

# VOLUNTEER GUIDEBOOK

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## I. INTRODUCTION

Welcome to City of Carlsbad volunteer program for The Crossings at Carlsbad, a program dedicated to making a difference in our community by promoting the enjoyment of the game of golf and its ideals through education and service to the community. The Volunteers who will work at The Crossings at Carlsbad (“Volunteers”) are volunteers for the City of Carlsbad. Volunteers will need to support the City of Carlsbad’s community volunteer goals at The Crossings at Carlsbad through donating their time, energy, skill and knowledge providing top quality service. At The Crossings at Carlsbad you will also promote the game of golf and its ideals, which can enrich our lives and our communities by teaching good sportsmanship, discipline, integrity, personal responsibility, and enhanced self-esteem.

Thank you for taking the opportunity to assist the City of Carlsbad in furthering its goals by agreeing to become a part of the Volunteer team at The Crossings at Carlsbad. Volunteers will play an important role at The Crossings at Carlsbad with this mission in mind —

*“To enthusiastically promote the game of golf through education & service”*

Volunteers are involved in educating golfers about the game of golf by helping out at The Crossings at Carlsbad. As part of your Volunteer responsibilities you may be asked to educate golfers about the game, its etiquette, and its ideals; and assist golfers during their rounds by answering questions and ensuring the safety and comfort of guests. There are many fun, rewarding, and exciting activities for Volunteers and we are glad you have decided to become a part of the team.

## II. VOLUNTEER ROLES & RESPONSIBILITIES

### A. *Volunteer Champion*

The Volunteer Champion is the person on the golf course manager's paid staff who is designated by the golf course manager to work with the Volunteers. The Champion is the liaison between the volunteer team, the golf course's management team and the City of Carlsbad's Community Volunteer Coordinator. In addition to other course responsibilities, he or she is responsible for coordinating the volunteer activity at the course. The Volunteer Champion attends regular Volunteer team meetings, helps evaluate Volunteers, helps select volunteer candidates, communicates regularly with the Volunteer Captain, and solves concerns with the team.

### B. *Volunteer Captain*

The Volunteer team has a volunteer team captain who is responsible for the day-to-day operation of the course's Volunteer program. The Captain works with the Volunteer team to coordinate activities, ensures proper coverage as needed, maintains all records pertinent to the program, and may assist with compiling data for the City of Carlsbad. This person handles any problems or concerns raised by Volunteers, and informs the Carlsbad Community Volunteer Coordinator, and Volunteer Champion of the status of ongoing Volunteer efforts on a consistent basis. The Captain helps coordinate regular Volunteer meetings, works with the Carlsbad Community Volunteer Coordinator and Volunteer Champion with respect to the recruitment and evaluation of the Volunteer team, and acts as its spokesperson to course management (usually through the Volunteer Champion).

### C. *Volunteers*

Volunteers donate their time (8-16 hours per week, a minimum of two 4-hour shifts) to the activities they have chosen. These Volunteers participate in public relations and educational programs. The Volunteers report to the Volunteer Captain. You may choose to volunteer for the following responsibilities –

**Greeters** — take the lead in golf course educational efforts. Volunteer “Greeters” are stationed at key locations at the course so that they are available to distribute Volunteer literature, answer questions, give advice or directions, and assist beginning golfers in understanding the game. They provide education and information for golfers on such things as golf course etiquette, USGA and local rules, pace of play, course layout, and conditions and/or unique characteristics that will make the round more enjoyable. Likewise, the “Greeter” will often be serving at that day's event(s) and is a primary source of information about the course's upcoming special events.

**Course Assistants** — are performing educational functions similar to those of the “Greeter,” but do so while traveling around the course, assisting golfers during their round, providing information, answering questions about the game, participating in on-course activities, assisting with pace-of-play and providing assistance in cases of emergency.

**Fore Caddies** — are usually at one specific location on the course helping golfers and/or participating with on-course special events.

### D. *Duties*

Following are some examples of the types of services that you might be expected to perform:

- Assisting with a course tournament
- Conducting educational Programs (e.g., golf course etiquette classes)
- Providing first aid supplies and comfort items (Band-Aids, etc.)

- Greeter at 1<sup>st</sup> tee performing informational/educational functions
- Greeter in parking lot providing directions
- Acting as a Rover, educating guests on pace-of-play
- Acting as a Spotter on the golf course
- Ensuring the safety and comfort of guests

### ***E. Scheduling***

One of the benefits of being a Volunteer is the flexibility of your donated time. Although flexibility is encouraged, it is important to remember that the most important time for Volunteers to be providing service, education and assistance is during peak times—usually weekends. These are the times when you will have the most impact and making yourself available during these peak times is critical to the success of the program.

You will be given the opportunity to select your own schedule from among available shifts. When you arrive for your scheduled time, please remember to initial next to your name and time on the schedule so that the records show whether or not you were present on that day, and sign out when you are finished for the day. It will be your responsibility to find a replacement ahead of time if you will not be able to make a shift.

### ***F. Volunteer Qualifications***

Volunteers must be service-oriented with strong verbal communication and interpersonal skills. A positive, friendly and courteous attitude are required. Commitment and teamwork are necessary.

A clean, neat, and professional appearance is required. Volunteers are required to wear proper golf attire. No jeans or ‘short’ shorts may be worn. A shirt, name badge and cap or visor will be provided for you by The Crossings at Carlsbad manager.

All Volunteers should be familiar with the game of golf and possess some knowledge of the rules and golf etiquette, as well as learning pertinent factual information about the history and design of The Crossings at Carlsbad. Certification in CPR and First Aid is encouraged. Volunteers need to have the ability to volunteer an average of 8-16 hours a week (a minimum of two 4-hour shifts) and to attend regular Volunteer meetings.

Ultimate selection of Volunteers shall be in the sole discretion of the Community Volunteer Coordinator and the golf course manager.

### III. TRAINING

Volunteers are required to attend various types of training. These are important to the successful completion of Volunteer services. Below is a list of some of the required training. These training materials will be provided to you by the City of Carlsbad and the golf course manager.

- ***Citywide Orientation***

All Volunteers must attend the Citywide Volunteer Orientation offered to all those who volunteer for the City of Carlsbad. To schedule your orientation, call 760-434-2929 and you will be contacted about the next orientation.

- ***Golf Course Training***

We ask all Volunteers to go through whatever orientation training is offered by The Crossings at Carlsbad manager to become familiar with the basic operation of the course. This may include viewing a video tape or similar presentation usually shown to course staff and a review of that course's policies and procedures. While this type of training is usually intended for the operator's paid staff, it can be invaluable to the Volunteer in terms of background information regarding the course and its operations. It is critical that the Volunteer understands the nature of the operator's business so that he/she can best promote the interests of the City of Carlsbad and enjoyment of the game of golf.

- ***Service Training***

Volunteers play an important role in ensuring a satisfying guest experience

- ***Training Regarding Pace of Play or "Ready Golf"***

An understanding of the challenges and possible solutions to slow play are critical to promoting enjoyment of the game

- ***In-service Training (ongoing)***

Volunteers should attend the regularly scheduled Volunteer meetings

- ***Safety Training (ongoing)***

Volunteer training should include instruction on proper operation of golf carts and prevention of "struck by" injuries, slips and falls, and lifting injuries.

We encourage Volunteers to obtain CPR and First Aid certification. This training is available through many adult schools, parks and recreation programs, and the Red Cross.

## **IV. STANDARDS OF CONDUCT**

### **A. Commitment to a Safe Environment**

We are committed to a safe environment. Because accidents can often be prevented or reduced by greater awareness of potential hazards, you must be safety conscious at all times. You can be safety conscious by:

- *Reporting any perceived safety hazards immediately to the golf course management*
- *Using all of the safety features on equipment or carts*
- *Maintaining a neat and organized environment to prevent accidents and fires*
- *Wearing proper shoes and other safety apparel as appropriate, including an approved safety helmet at all times while out on the golf course*
- *Knowing the location of and instructions for operating fire extinguishers*
- *Obtaining CPR and First Aid certification*

If you are injured while volunteering, observe a potentially unsafe condition, or if a guest is injured, you should notify the golf course manager on duty Volunteer Champion and your Volunteer Captain immediately, even if the injury is minor. As a Volunteer, the City of Carlsbad provides you with workers compensation coverage for any injury sustained in the course of your volunteer duties.

### **B. Commitment to an “Open Door Policy”**

The Carlsbad Community Volunteer Coordinator believes that effective Volunteer relationships are developed and maintained through trust and open communication, and is committed to an Open Door Policy. We encourage you to exercise your responsibility to bring to the attention of your Captain, Champion, the Carlsbad Community Volunteer Coordinator or the golf course management any suggestions, questions, or concerns you may have. That is what our Open Door Policy is all about!

### **C. Service Excellence Standards**

Providing a world-class golfing experience is a critical part of the fulfillment of the Volunteer’s mission to promote enjoyment of the game by all. Because of this, we have developed specific standards for the way we treat the golfing guest. Our golf course operators often call these Service Excellence Standards, and you are expected to adhere to them at all times. Please read and practice these standards daily. These standards are —

#### **Preparing to Meet Guests**

- Ensure that your personal appearance is presentable
- Wear your Volunteer name badge on the chest area of your shirt
- Maintain a neat and organized area
- Stay alert and committed to the guest and your Volunteer mission

#### **Serving Guests Face-to-Face**

- Greet each guest with a genuine smile and by name whenever possible
- Ask guests how you may help them
- Let the guests know what you can do for them
- Thank each guest after every encounter and by name whenever possible

### **Solving Guest Concerns**

- Listen to the guest's question or concern
- Acknowledge the guest's concern
- Take ownership and solve the problem, within Volunteer program guidelines

### **Gratuities**

City of Carlsbad Volunteers may not accept monetary gratuities or gifts of any kind offered from patrons of The Crossings at Carlsbad in appreciation for their services.

By following these Service Excellence Standards, you will be ensuring that we are providing truly "world-class" volunteer service.

## V. VOLUNTEER PRIVILEGES

Certain privileges will be made available at The Crossings at Carlsbad to say “Thank you” to Volunteers who unselfishly devote countless hours to helping our community and the golfing public. There is no relation to the number of hours a person volunteers and the amount of privileges received. If you meet the minimum requirements of the program, all of these privileges are accessible to you, depending on availability and City of Carlsbad policy. All privileges you take must be documented on the “Volunteer Privileges Tracking Form” at the time of use, and approved by the General Manager of The Crossings at Carlsbad.

As with any privileges, they are to be used only by Volunteers actively participating in the program and cannot be transferred, accumulated, or shared. Misuse of privileges in the sole determination of the City Manager can result in the termination of your privileges and/or status as a Volunteer.

Privileges which may be offered to Volunteers at the Crossings at Carlsbad:

- **Complimentary Green Fees.** The City of Carlsbad encourages Volunteers to become as familiar as possible with the game of golf, its rules, golf course etiquette and the course itself by offering complimentary green fees at The Crossings at Carlsbad on a space available basis. “Space available” is defined by the golf course management, and typically the golf course management will not allow complimentary golf to be taken before noon on Saturdays and Sundays nor to be taken in place of paying customers. Further restrictions may apply. Complimentary green fees are only offered to Volunteers actively participating in the program, and only at The Crossings at Carlsbad.
- **Practice Center Privileges.** These privileges are available during off-peak times and based on The Crossings at Carlsbad manager’s policy and discretion. This privilege is only extended to Volunteers actively participating in the program, and is offered only at The Crossings at Carlsbad.
- **Volunteer Guidebook and Golf/Service-Related Training.** This Guidebook helps provide you with clear expectations and the skills necessary to maximize your Volunteer experience. Other service-related training may be made available to you by the City of Carlsbad and/or The Crossings at Carlsbad manager.
- **Food Discount of 50% on Days in which Volunteering.** This privilege is only extended to Volunteers actively participating in the program, and is offered only at The Crossings at Carlsbad. Discounts do not apply to alcohol.
- **FREE Coffee and Fountain Drinks While on or off Duty.**

The City of Carlsbad may find it necessary to place certain limitations on the types or amount of privileges that may be granted. This is within the sole discretion of the City Manager. Specific rules and limitations set by the City Manager are final, and supersede the guidelines set by the Volunteer Guidebook.

## VI. TRACKING AND AGREEMENT FORMS

One important element of any world-class volunteer program is the ability of the organizers to quantify the results of the various activities. These tracking forms are provided to assist the Volunteer, the City of Carlsbad and the golf course manager in tracking the required information. The agreement forms must be signed by the Volunteer prior to joining the team and starting any volunteer duties.

- **Hours Volunteered.** Please initial by your name on the schedule when you arrive for your scheduled time, sign out when you are finished and enter your hours in the Volunteer database.
- **Privileges.** To say “Thank You,” and to help you become as familiar with the game as you can be, the City of Carlsbad offers privileges to Volunteers. When you take advantage of the privileges offered at The Crossings at Carlsbad, please log them on the “Volunteer Privileges Tracking Form” noting what privileges you used. The General Manager’s approval is required for each privilege used.
- **Volunteer Agreement.** Before you begin to serve as a Volunteer with The Crossing at Carlsbad, you will be required to sign a Volunteer Application which will be kept on file at the City of Carlsbad, and a Volunteer Services Agreement and Release form that will be kept on file at The Crossings at Carlsbad. This agreement provides you with clear expectations as to the overall purpose of the program and agreement between all parties to ensure a rewarding, fun and enriching volunteer experience.

### **The following forms are attached:**

- Volunteer Privileges Tracking Form
- General Information
- Volunteer Safety Sign-Up Sheet
- The City of Carlsbad Volunteer Application
- Volunteer Services Agreement and Release



**General Information**

PEOPLE I SHOULD KNOW...

*Carlsbad Community Volunteer Coordinator:* **Sue Irely** – (760) 434-2096

*The Crossings at Carlsbad Volunteers Champion:* \_\_\_\_\_

*The Crossings at Carlsbad Volunteer Captain:* \_\_\_\_\_

COURSE/CLUB INFORMATION...

**The Crossings at Carlsbad**

*5800 The Crossings Drive*

*Carlsbad, CA 92208*

*(760) 444-1800*

*General Manager:* **Jeff Perry**

*Superintendent:* \_\_\_\_\_

*Designer/Architect:* **Greg Nash**

*Yardage:* \_\_\_\_\_

*Slope:* \_\_\_\_\_

*Special items of interest and/or history of Course —*

\_\_\_\_\_  
\_\_\_\_\_

*Locations of restrooms, snack bar, Golf Shop, etc. —*

\_\_\_\_\_  
\_\_\_\_\_

THE CROSSINGS AT CARLSBAD VOLUNTEER SAFETEY SIGN-UP SHEET.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
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23. \_\_\_\_\_
24. \_\_\_\_\_
25. \_\_\_\_\_

# City of Carlsbad - Volunteer Application

City of Carlsbad 1200 Carlsbad Village Drive Carlsbad, CA 92008-1989 760-434-2929

Last Name	First	M.I.	E-mail address	Application Date
Address	City	State	Zip	Home Phone ( )
			Alternative Phone ( )	

Where did you learn about becoming a City volunteer? \_\_\_\_\_

Are you required to complete community service hours (e.g., student internship or court-required service)?  Yes  No If Yes, how many hours are required? \_\_\_\_\_ Completion Due Date: \_\_\_\_\_ (Note: The City of Carlsbad provides the opportunity to apply to volunteer for court-ordered service hours for those who have misdemeanor convictions only.)

Have you ever been convicted of a crime(s) (omit any crime that resulted in pre/post trial diversion, was expunged, sealed or eradicated, or misdemeanor where probation has been completed **and** case dismissed)?  Yes  No If Yes, date of conviction(s): \_\_\_\_\_

Please describe: \_\_\_\_\_

(Note: No volunteer applicant will be denied a volunteer position solely on the grounds of conviction of a criminal offense. The nature of the offense, the surrounding facts and circumstances and the relevance of the offense to the position applied for may, however, be considered.)

Do you have prior volunteer experience(s) or specialized training?  Yes  No If Yes, please describe: \_\_\_\_\_

What would you like to get out of your volunteer experience? \_\_\_\_\_

Do you require any special accommodations to serve as a volunteer? If so, please describe: \_\_\_\_\_

Emergency Contact: \_\_\_\_\_ Home Phone: ( ) Cell: ( )

**Interests - Please check the areas that interest you.**

<input type="checkbox"/> Special Events work	<input type="checkbox"/> Library work	<input type="checkbox"/> Sports
<input type="checkbox"/> Arts	<input type="checkbox"/> Marketing/sales	<input type="checkbox"/> Teaching/tutoring
<input type="checkbox"/> Clerical work	<input type="checkbox"/> Photography	<input type="checkbox"/> Tour guiding
<input type="checkbox"/> Coaching	<input type="checkbox"/> Plants and animals	<input type="checkbox"/> Working with children
<input type="checkbox"/> Computer work	<input type="checkbox"/> Police work	<input type="checkbox"/> Working with seniors
<input type="checkbox"/> Event planning	<input type="checkbox"/> Public relations	<input type="checkbox"/> Writing
<input type="checkbox"/> Gardening	<input type="checkbox"/> Receptionist	<input type="checkbox"/> Other _____

**Skills / Abilities - Please indicate those items in which you are skilled or experienced.**

<input type="checkbox"/> Ability to use power tools	<input type="checkbox"/> Grant writing	<input type="checkbox"/> Public speaking
<input type="checkbox"/> Ability to speak a foreign language	<input type="checkbox"/> Graphic arts	<input type="checkbox"/> Spreadsheet
<input type="checkbox"/> Clerical skills	<input type="checkbox"/> Library experience	<input type="checkbox"/> Teaching/tutoring
<input type="checkbox"/> Data entry	<input type="checkbox"/> Licensed counselor	<input type="checkbox"/> Word processing
<input type="checkbox"/> First aid/CPR	<input type="checkbox"/> Phone skills	<input type="checkbox"/> Writing skills
<input type="checkbox"/> Food service	<input type="checkbox"/> Physical labor	<input type="checkbox"/> Other _____

**Availability - Please indicate the days and times you are available. Hours per week desired: \_\_\_\_\_**

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
___ AM	___ AM	___ AM	___ AM	___ AM	___ AM	___ AM
___ PM	___ PM	___ PM	___ PM	___ PM	___ PM	___ PM

**Experience - List most recent employment or volunteer experience.**

Name of Company	Phone Number ( )	Job Title
Dates of Employment	Job Responsibilities	

The above information will only be used for volunteer application purposes only. I understand that as a volunteer I will not be paid for my services. I further understand that my references may be checked and I may be asked to complete one or all of the following: 140 fingerprinting, photographing or criminal background check.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**VOLUNTEER SERVICES AGREEMENT AND RELEASE**

**Confidentiality Agreement**

I respect the confidentiality of City information and will discuss or give official information only as directed by a supervisor. No confidential information will be provided to the public except within the guidelines of the City.

**Photo Release**

I give the City of Carlsbad, free of any compensation, unlimited permission to use, publish, and republish, in any media now in existence or that may later be developed, for any lawful purpose as it may determine, information and reproductions of my likeness and my voice related to any aspect of my volunteer service for the City. I hereby waive my right to first review the use of my likeness or voice before any use or publication.

**Volunteer Handbook**

I acknowledge that I have received City of Carlsbad Volunteer Handbook. I further understand that, by signing this statement, I have read or will read the Volunteer Handbook and that I understand its contents, or will discuss all questions that I have with my supervisor or the Community Volunteer Coordinator on the first day of my volunteer service. I also realize that this statement will become a permanent part of my volunteer personnel file.

**Reference Verification and Background Checks**

I authorize reference and employment verification as necessary for specific positions that I have volunteered to perform. I authorize fingerprinting, photographing and criminal background checks and Department of Motor Vehicles checks as necessary for specific positions that I have volunteered to perform. On behalf of myself, my heirs and representatives, I hereby release the City of Carlsbad, its elected officials, employees and agents from all liability for any damages that may result from my reference verification and background check(s). The background check policy is available upon request.

**Permission to Seek Medical Treatment**

In the event of an emergency, I hereby give the City of Carlsbad permission to seek medical attention for myself or my child, if volunteer applicant is less than 18 years of age.

**Insurance Information and Release**

I understand that there is some risks and that I may be injured in the course of performing these volunteer activities or services for the City. I understand that the City’s policy is to cover volunteers as “employees” of the City for sole purpose of California Workers’ Compensation benefits. I also understand that under Workers’ Compensation laws, Workers’ Compensation benefits will be the sole and exclusive remedy in the event I am injured while performing these volunteer activities and services. I further understand and agree that I will only be entitled to medical expenses under the City’s Workers’ Compensation. I will not be entitled to any other Workers’ Compensation benefits which may include, but are not limited to, permanent or temporary loss of use damages, replacement income or vocational rehabilitation benefits. With the exception of Workers’ Compensation benefits as set out above, I hereby agree that I, my heirs, guardians, legal representatives and assigns will not make a claim against or file an action against the City of Carlsbad or any of its agents, officers, employees or other volunteers, for injury or damage resulting from negligence, howsoever caused, by any employee, agent, officer or volunteer of the City of Carlsbad as a result of my participation in this volunteer activity or service. In addition, I hereby release and discharge the City of Carlsbad, its agents, officers, employees and other volunteers from all actions, claims and demands that I, my heirs, guardians, legal representatives or assigns now have or may hereafter have for injury or damage resulting from my participation in these volunteer activities or services.

**I HAVE CAREFULLY READ THIS AGREEMENT AND FULLY UNDERSTAND ITS CONTENTS. I AM AWARE THAT THIS IS A PARTIAL RELEASE OF LIABILITY AND A CONTRACT BETWEEN MYSELF AND THE CITY OF CARLSBAD AND SIGN IT ON MY OWN FREE WILL.**

\_\_\_\_\_  
Name (please print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature of parent or guardian if volunteer is under 18 years of age

\_\_\_\_\_  
Date

**\* Please return to the Volunteer Resources Department \***

City of Carlsbad  
Community Volunteer Coordinator  
1200 Carlsbad Village Drive  
Carlsbad, CA 92008-1989