



40700 Romeo Plank Rd. Clinton Twp 48038, 286-9336, Monday- Friday,  
8:30am – 4:30pm or email at [recreation@clintontownship.com](mailto:recreation@clintontownship.com)

### Mission Statement

We are committed to making memories that last a lifetime by providing the highest quality of programs, events, and services.

### The Basics

The goals of the Teen Volunteer Program:

- Develop enthusiastic, responsible, and motivated leaders.
- Increase interaction between teens, children and adults in a recreational setting.
- Increase knowledge of recreational activities.
- Introduce teens to future employment opportunities.
- Have a fun & safe summer experience!

Guidelines:

- Be helpful
- Be on time and dependable.
- Follow instructions of the Recreation staff.
- Accept each job assignment given to you and carry it out completely.
- Follow all rules developed at your site and the special event.
- Set a good example and be a good role model
- Always have a staff member with you when working with the children.

Example of Duties:

- Creating craft project examples
- Getting equipment ready for a game, filling up water balloons, etc.
- Helping younger or shy children interact in the program
- Straightening toy boxes & updating bulletin boards
- Making signs & banners

These are only examples, please be advised that you will be helping in other ways. You will not be able to supervise the group by yourself. You may help with supervision when a staff member is leading the group. Basically you are helping the staff in any way they need you.



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### Customer Service

When speaking with the children, staff and parents remember to:

- Make eye contact
- Smile
- Give them your full attention
- Say please, thank you and you're welcome
- If you are unable to answer a question by a parent or child, find a staff person to get the answer. Please do not answer a question with a guess. It's ok if you don't know the answer!
- Avoid using negative words like "No" and "Don't" when speaking to the children.
- Create positive language to encourage the children to do the same.

How to say no, with saying NO and redirect a child's behavior

*INSTEAD OF:*

*SAY:*

No running or Don't run

"Please walk in the building/gym"

We don't allow the bikes there

"Please park your bike in the designated areas."

No climbing the trees or Get off that!

"Please keep both feet on the ground"

No yelling/stop screaming

"Please lower your voice" or "Use an indoor voice"

**We expect you to be a positive role model on the site, so these helpful tips on communication will give you the basis of what you need to help the children have a fun and happy summer.**

### In Case of Emergencies

The staff at your site are 100% certified in American Red Cross CPR, First Aid and AED skills. They will take care of all injuries that happen to you or a child at the site. If a child has a minor injury while you are volunteering, you are not expected to administer aid to them. Your job is to get help. Staff are always around, but if you saw what happened, give as much detail to the staff as possible. Who was involved? How did it happen? Where is the child injured? Did they fall from a higher place? Did they trip over something? Were they hit by something? As a role model at the site, please remain calm, so the children around you do the same. You may be asked to help another staff person keep the children clear of the injured child, so please help in those areas with the other staff. Be aware of the location of the first aid kit, so you can get it quickly, if asked to.



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### Summer Hours for ongoing programs (for your information):

- Day Camp: 8:30am – 3:00pm, closed 11:45am-12:30pm for lunch
- Early Childhood Programs – All held at the Civic Center Gazebo
  - Monday-Wednesday 9:15am-11:00am

All sites will be closed the week of the 4<sup>th</sup> of July

### Scheduling

- All volunteers will have their first day of volunteering scheduled by the Recreation Office. If your assigned date and/or time does not work for you, please let us know immediately so we can adjust it.
- After that day, the staff at the site will schedule your hours with you and the other volunteers. Please have your available dates ready on the provided form, on your first day to give to the staff at the site. This will help them give you times that work with your schedule. The more availability you give to the staff the easier it will be to schedule you.
- If you have vacations planned please inform the camp/event staff as soon as possible so they do not expect you when you will be out of town.
- Volunteers will not work all day every day for the entire summer. You will most likely be scheduled a day or two a week for just a few hours a day.

### Attendance

- **If you are unable to make it to your site during your assigned time, please call the Recreation office day or night at 586-286-9336 or email [recreation@clintontownship.com](mailto:recreation@clintontownship.com) .** When leaving a message please say your name, phone number, the site/event you volunteer for, and dates you are unable to attend and you will be excused.
- Unexcused absence = no call/email and not showing up for your shift
- Tardy = being late to the site/event
- Unexcused absences & tardies may result in loss of privilege to volunteer and/or your eligibility to participate in the Teen Volunteer Trip. If you are late to the site or have an unexcused absence:
  - the first tardy is a verbal warning
  - the second tardy is a written warning
  - the third tardy is immediate dismissal from the Teen Volunteer Program or inability to go on the volunteer trip.
- **You must be a reliable person at the site. The leaders are depending on your help to run it. Please be sure to attend your assigned volunteer times.**



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## Dress Code

This portion of the handbook is from the Staff handbook that is given to all employees. Please read the following closely:

### Volunteer Shirts

Please wear your volunteer t-shirt for every shift that you are volunteering. Your volunteer shirt must be visible so that the public, the staff & participants can see it. You can layer underneath if the weather is cool. Personal sweatshirts, jackets, etc. may not be worn over your volunteer shirt, even if it is unzipped.

Your shirt cannot be altered in any way – do not cut the sleeves off, write on it, embroider it, tie in the back, etc.

- Those who have volunteered before are encouraged to wear shirts from past summers.
- Shirts cannot be worn from a year you did not volunteer.

### Appropriate Dress

You will be very active each day, please dress appropriately. All clothing worn to work must be neat & clean.

- Shorts, pants, jeans, & capris are acceptable. Finger tip rule applies to length of shorts.
- **Not Acceptable:** Extremely short shorts, pajama pants, skirts, skin tight work out pants, clothing with holes, rips or has been written on, pants & shorts drooping or rolled down past the waist line, or anything with words or pictures printed on your backside area.
- Clothing/hats that promotes alcohol, tobacco, drugs, violence or has profaned and/or offensive wording is also not allowed.

### Footwear

A sturdy shoe like tennis shoes or boots are required and if you come to the site in any other type of shoe you can not volunteer.

- **Not acceptable:** Sandals, any open-toed shoe, backless crocs, high heels and bare feet are not allowed, due to the active nature of your volunteering.

### Hats

Hats can be worn, as long as the logo and wording on the hat is appropriate.

## Jewelry

Expensive jewelry is discouraged due to the active/outdoor nature at the site. Clinton Township Parks & Recreation is not liable for any damaged, stolen or lost items you choose to bring to the site.

- **Stud earrings are the only type of earring allowed for both males and females.** Dangling earrings, hoops, earrings that hang below lobe, have loose parts, etc. pose a safety hazard.

If you do not follow the dress code it may result in loss of privilege to volunteer and/or your eligibility to participate in the Teen Volunteer Trip. We have yet to have anyone lose their volunteer privileges because of dress code, so let's keep the streak going! If there are violations, here are the consequences:

- the first offense is a verbal warning
- the second offense is a written warning
- the third offense is immediate dismissal from the Teen Volunteer Program or inability to go on the volunteer trip.

## Volunteer Shirts After You Leave

Volunteer shirts represent our department – even when you are not volunteering. They should not be worn in conjunction with inappropriate behavior either in person or via photograph, web, video, etc. Please continue a positive role model image for yourself and your fellow volunteers.

## Phone Policy

Each site has a Recreation cell phone for emergencies. Township and school phones are for emergencies only and not for personal calls.

Personal cell phones **may not** be utilized to make or receive personal calls & texts at the site.

Phones that are carried on-site must be put on vibrate or other sound-free notice. We do not recommend that you bring a cell phone to the site, in case of theft or possibility of damage. Clinton Township Recreation is not liable for any damaged, lost or stolen cell phones that you choose to bring to the site.

**If you are expecting a phone call from a parent/guardian then let the staff know immediately, so they understand why you are using your cell phone. Please keep this occurrence to a minimum.**

Your position with Clinton Township Recreation requires your full and undivided attention. Use of a cell phone for calls or texts to discuss personal matters keeps you from fulfilling your job duties. If a volunteer is found using a cell phone for a non-emergency situation:

- the first offense is a verbal warning
- the second offense is a written warning
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### **Volunteering vs. Participating**

When you are volunteering at the Day Camp/Playground site you must make sure you are helping out the staff and not “participating” in the program. This is a very fine line that is very easy to cross, which is why we need to discuss this issue.

#### **YOU MAY PARTICIPATE IN THE PROGRAM ONLY IF YOU ARE REGISTERED FOR IT**

- When your assigned time to volunteer is over, you must leave the site if you are not registered as a participant.
- If you choose to register for the program and attend the site BEFORE or AFTER your volunteer time is over, you must change your shirt into a non-volunteer shirt.
- You are allowed to attend field trips ONLY IF you are a registered participant. With a limited amount of spots on each trip, you are not guaranteed a spot just because you are a teen volunteer too.
- You are allowed to play games while you are volunteering if the staff has given you permission to do so. Please keep in mind that this is a reward, not a usual situation. Your first priority is to help out the site.

### **Special Event Volunteering**

While volunteering at Special Events ALL of the same rules apply. Please keep the following in mind:

- Candy, goodies, hand-outs, or give aways are for participants – do NOT take them unless a staff member has directed you.
- You may have friends and family in attendance – please keep in mind that you are there to help. You may say hello and politely tell them that you are working – your attention should be on your assigned volunteer task.



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### Hours Sheet

You will receive Hours Sheets at your site from the staff that will be posted on the wall.

- When you arrive at the site, fill out the times you will volunteer that day, with pen and write clearly.
- Please do not use a marker, crayon or pencil on your sheet.
- You will receive a copy of your hours sheet at the end of the program.

### Guidance Form and Evaluation

All Day Camp volunteers are evaluated by the staff on their site. These evaluation forms are completed by your site instructor and you may contact the office if you would like a copy. Evaluations are there to help show volunteers where they succeeded and where they could improve. This will be a great tool for teens preparing for their first job.

### Teen Volunteer Trip

Work Obligations to be eligible for the Teen Volunteer Trip:

**Playground/Day Camp Volunteers:** Minimum of 30 total volunteer hours

**Early Childhood Volunteers:** At least three sessions

**Special Event Volunteers:** Are eligible if you volunteer for more than one event this summer.

When you have fulfilled your duties of volunteering successfully, volunteered the minimum hours needed and have not had any unexcused absences, behavioral issues, or policy infractions, you are eligible for the Teen Volunteer Trip!

Permission Slips and information will be emailed out at the end of July. **Contact Tami at 586-286-9336 if you are a special event volunteer ONLY, to receive your slip.** The office does not issue the permission slips because we do not know if you have fulfilled your volunteer obligations or had behavioral or policy issues. Please make sure the slip is filled out completely by your parents/guardians and is turned in on time with payment. Turn in your permission slip and payment directly to the Recreation Office.

### School Year Volunteering

There are many programs that go on during the school year and we are always looking for volunteers to help out! Volunteers may be between the ages of 12-16 years old through completion of 11<sup>th</sup> grade.



TEEN VOLUNTEER  
GUIDELINES AGREEMENT

I, \_\_\_\_\_ have read the entire Clinton Township  
(print your full name)

Recreation Teen Volunteer Handbook. I understand that I am a Summer Teen Volunteer. I commit myself to responsibly carrying out all rules, policies and procedures included in the guidelines. I understand that I will only be allowed to attend the Teen Volunteer Trip if I meet the requirements stated in this handbook.

I further understand that any deviation, omission or disregard of these standards is unacceptable and will result in disciplinary actions that may include immediate release from the Volunteer program.

I promise to honor the work being done by my co-workers and give my very best effort on behalf of the residents of Clinton Township and all program participants.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Please turn in this form in order to volunteer. You will receive your Volunteer T-Shirt at your site or first event you work. Thank you!