



Volunteer Program

Thank you for interest in learning more about volunteer opportunities at Meadow Park Golf Course, a facility of Metro Parks Tacoma. We are very proud to serve our community by providing affordable quality golf opportunities to our customers. We believe golf helps provide important social, economic and environmental well-being to our community. Volunteers are essential in protecting our public asset and promoting the benefits of golf for today's citizen and future generation.

Meadow Park is developing a unique, long lasting approach to providing and protecting an important community asset. The Meadow Park volunteer program has been a growing part of Meadow Park operations since 1997. In efforts to protect our community asset we have taken a proactive approach by developing partnerships between the park district and the community that will keep Meadow Park affordable, provide a quality experience and promote golf. The volunteer experience is designed to have clear goals and guidelines which are clear for all involved. They are centered on meaningful service that keeps our community orientated golf facility a wonderful place to play, learn and grow!

Metro Parks Tacoma is glad you have interest in being a part of a team improves the quality of live in our community. Everyday our customers turn to us to be active, challenge them, to come together with friends and family and to experience the outside environment through the game of golf. There are several areas that have been created to meet the need of providing an affordable quality golf course to our community. These areas help deliver and guide the programs and level of service:

- Player Assistants
- Golf Stewarts
- Golf Advisory Committee
- Special Projects and Programs

We will seek to match volunteers with the type of work and schedule that most interests them. We strive to provide a well-rounded "hands on" experience that includes meaningful and rewarding work. Volunteers will sign a commitment agreement in order to establish a clear understanding of their assignment and service. This agreement sets the stage for the experience and outlines the volunteer and program supervisor responsibilities.

Meadow Park Golf Course defines a volunteer as:

A volunteer is someone who, without financial reward, performs a task at the request of, and on behalf of Meadow Park Golf Course.

The Benefits of Volunteering at Meadow Park Golf Course include:

- Meeting people
- Using talents and experience to help others
- Being part of a team
- Having the satisfaction of seeing results
- Feeling valued
- Economic and environmental well-being to our community

Additional Benefits:

Volunteers:

- *For every 20hrs of volunteer work recorded the volunteer will receive a Volunteer Play Pass for rounds of golf to be used on the Championship 18 or Williams 9 courses.*
- *Volunteer Play Pass may be used anytime Monday-Friday*
- *Volunteer Play Pass may be used after 1:00 PM Saturday, Sundays & Holidays.*
- *Volunteers Play Pass may be used for guests*
- *Volunteers may receive 1 small bucket of driving range balls at NO charge Daily (Active Volunteers only)*
- *Volunteers when using there play pass may purchase a cart seat for \$9 (9 or 18 holes) (Active Volunteers only)*

PROCEDURE:

- Volunteers shall check in at the pro shop to verify course availability. Staff members are representative of *Metro Parks Tacoma* and *Meadow Park Golf Course* while golfing, enforcing all rules and policies as well as providing necessary information to the golfing public and other staff members as necessary. Staff members will provide light maintenance to the course and driving range such as repairing ball marks, raking bunkers and sand divots as time permits. Participation in golf events, including men and women's club events, by any staff member requires full payment for each event.

Log: Volunteers are required to submit to a tracking system for attendance. Meadow Park monitors the hours worked during the volunteer experience in order to recognize volunteers more effectively.

Status: Evaluation is one of the most important parts of the volunteer experience. Volunteers are entitled to regular feedback from their supervisor. In addition, the volunteer is encouraged to regularly communicate their needs and satisfaction with their assignment with the supervisor. To facilitate this, methods for commenting on the volunteer experience are provided at least monthly.

Both volunteers and supervisors will complete an assessment of the experience at the end of the assignment. If the volunteer service is on-going, evaluation and renewal opportunities will be offered no less than every 12 months. Whatever the duration, an exit interview and final evaluation is offered and maintained in the volunteer record.

Successful Completion: A volunteer has successfully completed a volunteer assignment when the commitment of hours, duration, and/or project have been completed and approved. The supervisor and volunteer must be in agreement that the objectives have been met.

Volunteerism Guidelines:

IDENTIFICATION: A volunteer must be officially accepted and have an active commitment form on file to promote themselves as a Meadow Park Golf volunteer.

SPECIAL REQUIREMENTS: Meadow Park Golf Course will accept volunteers who are participating in student community service activities, student learning programs, corporate volunteer programs or court mandated programs or receive referrals from third party organizations. These types of arrangements may cause some restrictions or added requirements for placements; including the volunteer incurring some of the costs associated with recruiting, screening, placing and supervising the volunteer.

SCOPE OF AUTHORITY: *Only employees of Metro Parks Tacoma/Meadow Park Golf Course are authorized to financially or contractually obligate Metro Parks Tacoma.* Prior to any action or statement that might significantly affect or obligate Metro Parks Tacoma; volunteers should seek prior consultation and approval from supervisory staff. These actions may include but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations or agreeing to serve in any official capacity on behalf of Metro Parks Tacoma. Volunteers are authorized to act as representatives of Metro Parks Tacoma as specifically indicated in their job description and commitment form.

CONFIDENTIALITY: Volunteers are responsible for maintaining the confidentiality of all propriety or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single staff, volunteer, client or another person or Meadow Park business. Failure to maintain confidentiality may result in termination of the volunteer's relationship with Meadow Park Golf Course or other corrective action.

MINORS: Volunteers who have not reached their age of majority must have the written consent of a parent or guardian prior to volunteering. The volunteer services assigned to minors will be performed in a non-hazardous environment and will comply with all appropriate requirements of child labor laws.

BACKGROUND CHECKS/SPECIAL CLEARANCES: As appropriate for the protection of customers and clients, volunteers in certain assignments may be asked to submit to a federal background criminal check in addition to a Washington State Patrol check. Background checks will include fingerprinting if the volunteer works with minors or vulnerable adults in settings that have the potential to not have sustained staff oversight. Reference checks, direct background checks through national databases, and other assessments may be required at the expense of the volunteer. Volunteers who do not agree to such a check will be refused assignments.

- All individuals who are requesting to serve court-appointed community service hours must be cleared through the Risk Management Office. Disclosure statements, Washington State Patrol background check and copies of court papers are required. Volunteer assignments are limited to non-supervisory functions.
- Anyone serving less than 40 hours of service will be unable to perform duties which require a federal fingerprint check

VOLUNTEER DRESS & APPEARANCE: Volunteers should come to their assignment clean and neat and dressed to meet the appropriate safety requirements of the position. Supervisors will review inappropriate or hazardous dress during orientation. Some volunteers may be expected to wear uniforms at each visit, or purchase unique costumes for specific assignments.

VOLUNTEER LIABILITY & PROTECTIONS: Volunteers are provided a safe environment to work in and are expected to behave in a manner that is consistent with a safety-conscious work place.

- The District provides general liability insurance coverage of volunteers who are performing duties associated with their assignment. If volunteers cause property damage or bodily injury to others through negligent behavior while acting in the scope and duties of volunteerism, MPT has an obligation to resolve the claim.
- If a volunteer is injured while performing his/her assignment, an accident/injury report must be filed with the Volunteer Coordinator immediately and forwarded to the Risk Manager within 2 business days.

Claims are reviewed by WCIA and are subject to proof of negligence. Release of liability statements are signed by all group and individual volunteers on the first day of service.

RECORD KEEPING: A systems of records will be maintained on each volunteer. This shall include dates of service, positions held, duties performed and hours served. A copy of the volunteer application, timesheets, copies of awards, evaluations, correspondence, and evaluation and accident forms will be kept on file. This information will only be

viewed by the Volunteer Coordinator and direct supervisors for business purposes and as may be required by law.

We are delighted to welcome you as a volunteer for Meadow Park Golf Course

As a Volunteer you are joining a team of people from all walks of life, who contribute not only a great deal of time, but bring skills, knowledge and individuality to Meadow Park. We especially appreciate qualities such as reliability, common sense and flexibility, and sincerely value the substantial contribution, this team of special people make to our organization. Everyone at Meadow Park Golf Course looks forward to a long and happy working partnership with you.

Player Assistant

Position Concept: The Player Assistant has a very important role in the golf operation. They are the golf course watchperson who: directs the flow of traffic, enforces the club rules and regulations, instructs the players in the code of etiquette, oversees the golf course grounds and assists the players with any on course problems.

Due to the nature of the position, the Player Assistant must be demonstrative and pleasant at the same time. If a player or group refuses to follow your instructions, DO NOT ARGUE. Contact the golf shop immediately. Check with the golf shop for any unusual or special instructions, such as cart paths only etc.

1. Make sure you have a tee sheet
2. Make sure you have a radio in good working condition and a first aid kit.
3. Keep pace of play moving.
4. Pick up any trash you see.
5. Report in every 25-30 minutes, even if there is nothing to report.
6. Fix ball marks on greens, rack traps, sand & seed tee boxes & fairways. Help maintain roped areas.

Specific Responsibilities:

- Make course loop in reverse order (18 to 1). Your first contact with all players should be positive and friendly. If you think a group might be slow, contact the starter to find out their starting time. Periodically update the pro shop with on course events such as slow groups etc...
- If a group is behind, check to see if they are holding up play. If they are not holding anyone up, leave them alone; if they are, ask them to do their best to speed up. Continue on to the next group and inform them that you have asked the group in front to speed up and to keep pace with them. Continue backwards in this manner.
- During a double tee start, the Player Assistant must be aware of the positions of the first and last group to tee off #1 and #10 for crossover purposes.
- Keep the golf shop informed of any bad weather in the area. Assist in bad weather closure of golf course if needed.
- Record time volunteered, turn radio to the golf shop at the end of the day.