



# *Volunteer Handbook*

**A guide to Volunteer programs including Adopt-A-Park and  
Adopt-A-Street**

City of Tontitown Public Works  
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[www.tontitown.com](http://www.tontitown.com)



# Volunteer Handbook

**Welcome to the City of Tontitown!** We are excited about your interest in volunteering and hope you will enjoy being involved with our community. This *Volunteer Handbook* provides information on Tontitown Streets and Parks and Recreation, its facilities and services, volunteer opportunities and specific instructions on policies and procedures.

## The Program: Purpose, Benefits, and Recognition

The purpose of the Volunteer Program is to provide rewarding opportunities for citizens to get involved in their community in an effort to promote civic pride, appreciation, and awareness. It is a partnership between the City and the community to keep the public streets and park system safe, free of trash, tree limbs, debris, aesthetically pleasing, and in the best condition possible. Volunteers provide invaluable assistance through various activities.

Volunteering is rewarding. People gain knowledge about their community and special projects, they expand and share experiences, make new friends, discover new interests and abilities. One of the greatest rewards of volunteering is the sense of personal achievement and satisfaction of helping an organization succeed.

## Who can volunteer? Everyone is welcome!

- Individuals
- Families
- Businesses
- Garden Clubs
- Scouts
- Community Service Organizations
- Non-Profit Organizations
- Master Gardeners
- Naturalists
- Neighborhood Associations
- Church groups
- Civic Associations

## How Do I Start and Participate? Volunteers can sign up any time throughout the year at [www.tontitown.com](http://www.tontitown.com) or at our Administrative Office.

- **Fill out and return** the Volunteer Application at the end of this document or submit the application online. You will be contacted by a city representative.
- **Communicate** your work date(s) to the appropriate city representative at least one week in advance of the work date.
- **Designate a representative** who will be responsible for scheduling, organizing and activity reporting.
- **Conduct a safety briefing** on-site prior to beginning. Follow all safety guidelines.
- **Your efforts are very important to us!** Report within 24 hours the date, total number of hours and volunteers, and activities to the appropriate city representative.

## Volunteer Opportunities

- **Adopt-A-Park and Adopt-A-Street** are components of the Volunteer Program.
- **Tidiness Efforts** include litter cleanup from grounds, trails, and creeks.
- **Garden & Grounds Maintenance** includes assisting with garden tasks, painting and cleaning of facilities.



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**Absences** Volunteers who cannot report for their job assignments should notify the appropriate city representative as soon as possible. **If it is necessary to cancel a scheduled day, please speak with appropriate city representative in advance of your scheduled work date.**

**American with Disabilities Act (ADA)** Volunteers who are disabled should bring those needs to the attention of the appropriate city representative. The City of Tontitown complies with ADA guidelines and will make every effort to accommodate whenever possible.

**Dress Code** We want you to be comfortable and wear appropriate clothing for the task assigned; we ask that our volunteers project a professional image in their attire.

**Drug Free Workplace** The City of Tontitown has a vital interest in maintaining a safe and efficient work environment for volunteers and employees. Use of drugs or alcohol, or being in an impaired condition is not tolerated. Violation of this policy will result in the termination of one's status as a volunteer.

**Plant Collection** No plants or seeds may be installed or removed from any park property unless authorized by a Tontitown Parks and Recreation Staff Member.

**Harassment** No volunteer should experience any harassment. Incidents of this nature should be reported immediately to the Tontitown Department of Public Safety for investigation.

**Weather** If there is inclement weather, you may reschedule your workday with the appropriate city representative.

**Emergency** Any volunteer who observes a medical or any other type of emergency should call 911 first then contact the Public Safety Department.

**Grievances** about work-related issues should be discussed with an appropriate city representative. Every attempt will be made to resolve a problem through a discussion process. However, if a matter remains unresolved, it will be referred to the Tontitown Public Works Director so a final resolution can be reached.

**Park Patron Relations** As a volunteer you represent Tontitown and have an important role to play in enhancing the visitor's perception of Tontitown Parks. Volunteers should always be friendly and helpful. If a visitor's question cannot be answered, the visitor should be directed to an appropriate staff member for an answer. If a volunteer observes inappropriate behavior from a visitor, they should report the problem immediately to the appropriate city representative.



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## Safety Guidelines

- **Safety and Personal Protective Equipment** Depending on the jobs performed use safety equipment such as:
  - Gloves
  - Goggles
  - Earplugs
  - Attire to avoid sunburn and insect bites
  - Sunscreen
  - Wear light colored clothing
  - High visibility safety vests
  - It is vital that all volunteers wear sturdy, close-toed shoes.
- **Take as few cars as possible to the clean-up site**
- **Park vehicles clear of the roadway**
- **Have a first aid kit on site**
- **Have a cell phone on hand**
- **Use a buddy system and look out for each other**
- **Post a lookout to be aware of traffic situations**
- **Be aware of things you might trip over or holes you might stumble into**
- **Work facing on-coming traffic**
- **Work during daylight and non-peak traffic hours**
- **Stop work if weather gets bad**
- **Do not over-exert yourself, especially on hot days**
- **Do not attempt to handle hazardous substances (car batteries, pesticide containers)**
- **Use a tool such as a grabber tool or hand-rake to identify an item before grabbing it**
- **Avoid noxious weeds such as poison ivy and poison oak**
- **Avoid any sharp objects and do not pick up syringes – please contact the Tontitown Public Safety Department at (479) 361-2700**
- **Avoid areas where snakes or stinging insects may be located**
- **Do not pick up litter on bridges, tunnels or overpasses**
- **Refrain from picking up on street pavement**
- **Stay clear of construction activities**
- **Never step out into the street**
- **Cross streets only at crosswalks**
- **Drink plenty of water to avoid dehydration**
- **Don't overload bags or attempt to lift too much weight**
- **Large, heavy or bulky materials should be marked and left for pick-up by City employee**
- **Use common sense and be alert**



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## Volunteer Program Agreement

By this agreement, the applicant and all of its authorized participants agree to abide by the program requirements and safety guidelines set forth by the City of Tontitown for the Volunteer Program. The applicant will not hold the City of Tontitown responsible for any injuries suffered or damages that occur as a result of participation in this program. An annual renewal letter from the City will be sent to the primary contact in October. If the primary contact does not return the renewal letter by the required deadline the City of Tontitown reserves the right to cancel this agreement.

**The applicant agrees to the following:**

1. To schedule a volunteer work session, notify the Public Works Department seven days in advance.
2. Follow all safety guidelines for the Volunteer Program.
3. Within twenty-four hours after a volunteer work session, the number of volunteers, amount of time served and the activity or activities performed must be reported using the designated form provided.
4. No person under the age of 12 is permitted to perform any work within the street right-of-way.
5. All persons between the ages of 12 and 18 must be accompanied by at least one adult per every five persons under the age of 18.
6. Return all issued equipment to the City.

**The City agrees to the following:**

1. Provide certain types of equipment, if available, depending upon the work to be performed.
2. Collect and dispose of debris.

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Printed Name of Individual or Group / Organization

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Signature of Applicant

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Date

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Signature of City Representative

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Date



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## Volunteer Program Application – Groups / Organizations

Date: \_\_\_\_\_ Please check all that apply:  Adopt-A-Park  Adopt-A-Street

Name and/or Organization Name (if applicable): \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Website: \_\_\_\_\_

Primary Contact: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Secondary Contact: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

### Public Relations:

Does the group / organization wish to remain anonymous?  Yes  No

Does the group / organization allow the City to take photographs during the volunteer work sessions?  Yes  No

If so, may the City use the photos on the website and in future publications advertising the program?  Yes  No

### Park(s) / Street (s) the Group / Organization would like to Adopt:

1<sup>st</sup> Name \_\_\_\_\_ 3<sup>rd</sup> Name \_\_\_\_\_

2<sup>nd</sup> Name \_\_\_\_\_ 4<sup>th</sup> Name \_\_\_\_\_

### Volunteer Work:

What type of volunteer work would you like to do? (Check all that apply)  Litter Pickup  Downed tree limb removal

Weeding / Mulching  Other \_\_\_\_\_

When are you available to volunteer? (Circle best answer(s))

Regularly  Occasionally  Special Events  Mornings  Afternoons  Weekends

Other \_\_\_\_\_ Preferred Day: M T W Th F S Sun

Briefly explain why you are interested in volunteering: \_\_\_\_\_

List any hobbies, training or background which may be applicable: \_\_\_\_\_

**The information stated on this application is true and correct to the best of my knowledge and belief and is made in good faith. Any false statements made by me may be used as a rejection of this application.**

Signature \_\_\_\_\_

Date \_\_\_\_\_



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Thank you for your interest in our community. We look forward to meeting you and appreciate the generous offer of your time and skills.

## Volunteer Program Application – Individuals

**Date:** \_\_\_\_\_ **Please check all that apply:**     Adopt-A-Park     Adopt-A-Street

**Name:** \_\_\_\_\_

**Mailing Address:** \_\_\_\_\_

**Phone:** \_\_\_\_\_ **Fax:** \_\_\_\_\_ **Email:** \_\_\_\_\_

### Emergency Contact

In the event of an emergency contact: \_\_\_\_\_ **Relation:** \_\_\_\_\_

**Address:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

### Medical

Do you have any medical condition we should be aware of? (i.e.: heart condition, back problems, asthma, allergies, etc.). Specify: \_\_\_\_\_

### Public Relations:

Do you wish to remain anonymous?     Yes     No

Do you allow the City to take photographs during the volunteer work sessions?  Yes  No

If so, may the City use the photos on the website and in future publications advertising the program?  Yes  No

### Park(s) / Street (s) you would like to Adopt:

**1<sup>st</sup> Name** \_\_\_\_\_ **2<sup>nd</sup> Name** \_\_\_\_\_

### Volunteer Work:

What type of volunteer work would you like to do? (Check all that apply)     Litter Pickup

Downed tree limb removal     Weeding / Mulching     Other \_\_\_\_\_

When are you available to volunteer? (Circle best answer(s))

Regularly     Occasionally     Special Events     Mornings     Afternoons     Weekends

Other \_\_\_\_\_ **Preferred Day:**    M    T    W    Th    F    S    Sun

Briefly explain why you are interested in volunteering: \_\_\_\_\_

List any hobbies, training or background which may be applicable: \_\_\_\_\_

**The information stated on this application is true and correct to the best of my knowledge and belief and is made in good faith. Any false statements made by me may be used as a rejection of this application.**



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Signature \_\_\_\_\_ Date \_\_\_\_\_

**Thank you for your interest in our community. We look forward to meeting you and appreciate the generous offer of your time and skills.**

## Volunteer Program Time Log

Organization: \_\_\_\_\_ Contact Name: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Location: \_\_\_\_\_

Within 24 hours after a volunteer work session, please fill out and return to the City of Tontitown at [adminasst@tontitownar.gov](mailto:adminasst@tontitownar.gov). Post Office Box 127, 201 E Henri de Tonti Blvd, Tontitown, AR 72770, (479) 361-2700.

Volunteer Work Session Date	Activity Performed	Numbers of Volunteers	Start Time	End Time	Total Hours
<b>Number of Volunteers multiplied by Hours Works</b>					