

Dear SSCI Operation TLC² Affiliate,

SSCI Operation TLC² Making Communities Safe was founded in 2006 on the principle that no person should ever be automatically granted the privilege of working with our most vulnerable populations. These individuals must first qualify through a comprehensive criminal background screening that is in compliance with the national standards established for the field of parks, recreation, and conservation. For those who do qualify, complimentary orientation and training materials are provided that will help properly prepare them for public service.

In our continued commitment as your partner in **Making Communities Safe**, this is the first edition of a professionally designed PDF with content focused on safety issues relevant to volunteers. It will come each month in a format that can be duplicated or emailed to your volunteers. This document can also be used when developing the talking points for in-house orientation and training sessions with your volunteers. Access to previous training topics is available at **www.operationtlc2.org** using the Access Code: **volunteers!**

This initial template is intended to assist you in planning and organizing a volunteer orientation meeting, along with the First Edition of the **Making Communities Safe** handout.

Let us know if you need any previously published training materials, DVD, sample policies or other resources to assist you with your in-house volunteer orientation and training program.

We look forward to our continued relationship as your Partner in Safety and meeting the objectives of volunteer qualification and education through **SSCI Operation TLC² Making Communities Safe**.

Sincerely,

Your **SSCI Operation TLC² Making Communities Safe** Management Team
Chris Goodman, Director-Sales & Marketing
Kristen Oddi, Director- Client Services
Michael Pfahl, Founder **Operation TLC² Making Communities Safe**

Potential Topics to Cover:

ADMINISTRATION

- ___ A. Mission
- ___ B. Philosophy, Goals, Principles and Standards
- ___ C. Organizational Chart
- ___ D. Who Reports to Whom?
- ___ E. All Relevant Contact Information
- ___ F. Scheduling
 - 1. Reporting for Duty
 - 2. Tracking Hours
 - 3. What to Do When (Schedule Conflict, Illness, Other Interruptions in Service)

PROFESSIONALISM

- ___ A. Volunteer Roles and Responsibilities
- ___ B. Behavioral Expectations while Representing the Agency (dress, language, ethics)
- ___ C. Customer Service
 - 1. Proper Communication
 - 2. Polite Interaction
 - 3. Telephone Etiquette
 - 4. Conflict Management
- ___ D. Tour of Work Site
 - 1. Tour of Department Facilities
 - 2. Authorized Parking Area
 - 3. Policy & Procedures Manual / Site Policy Manual

GENERAL SAFETY

- ___ A. Reporting Accidents
- ___ B. Reporting Incidents
- ___ C. Using an AED (Automated External Defibrillator)
- ___ D. Using a Fire Extinguisher
- ___ E. Emergency Exits

SPECIFIC SAFETY CONSIDERATIONS

These topics while perhaps mentioned in an Initial Volunteer Orientation Meeting generally require more time and focus dedicated to the subject matter to accomplish a greater understanding.

- The Volunteer Role in Risk Management and Liability Prevention
- Emergency Preparation
- Basic First aid and general Safety for both participants and spectators
- Handling Blood Borne Pathogens
- Suspected Child Abuse and Neglect response mandated by the State
- Child Sexual Abuse Prevention for Coaches and Parents
- Concussion Training
- Signs of Child Abuse and Neglect
- Good Touch - Bad Touch - Do's and Don'ts with Children and Youth
- Sexual Harassment
- Basic CPR
- Personal and Guest Safety
- Controlling Large Crowds
- Sport Specific Techniques for Safety and Protection
- Proper use of Equipment and Supplies
- State and local guidelines on alcohol sales at special events

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What is Risk Management?

Risk management is the process of identifying risky situations and taking steps to minimize those risks.

You do not need to be a trained expert to identify most concerns; you just need to be observant. Another key point to risk management is that there are countless risks and they evolve and change. One minute something could be safe and the next minute it presents a hazard. This ebb and flow can be significant and can raise some challenges. However, by understanding that risk management is a continuous process you will be in a better spot to appreciate and act when an environment or situation changes.



As a volunteer you play an important role in providing customer safety and care.

Be keenly aware and observant of what's going on around you that could compromise the safety and well-being of the park users and program participants. Here is a list of some key issues we want you to remember:

- Report to your supervisor all accidents, near misses, injuries and property damage, regardless of the severity of the injury or damage.
- Immediately report to your supervisor any potential unsafe condition or acts.

- If you note a potential slip or trip hazards, correct the hazard immediately or mark the area clearly before leaving it unattended.
- Any smoke, fire, or unusual odors must be reported to a supervisor. If one cannot be found immediately volunteers should be authorized to call 911.
- Volunteers must know local department rules regarding first aid, evacuation routes, and fire department notifications. Do not be afraid to ask for any written rules so you will know what they are.
- Volunteers who operate vehicles must obey all driver safety instructions and comply with the law, traffic signs, signals, and markers.
- Never drive others in your vehicle if you do not have adequate insurance, have the legal right to drive, and have had your vehicle properly inspected by a trained mechanic to make sure it is safe.
- Equipment should only be operated by trained and authorized personal. This is especially appropriate for mechanical and electrical equipment.
- Personal protective equipment must be used when potential hazards cannot be eliminated.
- Horseplay and fighting will not be tolerated either by participants, spectators, employees, and/or volunteers.



- Periodically, inspect work station to identify potential hazards and to ensure that the equipment or vehicles are in safe operating condition.
- Department rules and procedure specific to department operations must be followed by all staff, both paid and volunteer.

As a volunteer you play an important role in providing customer safety and care, but do not be worried. As long as you act as any reasonable and prudent adult would in a similar situation, you will help protect yourself and the agency or organization for which you are volunteering.

- If an injury occurs you should only administer first-aid that you are trained or well informed to administer. If the injury requires more than standard first-aid, always call for trained emergency assistance.



- Immediately notify your supervisor and complete the accident report with accuracy. It is vital that all accidents be reported in a timely manner. Failure to do so could result in an insurance claim being denied.
- If something happens, try to document as well as possible what happened, get any witness statements, take a couple pictures, and report only objective facts.
- Parents or guardians should be informed when minors are injured and be sure that you do not admit fault.

Risk management is the process of identifying risky situations and taking steps to minimize those risks.

Become familiar with the policies and practices of the organization you are volunteering for and you will be doing your part to make communities safe.

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