



Ocean Park Association

Volunteer Handbook

June 1, 2024

Welcome to the Ocean Park Association (OPA)

Thank you for volunteering; you help make our caring community thrive.

This handbook was created to help volunteers feel more comfortable by providing useful information in one place. It also describes the expectations of the Ocean Park Association (OPA) volunteers and highlights best practices, so everyone has the information they need to have a successful volunteer experience. We hope that your OPA experience here will be challenging, enjoyable, and rewarding. Welcome and thanks for your contribution!

We believe that each individual contributes directly to OPA's growth and success, and we hope you will take pride in being one of our valued volunteers. Please take a few minutes to review the contents of the handbook. To ensure consistent understanding of the contents we are asking that our volunteers return a signed acknowledgement form to the OPA office or complete this digitally.

This handbook was created to help OPA Volunteers understand how they can help to enhance and improve the Ocean Park experience for Annual and Life Members and our summer visitors and guests. We are asking that formally nominated and elected volunteers (e.g. The Board of Directors, Committee Chairs and Members) as well as individuals that play a leadership role in one of the many OPA sponsored events (e.g. Strawberry Social, Fourth of July Parade, Artist in the Park etc.) take a few minutes at the start of the season to review the content contained in the handbook.

Introduction

The Ocean Park Association is a member-driven organization. The Ocean Park Association is not a town or a governmental agency, but rather a non-profit consisting of a largely volunteer membership. Anyone is welcome to become a member of the OPA by paying dues.

The purpose of the Ocean Park Association is to affirm the traditions and spiritual heritage of which we are heirs through a summer assembly program where:

- Christian worship, principles and ideals are at the focus;
- Diversity is celebrated and the dignity of all is embraced and respected;
- The natural beauty of our seaside resort is conserved and enhanced;
- and
- Programs centered on religion, education, recreation and culture provide opportunities for individual growth and family enrichment.

The OPA strives to provide an opportunity for members to share their time and talents to help our organization and community thrive. You help foster an environment where together we can creatively face future challenges, develop plans of action, all while fostering new and rewarding connections with other OPA community members.

Structure of the OPA

The OPA is led by an Executive Committee and board, all of which are volunteers who have been nominated and approved by a vote of the membership. The Executive Committee is composed of a President, Vice President, Secretary, and Treasurer who are part of the board, which includes the chairs of each OPA committee and as many as three at-large board members. All board members are elected for three year (staggered) terms at the Annual OPA Meeting which is held in July of each year. Committee Chairs are then selected within each committee.

While the OPA is largely composed of volunteers who offer their time and talents, there is a paid Executive Director who is responsible for the overall day to day management of the OPA. The Executive Director is a year round position and works in the OPA Office in Jakeman Hall. In addition, there are paid seasonal (summer) staff, as well as a year round Administrative Assistant and part time Facilities Manager.

Volunteer Guidelines

The OPA strives to maintain a positive environment where all individuals are treated with respect.

Volunteers should act in a courteous and considerate manner and strive to follow these guidelines:

- Diversity of backgrounds, interests and styles are recognized and valued
- All opinions and efforts are valued
- Respect is given for time commitments; arrive on time, and provide reasonable notice when cancellation or late arrival is unavoidable

Tips for Committee and Board Members

Remember to be:

- Courteous
- Punctual and arrive to meetings on time
- Complete tasks in a timely manner
- Notify Chair if unable to make a meeting

General Information

Open Door Policy

Volunteers are encouraged to share any good faith concerns, suggestions or issues with the team lead/chair. For example, members of a committee should first discuss matters with the committee chairperson. However if the matter is not addressed to your satisfaction, you should reach out to the Executive Director. If a solution is still not reached to your satisfaction, the OPA President is available for a final resolution.

Confidentiality

The nature of some volunteer roles may require that confidential matters be shared and discussed. In these rare situations, OPA volunteers are expected to maintain confidentiality. If you are questioned about information that you believe might be confidential, please discuss the request with the Executive Director prior to responding.

Reimbursement of Expenses

Individuals must obtain written approval in advance from the Executive Director before incurring any expenses for which they will seek reimbursement. Expenses made without prior approval may not be reimbursed, as they were not planned as part of the budget. Approved expenses must be fully documented and submitted to the Executive Director within 30 days of the date on which the expenses were incurred.

Safety and Injuries

All injuries (no matter how slight) must be reported to the Executive Director as soon as possible, but no later than 24 hours from the incident. Each incident should be documented on an *Incident Report Form*, which can be obtained in the OPA office.

Use of OPA Buildings (e.g. Porter Hall, Bandstand, Rec. Hall) and Equipment

In advance of a program the *Equipment and Building Set Up Form* must be completed and submitted to the OPA office for review and approval. Individuals are expected to exercise care in the use of OPA buildings and use the property only for authorized purposes. Loss, damages, or theft should be reported at once to the Executive Director and can be documented on an *Incident Report Form* found in the office.

Once the meeting is completed, please leave the space in good condition for the next event, turn off interior lights, lock doors and return keys and any donations or fees collected to the OPA office.

Discrimination and Harassment

The OPA is committed to complying with all applicable laws that prohibit discrimination and

harassment. These laws are intended to ensure individuals are not discriminated against or harassed. OPA takes these laws seriously. We strictly prohibit and do not tolerate discrimination or harassment of any kind. If an incident occurs, it should be reported to the Executive Director as soon as possible, so appropriate measures can be followed. OPA Incident Report form can be found on the OPA website.

Sexual Harassment

Harassment based on an individual's sex or gender identity is also strictly prohibited. Sexual harassment is defined as any unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature. Leadership roles (nominated, elected, or appointed) within OPA will be required to attend on-line Anti-Harassment training and read and acknowledge the policy. This training is to ensure that all leaders are on the same page with the steps to be taken within this policy, how to report if harassment has been experienced or witnessed. Having training of this type, is considered a standard best practice, and is required by the state of Maine for employees and agents of an Employer/Organization.

According to the Maine Human Rights Commission an agent is:

“someone who is acting on behalf of or performing work for someone else. If a member of the Board or an unpaid volunteer is acting on behalf of an employer, or performing work for the employer, they are an agent and the organization would be liable for their actions.” [Personal Email, 7/10/24]

Volunteers have the right to opt out of this training; opting out of this required training means that the volunteer is no longer interested in serving the OPA in their leadership volunteer capacity, whether nominated, appointed, or elected.

Look on the OPA Website for a copy of the policy or contact the OPA office, if you can't find the policy.

Drug Free Workplace

The Ocean Park Association (OPA) expects that each volunteer completes their duties in a manner that does not jeopardize the health and safety of paid employees, volunteers, OPA members and other visitors. Whenever individuals included in the scope of this policy are working, they are prohibited from:

- A) using, possessing, buying, selling, manufacturing, or dispensing of drugs or alcohol.
- B) being under the influence of alcohol or any drug to include any substance that adversely affects that individual's ability to safely and effectively perform their job duties.

Look on the OPA Website to read a copy of the Drug Free Workplace Policy or contact the OPA office, if you can't find the policy.

Background Checks

The Ocean Park Association strives to be in compliance with all applicable state and federal laws and regulations. As part of that compliance process, background checks on new volunteers may be required depending on your position. If required, you will be contacted by the Executive Director. The background check will verify that the volunteer does not have any disqualifying criminal convictions. Volunteers will be notified if their duties require a background check to be completed. The Ocean Park Association will incur any costs associated with the background check. In some instances, the volunteer will not be able to begin his/her volunteer duties until the background check is completed.

Solicitation

Solicitation, of any kind, on any of the OPA's properties should be reviewed and approved by the Executive Director in advance.

Conflict of Interest

Volunteers need to be sensitive to any possible conflicts of interest. Activities that undermine the OPA's mission or goals would constitute a conflict of interest. Some committee members (e.g Administrative and Finance and Committee) will be required to annually confirm any potential conflicts, in addition, other volunteers may be required to identify any potential conflicts of interest based on specific projects.

Social Media

We recognize that social media is a powerful tool to connect our community.

We strive to provide up to date information on programs and events that are consistent with our mission and values. To ensure consistency the OPA has designated certain individuals to manage our official social media content. If you would like to post something on the Ocean Park Association, Maine facebook/instagram please contact the OPA office and the Executive Director and one of our social media content managers will contact you.

Social media content managers for the OPA must meet with the Executive Director to discuss and decide which items are preapproved for posting, and which items need individual approval from the Executive Director prior to posting to ensure that strategic and deliberate goals are met.

Direct all media inquiries to the Executive Director.

**Thank you for your willingness to serve the OPA;
Volunteers are the life of our organization.**

Acknowledgement/Receipt of Handbook Form

The handbook describes important information about OPA. I understand that I should consult the Executive Director regarding any questions not answered in the handbook.

I understand that this handbook replaces (supersedes) all other previous handbooks for OPA. I have received, read and understand the contents of this handbook. I acknowledge that it is my responsibility to comply with the topics covered in the handbook.

VOLUNTEER NAME (printed):

VOLUNTEER SIGNATURE:

DATE SIGNED BY VOLUNTEER: _____