**City of Redlands Facilities & Community Services Department**

**Recreation & Senior Services Division**

**“Teens Inspiring Others”**

**Syllabus**

**Recreation Services Staff:**

**Conrad Calbes, Recreation Coordinator**

**Program Aides: Laura Loubriel**

**Phone: (909) 798-7572 ext. 4016**

**E-mail:** [**lloubriel@CityofRedlands.org**](mailto:lloubriel@CityofRedlands.org)

**Vision Statement**

*“To build a stronger community, our goal is to prepare our youth for their careers, become their mentors, and help them fulfill their goals, and assist and teach them how to provide service towards others and the community.”*

**Goals**

The goal of the Redlands Recreation Youth Volunteers is to prepare our youths, ages 12-17 years old, for the workforce by providing them with necessary job skills and helping them navigate and accomplish their professional goals. The program will teach them skills including but not limited to: computer skills, marketing, event planning, and fundraising, and/or general office skills. In addition, youth will also learn leadership skills through the services they contribute towards their community and by becoming mentors amongst one another.

**Eligibility**

This program is open to all youths and teens 12 to 17 years of age who have not yet graduated high school. Residency does not disqualify youths and teens from membership.

**Expectations**

As a youth volunteer, you represent the City of Redlands and are expected to:

1. Never discriminate by race, religion, ethnicity, age, gender, sexual orientation, marital status, and/or disability;
2. Never conspire to engage in hazing, participate in hazing, commit any act that injures, degrades, or disgraces; or intends to do the same;
3. Never use any illegal drugs, including marijuana;
4. Never deface, vandalize, or intend to do the same to any private or public property;
5. Never lie, cheat, or steal, nor tolerate those who do so;
6. Never use any profanity while volunteering;
7. Abide by the volunteer schedules unless absence has been authorized;
8. Never do any homework or any unauthorized tasks without the prior approval of Recreation Division Staff;
9. Follow the electronics policy;
10. Adhere strictly to the volunteer dress code policy; and
11. Follow the instructions of Recreation Division Staff, City Employees, Directors, and elected officials.

**Examples of Duties**

Some of the duties of youth volunteers may include, but are not limited to:

* Providing excellent customer service to all members of the public;
* Setting up and breaking down rooms for programs and activities;
* Assisting in creation of posters, flyers, and other marketing materials;
* Assisting Recreation Division staff in researching and creating new programs;
* Assisting in monthly Volunteer and Staff-led events
* Answering phones;
* Handling gym, game room, and racquetball equipment rentals;
* Assisting in membership check-in;
* Keeping rooms and facilities clean;
* Any other duties as required.

**Dress Code**

* All volunteers who have received a volunteer shirt must wear their volunteer shirt at all times when volunteering.
* Only closed-toe and closed heel shoes are to be worn while volunteering. Sandals or any footwear where the toes and/or heels are exposed is not permitted.
* Clothing that shows undergarments cannot be worn.
* Sagging pants are not allowed at any time when volunteering.
* Tank tops or spaghetti straps less than two (2) inches cannot be worn while volunteering.
* Clothing that are considered inappropriate (ex: drugs, gang affiliation, explicit images, inappropriate stockings/leggings, etc.) are not permitted inside the Community Center.
* Shorts are not to be worn while volunteering, unless permitted to do so by Recreation Division staff. If permitted, all shorts must be mid-thigh in length or longer.

**Electronics Policy**

* All cell phones and electronic devices must be put away and kept out of sight when volunteering.
* Use of other electronic devices such as, but not limited to, tablets, iPods, hand-held gaming devices, or other hand-held electronics shall not be used while volunteering.
* Use of headphones, listening to music, or watching videos shall not be permitted at any time while volunteering.
* All messages, including but not limited to phone calls, text, or video messages can be taken once Staff has been notified. Volunteers are not allowed to use their cell phones while volunteering.
* Failure to comply with the electronics policy will result in confiscation of the device by a Recreation Division staff member and will be returned at end of Shift.

**Community Service Hours**

Volunteers must use their assigned Sign-In Sheets for hours to be valid, and record their service hours inside the volunteer binder. All times on the Sign-In Sheets must be hand written with a supervisor’s initials for all hours to be recorded.

If the volunteer does not have access to his or her Sign-In Sheet, he or she must obtain a written note from the supervisor in order for the service hours to be valid, showing the dates and times worked, location of the service, the name of the event or service, and the supervisor’s signature.

**Volunteer Schedules**

Volunteers can only sign up for the scheduled shifts that are listed. Once entered, the volunteer is committed to work that shift. Should all available shifts are filled, any remaining volunteers must wait until the next schedule is available to select available shifts. The volunteer must call the Program Aide directly if he or she cannot make it to his or her shift, as outlined below.

**Unexcused Absences**

Each volunteer must contact the Program Aid should he or she not be able to work a volunteer shift. For all absences to be excused, all volunteers must contact the Program Aide, Laura (909) 798-7572 Ext. 4016 and receive confirmation for excused Shift. If Laura is unavailable, the volunteer must call the Gonzales Community Center and Ask for Conrad Calbes, if unavailable, Volunteers can ask for Dave Jaffe at (909) 798-7572, however, the volunteer must still leave a message for either staff member in order to be excused.

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**Acknowledgement**

By signing below, I hereby acknowledge the expectations of being a volunteer with the Redlands Recreation Division, its dress code, and all policies. I understand that volunteering for the Redlands Recreation Division is a privilege and that staff reserve the right to dismiss any volunteer from the program.

I understand that I am to attend my assigned shifts and meetings as scheduled, and to contact the Gonzales Community Center of my absence, or to request to be placed in inactive reserve. Should I fail to do so, I acknowledge that I will be dismissed from the program after three unexcused absences.

I hereby acknowledge I am aware of the commitment I am making not only to the Division, but also to myself to treat this program as an actual work experience.

I hold myself accountable of all of my actions, for I am a representative of the City of Redlands, upon which my actions reflect of those who are employees or officials of the City of Redlands, to which I hereby affix my signature below.

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Volunteer Signature Date

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Printed Volunteer Name Parent/Guardian Signature

**Acceptance**

We, on behalf of the Redlands Recreation Division, accept this volunteer to serve in the Redlands Recreation Division as a youth volunteer.

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Program Aide Program Coordinator