



Community Events Volunteer Supervision & Evaluation Process

The City of Lake Oswego Parks & Recreation Events team value the services and contributions of our exceptional volunteers. Volunteers are supervised and evaluated through the following methods:

- **Volunteer Training Attendance:** Volunteers are expected to attend the volunteer training where volunteer roles are outlined, participants sign-up for shifts and security and safety procedures are reviewed.
- **Dependability:** A reminder email and/or phone call about upcoming shifts is completed the week of the scheduled event. Volunteers are expected to be dependable and arrive on time.
- **Productive Participation:** When a volunteer arrives for a shift, they check-in with the staff lead who will review their assigned role and direct their work. Volunteers are expected to cooperate with event operators, and promote a safe and fun environment through productive participation. Volunteers are asked to provide positive customer service when working with members of the public, their colleagues and City staff. Volunteers are also asked to wear a name tag at all events for identification.
- **Communication:** Volunteers are asked to give at least 24 hours' notice of a cancellation to assigned work. In addition, volunteers are asked to respond to staff communication (email, phone, etc.) and update the Volunteer Coordinator with any changes to personal information, including changes of address, email or phone number.
- **Annual Review/Evaluation:** Volunteer hours are tracked and documented annually. In addition, staff reviews each volunteer annually prior to coordinating the volunteer training if issues need to be addressed with the items noted above in addition to any safety concerns.