



Date: 12/31/2017 **Updated:** 06/30/2022 **Date To Be Reviewed:** Three Years – 12/31/2025

Title of Document: 4.7.1 LOPR_Volunteer Management Plan (Use of Volunteers)

This plan also covers the following PP&P sections: 4.7.2, 4.7.3, 4.7.4 and 4.7.5 with references to 4.7.5.A.

Philosophy

The City of Lake Oswego Parks & Recreation Department (LOPR) believes volunteers are imperative, valued partners in helping to achieve the mission of the Department. LOPR encourages and supports volunteers by providing fulfilling experiences that are of mutual benefit to the volunteers and to the Department. Also refer to 4.7 LOPR_Volunteer Program Policy.

Policies

Administrative policies exist to guide the structure of volunteer services with LOPR. The LOPR Parks Policies & Procedures Manual outlines policies that affect volunteers.

- 4.7 LOPR_Volunteer Program Policy
- 4.7.1 LOPR_Volunteer Management Plan (covers 4.7.1 – 4.7.5)
- 4.1.5 LOPR_Background Checks Policy
- 6.5.A LOPR_Code of Conduct - Volunteer
- 6.5.1 LOPR_Concussion Policy

Resources allocated to volunteer management and volunteer service support

Funds are allocated as part of the LOPR budget to support:

- Division personnel time to act as volunteer service coordinators
- A portion of community relations specialist time to support volunteer services.
- Database/volunteer information management
- Advertising for volunteer recruitment and recognition
- Screenings including criminal history background checks and driving history
- Infrastructure and training for volunteers
- Volunteer recognition & support



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4.7.1 – Use of Volunteers

LOPR could not sustain the volume of offerings and level of service provided without one-time and repeat volunteers. Depending on the need, volunteer service can be 1 hour to unlimited hours, daily, weekly, monthly, seasonally, or one and done. Volunteers are utilized in the following ways:

Adult Community Center Functions

<https://www.ci.oswego.or.us/acc/adult-community-center-volunteers>

Drivers, Event Support, Respite for Caregivers, Meal Servers, Instructors, Administrative, Tax Prep, Trip Escorts

Events Functions (LOFM, Concerts, Community Events)

<https://www.ci.oswego.or.us/parksrec/volunteer-community-events>

Lake Oswego Farmers' Market, Summer Concert Series, 4th of July Star Spangled Parade, Movies in the Park, Holiday Events

Luscher Farm Functions

<https://www.ci.oswego.or.us/parksrec/volunteer-opportunities-luscher-farm>

Work Parties for Garden Maintenance, School Field Trip Educator, Preschool and Parent Activities and Class Leads

Outdoor Activities Functions (LO Hikers)

Preview Upcoming Hikes or Rambles, Lead Hikers or Ramblers, Maintain LO Hikers Website

Parks Stewardship Opportunities

Restoration of Natural Areas, Remove Invasive Species, Plant Native Species

Teen Programs and Activities

<https://www.ci.oswego.or.us/parksrec/working-and-volunteering-lounge>

Earn volunteer credits toward graduation volunteering for activities such as supervising program participants, implement classes/clubs, host events, informal tutoring, and overall assistance in the Teen Lounge.

EXAMPLES OF VOLUNTEER ACTIVITIES (linked to CAPRA EOC documents for 4.7.1)

[4.7.1 E1 2022 Events Matrix of Volunteer Positions](#)

[4.7.1 E2 2022 Junior Camp Counselor \(JCC\) Duties](#)

[4.7.1 E3 2022 JCC Volunteer Opportunity Worksheet](#)

[4.7.1 E4 2022 Parks Stewardship Work Parties](#)

[4.7.1 E5 Teen Lounge Volunteer Daily Tasks](#)



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4.7.2 – Volunteer Recruitment, Selection, Orientation, Training, and Retention

A. Recruitment

Volunteers are recruited through a wide variety of methods including:

- Marketing tools such as the LOPR Activities Guide, websites, posters, PSA's, Facebook and other social media platforms
- Opportunities posted on the Volunteer page of the City and LOPR websites
- Recruitment of business volunteers by recreation and parks staff
- Community bulletin boards/posting sites including Volunteer Connect, College & High School student websites and program advisors, local service groups such as Rotary, Lions Club, honor societies, local church groups, business and community groups
- Any other resource possible.

Applications

Volunteer applications for potential volunteers are available on the LOPR volunteer website and can be completed, printed and submitted to the appropriate Division contact. Paper copies of the individual applications are also available upon request. Potential volunteers are also encouraged to visit the City of Lake Oswego website to determine opportunities to engage with other City departments.

LOPR Volunteer Webpage: <https://www.ci.oswego.or.us/parksrec/volunteer-parks-recreation>

City Volunteer Webpage: <https://www.ci.oswego.or.us/volunteer>



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PARKS & RECREATION

Volunteer

Welcome to the Lake Oswego volunteers page.

Title	Description	Department
Become A Volunteer at the Adult Community Center	The Lake Oswego Adult Community Center will re-open in winter, 2022 and relies on a consistent and established volunteer workforce to successfully operate the multitude of programs and services offered to the community. Shown here is a list of programs in which we partner with volunteers.	Adult Community Center
Boards & Commissions Vacancies	Are you interested in serving your community? Local DCL transportation, sustainability, or development topics your interests? Consider volunteering by becoming a member of one of our Boards & Commissions! All careers and walks of life are welcomed and encouraged to apply. Plus, watch our new recruitment video for a glimpse into what boards and commissions do for our City!	Boards & Commissions
Book Drop Pick Up	Patrons drop off their library materials at any of several drop boxes throughout the city. As a volunteer for the Book Drop program, you'll be driving to these drop boxes and collecting returned library materials.	Lake Oswego Public Library
Community Gardens & Adopt a Plot	Gardens connect people of all ages and backgrounds to the earth and to each other. They promote health and wellness, providing exercise and increasing access to nutritional healthy foods. Luscher Farm provides gardening opportunities for everyone in the form of two different programs- Community Gardens, and Adopt-a-Plot.	Luscher Farm
Delivering Books to the Booktique	The Booktique is a used bookstore at Mercantile Plaza operated by The Friends of the Library. Profits from the store are returned to the Library as grants. As a book delivery volunteer, you'll be transferring materials donated by the Library to the Booktique.	Lake Oswego Public Library
Farmers' Market Volunteering	Volunteering at the Lake Oswego Farmers' Market is a wonderful way to enrich the community, meet new friends and appreciate the complexity and intricate details of the Market.	Farmers' Market
Healthy Watersheds Car Wash Kit	The goal of this program is to reduce the water pollution risks associated with car wash fundraising events. As part of the program, the City has made available a free sump pump kit that prevents soap and used wash water from entering the storm sewer system.	Public Works
How Can I Help?	Whether you are a parent looking to pass on an old ping pong table or a local business looking to contribute to Lake Oswego youth, we need your help!	Parks and Recreation
Library Teen Advisory Board	Volunteer on the Library Teen Advisory Board and make a difference in your community. For students in grades 9-12.	Teens
Storm Drain Marking	The goal of the program is to help remind our community that anything that is poured down the storm drain or collected with rainfall ends up in our local rivers, streams and Oswego Lake.	Public Works
Volunteer Opportunities at Luscher Farm	Luscher Farm has opportunities for children, families and adults, including:	Parks and Recreation
Volunteer Sites	Links to volunteer sites in the City of Lake Oswego and the greater Portland Area.	Lake Oswego Public Library
Volunteer with Parks & Recreation	Get involved in Parks & Recreation!	Parks and Recreation
Volunteer with the Lake Oswego Public Library	Over 400 volunteers take part in making the library a thriving community center--contributing 9,800 hours just last year--and we're always looking for more help! Volunteers range in age from twelve to retired.	Lake Oswego Public Library

B. Selection

Screening/Risk Management

Criminal History Background Checks

LOPR conducts a criminal history background check on volunteers age 18 and over who will be interacting with program participants and/or working one-on-one with staff. These checks are processed annually. The date or outcome for the background check is noted in the volunteer's history in their file.

The information needed about the prospective volunteers is collected as part of the online volunteer application. Full name and date of birth (month/day/year) are used. Criminal history background checks are processed by City of Lake Oswego HR Department. Background checks are either processed individually or uploaded as a batch HR for processing. Results are returned to the submitter who evaluates any background check results against the standards used by LOPR, and will notify the program coordinator and/or contact the potential volunteer if there is concern or the candidate is not eligible to volunteer.

Driving Personal Vehicles

Some volunteer opportunities may require the volunteer to be able to operate their own vehicles. Volunteers who agree to drive as part of their responsibilities must follow the information outlined in *4.7.5.A LOPR_City Volunteer Waiver Release FORM* the volunteer signed at acceptance. Information obtained in the criminal history check relating to driving offenses



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may make a volunteer ineligible. HR takes care of processing these checks and notifies the volunteer coordinator and/or program coordinator with results.

Volunteer Placement

Volunteers are placed in assignments throughout the department based on best fit for their interests and availability and the needs of the department/divisions. The volunteer coordinator or program coordinator contacts applicants, generally by e-mail, with a follow up as soon as possible when volunteer application is received. The contact e-mail shares more information about the volunteer assignment that they may have offered to help with or offers options of current volunteer opportunities that may be of interest. The volunteer/program coordinator may also check in with program staff to verify need for volunteer support.

When an applicant has decided on a preference for volunteering, the volunteer/program coordinator processes a background check and schedules a time to meet for a short orientation and to connect the volunteer with staff responsible for the area in which they will be volunteering. For some areas, such as youth camps or sports, or the Adult Community Center, the program staff may provide the orientation as part of their program training.

Court Ordered Service Volunteers

The assignments available to people looking for opportunities to volunteer as a means to satisfy court ordered community service hour requirements are limited to available work opportunities at Luscher Farm and in parks and natural areas.

Potential volunteers must complete a volunteer application and background check form. The volunteer/program coordinator confirms project availability and start date. A beginning day and time are set for the volunteer and communicated to the volunteer. If the volunteer fails to report for the designated and agreed upon date or time, the volunteer opportunity is revoked.

C. Orientation and Training

Volunteers receive orientation prior to volunteering. For volunteers helping with recreation programs – an individual or group orientation is provided by the volunteer/program coordinator or program staff – or a combination of both. For youth sports coaches, the orientation is part of the coaches meeting/training and is provided by youth sports staff. For volunteers helping with events, a volunteer handbook is provided during the orientation. For other programs, informal training is offered on site with task related instructions. Orientation covers LOPR volunteer policies and any information needed specific to that assignment, such as details for checking in, what to bring, etc. and offers opportunity for volunteers to ask questions. Orientation is often combined with training.



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D. Retention

LOPR believes volunteer retention is the key to a successful program. LOPR ensures clear expectations, informative training, supervision, inviting volunteer feedback, and an annual volunteer appreciation event are the foundations of volunteer retention. The volunteer coordinator reaches out each year to the list of previous volunteers to invite them to participate again for the current year.

Supervision (4.7.3 – Supervision and Evaluation of Volunteers)

Volunteers are assigned to a specific volunteer/program coordinator or staff person for supervision. The volunteer/program coordinator connects the new volunteer with staff (if appropriate) following or as part of the orientation. For events and some group projects, the volunteer/program coordinator may be on site as supervision for volunteers. Supervision is not always on site with the volunteer, but as in the case of coaches for youth sports, the Adult Community Center, or other events and activities, staff provides orientation, training, regular communication and site check-in with frequent opportunity for feedback and support.

Tracking

For most programs, Division staff tracks volunteer hours and reports them annually to be included in the Department results. Some volunteers self-report service directly to the volunteer/program coordinator. Other volunteer opportunities utilize sign-in sheets. The division volunteer/program coordinators compile an annual summary of volunteer service including information about hours and assignments. Volunteer hours are compiled and reported at the LOPR department level.

Recognition (4.7.4 – Recognition of Volunteers)

Recognition varies by assignment. Staff is encouraged to thank, honor and recognize volunteers often and the volunteer/program coordinator is a resource for ideas, supplies and support with recognition activities. Volunteers are thanked in Department publications and media. The volunteer/program coordinator or staff may provide volunteers with documentation of volunteer service if requested. Funds are budgeted in the LOPR budget for recognition and support items. Volunteer service is highlighted at a Division level, Department level and City level.



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4.7.5 Liability Coverage for Volunteers and Waivers

The City of Lake Oswego is self-insured, so volunteer management must ensure a volunteer’s awareness of and adherence to LOPR Parks Policies & Procedures. There are two types of liability waivers. One is for One and Done activities, and the other is for a volunteer who participates in activities across LOPR Divisions, or is a repeat volunteer within the same Division.

LOPR volunteer applications and agreements include standard City/Department participant waiver language relating to liability, participation and photo use. This waiver is supplied and reviewed by the City Attorney’s office. The standard statement used on volunteer applications regardless of entity or function volunteering for is below and copies of the individual Division’s forms are included as CAPRA evidence:

To the extent the Volunteer is acting within the scope of the project, the City will defend, save harmless, and indemnify the Volunteer against any tort claim or demand, whether groundless or otherwise, arising out of an alleged act or omission occurring in the performance of duty, to the extent required by ORS 30.285. This indemnification does not apply in cases of malfeasance, or willful or wanton neglect of duty.

Related Documents:

Volunteer Policy Related (PP&P Documents)

- 4.7 LOPR_Volunteer Program Policy
- 4.7.1 LOPR_Volunteer Management Plan (covers 4.7.1 – 4.7.5)
- 4.1.5 LOPR_Background Checks Policy
- 6.5.A LOPR_Code of Conduct - Volunteer
- 9.1.1.C LOPR_Concussion Policy

CAPRA Evidence of Compliance for 4.7.1

Opportunities, Positions, and Duties

[4.7.1 E1 2022 Events Matrix of Volunteer Positions](#)

[4.7.1 E2 2022 Junior Camp Counselor \(JCC\) Duties](#)

[4.7.1 E3 2022 JCC Volunteer Opportunity Worksheet](#)

[4.7.1 E4 2021-2022 Parks Stewardship Work Parties](#)

[4.7.1 E5 2022 Stewardship Volunteer Process](#)

[4.7.1 E5 Teen Lounge Volunteer Daily Tasks](#)



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Recruitment

- [4.7.2 E1 2022 Events Recruitment Letter To Businesses](#)
- [4.7.2 E2 2022 Events Recruitment Mailer](#)
- [4.7.2 E3 2022 Junior Camp Counselor Recruiting Poster](#)
- [4.7.2 E4 2022 LO Hikers Ad in Activities Guide](#)
- [4.7.2 E5 2022 Stewardship Volunteer Recruit, Place, Track](#)

Training

- [4.7.2 E6 2022 Events Volunteer Handbook](#)
- [4.7.2 E7 2022 Events Volunteer Training](#)
- [4.7.2 E8 2022 Hike Leader Guide](#)
- [4.7.2 E9 2022 Junior Camp Counselor Training](#)

Retention

- [4.7.2 E10 2022 Events Welcome Back & Orientation Letter](#)
- [4.7.2 E11 2022 Junior Camp Counselor END Letter](#)

Supervision and Evaluation

- [4.7.3 E1 Events Volunteer Supervision and Evaluation](#)
- [4.7.3 E2 2022 Stewardship Expectations](#)
- [4.7.3 E3 Farmers' Market Volunteer Tracker](#)
- [4.7.3 E4 Events Volunteer Tracker](#)
- [4.7.3 E5 2022 Junior Camp Counselor Evaluation FORM](#)
- [4.7.3 E6 2019 Events Volunteer Survey Results](#)

Recognition

- [4.7.4 E1 2022 Events Annual Volunteer Appreciation Dinner](#)

Liability Coverage

- [4.7.5.A E1 LOPR City Volunteer Waiver Release FORM](#)
- [4.7.5.B E2 LOPR ONE and DONE FORM](#)

Responsibility/Contacts: Division Volunteer/Program Coordinators, Deputy Directors, Administrative Assistant