

Volunteer Handbook

Mission and Vision Statements

The City of New Braunfels provides facilities, programs and recreational opportunities for community that contribute to an aesthetically pleasing environment and enhanced quality of life. The Department operates and maintains over 700 acres of parkland, including 2 pocket parks, 10 neighborhood parks, 5 community parks, 4 regional parks, 13 recreation/special use areas, 7 greenbelt/conservation parks and a golf course.

VISION

We will enrich the lives of those who live, work, and play in New Braunfels.

MISSION

We will create innovative and inclusive opportunities that promote health, conservation, play, and community growth.

Definitions

- **City Employee:** An individual currently working for the City of New Braunfels and is volunteering for an assignment outside the scope of their normal staff duties and working hours. Volunteer service is initiated by the City employee and is completely voluntary. The City Employee must receive prior approval from their Department Director. Human Resources Department must be notified of the volunteer assignment
- **Temporary Employee:** Temporary employees fill positions in which there is no immediate expectation of on-going funding or for which there is no expectation of continued employment, or those who routinely work less than 20 hours per week or 1,040 hours per year. Temporary employment is usually tied to the accomplishment of a specific function(s) which occurs within a specified period such as a special project, temporary fill-in for regular employees, etc.
- **Volunteer:** Any individual or group of individuals who, of their own free will, provide their services to the City of New Braunfels without the expectation of receipt of compensation from the City or its Departments and who performs a task at the direction of and on behalf of the City.
- **Volunteer Coordinator:** The Parks and Recreation Department employee who coordinates details of volunteer assignment.

Volunteer Opportunities

The City of New Braunfels has a multitude of volunteer opportunities that fit a variety of skills and interests. Some activities are regular and on-going while others are one-time events where you can volunteer for a few hours. Below are some examples of how you can volunteer with the Parks and Recreation Department.

Special Events

One-time events include, but not limited to:

- Wine and Saengerfest
- Arbor Day Celebrations
- Dos Rios Watershed Cleanup
- Soul Searching
- Family Campout
- Daddy Daughter Sweetheart Dance
- Monarch Festival
- Dog Rodeo

Adopt-a-Park:

Adopt-A-Park (AAP) is a citywide volunteer program that recruits and trains residents to assist in the general care and maintenance of neighborhood parks, trails and other city park land. AAP also educates the public about creating and preserving clean and safe parks and trails for everyone. AAP encourages all individuals and groups to get involved. Our Adopt-A-Park program offers flexibility in how you can participate. You have the option to adopt an entire park, specific sections within a park, or even individual garden beds at a park, depending on your preference and capacity.

Adopt-A-Park Partners could include:

- Service Organizations
- Scouts
- Schools
- Businesses
- Church Groups

New Braunfels Parks Foundation:

Join Foundation members in making New Braunfels a better place to live, work and play. To volunteer or get more information, visit www.nbparksfoundation.org.

Fischer Park Stewardship Day

Volunteer with the Nature Center staff and other concerned citizens to improve the park habitats. Events are held every 4th Saturday of the month from 9-11:30 am.

Individual or Group Volunteers:

Volunteers can:

- Pick up litter
- Rake leaves
- Trail clean up
- Sweep courts and pathways
- Care for landscape beds
- Pull weeds
- Mulch landscape beds

Volunteer Application Process

1. Complete the Volunteer Application/Information Form using the Department's website.
2. The Volunteer Coordinator will contact you to discuss your volunteer interests and placement. This may include an interview by the volunteer supervisor in the specified area of interest.
3. Sign up for a volunteer opportunity and the Volunteer Coordinator will send the details of that opportunity prior to the event when appropriate. This will be done via email in most instances.
4. The volunteer is required to participate in a training or brief orientation related to the activity. This may take place immediately preceding the volunteer opportunity.

Volunteer Service Agreement

- Volunteers acknowledge that the City will not provide a salary or other compensation, or prizes of any kind, for their services as a volunteer. Rewards or prizes for volunteer service to the City may be offered by other persons; however, the City is not responsible for the payment of any such reward or prize to the volunteer.
- Volunteers agree not to hold the City of New Braunfels liable for any injuries, physical or mental, which may be sustained by participating in a volunteer program.
- Volunteers agree to complete a "Service Agreement" Form prior to each completed volunteer event (page 11).
- Volunteers under the age of 18 must complete a "Parental Consent Volunteer Form" form, which includes a signature by the volunteer's parent or guardian (page 12).
- The City of New Braunfels is a smoke and tobacco free workplace. Employees, visitors and customers (including volunteers) are prohibited from smoking or using tobacco products, including vapor/e- cigarettes, inside City buildings and City vehicles.

Safety Guidelines

All volunteers are required to follow these guidelines while performing tasks at any park.

Do's

- DO lift all objects with your legs, not your back.
- DO wear light or bright colored clothing, hard soled shoes, and sturdy work gloves.
- DO use sun block or wear a hat.
- DO tie bags tightly before placing in trash receptacles.
- DO wear gloves at all times.
- DO handle sharp objects with care – children should NOT pick up broken glass.
- DO work during park hours.
- DO work with a partner whenever possible.
- DO carry a small first aid kit.
- DO provide water for your volunteers.
- DO make sure that all volunteers in your business or organization are familiar with these safety precautions.
- DO have at least one adult supervisor for every five minors.
- DO be alert for stinging insects and snakes.
- DO be cautious of poisonous plants, such as poison oak and ivy.

Don'ts

- DON'T overexert yourself. Be sure to take breaks, drink liquids, and dress appropriately for the weather.
- DON'T bring small children or pets along on projects unless they can be closely supervised.
- DON'T leave children or pets locked in the car at work locations.
- DON'T stomp on bags. Injuries may occur from broken glass or sharp objects.
- DON'T pick up materials you suspect might be hazardous, such as needles, or drug paraphernalia. Call the non-emergency dispatch at (830) 221-4100 and give the precise location of the material.
- DON'T pick up dead animals.

Teachers and Group Leaders

- Youth must be supervised at all times.
- Review safety rules carefully with students before they begin the project.
- Tie bags tightly before placing them in trash receptacles; do not stomp on them.
- Wash paint brushes in the sink; do not pour excess paint down the drain or clean in streams/rivers.
- Report any safety hazards to Parks and Recreation staff.
- Add any additional safety precautions you feel appropriate.

Students and Youth

- Stay within sight of your teacher or group leader.
- Work with a buddy.
- Don't pick up trash near the street or curb.
- Don't pick up any sharp objects, such as broken glass.
- Report any broken equipment, such as swings, to your teacher or group leader.
- If park workers are present doing their job, don't run in front of them or get too close when they are working with a machine.
- Wash your hands thoroughly when you complete your work.
- Don't run, throw objects, or engage in horseplay.
- Breaking sprinkler heads, writing on walls, or destroying park equipment is NOT being a friend to the park. It costs everyone – including your family – money.

Bites

Stings from wasps, bees, and ants can cause death from an allergic reaction.

Spiders or snakes are harmless except for:

- **Black Widow Spider:** A shiny black spider with a red hourglass shape, often found in dark, undisturbed areas like sheds or basements; its bite may cause mild pain, muscle cramps, nausea, and sweating.
- **Brown Recluse Spider:** A light brown spider with a violin-shaped marking, typically found in hidden spaces like attics or closets; its bite may cause mild pain, redness, and swelling.
- **Diamondback Rattlesnake:** A large, brown or gray snake with diamond-shaped patterns, a triangular head, and a rattle at the tail, commonly found in dry, arid areas.
- **Water Moccasin:** A thick, dark-colored snake with a broad, triangular head, a white mouth that is often displayed when threatened, and a tendency to live near water, often appearing black when wet.
- **Coral Snake:** A small, brightly colored snake with red, yellow, and black bands, known for its distinctive "red on yellow, kill a fellow" pattern.



1Black Widow Spider



2Brown Recluse Spider



3Diamondback Rattlesnake



6Coral Snake



4Water Moccasin

IF EITHER OF THESE SPIDERS OR SNAKES IS SUSPECTED OF BEING INVOLVED, GET THE VICTIM TO THE DOCTOR IMMEDIATELY.

How to avoid tick bites

- Wear light colored clothing. Dark ticks are more easily spotted against a light background.
- Tuck long pants into socks to prevent ticks from getting to your skin.
- Apply repellents according to the label instruction. Applying repellent directly on clothing is most effective.
- Stay on trails to avoid the most common tick habitats.

Poison Oak/Ivy

Poison Oak/Ivy grows along trails, in forests and wooded areas. It causes itching, and while the urge to scratch may be strong, there is no immediate cure. You have about 30 minutes to wash off the oils before the reaction occurs. If you come into contact with Poison Oak/Ivy, you can use hand sanitizer, or if available, use the Poison Ivy/Oak wipes included in first aid kits. Alternatively, you can walk to the nearest bathroom to wash your hands. The symptoms are non-contagious rashes and non-poisonous blisters. Contaminated clothing should be washed thoroughly. Calamine lotion is the traditional remedy. Other treatment options include:

- Epsom Salts dissolved in water, applied with a paper towel.
- Apple Cider Vinegar applied with a paper towel. Smells, and will sting, but works.
- Severe reactions contact your doctor immediately.

Poison Oak



Poison Ivy



First Aid

- Wash the affected area
- Call a doctor
- Identify the source of the bite
- Ice may be applied to reduce venom circulation.
- Rest/sitting-still should be encouraged to reduce circulation.

For minor stings that typically don't involve an allergic reaction, use the "sting" ointment in your first aid kit.

HEAT RELATED ILLNESSES

Heat Exhaustion

Typically occurs after long periods of strenuous exercise or work in a hot environment. Over time, the body loses fluid through sweating, decreasing blood volume and reducing blood flow to vital organs.

Signs and Symptoms

- Elevated body temperature
- Cool, moist, pale, or red skin
- Headache
- Nausea
- Dizziness and weakness
- Exhaustion

First Aid

- Cool the body
- Give fluids
- Minimize shock
- Move the victim to a cool area and give them cool water to drink.
- Loosen any tight clothing and remove clothing soaked with sweat.
- Apply cool, wet cloths (such as towels or sheets) to the skin and fan the victim to increase evaporation.
- Let the victim rest in a comfortable position and monitor their condition for changes.

Heat Stroke

This is the most severe heat emergency. It most often occurs when people ignore the signals of heat exhaustion. It develops when the body becomes overwhelmed by heat and stops functioning properly. Sweating ceases as body fluid levels drop, preventing the body from cooling itself. This leads to a rapid increase in body temperature. If untreated, this can result in organ failure, including the brain, heart, and kidneys, and potentially lead to convulsions, coma, or death.

Signs and Symptoms

- High body temperature (often as high as 106 degrees)
- Red, hot, dry skin
- Progressive loss of consciousness
- Rapid, weak pulse
- Rapid, shallow breathing

First Aid

- Cool the body
- Give fluids
- Minimize shock
- Move the victim to a cool area and give them cool water to drink.
- Loosen any tight clothing and remove clothing soaked with sweat.
- Apply cool, wet cloths, such as towels or sheets, to the skin and fan the victim to increase evaporation.
- Let the victim rest in a comfortable position and monitor their condition for changes.

When to call EMS Personnel

Refusing water, vomiting, and changes in the victim's level of consciousness are signs that their condition is worsening. Call EMS immediately if you haven't already. If the victim vomits, stop giving fluids and position them on their side with the airway clear. Continue to monitor the ABCs and vital signs while keeping the victim lying down and cooling their body.

A change in consciousness is the first sign of deterioration. Cool the body with towels, sheets, or cold packs on the wrists, ankles, groin, armpits, and neck to target large blood vessels. Do not apply rubbing alcohol.

Task Guidelines

Litter Removal

- Always wear work gloves.
- Work only during daylight hours.
- Work with a partner whenever possible.
- Do not work under potentially dangerous weather conditions, such as rain or heavy winds.
- Don't over exert yourself. Be sure to take breaks and drink plenty of fluids.
- Don't lift with your back, lift with your legs.
- Don't pick up materials that you suspect might be hazardous, such as needles, bloody objects or drug paraphernalia. Notify staff on-site immediately. Call your local non-emergency dispatch number, (830) 221-4100, or the Parks Administration office, (830) 221-4350.
- Use caution if picking up litter close to the edge of curbs, wait until oncoming traffic is clearly visible.
- Tie bags tightly before disposal.
- Do not stomp on trash bags. Stomping may cause sharp objects to puncture the bag.
- Recycle whenever possible. Separate recyclables (glass, plastic, and aluminum) and take home for curbside pick-up, or take to a drop-off center.
- If trash cans are full, place your filled bags next to the cans.

Weed Abatement

- Before removing weeds, check with Parks and Recreation staff for approval.
- Contact Parks and Recreation staff to coordinate in advance for pick-up of clippings.
- Wear protective gear: safety glasses/goggles, safety vests, long pants and long sleeves, sturdy work shoes, and work gloves.
- Do not use power equipment.
- Do not work under potentially dangerous weather conditions, such as rain or heavy winds.
- Do not spray or use any chemicals. It is against city policy.
- Don't over exert yourself. Be sure to take breaks and drink plenty of fluids.
- Young volunteers should not use weeding tools unless supervised by an adult.
- Be cautious around thorny or poisonous bushes, such as poison oak or stinging nettle.
- Do not bag weed clippings unless specified by park staff (to ensure that clippings are recycled).
- On pathway or trail:
 - o Do not block pathways and trails.
 - o Be cautious and respectful of pedestrians, cyclists, and other trail users.
 - o Post appropriate "work ahead" signs on both ends of work area.

Important phone numbers

City of New Braunfels Parks and Recreation Department:

Administration Office	(830) 221-4350
Park Maintenance	(830) 221-4367
Landa Recreation Center	(830) 221-4370
Das Rec	(830) 221-4170
Fischer Park Nature Center	(830) 221-4378
Landa Park Golf Course	(830) 221-4340
Aquatic Complex	(830) 221-4360
Maintenance On-Call	(830) 221-6195
Ranger On-Call	(830) 837-0048
City of New Braunfels River Management Office	(830) 608-2166
City of New Braunfels City Hall Main Line	(830) 221-4200
City of New Braunfels Animal Control	(830) 608-2183
City of New Braunfels Code Enforcement	(830) 221-4074
City of New Braunfels Non-Emergency Dispatch Line	(830) 221-4100



Volunteer Agreement

Name of Volunteer: _____

Phone Number: _____ Email Address: _____

- I agree to participate in the volunteer activities organized by the City of New Braunfels ("City") and understand that I may be exposed to certain risks during the program. I agree to comply with all program rules, safety protocols and instruction given by City staff.
- I agree that my volunteer service with the City does not make me an employee or representative of the City.
- I acknowledge that there is no salary, compensation, or prizes of any kind provided by the City for my services. Rewards or prizes for volunteer service to the City may be offered by other persons; however, the City is not responsible for the payment of any such reward or prize.
- I agree that the City may use photographs, videos, or other media taken during volunteer activities for promotional, educational, or informational purposes. This may include use in print, online, or in other media formats.
- I further agree that in consideration of my being allowed to participate as a volunteer, I do hereby release and hold harmless the City from any liability arising from any injuries, physical or mental, that may be sustained in connection with my volunteer activities with the City.

By signing below, I confirm that I have read, understood, and agree to the terms outlined in this Service Agreement.

Signature of Volunteer

Date



Parental Consent Volunteer Form

I (full name of parent/legal guardian) _____, give consent/permission for my child under eighteen (18) years of age to participate in the following Parks and Recreation programs with the City of New Braunfels:

- To be provided routine first aid and injury care in the event of a workplace injury or illness;
- To be provided emergency medical care in the event my child is injured or becomes ill, and I am unavailable to indicate my wishes regarding treatment.

Printed Name of Parent/Legal Guardian

Signature of Parent/Legal Guardian

Printed name of Volunteer

Signature of Volunteer

Date

Parent/Guardian's Telephone Number with Area Code: _____

Parent/Guardian's Street Address

City

State

Zip