



# VOLUNTEER MANUAL

9-20-19

# **Beede Swim and Fitness Center**

## **A little bit about us:**

### **Concord Recreation Mission Statement:**

**Supporting and promoting community through wellness and play.**

Concord Recreation is a leader in providing activities that enhance personal development, promote healthy life styles, and encourage greater community involvement.

As dedicated professionals we strive to promote lasting experiences, while creating fun, unique, inclusive, opportunities in excellent facilities.

The Beede Center welcomes over 200,000 patrons each year. It features four pools and a fully equipped fitness center. Ranging from professional aquatic usage to family recreational play the facilities at the Beede Center are built to impress.

The Beede Swim & Fitness Center is managed by the Concord Recreation Department and is funded solely by membership and program fees. We are deeply committed to serving the fitness needs and interests of our community, across all ages and abilities.

Here is where you come in! We are looking for volunteers that can assist our instructors and coaches to keep our programs great! You can help these programs grow so even more people can enjoy the sport of swimming!

## **CONTACT INFORMATION**

**BEEDE CENTER: 978-287-1000**

**Amanda Smith, Program Manager: 978-287-1003 or [ASmith@concordma.gov](mailto:ASmith@concordma.gov)**

**Maureen Cownie, Head Otters Coach and Head Adaptive Instructor:  
[ConcordOtters@gmail.com](mailto:ConcordOtters@gmail.com)**

## **The Programs:**

Concord Otters Youth Swim Team

Adaptive Aquatics and Concord Challengers

Youth Swim Lessons

Adult Masters Swim

**Each program has its own unique set of skills and time commitment. Read through each description to see where you fit in!**

### **Concord Otters Youth Swim Team**

Working with ages 5-10 years old

M, T, W, Th, F 5-6pm or Sun 3-4pm

Head Coach Maureen Cownie looks for volunteers that can commit at least one practice time per week to help the younger swimmers focus on the assigned workout, fix stroke technique, and promote safety within the assigned lane. Will occasionally be in the water.

### **Adaptive Aquatics and Concord Challengers**

Working with special needs children ages 5-22 years old.

Sundays 12:30- 1:15 and/or 1:30-2:30

Maureen Cownie organizes this program and looks for volunteers to help special needs participants learn to swim, improve stroke technique, and get some exercise. A weekly commitment per session is important in gaining trust, developing a routine, and promoting safety. Will be in the water EVERY class.

## **Youth Swim Lessons**

Working with ages 3-10 years old

M, T, W, Th, F after school or Sat. mornings 30 or 60 minute commitment.

Amanda Smith is looking for volunteers to help instructors teach kids how to swim through practice, play, and promoting safety. Will be in the water EVERY class.

## **Adult Masters Swim**

Working with Adults

M/W/F 5:45am, M/W 12noon, T/Th 9:30am, 12noon, or 7pm

Amanda Smith is looking for volunteers to assist the Masters Swim program. These volunteers should have competitive swimming or coaching background. May occasionally be in the water.

## **Procedures and Safety Rules for the Pool Area**

- Please bring a bathing suit, towel, and deck shoes (no street shoes please).
- Check in with your program instructor.
- Have a good attitude.
- If you are going to be late or absent, please call Beede or contact your program instructor directly.
- Lifeguards are provided by the facility for your safety. Please follow their instructions.
- No food, drink, or gum. Water is permitted. NO GLASS!
- Maintain constant supervision of your class in and around the pool area.
- Read and obey all rules posted by the facility, including no diving.
- Be aware of the locations of the emergency exits.
- No running. The deck is slippery.
- Enter the pool by using the ladders, stairs, ramps or lifts.
- If there is a medical emergency in your class, please notify program instructors and/or the lifeguards of the facility.
- HAVE FUN!!!

# VOLUNTEER INFORMATION FORM

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

Address: \_\_\_\_\_ City: \_\_\_\_\_

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

Email Address: \_\_\_\_\_ Date of Birth: \_\_\_\_\_ Age: \_\_\_\_\_

Emergency Contact:

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

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

## Interest

Concord Otters Youth Swim Team  
Adaptive Aquatics and Concord Challengers  
Youth Swim Lessons  
Adult Masters Swim

## Applicable Experience

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## Valid Certifications

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## Ideal Schedule

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## Comments

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## VOLUNTEER CODE OF CONDUCT

As a volunteer of this community, I recognize that I have special responsibilities and duties of care for our clients and the property. These duties begin with legal requirements, but go far beyond them; they require us at all times to act in the best interests of our clients and follow a strict code of conduct:

- I understand and accept fully the trust placed in us by our clients and their families.
- I recognize that learning occurs best when trust and a sense of security are systemic within our community.
- I promise to promote a culture of dignity and mutual respect within our community;
- I pledge to nurture the well-being and protect the safety of our clients at all times, always focused on these interests and ready to act on them;
- I acknowledge that the inherent imbalance of power in our relationships with clients requires us to maintain professional and personal boundaries in our interactions with them, and I have a constant duty to protect and act in their best interests;
- I promise to help each other as colleagues to uphold exemplary standards of behavior, and seek advice from colleagues, administrators, and the Director if concerns arise;
- I will adhere strictly to the standards set forth in the volunteer handbook regarding professional behavior, especially but not only the prohibition on all forms of sexual or romantic relationships with staff, clients, and volunteers;
- I pledge to observe appropriate boundaries in spoken and written, including electronic, communication;
- I will respect the requests of my supervisors and communicate my concerns to them directly should I be discontent with any request, staff, volunteer, or activity;
- I will promote a culture of civility and respect in our choice and use of language in all venues and forums of Concord Recreation;
- I will share responsibility in observing a code of ethics requiring truthfulness, honesty, and integrity in all activities;
- I will conduct myself as a role model for our clients;
- I will behave in a manner that reflects well on Concord Recreation and in a way that is consistent with our mission;
- I will set appropriate expectations and limits with clients that encourage their learning, responsibility, independence, and growth;
- I will refer all students in need of health services or attention to the appropriate staff person. Adults should not sit with a concern or try to resolve it alone. Err on the side of caution and consultation.

Concord Recreation expects all volunteers to act at all times in accordance with this Code of Conduct as well as those set forth in the volunteer handbook. Failure to do so may result in disciplinary action including but not limited to termination of volunteerism and/or visitation to any Concord Recreation property.

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Volunteer's Printed Name

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Program/Position

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Volunteer's Signature

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Date



## VOLUNTEER MANUAL ACKNOWLEDGMENT AND RELEASE FORM

I hereby acknowledge receipt of Concord Recreation's Volunteer Manual outlining expectations and policies I must follow as a volunteer. I further understand that this manual supersedes all prior oral or written statements by the organization concerning volunteer policies, guidelines, and expectations. I understand that:

- 1) My volunteerism is governed by the policies described in this manual and it is my responsibility to familiarize myself with and understand all information it contains.
- 2) This manual is neither a contract nor an agreement guaranteeing continued volunteerism or employment of any kind for any period of time. A volunteer may leave the organization, and the organization may terminate volunteer involvement or modify involvement at any time for any reason, or no reason at all.
- 3) The organization has the right to revise, supplement, or rescind the policies described in the manual or to modify or deviate from them at any time without notice, in the organization's sole discretion. The organization intends to make such revisions in writing and provide them to its volunteers within a reasonable time prior to their implementation.
- 4) I understand that the organization is an equal employment opportunity employer and that discrimination and harassment (including sexual harassment) of any kind will not be tolerated. I accept my responsibility to report any cases of discrimination and harassment (including sexual harassment) that I witness in accordance with the organization's policies.
- 5) I pledge to be safe at all times and to report, immediately, any safety violations or perceived safety problems that I observe. I understand I must report such potential safety problems to my supervisor under penalty of disciplinary action up to or including termination of volunteer.
- 6) I understand the confidentiality agreement described herein, and agree to abide by it.
- 7) I understand that upon my leaving the organization, whether voluntarily or not, I must leave with the organization all records, equipment, and information that has been part of my work. I understand that I may not under any circumstances take with me individual proprietary information, including client contact information or other information.

I understand that my signature below indicates that I have read and understand the above statements and the policies contained in the manual. I further understand that I am responsible to understand all of the company's policies, and if I require clarification on any policy issue, I must seek the assistance of my supervisor.

\_\_\_\_\_  
Volunteer's Printed Name

\_\_\_\_\_  
Program/Position

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent/Guardian (if under 18)

\_\_\_\_\_  
Date