

Volunteer Program

I. Purpose

The purpose of this Administrative Policy is to establish a Volunteer Program designed to coordinate and manage all volunteer efforts which support existing services provided to the community. The Volunteer Program is designed to effectively match individuals to City Departments that have existing volunteer opportunities. Volunteers may be utilized in programs and activities within the volunteer's skill level. Volunteers shall not be utilized to displace any paid employee.

II. Policy Statement

The City of Pinole believes that individuals can make a positive difference in their community and achieve personal enrichment through volunteerism. Volunteering is an activity where individuals decide, freely and by choice, to help achieve the organization's goals without expectations of financial or other rewards in kind, while benefiting by gaining a greater understanding and appreciation for their local government. The City of Pinole understands that individuals choose to volunteer for many reasons, and the City values the contribution, commitment, and participation of the community. Volunteers enhance and supplement the productive efforts of the City to improve the quality of life of the citizens of Pinole. The City accepts and encourages the involvement of volunteers at various levels of the organization within appropriate programs and activities. Volunteers are recruited without regard to residence, gender, disability, age, race, or other condition. All employees are encouraged to assist in the creation of meaningful and productive roles in which volunteers might serve and to assist in recruitment of volunteers from the community.

A. Definition of 'Volunteer'

A 'volunteer' is anyone who provides their time, talent, and abilities to perform assigned tasks at the direction of the City Manager and/or Department Directors, without expectation of any type of compensation. Any and all services provided to the City are donated to the City without expectation of compensation or future employment and are given for charitable reasons. A 'volunteer' must be officially accepted by the City prior to performance of any task. Nothing in this policy shall be deemed to create a contract between the volunteer and the City of Pinole ("City"). The volunteer shall not be considered an employee at any time. Both the volunteer and the City have the right to terminate the volunteer's service to the City at any time, for any reason, with or without cause and without right to appeal.

B. Personnel Rules

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All volunteers are subject to the applicable sections of the City of Pinole Personnel Rules. Personnel Rules regarding employee benefits do not apply to volunteers.

C. Purpose of Volunteer Policies

The purpose of these policies is to provide rules specific to volunteers in addition to the Personnel Rules that are applicable to volunteers and provide overall guidance and direction to employees and volunteers.

These policies are intended for internal management guidance only, and do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. The City reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy. Changes to or exceptions from these policies may only be granted by the City Manager and must be obtained in advance and in writing. Areas not specifically covered by these policies shall be determined by the City Manager.

Individuals or groups and organizations whose members volunteer for community events shall be allowed to volunteer apart from the requirements established in this policy. The City's *Community Event Volunteer Policy* shall provide overall guidance and direction to volunteers in those circumstances.

D. Special Case Volunteers

The City may accept as volunteers those participating in student community service activities, student intern projects, alternative sentencing or diversion programs, corporate volunteer programs, and other volunteer referral programs. In each of these cases, however, a special agreement must be in effect with the organization, school, or program from which the special case volunteers originate and must identify responsibility for management and care of the volunteers.

E. Family Members as Volunteers

Family members of employees are allowed to volunteer with the City. When family members serve as volunteers, they shall not be placed under the direct supervision or in the Department of a family member who is an employee. An exception for family participation in episodic volunteer work may be granted by the City Manager.

F. Service at the Discretion of the City

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The City accepts the service of all volunteers with the understanding that such service is at the sole discretion of the City, and service may be terminated at any time for any reason with or without cause and without the right to appeal. Prior to separation of a volunteer, staff should seek the consultation and assistance of Human Resources.

- G. Scope of Volunteer Involvement
Volunteers may be utilized in any programs and activities of the City that the City deems useful and serve at various levels of skill and decision-making. Volunteers shall not be utilized to displace any paid employees from their positions.

III. Volunteer Management Procedures

- A. Maintenance of Records
A file shall be maintained by Human Resources on each volunteer with the City, including dates of service, positions held, and duties performed. Volunteers and appropriate employees shall be responsible for submitting appropriate records and information to Human Resources in a timely and accurate fashion. Volunteer files shall be maintained for a period of two (2) years from date of separation.
- B. Conflict of Interest
Volunteers are to refrain from participating in any activity or program of the City where there is a real or perceived conflict of interest. No volunteer of the City shall accept any fee, gift, or other item of value in the course of, or in connection with, their duties, when such fee, gift, or other item of value is given to induce or is intended to include the receipt of a favor or preferential treatment from the City, any City employee, or any City volunteer. Volunteers shall discuss possible conflicts with their supervisor.
- C. Representation of the City
Volunteers may not take any action or make any statement which might significantly affect or obligate the City. These actions may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations. Volunteers are not authorized to act as representatives of the City.
- D. Confidentiality

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Volunteers are responsible for maintaining the confidentiality of all privileged information to which they are exposed to while serving as a volunteer, whether this information involves a single employee, volunteer, or other person or involves overall City business. Only materials deemed to be in the *Public Record* will be disseminated. When in question, ask your supervisor. All volunteers agree to uphold this confidentiality. Failure to do so may lead to a volunteer's release from service.

E. Dress Code

Volunteers are responsible for presenting a good image to the community. Volunteers shall dress appropriately for the conditions and performance of their duties. Proper attire shall be determined within each Department.

F. Volunteer Hours

Each Department shall be responsible for maintaining an informal record of the hours worked by volunteers within that Department. Time records may be used to determine how service levels have increased and which services have been enhanced by volunteers.

G. Indemnity

The volunteer recognizes and acknowledges that there are certain risks of physical injury in providing voluntary services and agrees to assume the full risk of any injuries, death, damages, or loss, regardless of severity that may arise during the performance of voluntary services for the City.

The volunteer will indemnify, hold harmless, and release the City, its officers, employees, agents, and volunteers from and against any and all claims, damages, lawsuits, costs, expenses, and other liabilities while providing voluntary services for the City, including injury to their person, damage to their property, and injury or damage to the person and/or property of other volunteers or members of the public.

IV. Volunteer Recruitment and Selection

A. Volunteer Assignment Descriptions

Prior to any volunteer assignment or recruitment effort, a supervisor of a volunteer, in conjunction with Human Resources, shall develop a description of the volunteer's assignment if a description does not already exist. This may include a description of the purpose and duties of the volunteer assignment, a designated supervisor and worksite, and a listing of qualifications needed for performance of the assignment.

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- B. Employee Requests for Volunteers
A Volunteer Requisition Form shall be submitted for all requests for volunteers. The form shall be submitted to Human Resources by interested employees with a draft volunteer position description (if a description does not already exist).
- C. Recruitment of Minors
Generally speaking, the City of Pinole shall not accept as an *individual* volunteer, anyone less than 16 years of age, but encourages participation of all ages in event-related and other group appropriate projects. The City encourages individual minors (ages 16-17) to participate as volunteers in order to complete community service hours required for school.
- Groups and organizations whose members include children under age 16 shall be allowed to volunteer apart from the requirements established in this policy, provided their sponsoring group or organization adequately provides all of the adult supervision necessary for minors to perform the activity safely. The City shall not be responsible for providing adequate adult supervision for minor volunteers.
- All volunteers under the age of 18 must have the written consent of a parent or guardian prior to volunteering.
- D. Volunteer Application
All individuals interested in volunteering with the City shall complete a Volunteer Application Form and submit it to Human Resources.
- E. Interviewing
Prior to being assigned or appointed to a position, the City may interview the prospective volunteer to ascertain their suitability for the position, the qualifications of the volunteer, their commitment to fulfill the requirements of the position, availability, and interest in the position.
- F. Health Screening
In cases where volunteers will be working with children, the volunteer shall be required to submit a current (within one year) tuberculosis test.
- G. Criminal Records Check

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Individuals selected to volunteer shall be required to submit to criminal history check. The City shall pay the cost of fingerprinting through the City of Pinole Police Department. A criminal record does not automatically disqualify an individual from volunteer service – the nature of the offense and type of work in which the volunteer will be engaged will be taken into consideration. Individuals shall not begin volunteer service until cleared by Human Resources.

H. Certificate of Ability

Any potential volunteer who indicates that they are under the care of a physician for either physical or psychological treatment may be asked to present a Fit for Duty certificate from their physician to certify their ability to satisfactorily and safely perform their volunteer duties. Volunteers under a course of treatment which might affect their volunteer work shall not be accepted without written verification of suitability from their physician.

Any volunteer who, after acceptance and assignment by the City, enters a course of treatment which might adversely impact the performance of their volunteer duties must consult with Human Resources.

I. Placement

No placement shall be made unless the requirements of both the volunteer and the supervising employee can be met.

J. Employee Approval

Assignment of a potential volunteer shall not take place without review and approval of the appropriate supervising employee and department head with whom the volunteer will be working.

K. Acceptance and Appointment

Service as a volunteer with the City shall begin with a verbal notice of acceptance or appointment to a volunteer position. Notice may only be given with the approval of Human Resources and the Department Head. No volunteer shall begin performance of any duties until they have been officially accepted for that position and have completed necessary screening and paperwork.

L. Professional Services

Volunteers shall not perform professional services for which certification or licensing is required unless currently certified or licensed to do so. A copy of such certificate or license must be provided to Human Resource.

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V. Volunteer Supervision and Evaluation

A. Requirement of a Supervisor

1. Each volunteer who is accepted to an assignment with the City should have a clearly identified supervisor, approved by the appropriated Department Head, who is responsible for direct management of that volunteer. This supervisor shall be responsible for day-to-day management and guidance of the work of the volunteer and shall be available to the volunteer for consultation and assistance.

2. Upon retention by the City of an individual volunteer who is minor (under age 18), the supervisor shall be determined to be a mandated reporter in connection with the law and this policy, the Supervisor shall sign an acknowledgement which states that the supervisor is aware of the mandated reporter requirements under Penal Code § 11165.

The original signed acknowledgement form shall be placed in the employee's personnel file.

The City shall be responsible for providing periodic training to supervisor as necessary for identifying potential indicators of abuse and neglect to children, elders, or dependent abuse.

B. Acceptance of Volunteers by Employees

Since individual employees are in a better position to determine the requirements of their work and their own abilities, no volunteer will be assigned to work with an employee without the consent of that employee. Employees are encouraged to consider creative ways in which volunteers might be of service and to consult with Human Resources if they feel in need of assistance in this regard.

C. Communication

It is very important to keep open communication between the volunteer and supervisor. Please take a few minutes at the beginning of each day of work to check with your supervisor to find out if there are any announcements or changes for which you need to be aware. Important information must sometimes be distributed to volunteers on short notice. Volunteers are asked to report changes in personal information (i.e., address, phone number, etc.) to the supervisor in a timely fashion.

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- D. Absenteeism
Volunteers are expected to perform their duties on a regular scheduled and timely basis. If expecting to be absent from a scheduled duty, volunteers shall inform their supervisor as far in advance as possible so that alternative arrangements may be made.
- E. Volunteer Concerns and Grievances
If a volunteer has problems with their assignment, supervision, or any issues that are not satisfactorily addressed, the volunteer should consult Human Resources. Volunteers are not subject to grievance procedures described in the City's Personnel Rules.
- F. Resignation
Volunteers may resign from their volunteer service with the City at any time. It is requested that volunteers who intend to resign provide advance notice of their departure and a reason for their decision.
- G. Exit Interviews
Exit interviews, where possible, should be conducted with volunteers who are leaving their positions. The City shall be responsible for conducting exit interviews for those volunteers who applied directly with the City. It shall be the responsibility of the volunteer organization to conduct exit interviews for those volunteers referred to the City.

VI. Volunteer Support and Recognition

- A. Reimbursement of Expenses
Volunteers may be eligible for reimbursement of certain reasonable expenses incurred while undertaking business for the City. Prior approval must be sought from their supervisor for any expenditure. Unless approved by the City Manager, volunteers shall not be reimbursed for mileage incurred by using their own vehicle for City business, or for meals.
- B. Access to City Property and Materials
As appropriate, volunteers may have access to City property and materials necessary to fulfill their duties and shall receive training in the operation of any equipment. Property and materials shall be utilized only when directly required for City purposes, and only when approved by their supervisor. All work completed on City computers is considered official business, confidential and property of the City.

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C. Insurance

Liability insurance and worker's compensation are provided for all volunteers engaged in City business. Volunteers are covered by the City's general liability policy so long as they are acting within the scope and course of their assigned duties.

Automobile insurance follows the automobile. If driving a City vehicle, City insurance will be in effect. Likewise, if a volunteer is driving their own vehicle, even while on City business, their automobile insurance will be applicable on a primary basis per the California Insurance Code, Section 11580.9.

Volunteers shall be required to provide a current DMV driving record printout, and proof of insurance to Human Resources prior to operating a City vehicle or driving their own vehicle on City business.

D. Informal Recognition

All employees responsible for volunteer supervision are encouraged to undertake methods of recognition of volunteer service on a regular basis throughout the year. These methods of informal recognition may range from a simple "Thank You," to a concerted effort to include volunteers as full participants in program implementation.

Attachments:

1. Volunteer Application
2. Waiver Form
3. Requisition