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CONTACTS

Parks, Recreation & Open Space
Volunteer & Permitting Coordinator
Brianna Cronin
Monday-Friday, 8 a.m.-5 p.m.
303.739.7845
bcronin@auroragov.org

Parks On-Call Line
Sat. & Sun.
303.326.8174

Park Ranger Line
303.326.8430

Aurora Police Department
Emergency: 911
Phone Reports/Non-Emergency: 303.627.3100

Aurora Fire Rescue
Emergency: 911
Fire Dispatch: 303.627.3130

Aurora Animal Care Division
Dispatch: 303.326.8288

AuroraGov.org/ParkSteward
Encouraging active lifestyles and creating healthy environments for people, nature & community.

PROS will connect with the community and be acknowledged as an essential service defining the quality of life in Aurora.

VALUES

INTEGRITY

RESPECT

PROFESSIONALISM

CUSTOMER SERVICE
PURPOSE OF THE VOLUNTEER PARK STEWARD PROGRAM

To provide essential support for the mission of the Parks, Recreation & Open Space (PROS) Department.

To strengthen the Stewards connection to nature and community through meaningful work and learning opportunities.

WHAT DOES IT MEAN TO BE A PARK STEWARD?

The Volunteer Park Steward Program provides volunteers the opportunity and support to adopt a piece of our city parks. Park Stewards are the eyes and ears for the city’s Parks and Forestry Staff – helping us gather information, identify opportunities, maintain and help to keep our parks beautiful. Through your participation, you will connect with your parks, community and plant/wildlife and contribute to improving the quality of life for all Aurora residents.

WHO CAN BECOME A PARK STEWARD?

Anyone who is at least 18 years of age, or a group with at least one leader who is 18 or older can become a Park Steward. A background check is required (cost is covered by the city of Aurora).

We encourage existing Park Stewards to seek help from their family, friends, community groups, churches, coworkers, etc. to maintain their adopted park.*

*Visit AuroraGov.org/ParkSteward to fill out additional volunteer agreements.

WHAT AREAS CAN BE ADOPTED BY PARK STEWARDS?

We have identified a list of Aurora city parks that are available for adoption. Please visit AuroraGov.org/ParkSteward to see a map of available parks.
HOW to BECOME a PARK STEWARD

Start with

Choosing a park from the interactive park map located at AuroraGov.org/ParkSteward

Fill out a volunteer application and complete background check

Work with volunteer coordinator to confirm park location

Meet at your park for a brief orientation and to collect your supplies

It’s that EASY!
Before performing any of the Park Steward tasks, volunteers must be equipped with the following:

**REQUIRED:**

- Closed-toe Shoes
  - Preferably sturdy work boots
- Eye Protection
  - Preferably safety glasses/goggles but sunglasses are acceptable
- Gloves
  - Preferably sturdy material
- Park Steward Tools
  - Reflective vest, trash bags, trash picker, doggie bag refills and dispenser key.
- Sun Protection
  - Sunscreen or long sleeves/pants

**RECOMMENDED:**

- Long Sleeved Shirt
- Long Pants

**BRINGING OTHERS WITH YOU TO HELP?** Make sure all volunteers sign the Aurora Volunteer Agreement beforehand! Contact the volunteer coordinator or visit the Park Stewards web page for a link to the form.
# Safety Reminders: Park Steward do’s & don’ts

<table>
<thead>
<tr>
<th><strong>DO:</strong> Work during daylight hours</th>
<th><strong>DON’T:</strong> Work at night</th>
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<tbody>
<tr>
<td><strong>DO:</strong> Check on the weather before you visit your park to ensure your safety</td>
<td><strong>DON’T:</strong> Work under potentially dangerous weather conditions, such as rain or heavy winds, snow</td>
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<tr>
<td><strong>DO:</strong> Work with a partner or in a group when possible</td>
<td><strong>DON’T:</strong> Try and complete strenuous tasks alone</td>
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<tr>
<td><strong>DO:</strong> Ensure that everyone involved is wearing the appropriate clothing and safety equipment before starting work</td>
<td><strong>DON’T:</strong> Start work without ensuring everyone involved is wearing the appropriate clothing and safety equipment</td>
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<tr>
<td><strong>DO:</strong> Take breaks and drink plenty of fluids</td>
<td><strong>DON’T:</strong> Over exert yourself</td>
</tr>
<tr>
<td><strong>DO:</strong> Lift with your legs</td>
<td><strong>DON’T:</strong> Lift with your back</td>
</tr>
<tr>
<td><strong>DO:</strong> Report sharps/hazardous materials or weapons to your Parks On-Call or Aurora Police Non-Emergency Number</td>
<td><strong>DON’T:</strong> Touch any sharps or weapons yourself</td>
</tr>
<tr>
<td><strong>DO:</strong> Place trash or weeds in trash receptacles, or in a tied bag next to the trash receptacle</td>
<td><strong>Don’t:</strong> Stomp or press down trash in receptacles or trash bags as there can be sharp objects in them</td>
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Each Park Steward will be given one tool kit that contains the items below to accomplish related tasks.

**EACH TOOLKIT INCLUDES:**
- Doggie bag dispenser refills and key
- 5 Gallon bucket
- Trash bags and pickers
- Mini first aid kit
- Reflective safety vest

If you are running low on any supplies, or have additional supply needs, please contact your volunteer coordinator, or make a note while reporting volunteer hours.

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**ACCESS AURORA**

To report any dumping or maintenance related issues please use the Access Aurora app. You can download the app by searching “Access Aurora” in your app store or by visiting AuroraGov.org/AccessAurora.

Alternatively, you can also call Access Aurora directly at 303.739.7000, Monday - Friday from 8 a.m. to 5 p.m.

**PARKS ON CALL NUMBER**

To report any safety concerns or violations at your park, please call 303.326.8174.

Please be prepared to give a detailed description of the violation or safety concern and the precise location so the issue can be resolved quickly.
PARK STEWARD REPORTS
After each visit, Park Stewards are asked to log onto your Volunteer Account and fill out a report. Park Stewards are able to upload and track volunteer hours on your dashboard.

Simply access your Volunteer Dashboard by logging on to your Volunteer Account at AuroraGov.org/Volunteer then find the Park Steward Report by clicking on Report & View Hours.

THIS REPORT WILL INCLUDE THE FOLLOWING INFORMATION:

- Date of volunteer service
- Number of volunteers
- Number of volunteer hours
- Name of park
- Which tasks were completed
- Any material or supply needs you have
- Any additional comments or concerns about your park or volunteer role.

IF YOU HAVE ANYTHING ELSE TO REPORT, PLEASE FEEL FREE TO REACH OUT TO THE VOLUNTEER COORDINATOR.
WEEDING MULCHED TREE RINGS

If we let weeds grow through the mulch rings then we negate the purpose for having the mulch rings. If you see weeds or new growth inside the mulch rings, cut them down or pull them out.

WEEDING PLANT BEDS

Plant beds might need weeding as well, not only for beautification purposes but also for the health of the other plants in the bed.

DIRECTIONS FOR WEEDING

**STEP 1:** Identify weeds in mulched tree rings and/or plant beds.

**STEP 2:** Remove the weeds using a weeding tool such as a soil knife or trowel or pull them using your gloved hands. Make sure you pull from the root and remove the entire weed. Please do not use power equipment and do not spray or use any chemicals.

**STEP 3:** When finished, place the weeds in an empty trash can. Please do not put soil in the trash cans. If the trash cans are full, you can put the weeds in a trash bag and place the tied trash bag next to a parks trash can.
TRASH REMOVAL

Parks always need more help with removing trash litter from the grounds.

DIRECTIONS FOR TRASH REMOVAL:

**STEP 1:** Use trash pickers and gloves to pick up trash litter.
**STEP 2:** You may carry trash bags or 5 gallon buckets around with you while you pick up the litter.
**STEP 3:** When you are finished, place the litter in an empty trash can. If the trash cans are full, you can put the litter in a trash bag and place the tied trash bag next to a parks trash can.

THINGS TO AVOID

- Please do not stomp on trash bags as stomping may cause sharp objects to puncture the bag.
- Please do not pick up litter close to the edge of curbs unless oncoming traffic is clearly visible.
- Please do not pick up any “sharps”, weapons or hazardous materials found.
- If you run across any hazardous materials or sharps, please call our Parks On Call phone number at 303.326.8174 and let them know what the hazard is and exactly where it is located so they can dispose of it safely and properly.
- If you run across a weapon such as a gun, please call the Aurora Police Department non-emergency line at 303.627.3100 and report it.
For any of the following emergency situations, call 911 immediately:

- A medical emergency or injury that requires the immediate response of an emergency medical provider.
- Fire or smoke within park boundaries.
- Any criminal activity that is beyond the scope of the park rules and regulations such as assault, theft, etc.
- Aggressive or threatening behavior by a visitor that presents a clear and immediate threat to you or another visitor.
- Vehicle accidents
- Missing persons

When calling 911 be prepared to provide the following essential information:

- Your name: be sure to identify yourself as a Volunteer Steward
- Contact information: in case they need to call you back for more information
- Your location
- The nature of the emergency you are reporting

Please be prepared to provide accurate and detailed information; your report can be the key to a safe, efficient, and professional response.

Notifying Your Volunteer Coordinator

- If an emergency requiring significant first aid or a response by the Aurora fire and/or police departments occurs, we ask that you call and report the incident to the Volunteer Coordinator after first reporting to emergency personnel.

Injuries

Whether or not to seek medical attention is your decision. In the event of an accident or injury:

- Use your discretion to seek medical attention for yourself
- Notify the Volunteer Coordinator as soon as possible or within 24 hours of the injury or accident.
- Complete a report detailing the incident.

Representing the City of Aurora

Park Stewards are visible, informed and effective advocates for parks in Aurora, who make meaningful contributions to protect and enhance Aurora’s parks system.

When visiting your adopted park, it is important that all Park Stewards (and everyone affiliated):

- Provide exceptional customer service to Aurora’s park visitors by communicating in a manner that is informative, courteous, professional and responsive.
- Represent the city of Aurora in a positive manner through, but not limited to, proper appearance, positive attitude and demonstrated respect to the park or open space users. Refrain from expressing personal opinion or bias when representing the city.
- Adhere to all park rules and regulations.
- Will not be under the influence of drugs or alcohol while on-duty.
- Record visitor comments and concerns and forward these to an appropriate staff member if necessary.