laguna Niguel programs and events.

Volunteers may not commit any acts that constitute a violation of any of the rules, regulations, procedures, directives, orders, or policies, whether stated in this volunteer manual. Volunteers are responsible for their own conduct and are not to shift to others the burden or responsibility for executing or failing to execute a lawful order or duty.

## **GROUND FOR TERMINATION**

Volunteers are free to stop volunteering at any time for any reason, and the city reserves the right to terminate the service of a volunteer at any time for any reason.

## **UNBECOMING CONDUCT**

Volunteers are expected to conduct themselves, both on and off duty, in such a manner to reflect favorably on the City of Laguna Niguel. Unbecoming conduct is defined as any intentional act by the volunteer that impairs the operation and efficiency of the department or its employees, or wrongfully brings discredit to the City and Department. Unbecoming conduct is grounds for dismissal.

