

Park Authority Mission Statement

To set aside public spaces for and assist citizens in the protection and enhancement of environmental values, diversity of natural habitats and cultural heritage to guarantee that these resources will be available to both present and future generations. To create and sustain quality facilities and services which offer citizens opportunities for recreation, improvement of their physical and mental well-being and enhancement of their quality of life.

Park Authority Vision

The Fairfax County Park Authority strives to inspire and sustain a passion for parks and leisure experiences that enhances our community's quality of life.

Park Authority Values

- **Enhancing Stewardship:** We are stewards for a wonderfully rich community trust of natural and cultural resources. We will provide leadership to expand awareness, appreciation and protection of this heritage.
- **Fostering Diversity:** We embrace the diversity of our community and seek to provide every resident with a wide variety of park experiences and recreational opportunities.
- **Developing Partnerships:** We believe seeking and maintaining active partnerships with neighborhood and community organizations and individuals are essential to becoming a vital and treasured component of the communities we serve.
- **Providing Quality and Value:** We are committed to providing high quality facilities and services that offer superior value and prompt efficient service to our customers and the community.
- **Communicating Effectively:** We strive for productive two-way communication with residents and our staff to allow all to participate fully in creating quality parks and services.
- **Valuing Our Workforce:** We believe our paid and volunteer staff is the key ingredient to our success. We are committed to creating a participative, team-oriented organization including career development opportunities and meaningful recognition.
- **Demonstrating Fiscal Responsibility:** We are committed to building and preserving a park system that meets the community's needs in a cost effective, fiscally responsible manner.

View our volunteer opportunities
and register today!

www.fairfaxcounty.gov/parks/volunteer



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Fairfax County is committed to nondiscrimination on the basis of disability in all county programs, services and activities. Reasonable accommodations will be provided upon request. For information, call Inclusion and ADA Support at 703-324-8563. TTY: Va Relay 711.



Fairfax County Park Authority VOLUNTEER PROGRAM OVERVIEW

Fairfax County Park Authority
VOLUNTEERS
Connecting Parks and Community





Welcome to the Fairfax County Park Authority (FCPA) Volunteer Program

People volunteer in the Parks for a variety of reasons. You may be interested in and committed to the preservation of our environmental resources, and/or your life was touched by the site that you want to serve. Whatever the reason, your time, knowledge and skills, generously donated, help benefit and preserve our Parks. We appreciate a volunteers commitment to work along with us to provide our visitors with a safe and enjoyable experience in our parks. The Park Authority values you; we welcome you and thank you for your service!

Kirk W. Kincannon, CPRP, Park Authority Director



Frequently Asked Questions

Q: What should I wear?

A: You will receive a name tag identifying you as a volunteer. Uniform shirts are provided for volunteers working with the public or in public areas at most sites. For safety reasons, certain clothing may be required based on the task, such as field work.

Q: What if I cannot come on my scheduled day?

A: Some sites request that you find a replacement. If you cannot find a replacement, contact your site/section volunteer coordinator as soon as possible. If you are unable to call or email, please have a friend or family member do so.

Q: How old must I be to volunteer?

A: Age restrictions vary depending upon the site/section and volunteer positions.

Q: What happens if it snows?

A: Fairfax County Park Authority programs, classes and events will be canceled based upon the opening/closing decision of the Fairfax County Government. For the most up-to-date information, call your site, visit www.fairfaxcounty.gov/parks/, or call the FCPA weather line at 703-324-8661.

Q: Is a background check required?

A: Some opportunities will require a background check. An example would be a volunteer who works alone with a vulnerable population, such as the elderly or children. Fairfax County will facilitate this process for you.

Q: What if I'm injured while volunteering?

A: If you are injured on the job, immediately contact a duty manager and have them complete a Citizen Injury Report form. Know that every effort is made to reduce the potential risk to volunteers during their work with the Parks.

Q: Are volunteers covered by Fairfax County insurance?

A: Active FCPA volunteers are covered by the Fairfax County Volunteer Insurance Program on an "EXCESS" basis. If a volunteer has personal insurance, their insurance is the primary carrier and the overage is paid by the County. If a volunteer does not have insurance coverage, the county policy becomes the primary carrier.

Q: Does the County have Standards of Conduct volunteers must follow?

A: Yes. Volunteers must adhere to county Standards of Conduct. Failure to do so will result in dismissal. In most situations, staff will attempt to mediate the situation and/or reassign the volunteer to an opportunity that may be more fitting. However, in some cases volunteers will be dismissed. The option to rehire in the future depends on the circumstances of dismissal.

Q: Are volunteers required to participate in trainings?

A: Yes. The Park Authority requires a level of mandatory trainings. Your Volunteer Coordinator will provide you a link to these trainings. A signed completion certification sheet is required within 30 days of start date. Four service hours are awarded for training completion.

Q: Will my work as a volunteer be reviewed?

A: Yes. Volunteer Coordinators evaluate our volunteer staff (especially front line staff) to maintain professional standards. The procedure includes a self-evaluation and an evaluation by a site/section staff member followed by an informal discussion.

Q: Do volunteers receive recognition?

A: Yes. Awards are presented to volunteers at the division and site/section levels. Outstanding volunteers are nominated for awards at the county, state, and national levels.

Q: Are there events planned for volunteers?

A: Yes. Social activities, field trips, and recognition events are conducted specifically for volunteers at the division and site/section levels throughout the year. Our culminating volunteer event, the Elly Doyle Awards, is held annually.



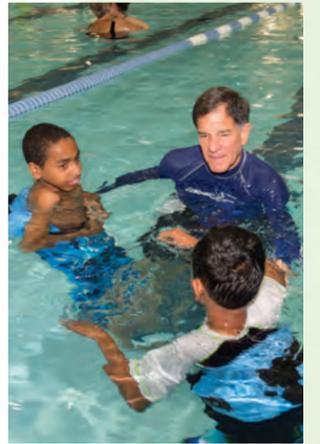
Q: Why are my volunteer hours recorded?

A: Hours donated by volunteers, along with qualitative measurements of volunteer contributions, reflect the community's commitment to fulfilling the division's mission. The hours worked and results achieved by division volunteers are used by FCPA management to highlight

the accomplishments of volunteers and showcase the Park Volunteer Program. Recording hours in the VMS system allows us to award benefits based on the numbers of hours contributed.

Q: May I work at more than one site or section?

A: Yes. You may work at as many sites or sections as your schedule allows. If you would like to change locations or positions, please talk to your site/section volunteer coordinator or check for more opportunities on the county volunteer portal at www.fairfaxcounty.gov/parks/volunteer.



Q: If I have a concern, what do I do about it?

A: Should you have a problem or concern, please meet with your site/section volunteer coordinator or site manager to discuss the matter. We want your experience to be a positive one.

Q: What if I can no longer volunteer?

A: Please alert your site/section volunteer coordinator of your decision to retire. We realize your life circumstances may change and appreciate the service that you have given!

Q: What is FCPA expectation for customer service?

A: We each contribute to the success of a customer's experience; it is our responsibility to make each interaction memorable, helpful, and remarkable. Each of us represents the Park Authority to our customers. The Park Authority STARS customer service training program helps us uphold this expectation of quality to our customers.

Q: Besides giving back to my community, does the Park Authority provide any benefits to volunteers?

A: Volunteers are essential to our successful operation. In addition to the personal benefits obtained by volunteering, the Park Authority provides various types of benefits available at park facilities. In return for a volunteer's service, FCPA provides volunteers with a choice of benefits, depending on the division in which they work, including access to RECenters, golf courses, classes and discounts on park merchandise. For details, visit the volunteer web page at www.fairfaxcounty.gov/parks/volunteer

Q: Does your employer have a matching gift program?

A: Many employers match volunteer service hours with a donation. Please check with your employer for the specific requirements of their program, and advise your volunteer coordinator.