

**PISCATAQUIS COUNTY ICE ARENA**



# **Volunteer Manual**

**2020**

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## **I. WELCOME STATEMENT**

We are thrilled you are interested in volunteering with the Piscataquis County Ice Arena. Volunteers are essential to the success of our programs and special events. We hope you find the job duties of your particular volunteer position to be fulfilling and your experience with us is rewarding and positive. The following information includes details about our organization and the roles and responsibilities of our volunteers.

Welcome and thank you,

PCIA Management Team

## **II. OVERVIEW OF THE PCIA TEAM MEMBERS; M, V, V; FACILITIES**

- **TEAM MEMBERS**
- **MISSION, VISION AND VALUES**

### **A. Team Members**

Management Includes the Director of Operations of Facilities (Lucas Butler) and of Programming (Matt Spooner); Programming Assistant (Scott Pangburn). Additional

employees include hourly employee(s): Facilities (Dave Sickles & Doug Kane); Programming (N/A)

## **B. Mission Statement**

The Piscataquis County Ice Arena will provide an environment where the people within our county, and beyond, can coexist and prosper in physical health, foster personal connections, and improve overall mental well being. From on-ice activities to connections made at our *NxtLvl* tables, all in our Piscataquis County communities will have the opportunity to contribute.

## **C. Vision Statement**

Through ice related activities like Curling, Broomball, Figure Skating, and Ice Hockey as well as the many possible uses of our *NxtLvl*, personal connections will be created, enhanced, and strengthened. Accountability to team members will be highlighted in the many Team Sports activities. Figure Skaters and Team Sports participants alike will also learn about the importance of taking responsibility for their own, individual actions. The PCIA's atmosphere allows for community members of all ages and diverse backgrounds to inhabit and thrive within the same environment.

## **D. Values**

- Participants in the success of the PCIA will emphasize Relationship Building and will work to create an environment where others will succeed at doing the same.
- No person, wanting the opportunity to participate and who are ready to put in the necessary effort, will be excluded from contributing to their own success.
- The Stresses of Life we all have will be left outside, in the parking lot.
- When Issues and Concerns show themselves, we realize there is a solution. The goal is for a Win/Win solution, but Net Zero solutions are also understood to be a positive response.
- Growth is emphasized in all that we do.
- All needs and wants will be addressed, but all desires will be fought for.

## **E. GENERAL INFORMATION**

The Piscataquis County Ice Arena is a gift provided by the Libra Foundation presented to the residents of Piscataquis County. The PCIA will be utilized as an ice arena for skating, hockey, broomball and curling. Other activities including Birthday Parties, Corporate Events, Fundraisers, Graduations, Concerts, and more will be attended by many from the surrounding communities and beyond. As a community, it is our obligation to reap the benefits from this extremely gracious gift.

## **F. PCIA Advisory Committee**

The PCIA Management Team has the ability to bounce ideas off of an Advisory Committee comprised of members of the surrounding communities. It is the role of this committee to offer support as needed and requested. Although this Advisory Committee has no say in the final decision making process, each member's expertise and knowledge will be sought and considered intently.

## **G. FACILITIES**

### **i. PCIA Ice Sheet**

The Ice Sheet is a 200' x 85, traditional sheet of ice suitable for skating, hockey, broomball and curling. This sheet is available for rent and is to be utilized by the surrounding communities.

### **ii. PCIA Dining & Conference Rooms**

The NxtLvl Dining and Conference rooms are two areas available for rent for those in need of these types of venues. The Dining Room will seat 35 - 40 people, comfortably. The Conference Room has room for 8 - 10 people to fit around the table and the ability to squeeze in 12 people if necessary.

## **H. SPECIAL NEEDS**

Meeting the special needs of individuals with disabilities is important to our community. We will provide, to the best of our ability, all possible and necessary provisions to allow those with specific needs to be included.

### **III. INTRODUCTION TO THE VOLUNTEER PROGRAM**

The PCIA staff welcomes you and hopes your volunteer experience will be mutually beneficial. You will be placed in a role similar to a job where you will be responsible for meeting the goals and objectives of the arena. We hope your volunteer experience will be rewarding and prepare you for any career and/or future endeavor.

#### **A. BENEFITS TO THE PCIA**

Volunteers are essential to the success of many of our programs and special events. The volunteer program enables the PCIA to offer a high level of quality programming while minimizing staff costs.

#### **B. BENEFIT TO THE VOLUNTEER**

There are many benefits to volunteering for the PCIA including:

- Give back to and strengthen the community
- Connect with others and meet new people
- Develop new skills and broaden your experience
- Feel a sense of achievement and purpose
- Good for your mind and body
- Career exploration or advancement
- To have fun!

## **C. WHO CAN VOLUNTEER**

Individuals and Families – choose an activity or special event based on your interests and availability.

Businesses and Civic Organizations – build a community’s public image and improve staff morale by volunteering as a group.

Teens and Social Groups – Boys and Girls 14 years and up are invited to gain valuable work experience or fulfill service hours for school or other organizations. Youth younger than age 14 may volunteer with a parent or legal guardian. Any volunteer under the age of 18 must have a parental signature to volunteer.

## **D. VOLUNTEER OPPORTUNITIES**

### **i. SPECIAL EVENTS**

The PCIA offers many special events throughout the year in which volunteers are essential to assist with activities.

### **ii. VOLUNTEER COACHES / INSTRUCTORS**

The PCIA relies on volunteers to coach and instruct our skating, broomball, curling and hockey leagues.

### **iii. VOLUNTEER GROUP LEADERS**

If you have special skills or a knowledge base you would like to share with others such as related athletics, dryland training, nutrition, or another relevant opportunity, we welcome you to submit a Program Proposal Form to lead a new program at the PCIA.



## **E. TIME COMMITMENT**

This is up to each individual. Some individuals may wish to volunteer on a regular basis in the same capacity while others may wish to volunteer for the occasional special event. It is important to understand that once a volunteer has committed to an event or program, their reliability and attendance is important to the success of that event or program.

## **F. SUPERVISION**

While serving as a volunteer, your duties will be supervised by our Program or Facility Managers depending on the area in which you will be volunteering. It is your responsibility to notify them of any changes to your availability, if you will be late or cannot make it your scheduled volunteer shift.

## **IV. VOLUNTEER REQUIREMENTS**

### **A. APPLICATION**

All volunteers must complete the **Volunteer Application** indicating area of interest. Some volunteer positions require a criminal background check. For certain positions, a more detailed selection process such as an interview may be required to ensure a good fit between the volunteer and the program.

### **B. AGE**

Volunteers must be **14 years** or older. Any volunteer, younger than 18 years old, requires a parental signature to volunteer. Anyone younger than 14 may volunteer for a special event with a parent or guardian.

## **C. BACKGROUND CHECK**

Some volunteer positions require a criminal background check if working directly with children (i.e. coaching).

## **V. EXPECTATIONS**

### **A. APPEARANCE**

Your personal appearance conveys a general impression to the public. Your attire, including jewelry, should be in good taste, clean, neat and appropriate for the duties being performed. Depending on your volunteer role you may be issued a Name Tag or Special Event Volunteer Badge to wear to identify yourself to customers.

### **B. PUNCTUAL IN REPORTING FOR DUTY**

In order to provide efficient service to the public, volunteers are required to report to work on time as scheduled by your supervisor.

### **C. COMMUNICATION WITH PCIA PERSONNEL**

Professional and effective communication should be used at all times when interacting with your supervisor, PCIA employees and fellow volunteers. Communicate any needs or issues to your supervisor and respond to emails and voicemails in a timely manner.

### **D. INTERACTION WITH CUSTOMERS AND PROGRAM PARTICIPANTS**

Volunteers are expected to interact and communicate with customers in the same manner as any other PCIA employee with respect and courtesy. You are representing the PCIA while fulfilling your volunteer duties. If a customer has a question or comment in which you cannot address direct them to your supervisor for assistance.

## **E. TRAINING**

Volunteers are required to attend training as designated by the volunteer role. Volunteers working as special event assistants may only require an orientation of the event and review of emergency action procedures before the event begins. However, those volunteering in a coaching, or other similar role, may be needed to be trained on specific policies and procedures.

## **F. REPORTING / PAPERWORK**

Volunteers are required to report any safety hazards, concerns or issues that need attention to their supervisor. Completing and submitting paperwork may be a part of your volunteer duties depending on your role.

## **G. FEEDBACK**

Feedback of your volunteer experience may be requested periodically in order to provide the best quality service to our customers as well as improve the overall volunteer experience.

## **H. EQUIPMENT, SUPPLIES AND FACILITIES**

PCIA equipment and supplies are to be used for intended purposes only. PCIA employees and volunteers are not permitted to use PCIA equipment or supplies for personal use.

## **VI. SAFETY / RISK MANAGEMENT**

It is the intent of the PCIA to develop, implement and administer a safety and comprehensive loss prevention program. In all our assignments, the health and safety of all should be the utmost consideration. All employees and volunteers are directed to make safety a matter of continuing and mutual concern, equal in importance with all other operations considerations.

Safety while on the job is the responsibility of every PCIA employee and volunteer. With proper precautions, most accidents on the job can be prevented. Therefore, every employee and volunteer must at all times be careful, attentive, alert and follow proper safety procedures.

All employees and volunteers are expected to be alert for safety hazards which may exist and could affect the general public, employees or volunteers of the PCIA. Volunteers are responsible for reporting any unsafe equipment or condition to their supervisor immediately.

It is the intent of the PCIA to provide a safe working environment for employees and volunteers and a safe leisure environment for the public using our programs, facilities and parks. Volunteers should use their best efforts to ensure that work is done in a safe manner.

#### **A. EMERGENCY ACTION PLANS**

Emergency Action Plans will be reviewed as part of volunteer training.

#### **VII. VOLUNTEER INCENTIVE PROGRAM**

/Incentives are given for total hours volunteered during each year (or other determined time period). Volunteers track their hours using our printable tracking form. Each time you volunteer a Program Manager or Supervisor will sign the form in which you can then redeem for a reward at the end of the time period.