

APPENDIX C

COMMISSION FOR ACCREDITATION OF PARK AND RECREATION AGENCIES (CAPRA) STANDARDS FOR VOLUNTEER MANAGEMENT

Sourced from:

Commission for Accreditation of Park and Recreation Agencies. 2010. Management of Park and Recreation Agencies, Chapter 17 – Human Resource Management, 3rd edition. PDF File.

4.7 – Volunteer Management

Standard: There shall be a volunteer management function within the agency, including a comprehensive volunteer management manual that includes policies and procedures related to the management of volunteers.

Suggested Evidence of Compliance: Provide the volunteer management manual.

4.7.1 – Use of Volunteers

Standard: Volunteers shall be used by the agency in a variety of positions

Suggested Evidence of Compliance: Provide list of functions in which agency volunteers are used, the extent of use, and examples of volunteer position descriptions.

4.7.2 – Volunteer Recruitment, Selection, Orientation, Training, and Retention

Standard: There shall be an on-going function within the agency for the recruitment, selection, orientation, training and retention of volunteers, including procedures on background screening. Background investigations shall be made for all volunteers who work routinely with vulnerable populations, especially youth, senior adults, and persons with disabilities.

Suggested Evidence of Compliance: Provide the agency's recruitment, selection, orientation, training, and retention procedures. Provide the agency's background investigation procedures for volunteers and evidence of implementation.

4.7.3 – Supervision and Evaluation of Volunteers

Standard: Agency volunteers shall be monitored, shall received supervisory visits, and be evaluated regarding performance. Supervision and evaluation of volunteers is important to ensure adequate training is provided and to verify satisfactory conduct and performance. The degree to which the agency supervises and evaluates volunteers may vary depending on the role of the volunteers.

Suggested Evidence of Compliance: Provide written description of monitoring system including current practices for supervisory visits, and examples of evaluations.

4.7.4 – Recognition of Volunteers

Standard: The agency shall recognize volunteers for their contributions. Recognition may take many forms, depending on the nature of volunteer roles.

Suggested Evidence of Compliance: Provide a description of the recognition program and recognitions given over the past calendar year.

4.7.5 – Liability Coverage for Volunteers

Standard: Agency volunteers shall be covered for negligence liability.

Suggested Evidence of Compliance: Provide documentation indicating coverage of volunteers for negligence liability.