

Volunteers in the Parks (VIP) Handbook

Rockdale County Parks and Recreation

2025 Edition





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Welcome Letter

Dear Volunteer,

Welcome to the Rockdale County Parks and Recreation *Volunteers in the Parks (VIP) Program*! We are honored to have you join our family of dedicated community members who give their time, talents, and energy to help make Rockdale County a better place to live, work, and play.

Your role as a volunteer is vital to our mission of enhancing the quality of life for all who visit our parks, participate in our programs, and enjoy our recreational spaces. Whether you are lending a hand at a community event, helping maintain our parks, supporting a youth sports league, or assisting in the office, your contribution has a direct and meaningful impact.

Volunteering is more than just a task — it's an opportunity to create lasting memories, foster community pride, and inspire others through your service. Every smile you bring to a child's face, every moment you help a neighbor, and every project you touch helps strengthen the bond we share as a community.

On behalf of Rockdale County Parks and Recreation, thank you for choosing to invest your time with us. We are committed to providing you with a positive, safe, and rewarding volunteer experience. We look forward to working alongside you and celebrating the incredible difference you will make.

With appreciation,

LaVonda Bruton
Operations Manager
Rockdale County Parks and Recreation

3. About Rockdale County Parks and Recreation

Mission: Parks & Recreation strives to provide relevant and diverse family, arts and cultural programming while improving our park facilities through upgrades and amenities that attract new and existing citizens, businesses, and tourism.

Vision: To create a vibrant, growing community where a high quality of life is supported by robust commercial growth and an education workforce.

3. Volunteer Program Overview

The Volunteers in the Parks (VIP) program connects community members with opportunities to serve in a variety of roles, from assisting at events and maintaining parks to supporting youth sports programs and administrative tasks. Our volunteers help us extend our reach and improve the quality of services we offer.

4. Roles & Responsibilities

Volunteers may assist in the following areas:

- Event Support – setup, greeting guests, and cleanup
- Sports Programs – scorekeeping, assisting coaches, and checking in participants
- Park Maintenance – trail cleanup, gardening, and light repairs
- Clerical Support – answering phones, registration assistance, and filing

5. Volunteer Expectations & Code of Conduct

- Arrive on time and be ready to work your scheduled shift.
- Treat all staff, participants, and other volunteers with respect.
- Follow all safety procedures and guidelines.
- Represent Rockdale County Parks and Recreation positively in the community.

6. Scheduling & Timekeeping

Volunteers will be scheduled in advance through the Operations Manager. If you are unable to attend your shift, notify the Operations Manager as soon as possible. Volunteer hours must be recorded and submitted regularly.

7. Safety & Emergency Procedures

Your safety is our priority. In case of an emergency:

- Notify a staff member or call 911 if necessary.
- Locate and use first aid kits and AEDs as trained.
- Report all incidents to the Operations Manager immediately.

8. Dress Code & Identification

Volunteers should wear clothing appropriate for their role and comfortable, closed-toe shoes. When provided, VIP shirts and name badges must be worn during shifts.

9. Communication & Supervision

Your primary contact for assignments, questions, and concerns is the Operations Manager. Follow instructions from staff and ask for clarification when needed.

10. Training & Orientation

All new volunteers must complete an orientation session before beginning service. Additional training will be provided as needed for specific tasks or events. Not all volunteer services will require training and orientation.

11. Recognition & Benefits

We value and appreciate our volunteers! Recognition may include certificates, appreciation events, service awards, and letters of recommendation.

12. Dismissal & Grievances

Volunteers are expected to follow all program guidelines. Failure to comply may result in dismissal from the VIP program at the discretion of the Operations Manager. Concerns or grievances should be addressed directly with the Operations Manager.

13. Contact Information

Operations Manager
Rockdale County Parks and Recreation
Phone: 770-278-7241
Email: Lavonda.bruton@rockdalecountyga.gov
Office Hours: Monday–Friday, 8:00 AM–5:00 PM