



BEHAVIOR STANDARDS & CONSEQUENCES LAKE OSWEGO PARKS & RECREATION DEPARTMENT (Code of Conduct for Volunteers)

The City of Lake Oswego and the Parks & Recreation Department value the services and contributions of our adult and youth volunteers. Our volunteers have the right to expect to work in an environment that enables them to achieve their full potential and provide the most rewarding contribution possible.

To ensure a consistent, professional, enjoyable, and safe environment for our volunteers and staff, all volunteers are expected to abide by basic behavior standards. For youth volunteers, we encourage their parents or guardians to review and discuss the behavior standards. As a volunteer, you represent the City of Lake Oswego and the Parks & Recreation Department. Your participation as a volunteer is your consent to abide by these behavior standards. Failure to abide by the standards may result in the consequences outlined in this document.

- ❑ Every volunteer is expected to **exercise respect**. This includes, but is not limited to: themselves, other volunteers, staff members, all people and places of business or government.
- ❑ Every volunteer is expected to be an **active listener**.
- ❑ Every volunteer is expected to **know and understand the guidelines and procedures** associated with the activity and follow them. Ask a staff member if you are unaware of the rules regarding the activity.
- ❑ Every volunteer is expected to **cooperate** with project operations.
- ❑ As a representative of the City of Lake Oswego, every volunteer is expected to **communicate in an appropriate manner**. Harsh verbal words, inappropriate tone of voice, foul language, sexually inappropriate behavior, or inappropriate gestures are not tolerated.
- ❑ Every volunteer is expected to **express civil conduct**. If physical contact is made with another person, it must be a welcome gesture and appropriate. Horseplay, unwelcome teasing, pushing, kicking, hitting or fighting, etc. are not acceptable.

- ❑ Volunteers have the right to participate in an environment where all can achieve their full potential without being impeded by discrimination or harassment based on race, religion, national origin, age, sex, marital status, political affiliation, veteran's status, disability, sexual orientation, or any other status protected by applicable federal, state or local nondiscrimination laws. Harassment may be verbal, visual or physical contact conduct.
- ❑ Every volunteer is expected to exercise an **attitude that elicits good will** towards others and activities.
- ❑ Every volunteer is expected to promote and support a safe, fun and healthy environment through **productive participation**.
- ❑ **Consequences:** Any volunteer who engages in discriminatory, harassing, or otherwise objectionable behavior may be subject to disciplinary action and removal from the program. When a volunteer's behavior, adult or child, is deemed inappropriate, they may be dealt with using the following steps.
 - 1.** If a volunteer displays inappropriate behavior, staff members may verbally request that the behavior be discontinued. If the participant is a child, and the behavior does not stop, the parents may be notified immediately and the child may be removed from the program for that day.
 - 2.** If a volunteer's unacceptable behavior continues on a regular basis, staff members and the volunteer (and their parent if the volunteer is a minor) may meet. A written report may be filed, stating the inappropriate behaviors already demonstrated and the expected changes for the next meeting date. It may also be stated that one more incident of unacceptable behavior may result in the participants' removal from the program permanently, or for a specific period of time, depending on the severity of the behavior. If a report is filed, it is signed by the volunteer, staff and parent if the volunteer is a minor. One copy will remain at the Parks and Recreation Department and the volunteer will retain another copy.
 - 3.** If, after the above procedures have been followed, inappropriate behaviors continue, the volunteer will be removed permanently and not considered for any volunteer opportunity in the future.

**In extreme cases of unacceptable behavior that are verbally or physically threatening to other volunteers, participants, or staff, the Parks and Recreation Department reserves the right to immediately and permanently remove a volunteer from a program or activity.

If you have any questions or comments, please contact the Lake Oswego Parks & Recreation Department at 503-675-2549 for further clarification.