



MOUNT PLEASANT RECREATION DEPARTMENT VOLUNTEER HANDBOOK

Vision Statement – “Establishing Mount Pleasant as the State’s leader in municipal government through the combined efforts of a dedicated elected body, highly skilled staff and engaged citizenry.”

Welcome letter from Director

Welcome to the Mount Pleasant Recreation Department and thank you for volunteering to serve our wonderful community. You have joined a very dedicated group of people with an important purpose, one that makes the Mount Pleasant Community a growing, vibrant area that is a state, regional and national leader!

The Mount Pleasant Recreation Department (MPRD) provides a multitude of services for not only residents of the Town, but also the thousands of visitors to Mount Pleasant. As a volunteer for the Department, the impact that YOU have on the quality of our program and the enjoyment of those involved cannot be overstated. In many cases your attitude and enthusiasm will play the largest role in the impression that participants may have with our activities.

This manual is designed to assist and guide you through this structure in a way that allows you to grow not only as a Recreation Professional, but as a public servant. It is your responsibility to understand and utilize this manual in a manner that will benefit you and the public that you so proudly serve. Read and become familiar with the contents of these pages and use it as a personal reference. Obviously, everything that you may encounter may not be covered in this manual. Therefore, please do not hesitate to ask questions and communicate with your supervisor.

Each year the Mount Pleasant Recreation Department utilizes approximately 1,500 volunteers for a wide variety of activities including special events, youth sports, dances, instructors, senior and therapeutic recreation programs. As a team, we strive to provide the highest quality programming, excellent facilities and superior customer service for all who seek our services. Your commitment will enable us to accomplish this goal and reap the success that our many constituents deserve!

WELCOME TO OUR TEAM!

Steve Gergick, Recreation Director

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SECTION 1.0 MOUNT PLEASANT RECREATION DEPARTMENT PHILOSOPHY

1.1 TOWN OF MOUNT PLEASANT MISSION STATEMENT

To deliver superior performance in a manner that is distinctive and impactful to each person served and establishes a standard for quality that endures for generations.

1.2 TOWN OF MOUNT PLEASANT CORE VALUES AND BELIEFS

Core Values

- Service Above Self
- Integrity
- Respect
- Accountability
- Excellence
- Teamwork

Core Beliefs

- Belief in continuous improvement—that we will be better tomorrow than we are today.
- Belief that excellence is always to be our standard.
- Belief that public service, which is service above oneself, matters not just to the people we serve, but also to ourselves.
- Belief that all members of our staff, elected body and community are to be treated with the utmost respect as valued participants in the democratic process.
- Belief that our staff will demonstrate integrity in all our work and interactions with others so as to preserve and to demonstrate the value of public service.
- Belief that we will hold each member of our organization accountable to these core values and to the mission of the Town of Mount Pleasant.
- Belief that we will operate as a team, not just within our organization, but also with our citizens to achieve the goals of the Town of Mount Pleasant, and in doing so, acknowledging that there is no greater good than the good of the community.

1.3 MOUNT PLEASANT RECREATION DEPARTMENT MISSION STATEMENT

It is the Responsibility of the Mount Pleasant Recreation Department to offer exceptional, comprehensive, yet sustainable and affordable recreation and leisure opportunities through a professional staff dedicated to providing the residents of the Town of Mount Pleasant with Superior customer service, Quality facilities and Dynamic programming.

To carry out this responsibility MPRD is dedicated and committed to providing participants with:

- A. Fair, consistent, organized and accountable management of the recreation and leisure programs that they choose to participate in.
- B. Superior customer service by providing a staff that will exhibit professional characteristics such as being informative, helpful, understanding, approachable, honest and respectful at all times.
- C. Quality facilities that are safe, well-maintained, attractive and accessible.

- D. Dynamic programming that is affordable, diverse, innovative and adaptable.
- E. A work environment for all employees that creates and reinforces harmony in the work place, respect for one another, stresses teamwork over individuality, accountability, positive work atmosphere and administrative support.

1.4 MPRD ORGANIZATIONAL CHART

It is important for all volunteers to be familiar with the organizational structure of MPRD. This serves several purposes as you are a vital part of our success and the more familiar you are with our organization, the more comfortable you will be with the time and effort you give us. It will also help you to understand who you will report to and those above them in the hierarchy. This organizational chart can be found at the end of this manual, *Attachment 1.4.A*.

1.5 MPRD SENIOR MANAGEMENT TEAM

The Senior Management Team (SMT) of MPRD consists of those employees who are responsible for the various divisions of MPRD. All employees of MPRD, whether full or part-time, are ultimately supervised by one or more of these SMT members. Your volunteer time and efforts will be under one or more of these areas of MPRD. The SMT members are:

- Steve Gergick Recreation Director
- Jimmy Millar Assistant Recreation Director
- Stacey Harrington Program Division Chief
- Matt Hansen Athletic Division Chief
- Nicole Harvey Special Events Manager
- Sarah Garner Support Coordinator

The previously referenced MPRD Organizational Chart, shows what programs/areas that are the direct responsibility of these individuals. A complete list of all MPRD staff and their assignments is provided in *Attachment 1.5.A, Recreation Staff Listing*.

1.6 WHAT IS EXPECTED OF YOU, THE MPRD VOLUNTEER?

Volunteers are held to the same high standard as our employees. For many participants in our program, you could very easily be the first and foremost contact of the Recreation Department. The impression you leave with participants will be their impression of MPRD. While your time and effort are greatly appreciated and in fact, we could not offer the many services and programs that we do without you and the over 1,500 other volunteers each and every year, we do expect and will hold you to the same standards and expectations that we hold our employees to. The participants and users of our services and programs expect a certain level of service from us and it doesn't matter whether that service performance is via an employee or volunteer. To them it is the quality of service that counts, not who provides it.

Many volunteers are required to undergo specific training, especially the volunteer coaches. This training is designed to enhance your service, improve your knowledge and help you to become familiar with various MPRD policies and procedures.

You are expected to work together with staff and in some cases, other employees of the Town such as Police, Fire and Public Services and others. This will be especially true in regard to the safety and security of you, staff and participants.

As a volunteer, we ask you to:

- Choose an area that is appropriate to your interest, ability and available time.
- Establish a level of commitment that works for you on a regular basis.
- Arrive a few minutes early to your scheduled time and stay for the scheduled amount of time.
- During your assignment, if the need arises, to be willing to respond to emergency situations by assisting the staff as directed to.
- Follow the proper procedures for your assignment. Be mindful of possible changes and situational awareness.
- Serve as a goodwill ambassador for MPRD.
- Enjoy yourself.
- If you see something that can be improved on, let us know.

1.7 VOLUNTEER OPPORTUNITIES

The Mount Pleasant Recreation Department utilizes over 1,500 volunteers each year to help provide a quality recreation program. It goes without saying that without YOU, the volunteer, that the Town of Mount Pleasant would not have the extensive recreation program that our residents currently enjoy. As such, there are multiple opportunities for one to give their time and energy by volunteering. Available opportunities include;

- Youth Athletic Coaches
- Sock Hop Chaperones
- Senior Center opportunities
- Working with youth at the Community Centers
- Blessing of the Fleet
- Children's Day
- Holiday Farmer's Market and Christmas Parade
- Multiple other special events

1.8 VOLUNTEER RECOGNITION

Each year, MPRD celebrates the contributions that the many volunteers give to the Department and its programs. This celebration is in the form of a Volunteer Appreciation Banquet that is held the first week in December. This event is planned and coordinated by each of the Department's employees to share their appreciation of the time and effort that each volunteer willingly gives to not only MPRD, but the residents of the Town. Extensive planning goes into this event to make it a night all about the volunteers. All volunteers are invited along with leaders of the Town to celebrate this special evening. Special recognition is given to selected volunteers who have been exceptional in their service with MPRD. A Volunteer of the Year is selected from each of the areas of the Department – Athletic Volunteer of the Year, Program Volunteer of the Year and Special Events Volunteer of the Year.

SECTION 2.0 VOLUNTEER RELATED POLICIES

2.1 APPLICATION

All who wish to volunteer for MPRD, must complete the appropriate application to be considered. While there is a general volunteer application, MPRD Volunteer Application, Attachment 2.1.A, for all volunteers, volunteer coaches must complete a separate form, Volunteer Coach Application, Attachment 2.1.B, to be considered. The Senior Center Membership Application, Attachment 2.1.C, includes volunteer application.

All Volunteers, except for one-time special event volunteers, must consent to a national background check, as well as, a possible drug screen. Volunteers are held to the same standard and expectations as are MPRD employees and expected to represent MPRD in the same fashion as employees.

2.2 BACKGROUND CHECKS

Volunteers are subject to a criminal background check and possible drug screening upon initial hire, but not reactivation. This requirement is waived for volunteers participating in a non-safety-sensitive capacity in a one-time event and preparation leading up to the event, such as Children’s Day. Those who volunteer for an extended season, such as athletic coaches, may be subject to a background check every three (3) years and drug screening when needed.

2.3 CHILD/PARTICIPANT PROTECTION

A central tenet of our professional ethics is the inherent value and worth of all people. Children and other individuals who are least able to protect themselves in our society are particularly vulnerable to abuse and neglect. It is MPRD’s desire to do all that it can to protect these individuals in the activities and programs offered. In implementing a policy and adopting procedures to protect them, MPRD recognizes that abuse and neglect of these individuals occurs in organizations and communities both large and small, urban and rural. This problem cuts across economic, cultural and racial lines. The MPRD Child/Participant Safety policy has been created to help make our facilities safe places by protecting children and other vulnerable persons from abuse and neglect.

Part of your training may include mandatory Darkness to Light training at regular intervals. This training is designed to provide you with valuable information and the appropriate process to follow for our most vulnerable participants.

2.4 INFECTIOUS DISEASE GUIDELINES

As a volunteer, you are not expected to respond to a situation that involves some type of injury or presents a situation to where you may be exposed to bloodborne pathogens. Your duty as a volunteer is to immediately seek assistance from MPRD staff or call for emergency services as required by the situation.

2.5 SUBSTANCE ABUSE

MPRD is concerned about the effects of illegal drug use and alcohol abuse upon the health and safety of all volunteers and the public it serves. MPRD recognizes that the abuse of drugs and alcohol results in increased accidents and medical claims and may lead to the destruction of the volunteer’s health and family lives. Volunteers who abuse drugs and alcohol may represent a danger to themselves, their coworkers and participants. Productivity is adversely affected by increased absenteeism and turnover. In light of these concerns, changes in federal regulations, and the Drug Free Workplace Act, MPRD intends to maintain a workplace and programs free of the problems associated with the abuse of drugs and alcohol by implementing this policy which forbids the use of illegal drugs, whether at work or not, and from working under the influence of drugs or alcohol. This policy also satisfies the notice requirements under the federal and state Drug Free Workplace Acts. For purposes of this policy, being “under the influence” means volunteers having any detectable amount of any such substance in their systems.

All volunteers are strongly encouraged to voluntarily seek professional help before alcohol or drug problems are detected and before disciplinary action, as specified in this policy, is necessary. MPRD reserves the right to terminate volunteers who violate this policy.

You are prohibited from possessing, ingesting, inhaling, injecting, selling, distributing, or using, in any fashion, illegal drugs or prescription drugs not specifically prescribed for you. This prohibition applies to use or involvement at any

time, both on-the-job and off-the-job. You are also prohibited from possessing, consuming, distributing, or manufacturing alcoholic beverages on or in any MPRD property, while performing your volunteer duties.

When there is reason to believe or reasonable suspicion that you are in possession of alcohol or drugs which are prohibited under the Town's policy, you may be required, as a condition of continuing volunteering to submit to a reasonable search of your personal bags, purses, lunchboxes or other containers, desks, or personal vehicles, while on MPRD property, including being asked to empty your pockets. Do not bring any personal property on MPRD premises if you do not want it to be subject to searches.

If you are using prescription drugs, according to a physician's instructions must, in the event such drugs could impair your physical, mental, emotional, or other abilities or faculties, notify your staff supervisor immediately upon entering the work area. Failure to do so may be considered a violation of this policy and may result in disciplinary action up to and including termination.

If you are involved in an on-the-job accident, you will be tested for alcohol and drugs as soon as possible following the accident. "Accidents" are defined as any incident which results in any of the following:

- Material damage to any property, as determined by the Recreation Director or his/her designee
 - Tests should be conducted if there is uncertainty
- Personal injury to any individual necessitating medical treatment beyond on-site first aid by existing staff or medical personnel
- Exposure to sharps, bodily fluids, and chemicals when medical care is sought
- Any accident involving a fatality

You are required to be available for testing as soon as possible following the accident or any emergency treatment received. If you leave the scene of an accident and ~~who~~ do not make your staff supervisor aware of the accident and how to reach you for testing purposes, you will be subject to disciplinary action and considered to have refused testing. **Testing for alcohol and drugs should be initiated within two hours of the event and be accomplished within 32 hours for drugs and eight hours for alcohol testing.** If you report the incident late, you will receive a drug test if reporting occurs within three days of the incident. Late reporting is subject to disciplinary action up to and including termination.

Volunteers may be subject to drug/alcohol testing, if the Recreation Director has reason to believe (reasonable suspicion) you are using an illegal substance or appear to be under the influence of drugs or alcohol as defined in this policy. Volunteers who are reasonably suspected of using a prohibited drug or being under the influence of alcohol when at least one supervisor or manager can reasonably substantiate specific behavioral and/or performance indicators of probable alcohol/drug use. Typical examples of factors which could lead to reasonable cause alcohol/drug testing include, but are not limited to:

- Unusual behavior which cannot be readily explained (e.g., changes in appearance and demeanor)
- Difficulty in motor coordination
- Discovery of evidence of drug use (paraphernalia or odor) in your immediate vicinity
- Dilated eyes
- Slurred speech
- Extreme mood swings
- Unusual clumsiness
- Staggering
- Excessive, unexplained sweating
- Sleeping on the job
- Other abnormal behavior
- Arrest or conviction of an alcohol/drug related offense
- Information that you have used illegal drugs or substance is provided by a reliable informant

The decision to test should be based upon specific, behavioral, and/or performance indicators of probable alcohol/drug use.

2.6 SAFETY

MPRD may provide protective equipment and on-the-job safety instructions for all volunteers if needed. You are expected to observe all safety rules and regulations, wear required safety equipment, practice safety in the work areas, and report any unsafe conditions or equipment. Violation of a safety rule could result in disciplinary action up to and including termination, in MPRD's sole discretion.

The following general safety rules must be followed by all volunteers. In addition, you are also expected to adhere to other safety provisions for your department or position as explained to you by your staff supervisor.

You must:

- Ensure that all laws are observed with regard to using mobile devices when driving
- Not use mobile devices simultaneously while performing other work functions
- Practice good housekeeping because it not only improves the appearance of the job, but it also helps prevent fires, accidents, and personal injuries
- Handle tools carefully and store them so that they cannot cause accidents
- Wear safety equipment as required when performing a job. Safety goggles, dust masks, and similar protective equipment are furnished to volunteers whose work requires this protection.
- Handle and care for safety equipment properly. If equipment needs to be replaced, volunteer should return it to the appropriate supervisor. Should volunteers be required to wear protective footwear, they will furnish their own unless otherwise specified by the MPRD.
- Not work without proper safety equipment.
- Be responsible for all safety equipment issued to them and may be required to replace lost or stolen equipment at their own expense
- Not fight with coworkers, perform practical jokes, run, shove, scuffle, or throw things

Most volunteer opportunities within MPRD will not require tools or equipment to properly carry out your duties. These safety rules are applicable for you to be aware of safety at all times during your volunteer opportunities not only for your safety, but the safety of the participants.

2.7 SUPERVISION OF VOLUNTEERS

Volunteers are always supervised by MPRD staff. This supervision may be direct supervision via the appropriate Recreation Coordinator/Specialist, such as Sock Hop Chaperones, Special Events volunteers and Senior Center volunteers.

Volunteer Coaches are directly supervised by Facility Supervisors along with the appropriate Recreation Coordinator/Specialist during both practices and ball games.

Volunteers will have at least one (1) MPRD employee that they will be responsible for reporting to. When assigned to your duties, you will be told who this staff supervisor will be. When questions arise or clarification of duties, you should always contact your direct staff supervisor for instructions. If you are unsure of who your staff supervisor is, do not hesitate to contact a Senior Management Team member, listed in Section 1.5, to get the correct information.

2.8 VOLUNTEER EVALUATION

While there is no formal evaluation of volunteers, through staff observation and program evaluation, we get an accurate evaluation of employees. Volunteer coaches are a main part of the post program evaluation that is sent out to all participants and their parents.

MPRD employees have the authority to dismiss any volunteer that is observed not adhering to the standards and expectations of MPRD as outlined in this handbook.

2.9 LIABILITY COVERAGE

A volunteer is considered a covered person based on the South Carolina Municipal Insurance and Risk Financing Fund. Page 130, Section F, Definitions, 7d.

2.10 SEXUAL HARRASSMENT

MPRD prohibits all forms of harassment of volunteers, employees, participants or participant's parent(s)/guardian(s) based on race, color, religion, gender, national origin, disability, age, genetic information, disability, veteran status, or any other status protected by federal, state, or local law. In addition to sexual harassment, other forms of harassment may occur when unwelcomed conduct unreasonably interferes with a volunteer's/employee's work performance or creates an intimidating, hostile, or offensive work environment.

Prohibited harassment may take the form of written, oral, physical, or visual harassment and may include, but is not limited to: epithets, slurs, derogatory comments, jokes, intimidation, negative stereotyping, threats, comments on social media sites, assault, or written or graphic material that denigrates or shows hostility or aversion toward an employee or group because of the characteristics identified herein.

Prohibited conduct includes but is not limited to: conduct on MPRD property, in MPRD vehicles, on MPRD communication systems, during MPRD-related events, and in connection with MPRD business. Any such harassment is against Town policy, may violate the law, and will not be tolerated. MPRD expects cooperation from all volunteers, employees including coordinators, supervisors, managers, and Department Heads to prevent harassment in the workplace.

Sexual Harassment

"Sexual harassment" is defined by law as unwanted sexual advances, requests for sexual favors, or visual, oral, or physical conduct of a sexual nature when:

- Submission to this conduct is made, either explicitly or implicitly, a term or condition of becoming a volunteer
- Submission to or rejection of this conduct is used as the basis for decisions that affect you
- The conduct has the purpose or effect of unreasonably interfering with your work performance or creating an intimidating, hostile, or offensive work environment

Sexual harassment also may be in the form of nonsexual, offensive conduct that is directed at you because of your gender. Sexual harassment is not limited to conduct motivated by sexual attraction. It may occur between members of the opposite sex or members of the same sex. Examples of prohibited sexual harassment include, but are not limited to:

- Written harassment: sexually-suggestive or obscene letters, faxes, e-messages, notes, social network postings, or invitations
- Oral harassment: sexual comments, advances, propositions, derogatory comments, slurs, and jokes about an employee's body or appearance, including comments made on voicemail or another recording device
- Physical harassment: assault, stalking behaviors, sexually-suggestive touching or body contact, or impeding or blocking movement
- Visual harassment: sexual gestures, leering, inappropriate display of sexually-explicit objects, pictures, cartoons, or posters (in hard copy or electronically)

Reporting Harassment

When you believe that you have been harassed or are aware of the harassment of others, you must report it as soon as possible to one of the following: staff supervisor, Senior Management Team member or Department Head. Supervisors who learn of or observe harassing behavior or receive a complaint about this kind of behavior must immediately report it up their chain of command.

If you believe that you are being harassed, you are encouraged to firmly and promptly tell the person, if you are comfortable doing so, that the behavior is offensive and that it must stop immediately. Once you report harassment by contacting one of the resources above, a representative of the Town, in conjunction with the Human Resource Officer, will obtain all relevant information in a timely manner and will undertake or direct a reasonable and objective investigation of the harassment allegations. You are required to cooperate fully in any fact-finding process initiated by the Town. You are also required to respect the confidentiality of the process. The Town will take the disciplinary action that it determines is appropriate based on its findings. However, information regarding the investigation, including any corrective action taken, will be shared only with those who have a legitimate business need to know.

You are protected from retaliation for reporting or providing information in good faith about an incident of alleged harassment or exercising other rights protected by law. You are discouraged from making allegations which are false and made with malicious intent. When false allegations are discovered, you will be subject to disciplinary action.

Violating this policy is grounds for disciplinary action up to and including termination.

2.11 DISCRIMINATION

MPRD provides equal opportunity to all applicants for volunteer opportunities. MPRD administers hiring, conditions, training, discipline, and other aspects of being a volunteer without discrimination on the basis of race, color, religion, gender, national origin, disability, age, genetic information, or any other status protected by law. MPRD also prohibits retaliation against volunteers who have reported discrimination. If you believe that you have been discriminated against in violation of this policy, you should immediately contact a member of the Senior Management Team or the Recreation Director.

2.12 SOCIAL MEDIA

Social networking, personal websites, and blogs have become common methods of self-expression. MPRD respects your right to use these media during your personal time. You must understand that material posted using this media may be read by people other than those for whom it is intended. You are cautioned that you and you alone are responsible for the contents of social media posts you make. Postings that contain obscene or harassing material, that are unlawful, that contain personal attacks on Town/MPRD employees, other volunteers and/or participants or that may reasonably cause concern among the public, may result in disciplinary action up to and including termination as a volunteer.

For purposes of this policy, “social media” is understood to be content created by individuals, using accessible, expandable, and upgradable publishing technologies, through and on the internet, including internet forums, blogs, online profiles, wikis, podcasts, pictures, video, email, instant messaging, music sharing, and voice over IP.

MPRD has an overriding interest in how one presents themselves via social media and you must be aware and expect your conduct and use of these social media outlets reflect the high standards that are expected of MPRD employees. Keep in mind that any information you post online is widely accessible, may remain on the internet indefinitely, may be shared by others, or may be disseminated automatically by social networking tools.

While MPRD recognizes that these social media tools offer you an excellent way of communicating with others, especially participants and other volunteers, we encourage you to be conscious of what is said in these forums. To help with this, the following are guidelines that you are encouraged to follow to help avoid potential misuse of these various communication tools:

- Do not post confidential or sensitive MPRD information regarding any employee, volunteer or participant on any social media site.
- Speak respectfully about your fellow volunteers, participants and MPRD employees. You should not engage in name calling or behavior that reflects negatively on your own or the MPRD’s reputation. If you have an

issue with any of these people, please contact the appropriate MPRD employee for the activity/event that you have volunteered for.

- Use caution when making comments that could reflect poorly on yourself and MPRD because social media sites are not the forum for venting your personal complaints about supervisors, other volunteers or participants.
- Be responsible for the content of your post as a volunteer by utilizing appropriate privacy settings, understanding that the internet is immediate and that nothing you post is ever truly private, and it rarely expires.
- Do not post discriminatory/defamatory/bullying statements or sexual innuendos regarding anyone.
- When posting a comment that you are speaking for yourself by using language such as, “These views expressed are mine alone and do not necessarily represent the views of the Town of Mount Pleasant.” This requirement applies to postings and blogging occurring at any time, on any computer or mobile device.
- Do not utilize the Town’s/MPRD’s logos and other branding items to identify the Town/MPRD or apply them to electronic communications. Only officially-designated individuals may speak, orally or in writing, on the Town’s/MPRD’s behalf.

Volunteers who consistently violate this policy may be subject to disciplinary action up to and including removal as a volunteer.

2.13 ANTI-FRAUD

MPRD fosters and supports a culture of zero-tolerance of fraud in all of its forms. MPRD is aware that the effects of fraud extend beyond the loss of cash and other assets, which has severe negative repercussions on the ability of MPRD to achieve the objective of the providing services to its citizens. Although difficult to quantify, fraudulent activity can seriously impact the quality and effectiveness of service delivery to the public; the strength of business relationships with customers, suppliers, employees, and the citizens it serves; and the reputation and image of MPRD.

While fraud concerns are more extensive relative to employees, there is some concerns involving fraud regarding volunteers. Those concerns are, but not limited to:

- Misrepresenting volunteer position for financial gain.
- Charging participants fees and other extra cost for participating in MPRD programs.
- Deliberate theft of MPRD funds, supplies, or other assets.
- Financial misconduct in handling or reporting of money, financial transactions, or other assets.
- Disclosing confidential or proprietary information to outside parties for financial or other advantage.
- Requesting or accepting anything of financial value (free of charge) from participants or others associated with MPRD.
- Deliberately omitting information, refusing to report, or failing to act upon reports of any such irregular or dishonest conduct.
- Bribery, blackmail, secret commissions, or extortion involving employees in the performance of their duties.
- Abuse of Town facilities and equipment.
- Any similar or related irregularity.

You are responsible for immediately reporting all allegations or incidents of fraud to your staff supervisor or, if you have reason to believe that your immediate supervisor is involved, report to the next level of management or directly to the Recreation Director. The Recreation Director will, if deemed necessary, initiate an investigation into the matter.

Any fraud committed by you will be pursued by a reasonable investigation and to the full extent of the law, including consideration of the following:

- Taking disciplinary action to include but not limited to suspension of volunteer status.
- Instituting recovery of financial losses, including formal civil action
- Instituting criminal prosecution by reporting the matter to the appropriate law enforcement agencies
- Any other appropriate remedy

All information relating to fraud that is received and investigated will be treated confidentially. The progression of investigations will be handled in a confidential manner and will not be disclosed or discussed with anyone other than those who have a legitimate right to such information. Confidentiality is important to avoid harming the reputation of the suspected persons who are subsequently found innocent of wrongful conduct. You are not authorized to supply information with regard to allegations or incidents of fraud to the media without expressed permission of the Town Administrator.

You will not suffer any penalty or retribution for reporting, in good faith, any suspected or actual incident of fraud. You or other parties are discouraged from making allegations which are false and made with malicious intent. When false allegations are discovered, those making the false allegations will be subject to not only disciplinary action, but possible legal action.

SECTION 3.0 VOLUNTEER CONDUCT AND BEHAVIOR

3.1 CODE OF CONDUCT

Volunteers are expected to conduct themselves professionally at all times during their interactions with all participants. A social relationship with juvenile participants outside the context and scope of MPRD services is inappropriate and prohibited. It is MPRD's expectation that everyone involved in MPRD programs will contribute in a positive manner, creating a healthy environment where participants feel safe and welcome. Volunteers interacting with young people should do so with integrity and respect for the child.

It is the volunteer's responsibility to set and respect boundaries. When a child attempts to involve a volunteer in inappropriate behavior, the adult is responsible for redirecting the behavior.

All Volunteer Coaches are required to sign and adhere to the Coaches Code of Conduct Pledge, Attachment 3.1.A., in order to coach in any youth athletic league.

Volunteers at the Senior Center are required to sign and adhere to the Senior Center Code of Conduct, Attachment 3.1.B, to volunteer at the Senior Center.

3.2 EXPECTED BEHAVIOR

As a volunteer, your actions should always reflect the highest possible standards of conduct and ethics. You are expected to use good judgment, integrity, and common sense in making decisions and to be accountable for your actions. This includes avoiding conduct that is likely to damage MPRD's business or reputation. How you handle interactions with your fellow coworkers and participants is important to the success of MPRD's work environment. You are expected to treat your coworkers and the public MPRD serves with courtesy, respect, and professionalism. Unprofessional and inappropriate behavior includes, but is not limited to: outbursts, yelling, rudeness, and conduct that interferes with other employees' abilities to perform their jobs. It may also include conduct that is welcome between team members but is inappropriate in the workplace or at work-related events. You are expected to conduct yourself in a professional manner and to use good judgment in all aspects of your conduct as a volunteer of MPRD.

To uphold MPRD's standards of workplace conduct, sometimes an investigation or a fact-finding process may be necessary. In these cases, it is critical that MPRD learns all the relevant information from those who are aware of the situation. If you are asked to be part of this process, you are expected to cooperate fully and honestly, as well as respect the confidentiality of the process.

Failure to observe all aspects of the policy outlined herein, including failure to participate fully and honestly in any investigative or fact-finding process initiated by MPRD or failure to respect the confidentiality of this process, is grounds for disciplinary action up to and including termination.

3.3 PROHIBITED BEHAVIOR

MPRD prohibits alcohol and drug misuse by all volunteers. This includes but is not limited to:

- No use of alcohol for four hours prior to duty
- No use of alcohol while on duty
- No use of alcohol after an accident while on duty for at least eight hours or until you have been tested
- No use of controlled substances, except as prescribed by a licensed physician with knowledge of your volunteer functions
- A testing result on an alcohol test showing any concentration of alcohol
- On a drug test, no confirmed positive test results
- Refusal to participate in an alcohol or drug test which includes the following:
 - Failure to show up for a test or remain at the test facility
 - Failure to sign required forms or authorizations for a test
 - Failure to cooperate with the testing process
 - Failure to provide proper quantity or type specimen within required time limits

Under NO circumstances should volunteers engage in the following activities with juvenile participants:

- Affectionate contact including, but not limited to: any type of sexual contact, kissing, dating, holding hands, or allowing children to sit on an employee/volunteer's lap.
- Providing any mood altering substances to any participant, including but not limited to: alcoholic beverages, illegal drugs, and/or prescription drugs.
- Allowing a juvenile participant to visit the volunteer's residence at any time.
- Initiating or responding to social or personal contact with a juvenile participant by phone, e-mail, text messaging, visit at home or school, etc. for any purpose unrelated to MPRD business.
- Providing a juvenile participant with the employee/volunteer's personal contact information, including but not limited to: the employee/volunteer's phone number; social networking contact information; personal e-mail address; and/or home address.
- Giving, offering, providing, or promising juvenile participant money, food, gifts or anything of value, unless related to MPRD programs or services or in an emergency.

Volunteers who engage in any of the behaviors outlined in this policy will be subject to immediate discipline, up to and including discharge, and may also be subject to criminal penalties. It is understood that occasionally an employee/volunteer's relationship with a program participant pre-dates the employee/volunteer's hire. Circumstances such as these should be communicated to a supervisor immediately and will be managed on a case-by-case basis.

Two Adult Rule: To reduce the risk of accusations of inappropriate conduct with youth, volunteers should ensure that there is more than one adult present during activities with youth. If this is not possible, any one-on-one interaction with youth (e.g. providing first aid, correcting conduct, etc.) must take place within sight or hearing of others. Volunteers should not allow touching to occur out of sight of others, even in the event of tending to an injured youth. If privacy is needed, have another staff or youth present. Any touching that is resisted or refused by a child or youth must be respected. All doors should remain open unless there is a

window in the door or a side window beside it. Doors should never be locked while persons are inside the room.

3.4 CONFLICT OF INTEREST

As a volunteer you are covered by state ethics laws that prohibit public employees from using their public position for their own personal gain or to benefit a family member or business associate. State law also prohibits employees from making governmental decisions on matters in which they, their family, or business associates have an economic interest. You must notify your supervisors in writing of any matter in which you, your family, or business associates have an economic interest and in which you must act on behalf of the Town. The supervisor must send the notification to the Recreation Director, who will send it to the Town Administrator for review. If the Town determines a potential conflict of interest or appearance of one exists, the matter will be reassigned to another employee.

3.5 DRESS CODE

MPRD considers that the personal appearance of all employees and volunteers to be of utmost importance and a critical part of offering Superior Customer Service to the residents of Mount Pleasant. Such professional appearance is important as to how well you are perceived by parents and participants alike in the execution of your duties.

With that in mind, we require that:

- Clothing or any attire with inappropriate words, phrases or graphics will not be allowed and are subject to management discretion. Wearing any apparel that advertises alcohol, tobacco, drug paraphernalia or innuendoes, sexual theme or poor conduct is strictly prohibited.
- Undergarments should not be visible at any time.
- Volunteers should not wear suggestive attire such as tank tops, halter tops, crop tops, strapless, sundresses, spaghetti straps, party dresses, mini-skirts and the like.
- Volunteers may be sent home to change clothes if your staff supervisor deems that your clothing is inappropriate/unprofessional. When in doubt, don't wear it.
- All pants, shorts, skirts, dresses and jeans should fit properly (i.e. not be too tight or so loose or baggy that undergarments or skin are visible when moving around or bending).
- No excessively torn, worn, frayed, visibly patched or holey pants/jeans or shorts/skirts/dresses shall be worn.
- Footwear should be safe and appropriate for your duties and responsibilities.
- No tank tops, blouses or shirts that are revealing are allowed at any time. Shirts/blouses must limit the body exposure and be at an appropriate length; no midriff, stomach showing or low-cut shirts/blouses.
- In general, tattoos and branding should not be visible. Tattoos should not be above the collar bone. Visible tattoos shall not be sexually provocative and shall be free from profanity.
- Hoops and other earrings/jewelry that could cause a safety concern should not be worn. Jewelry should be in good taste and free of inappropriate, suggestive or controversial material.

3.6 GIFTS AND GRATUITIES

You may not directly or indirectly solicit, accept, or receive a gift under circumstances in which it could be inferred that the gift was intended to influence you in the performance of your official duties or was intended as a reward for an official act on your part. A gift is defined as any benefit, favor, service, privilege, or thing of value that could be interpreted as influencing your impartiality. A gift includes, but is not limited to: meals, trips, money, loans, rewards, merchandise, food, tickets to sporting or cultural events, entertainment, and personal services or work provided by Town suppliers or contractors. A determination as to whether this policy has been violated is at the Town's sole discretion.

3.7 POLITICAL ACTIVITIES

As a Volunteer, you are prohibited from the following political activities while performing your volunteer duties:

- Soliciting political contributions.
- Distributing campaign literature or wearing clothing that amounts to campaign literature.

3.8 SOLICITATION AND DISTRIBUTION

“Solicitation” means any activity conducted for the purpose of advertising, promoting, or selling any product or service, or encouraging membership in any group, association, or organization. “Distribution” refers to the dissemination, posting of flyers, brochures, email, and other written materials promoting products, services, organizations, or causes.

Solicitation and distribution by volunteers on Town property is prohibited.

SECTION 4.0 GENERAL MPRD GUIDELINES

4.1 GENERAL GUIDELINES

Each day is different in Recreation – different participants, different activities, different weather and different situations. What cannot be different is our standard of quality. Regardless of your assignment, you are in the public eye. In many cases you will be first impression that one has of this Department. Many times, it is the little things that you don’t think about that can be the difference between a good or bad first impression and first impressions are generally lasting impressions. While this manual cannot cover every situation, it will provide you with guidelines to use with your good judgement to help you make the right decision that will be of benefit for all.

4.2 ALCOHOL, TOBACCO AND DRUG FREE FACILITIES

While all MPRD facilities are Alcohol, Tobacco and Drug Free facilities, there are some events and times that alcohol alone will be allowed, such as the Senior Center and Waterfront Memorial Park. It is important to know when and what events allow alcohol, so be sure to communicate with the staff member that you report to for clarification. Remember that though alcohol may be allowed at the event/activity that you are volunteering for, personal consumption of alcohol while on duty is prohibited.

Tobacco includes all forms of tobacco to include chewing tobacco, cigars, pipes and cigarettes, to include e-cigs and other vapor/mist nicotine products are prohibited at the Town and MPRD facilities.

In addition, such restrictions apply to all facilities, including Charleston County School District facilities, utilized by MPRD. These restrictions also include the parking lots and other open areas associated with the use of the facility by MPRD.

These prohibitions apply to you, MPRD employees and all participants. Violation could result in dismissal of your volunteer duties.

4.3 ELECTRONIC DEVICE AND CELL PHONE USE

Electronic devices, to include Bluetooth technology, tablets, radios and personal music devices and cell phones are not allowed while on duty unless specific permission has been received from your supervisor. Headphones and ear buds are not allowed while on duty. If approved, these devices must be kept at a low volume and not distract from the performance of your job duties

The exception to this is the use of such devices to communicate with your staff supervisor or other MPRD employees to aid in the performance of your assignment. In case of a personal emergency, you will be allowed to respond and take action, if necessary, in which case you will be expected to inform your staff supervisor as soon as possible.

4.4 EATING/READING/SLEEPING/OTHER DISTRACTIONS WHILE ON DUTY

For the most part, distractions such as eating, reading, arts & crafts and other similar forms while on duty or at your work station is not permitted unless permission is received from your supervisor.

Friends/Relatives. While you are on duty or at your work station, what you do is very noticeable by the public. Visitors can easily create an interruption and detract from the performance of your duties, so please use good judgement when interacting with friends/relatives while on duty.

Sleeping while on duty will not be tolerated and is grounds for immediate removal from your volunteer duties.

The telephones at MPRD facilities are for the purpose of conducting official MPRD business. It is imperative that the use of the phones for personal local calls be kept to an absolute minimum. Personal long-distance calls are prohibited except in the event of a personal or family emergency. Please make sure that your family and friends do not call you at work unless it is an emergency.

When using the telephone on official business, be friendly, polite and professional. In many cases this will be the initial contact the person will have with MPRD and it is always better to have a positive first impression.

4.5 POLICIES AND PROCEDURES

The established policies and procedures as well as the MPRD Policy Manual are intended to be followed. Volunteers are not authorized to make exceptions to these established policies and procedures.

You are encouraged to be familiar with your job description, facility policies and procedures as well as facility rules and regulations. In addition, it is of utmost importance that you familiarize yourself with the facility Emergency Action Plan and be prepared to respond to an emergency situation.

Each location with full time staff assigned will have a copy of the MPRD Policy Manual. Check with your staff supervisor, however, to see if policies are available for your review.

4.6 SPECIFIC TRAINING

You may be trained to work in specific areas with specific duties that may require additional training. This training may be separate, such as First Aid/CPR, Darkness 2 Light and/or on the job training such as Rec Trac to name a few. Additional training may be required to meet the needs and expectations of the duties you will assume.

Volunteer coaches will be required to attend specific training for their sport prior to the beginning of the season. In addition, volunteer coaches may be asked to attend other opportunities for training if the opportunity presents itself.

4.7 PERSONAL CONTACT INFORMATION

It is of critical importance to keep your personal contact information current in our files. If you change any of your information during your time with us, you must notify your supervisor.

4.8 PERSONAL TRANSPORTATION

For the benefit of participants, it is important for you to have reliable transportation to and from your assignment. This is your continuing responsibility and one that should not interfere with your volunteer duties.

4.9 MPRD PROPERTY

At times, especially with volunteer coaches, you will be issued equipment/supplies belonging to MPRD, necessary for you to carry out your duties as a volunteer. All MPRD property used by you must be safeguarded and returned properly, promptly and according to Town/MPRD policy. Such items are to be maintained in good condition. If property should become worn, damaged, lost or stolen, you are to report this immediately to your staff supervisor.

In addition, if you notice any MPRD property or equipment/supplies issued to you that is in need of repair/replacement, contact your staff supervisor immediately upon noticing the condition of the property. Be prepared to be as detailed as possible in your report on the condition of the equipment, damage sustained and/or sequence of events that led to the condition of the property.

If you caused the damage to the property, you may be required to reimburse MPRD for any intentional loss or damage to property or such loss or damage due to negligence.

4.10 LOST AND FOUND

When you find any item at you work area or duty assignment without an apparent owner, it must be turned in to your staff supervisor upon completion of your work assignment. The item is to be identified as to time and location of it being found. Under no circumstances are you allowed to take to lost item home with you.

4.11 KEEPING FACILITIES CLEAN

It has been stressed numerous times that a positive first impression is very important to MPRD. How you treat our participants, parents, fellow volunteers and spectators while on duty plays a critical role in that first and lasting impression. Equally important is the cleanliness of our facilities. Volunteers are expected to do their part in maintaining the cleanliness of our facilities same and participants are asked to remove whatever trash they bring, such as water bottles and food wrappers.

All facilities have trash cans and some have recycle containers. If you see litter, pick it up. The basic rule is if you see a piece of litter, pick it up and dispose of it properly. Be proud of where you work and treat it like you would your own home.

4.12 FACILITY/WORK AREA INSPECTIONS/MAINTENANCE

It is important for all facilities to be safe and secure. Facility Supervisors are required to inspect the facility when they report to work and have the necessary forms to report any issues. If you notice any concern while performing your duties, do not hesitate to report the concern to the Facility Supervisor or your staff supervisor, regardless whether you think it is important or not. Let staff take the necessary action as they see fit. Don't assume that the issue has been reported prior to your arrival, REPORT IT!

DO NOT ATTEMPT to repair or correct any maintenance issue, regardless of your background or skills. If you have any questions, do not hesitate to ask your supervisor.

SECTION 5.0 EMERGENCY SITUATIONS

5.1 FIRST AID/CPR AND AED SITUATIONS

As a volunteer, you are not expected to respond to First Aid/CPR or AED (Automated Electronic Defibrillator). All MPRD staff have had this training and it is their responsibility to respond to these emergency situations. As a volunteer, you may be asked to assist in the response, such as keeping spectators back from the scene, securing equipment or other duties that will aid in the response and ability of professionals arriving on the scene.

Be aware of bloodborne pathogens and avoid exposure as much as possible. Such training and information on avoiding occupational bloodborne pathogen exposure is available.

5.2 EMERGENCY ACTION PLANS

Each MPRD facility has an established and specific Emergency Action Plan (EAP) that describes in detail the actions that employees should take in case of a fire or other emergency situations. The procedures are in compliance with OSHA's Standard for Emergency Action Plan. While on duty, you may be asked to assist the staff in implementing possible action to comply with all emergency regulations and protect participants, spectators and employees in emergency situations that may occur at MPRD facilities.

5.3 ACTIVE SHOOTER PLANS

An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area. Because active shooter situations are often over within 10 to 15 minutes, before law enforcement arrives on the scene, you must be prepared both mentally and physically to deal with an active shooter situation.

The MPRD Active Shooter Plan is designed to provide guidance to you if you are caught in this situation as well as how to react when law enforcement arrives. A copy of this plan *Attachment 9.3.A* ., is for you to keep and use a reference.

While recognizing that the Department of Homeland Security priority of action steps for response is RUN, HIDE, FIGHT, due to the fact that MPRD is responsible for a significant number of visitors, program participants of all ages, including child without their parents and many senior citizens, the priority for MPRD is HIDE, RUN, FIGHT, which is consistent with how the schools may respond to a similar incident.

As a volunteer, you will be encouraged to assist MPRD staff in responding to the situation in a team effort to quickly determine the most reasonable way to protect lives.

5.4 LOCKDOWN PROCEDURES

When any Mount Pleasant Recreation Department facility receives an emergency notification of a lockdown situation, the following procedures are to be taken:

1. Staff will immediately notify Mount Pleasant Police Department (MPPD) at 843-884-4176 of the lockdown notification. Request assistance from MPPD to notify those individuals who may be out on the outdoor facilities such as playgrounds and fields.
2. Staff will immediately notify supervisor. The supervisor will then take the steps to notify upper management which includes the Recreation Director, Assistant Recreation Director and both Division Chiefs.
3. Staff will immediately notify all areas located in the facility/complex as well as Public Services.
4. All Town employees, as well as volunteers, are to assist in securing the facility.
5. All program participants who are outside of the building will be immediately brought inside the building by staff.
6. All entrance and exit doors are to be secured and locked. Windows, if applicable, are to be secured and locked. **ONCE DOORS ARE LOCKED, NO ONE WILL BE PERMITTED TO LEAVE OR ENTER THE BUILDING UNTIL LOCKDOWN IS OVER.**
7. Employees, with the assistance of any available volunteer, are to account for all participants in their area of responsibility and maintain that accountability until situation is over and normalcy returns.
8. Everyone is to exit the pool and remain out of the water until lockdown is over. Everyone in the gym must stop play and proceed to the bleachers until lockdown is over.
9. All window shades/blinds are to be closed and lights turned off.
10. Once the building is finally locked down, no one will be permitted to enter or leave.
11. Unless otherwise instructed, MPRD personnel in the facility will be in charge of the facility.
12. Be prepared to assist in the evacuation of the building if so instructed by authorities. Staff will provide instructions on this procedure at that time.

SECTION 6 ATTACHMENTS

1.4.A	<u>MPRD ORGANIZATIONAL CHART</u>
1.5.A	<u>RECREATION STAFF LIST</u>
2.1.A	<u>MPRD VOLUNTEER APPLICATION</u>
2.1.B.....	<u>MPRD VOLUNTEER COACH APPLICATION</u>
2.1.C	<u>SENIOR CENTER MEMBERSHIP APPLICATION</u>
3.1.A	<u>MPRD COACHES CODE OF CONDUCT</u>
3.1.B.....	<u>SENIOR CENTER CODE OF CONDUCT</u>
5.3.A	<u>ACTIVE SHOOTER – HOW TO RESPOND</u>
5.4.A	<u>LOCKDOWN PROCEDURES</u>