
345.01 VOLUNTEER PROCEDURE

Associated Policy: 345 Participants and Volunteers	Date Introduced: October 16, 2020
Name of Responsible Division: Community Engagement and Strategic Partnerships	Date Approved: December 15, 2020
BCRP Executive Director: Reginald Moore	

DEFINITIONS

- **Volunteer** is a person who performs or gives services of their own free will. For the purposes of this procedure, a volunteer provides direct service on an ongoing basis.

PROCEDURE

Volunteers are viewed as a valuable resource at Baltimore City's Recreation and Parks ("BCRP") and shall be given meaningful assignments, treated as equal co-workers, and receive effective support. Volunteers shall operate according to the procedures below.

I. RECRUITMENT AND SELECTION PROCESS FOR VOLUNTEERS

- A. Volunteer Application.** Every volunteer must complete a volunteer application. Volunteer can access applications through BCRP's website or via email at bcrp.volunteers@baltimorecity.gov, where an electronic copy can be emailed to volunteers or delivered to the volunteer's nearest BCRP Recreation Center.

1. **Age.** BCRP volunteers shall be at minimum 14 years old. Volunteers working with children must be at least 16 years old. Volunteers under the age of 18 must be supervised by an adult.
2. **Non-Discrimination Policy.** In accordance with the City of Baltimore and BCRP, there shall be no discrimination or harassment in its programs, activities, or employment. Volunteers who need special requirements due to a disability shall contact their volunteer trainer or support person so BCRP can accommodate the volunteer's needs.
3. **Supplemental Materials.** Applicants shall submit one (1) personal reference and one (1) professional reference as a part of the volunteer application. BCRP reserves the right to check references before allowing volunteers to work in certain programs.

- B. Interview.** All volunteers shall go through an interview process with the Recreation Center or Program Director at the prospective volunteer location to receive the appropriate

information about the volunteer position, the Recreation Center or program, and to receive approval for the position. Upon approval, the Recreation Center or Program Director will sign the volunteer application.

C. Background Check and Fingerprinting. All volunteers shall go to the Ralph W. E. Jones Administration Building (3001 East Drive Baltimore, MD 21217) for a background check and fingerprinting. If there are any issues with the fingerprinting and background check, HR shall notify the Center or Program Director about the next steps.

1. Fingerprinting Proof Document. After completion of the fingerprinting process, the applicant shall receive a document of proof. This document must be taken back to the Recreation Center or Program Director prior to commencement of volunteer work.

II. ONBOARDING, VOLUNTEER SERVICE, AND OFF-BOARDING

A. Orientation. Volunteers shall receive orientation by the Recreation Center or Program Director. The orientation shall include information about BCRP and about the location's operations that would make the experience a success.

1. Volunteer Support. Volunteers will be assigned to work with a staff member who will provide support and supervision. The staff member will provide on-the-job training and serve as a direct link between the volunteer and the rest of the staff. The number of hours a volunteer works is based on their assignments.

B. Volunteer Schedule and Tracking. Each volunteer should create a schedule with their direct supervisor prior to beginning service. Volunteers are also responsible for submitting their volunteer service hours to their direct supervisor to be submitted to the Volunteer Office. Volunteers should sign in every day at the designated location and record their hours. A sign-in sheet shall be provided by the Center or Program Director.

C. Volunteer Recognition. Each year, BCRP shall host a volunteer recognition event where volunteers are recognized for their service at BCRP.

D. Volunteer Follow-Up. Volunteers serve at the discretion of BCRP and may leave at any time. Volunteers are asked to notify their supervisor two weeks before leaving when possible to ensure an efficient off-boarding process.