

CONTACT PHONE NUMBERS



# DIRECTORY

***IN CASE OF EMERGENCY:  
notify proper authorities!***

**NEVER  
*attempt to resolve park problems or disputes!***

EMERGENCIES (Police, Fire, Paramedics)	911
POLICE-Non-emergencies	311
PARK POLICE	455 - 7532
ANIMAL CONTROL	455-7510
PARKS & RECREATION	455-8200
PARK MAINTENANCE emergencies	455-7532
Graffiti Hotline	455-4509
Neighborhood Services	455-3777



WELCOME

Parks are often viewed as the gateways to a community. It has been said that you can tell the character of a neighborhood by how well it maintains its parks.

Park Ambassadors are volunteers who have chosen to accept the stewardship of this valuable space. They give a "face" to the park by offering information to visitors and feedback to Parks & Recreation. By having a presence in the park it is shown that less crime and vandalism occurs, which helps maintain the character of the neighborhood.

Park Ambassadors send a message to the neighborhood that "there are residents who care about this neighborhood," and that is priceless for the entire community.

Our sincerest thanks,

Clark County Parks & Recreation



# Clark County



## **Parks & Recreation Department's Ambassador Program**

## **INTRODUCTION**

The Clark County Parks and Recreation Ambassador program has been established to enhance our County parks. Developed for and staffed by volunteers, this program has been designed to provide needed services to park visitors and activity participants. Benefits are realized in a variety of ways, to include meeting and greeting park users, promotion of upcoming events, park safety, reporting areas in need of maintenance repairs, and reporting of any unlawful activity around or within parks.

Park Ambassadors are not to serve as park police, however, through their presence, the benefit of additional “eyes and ears” to report and deter vandalism in our County parks can and will assist in park safety. Through positive and enthusiastic participation with visitors, the Park Ambassador will become a professional greeter. This interaction, establishes an avenue for promotion of other scheduled activities throughout the County. While the primary purpose of the Park Ambassador program is to benefit our parks, it is recognized that each participant will receive personal benefits, as well. For example, Park Ambassadors will reap the benefits of daily exercise with each visit to the park.

In establishing a system that incorporates the Recreation, Parks Maintenance, Park Police, Planning, Admin. and Community Enrichment, Strategic Services and park volunteers, the Park Ambassador program signals a beginning toward providing safer and better parks for the park user.

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**JOB RESPONSIBILITIES:** Job responsibilities consist of daily visits to assigned parks. During these visits, park ambassadors are to serve primarily as greeters to park users. In addition to being park greeters, ambassadors should provide park users with information about upcoming park and county events, as well as, note areas of concern that should be brought to Program Supervisor. .

**SHIFT SCHEDULE AND TIME SHEETS:** Shift schedules will be established for each volunteer. The program is intended to have daily visits to each park. However, it is realized, though this is a volunteer program, it may not always be possible. Volunteer staff should make their availability known to the Program Supervisor. This will insure that proper scheduling can be done. Assigned schedules will be made and volunteers are expected to perform their duties, according to the schedule. If a volunteer cannot work the assigned schedule, it should be reported to their supervisor. It is very important for the County to know when volunteer staff is at our parks, performing their duties. Time sheets and hours worked must be turned into the supervisor each Tuesday.

**MEETING/GREETING PROCEDURES AND COUNTY PROMOTION:** Park Ambassadors will serve as official park greeters. Their presence in our parks will offer park users, a personal point of contact with the County. The opportunity to have someone present to represent the County will enable park users to express concerns, ask questions and report incidents. Contact with park users should reflect a friendly and positive image of the County. Answer inquiries with accurate information to prevent confusion. If questions arise that you are unable to answer, obtain the park user's name, address, and phone number. Assure them that you will refer the question to a Recreation or Program staff member, who in turn will respond to their inquiry. Include this information on the Park Observation form and submit it to the Program Supervisor. A Park Ambassador should **never** make a statement of fault or liability on behalf of the County. Any situation that involves the possibility of fault or liability should be written on an incident report and submitted to the Program Supervisor. Inquiries from media agencies are to be referred to the Program Supervisor, Principal Volunteer Liaison, or Park Police Volunteer Coordinator, who in turn, will refer them to the Recreation Manager or Park Maintenance Manager. Under no circumstances should a Park Ambassador discuss County policy or procedures.

Park Ambassadors should receive information concerning upcoming events offered throughout the County. This information should be passed on to park users whenever a point of contact is established. Review all material and become knowledgeable enough to present an accurate description of the event. Any questions that cannot be answered should be written down and presented to the Program Supervisor. Assure the park user that their question will receive an answer, as soon as possible. Obtain the name, address and phone number of the park user and enter them on the Park Observation form.

**SAFETY PRACTICES AND INJURY REPORTING:** Volunteer staff is expected to practice standard County safety procedures. Park Ambassadors are not expected to perform the duties of park maintenance staff. Ambassadors should familiarize themselves with proper lifting techniques, electrical safety, water safety and handling of debris and trash. Any park area that is in need of service should be recorded in a Park Observation form and referred to the Program Supervisor in charge. If a Park Ambassador is injured while performing Park Ambassador functions, then the “Notice of Injury Report” must be filled out. If medical treatment is required, volunteer staff should follow the instructions on the Medical Treatment/Notice of Injury form. Your Program Supervisor should be notified immediately. If your supervisor is not available, please contact the Program Administrator and the Principal Volunteer Liaison.

**ACCIDENT/INCIDENT REPORTS:** Accident and incident reports should be completed on all unusual situations. These reports should be completed and received by the Program Supervisor no later than the close of the next workday. A complete description of the details involving each accident or incident should be given. Examples are:

1. All injuries
2. Facility receives damage
3. Police or Fire Department are called
4. Equipment is stolen or damaged
5. Lost and found items

**EMERGENCY CALL OUT PROCEDURE:** Situations may arise when it is necessary for a Park Ambassador to contact emergency service assistance for Park Maintenance (irrigation and mechanical), or the Traffic Division (lighting problems). Your immediate supervisor should be contacted and informed of the emergency. The Program Supervisor should make the decision to notify Parks Maintenance. The Park Maintenance staff, in turn, will decide whether the situation can be resolved through their division or if another division should be called. In cases where you are unable to reach your supervisor or Parks Maintenance, the **emergency stand-by-duty personnel** may be contacted. Identify yourself, explain the location, identify the problem, and how the emergency is affecting the programming activity or the actual park user.

**POLICE AND MEDICAL ASSISTANCE:** Park Ambassadors that observe situations where there is a need for emergency assistance should follow the procedures established for all County employees. To summon emergency medical services, call **9-9-1-1**. For non-emergency medical services call the Parks & Recreation Park Police dispatch at **455-7532**. Identify yourself; indicate the type of emergency, your location, and that you need to have the **Paramedic Unit** dispatched. **Do not request an ambulance.** You may be held responsible for the ambulance fees. If access to the area is required, make sure that all gates are unlocked and open.

For emergency police assistance, call **9-9-1-1**. For non-emergency police assistance, call the Park Police dispatch at 455-7532. Identify yourself; indicate the type of emergency, your location, and that you need police assistance. If access to the area is required, make sure that all gates are unlocked and open.

**PARK REGULATIONS/COUNTY ORDINANCES:** Park regulations are posted at each County Park. Regulations are established according to County ordinances. Park Ambassadors should remind park users of posted regulations. A reminder should be delivered in a polite manner. Park Ambassadors are not enforcement officers. If a regulation or ordinance is violated to the point that it puts other park users at risk, the Park Ambassador should request police assistance. Do not try to resolve the problem by yourself. All incidents must be reported on the Accident/Incident Report form and submitted to the Program Supervisor.

**PROCEDURES FOR FACILITIES:** Park Ambassadors should follow standard County policy and procedures as required by all County employees. Sports facility lighting questions should be referred to the Sports Office. Park Ambassadors should never turn on sports lighting unless that duty has been assigned in advance. At no time is a Park Ambassador authorized to accept money to turn on sports lighting. Permits are issued through the Sports Office and users are required to produce their Facility Use Permit as proof of prepayment of their rental. If the Sports Office is closed and a staff member cannot be reached, refer the park user to the Sports Office on the following day. Sports facilities must be reserved through the Sports Office. Users who have reserved fields will be given a receipt as proof of payment for the use of the facility. Users should be able to produce their receipt to show the date and time of their rental. A facility rental computer log is kept in the Sports Office and rentals can be verified by calling the Sports Office. If the Sports Office is closed, the park user should be referred to the Sports Office on the following day. In situations where a Recreation Aide or Program Specialist is assigned at another facility, the Park Ambassador may contact them to verify rental status of the facility. The telephone numbers to the Sports Office is 455-8241.

**PARK RENTAL AND RESERVATION INFORMATION:** Park Ambassadors should provide the park user with information regarding the County's park system. Information regarding locations, amenities, rentals and reservations should be distributed to all park users. Park listings and maps are provided to each Park Ambassador. Rentals and reservations are made through the Site Center Office (front desk), located in various centers. Hours are from 7:00 AM to 5:00 PM. (times may vary). Telephone inquiries may be made by calling 455-8200. All rental and reservations must be paid in advance.

**REMOTE CONTROL FLYING/BOAT AREAS:** Primary responsibilities include the identification of park users that have insurance and approval to use the County's flying/boat areas. Park Ambassadors are not enforcement officers. Regulations for use should be posted at the flying field. If regulations or ordinance are violated to a point that other flying field users are at risk, the Park Ambassadors should request police assistance. Do not try to resolve the problem by yourself. All incidents must be reported on the Accident/Incident Report form and submitted to the Program Supervisor.

**PARK QUESTIONNAIRE FORMS:** Park Ambassadors should provide park users with Park Questionnaire forms. The Questionnaire form can be used as a tool for Parks and Recreation staff to maintain and enhance programs and services favorable to park users. County parks are utilized and enjoyed by all citizens. Parks and Recreation staff members strive to properly address the park users suggestions, ideas and concerns. Please be reminded that all Questionnaire forms should be turned into your supervisors as soon as possible.

**PARK OBSERVATION PROCEDURES AND FORMS:** Park observation should be conducted during each visit. Special attention should be given to park safety and areas in need of repairs. Park Observation forms should be filled out to describe and identify the location in need of maintenance. Be precise in describing what is wrong (i.e.. sprinkler head is malfunctioning or broken, or the area is not receiving adequate water coverage.) By pinpointing the exact location, Park Maintenance will be able to locate and repair the problem in a more efficient way. Park Observation forms should be turned into the Program Supervisor no later than the close of the next working day. If the discovery needs immediate attention and is during the weekend, a holiday, or after Park Maintenance is closed for the day, emergency call out procedures should be utilized.

**LOST AND FOUND POLICY:** Any and all items that are found in the County's parks become property of the County. These items are to be turned over to the Program Supervisor, who in turn will forward them to the Park Police Unit. An incident report should be completed to identify where and how the items were discovered. At no time will Park Ambassadors be allowed to keep items that are discovered in or around a County Park.

**OPERATIONAL SUPPORT:** The On-Duty Park Police Staff is responsible for providing operational support to the Park Ambassadors for activity including reporting of any unlawful activity around or within parks.

**CUSTOMER SUGGESTION FORMS:** Suggestion forms will be provided upon request from the park user. Assistance in completion of the form will be offered if necessary. Make sure that the park user provides their name, address and telephone number. Assure them that the report will be filed and that someone will be contacting them. Be as understanding as possible, but do not admit responsibility or liability for the situation. Turn the form into the Program Supervisor as soon as possible.

**Remember: Parks and Recreation is “where **FUN** happens!”**