



THE CITY OF CARLTON VOLUNTEER HANDBOOK

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City of Carlton Volunteer Handbook

Welcome

Welcome to the City of Carlton! We are glad to have you, and we believe that you will be a great complement to our team. Thank you for donating your time and your talents as a volunteer. Through volunteer service such as yours, our community is enriched and improved.

We believe that you can contribute significantly to our success and want you to share in the growth of our future. You can do this best if you understand our organization and your role. This Handbook has been prepared as a guide to give you a better understanding of the organization's policies, procedures, and practices that guide your volunteer service. The policies in this document are intended to guide and aid the City in achieving its goals through positive and efficient use of volunteer services.

We encourage you to ask questions if there are policies and procedures you don't understand. We welcome your ideas and suggestions for ways to improve our operation and/or services.

Please accept our wishes for success in your new volunteer position. We truly value both you and the contribution you make through your volunteer service, and we sincerely hope you will enjoy your volunteer service with the City.

General Information

Policy

The City of Carlton regards volunteers as an important and valuable resource to our community, and we endeavor to offer volunteer experiences that benefit both the community and the volunteer. The City understands that volunteering promotes service, life-long learning, and personal growth.

Purpose and Applicability

This policy has been established to summarize policies regarding volunteers. The intent of this handbook is to help you understand the volunteer service at the City of Carlton. It contains general information and guidelines; it is not intended to be comprehensive or to address all possible applications or exceptions to the policies and procedures described herein.

Volunteer Definition

A volunteer is any person, approved by the City Manager or authorized staff, who donates approved service to the City of Carlton without pay or other remuneration other than reimbursement of approved expenses for those services rendered. Examples of volunteer positions include Police Reserve Officers, parks positions, and also on-the-job training programs, practicum, or other student learning focused positions.

Who is Not a Volunteer?

- Work-release inmates.
- Community service workers.
- Anyone who is not approved by authorized staff for volunteer service.
- Individuals under the age of 18 unless the volunteer application is signed and approved by a parent or guardian.
- Citizen volunteers appointed by the Carlton City Council to serve on Boards, Commissions, and Committees, or in any other Council-appointed capacity.
- Volunteers working under the scope of an established external volunteer program, such as the Boy Scouts, or other organization.

Emergency Volunteers

In the event that City of Carlton emergency operations and procedures have been activated, a person may be assigned to perform emergency volunteer duties authorized by the City of Carlton. Emergency volunteers will work only at approved sites and under the direction and supervision of the requesting department.

City Employees as Volunteers

City employees who meet the established criteria may perform volunteer service under the following conditions:

- The volunteer position is with an established volunteer program.

- The duties of the position are outside the employee’s normal work duties, as determined by the employee’s supervisor.
- No work time will be used to perform the volunteer duties and volunteer duties will not interfere with the employee’s ability to perform their regular duties.
- The volunteer duties are performed solely at the option of the employee and there is no expectation direct or implied by the City that the employee performs the volunteer service.
- The employee signs a waiver indicating the decision to volunteer is entirely his/her own and no payment for the work will be made.

Scope of Volunteer Involvement

It is possible for volunteers to serve in a variety of programs and tasks. Volunteers also serve at all levels of skill.

General Statement of Volunteer Rights and Responsibilities

Volunteers shall have the right to effective supervision, and the right to recognition for work accomplished. In return, volunteers shall agree to perform their duties to the best of their abilities. They are also expected to act in accordance with all appropriate codes, laws, regulations, and policies, regardless of whether they are set by the City or outside regulatory bodies.

Volunteer Accident

Volunteer workers volunteer their services at their own risk. Except for specified and covered categories of volunteers, such as Police Reserve volunteers, the City of Carlton does not provide Workers’ Compensation benefits to volunteers. Please note that the City of Carlton assumes no responsibility for any unpaid medical bills incurred while serving in a volunteer capacity.

Please be sure you are comfortable with your assumed risk and personal insurance program.

Liability Protection for Volunteers

The City of Carlton is a local public body and is subject to legal action and suit for the torts of its officers, employees and agents, including volunteers (Oregon Tort Claims Act, Oregon Revised Statutes 30.260 - 30.302). A tort is any breach of a legal duty which results in injury to a specific person or persons for which the law provides a remedy. “Injury” can include such things as financial loss, damage to reputation or emotional injury as well as physical injury.

According to the Act, the action or suit is brought only against the city, not against the individual volunteer. The volunteer, upon written request, may be entitled to indemnification (protection from the cost of any judgment) and legal defense for any tort committed while in the performance of the volunteer’s duties, unless the act or omission complained of amounted to malfeasance in office, willful or wanton neglect of duty, activity beyond the scope of authorized volunteer service or criminal activity.

Liability Insurance

Volunteers are included, along with city employees, in tort and civil liability insurance coverage. This coverage extends to negligent injury or wrong to another person or another's property while on a volunteer assignment. In case of an accident in a private automobile, the volunteer's own insurance is primary. For coverage to be applicable, the volunteer's conduct must have been within the scope of official duty, and it must not constitute willful neglect or intentional wrongdoing

Equal Opportunity Policy

The City of Carlton is an equal opportunity employer and, as such, does not discriminate against qualified employees or volunteers on the basis of race, color, religion, sex, pregnancy, national origin, ancestry, citizenship, age, marital status, physical disability, mental disability, veteran's status, medical condition, sexual orientation, genetics, or membership in any other protected class.

Termination of Volunteer Services

Volunteer service may be terminated at any time by either the volunteer or the City with or without cause. If there is a concern about a volunteer's performance or conduct, we endeavor to address the concern in a straightforward, timely, and respectful way. When volunteer service has ended for any reason, the volunteer coordinator or supervisor must immediately notify the Human Resources Department.

Becoming a Volunteer

Volunteer Recruitment, Opportunities and Contact Information

Volunteer opportunities may include participating in one of the established volunteer programs, an extended project, or a special one-day event. Individuals who are interested in volunteering their services to the City of Carlton are encouraged to view the volunteer opportunities listed on the City's website. The City Manager or City Recorder may be contacted for more information. Departments may recruit volunteer applicants independently. Each department will be responsible for creating volunteer job descriptions, maintaining lists of volunteer opportunities, and processing placement paperwork with the City Recorder for volunteer placement authorization.

Volunteer Application

Most volunteer positions require a volunteer application (exceptions may be made for one-time or very short-term volunteer positions). Applications can be found on the City website or from individual City departments. Applications should be completed as thoroughly as possible. Information that is required in the application may include (but is not limited to) employment history, references, and Oregon driver's license information, if applicable. Prospective volunteers may also need to complete additional steps, such as interviewing with a City department representative. The purpose of the application (and of additional steps such as interviews) is to help determine whether there is a good match between a prospective volunteer and a volunteer position. Good volunteer/volunteer position matches help ensure a successful experience for the volunteer and the City alike. Please note that, while we do our best to match applicant interests and skills with a volunteer opportunity, availability of positions varies.

Application Processing

The City may conduct criminal background checks on volunteers who are age 18 or older and will notify the sponsoring department of the background check results. Some volunteer positions may require pre-placement drug screening and/or a Department of Motor Vehicles (DMV) driving record review. In these cases, the City Recorder will obtain authorization from the prospective volunteer to conduct such screening and a DMV review, as well as order a driver's certified court print if applicable. The City Manager will also assess the volunteer's driving record and determine his or her eligibility to drive on City business.

Placement Screening

Volunteer screenings are to be conducted in the same manner as that of a new employee. City of Carlton volunteers operating within the scope of their assigned job duties have the same liability exposure as a paid employee. The City retains the right to refuse to place one spouse or immediate family member under the direct supervision of the other spouse or family member, where such placement creates an adverse effect on supervision, safety, security, or morale.

Implementation

Once a volunteer's application materials are completed and the City Manager or authorized staff person approves the volunteer's service, the City Manager or authorized staff person will authorize the department to proceed with volunteer placement.

Training, Orientation and Supervision

Prior to beginning their volunteer service, volunteers may be required to attend a volunteer orientation. The orientation is for the purpose of covering policy and procedures, so that volunteers know what to expect and what is expected of them in turn, in order to help volunteers have a positive and successful volunteer experience. Volunteers should attend an orientation within a week of beginning their volunteer service, preferably prior to beginning their volunteer service. The orientation should include (but need not be limited to) the following topics: general work rules, safety, emergency procedures, insurance coverage, use of City communication systems, confidentiality, and City policy regarding harassment, workplace violence, and drugs and alcohol. Prior to beginning their volunteer service, volunteers must complete the Volunteer Receipt Acknowledgement Form (attached), which acknowledges receipt and acceptance of the Volunteer Handbook.

Departments should provide the volunteer with a written description of the major duties of the volunteer position and review the description and duties with the volunteer. Departments are responsible for ensuring that volunteers receive all required training.

Volunteers in City departments are unpaid staff and may be offered the same access to mandated training as regular paid City staff. Not attending a required orientation and/or any department or city- mandated training may disqualify a prospective volunteer from volunteer service.

Departmental Procedures

Each department may develop specific guidelines for interns, practicum students and other volunteers that are supplemental to City wide policies. Some City of Carlton departments have specific procedures in place to define general guidelines, position requirements, recruitment, selection, orientation, and training specific to that department. All departments using volunteers must keep accurate records of hours of service, accomplishments, training, and any progress evaluations.

Work Rules

Confidentiality

As a volunteer, you might have access to confidential and proprietary information. Our citizens trust the City with confidential information. The unauthorized disclosure of such information can have a material adverse impact on the integrity of the City and would have an adverse impact on our relationships with our residents, businesses and customers. No employee or volunteer should disclose any information pertaining to the organization or residents, businesses or customers without prior explicit approval of their supervisor. City records and information should remain on City premises unless the City Manager approves removing them.

City Records and Equipment

City equipment, records, and property are public property. As such, please treat it carefully and appropriately. You are responsible for those items in your custody and will be held accountable for their appropriate use.

Communications and Software Systems

In your capacity as a volunteer, you may have occasion to use the City communications systems. These systems include computers, software, electronic mail (e-mail), copiers, fax machines, telephones, voice mail, radios, communication tools, and other various on-line services and databases.

Please be courteous and professional in the use of City communications systems. For example, please write e-mail communications with no less care, judgment, and responsibility than you would use for letters or internal memoranda written on organization letterhead.

Use of City communications systems for personal profit, illegal activities, allowing any proprietary or confidential information of the City to enter the public domain, subscribing to news lists, chat rooms, or listserves unrelated to City business, or viewing, sending or storing offensive content is prohibited. Volunteers and employees should not use City communications systems to download music, videos or any other copyrighted material for personal use, including streaming media. In addition, management approval is required for posting any information on commercial on-line systems or the Internet.

Be aware that messages sent through the City communications systems (such as voice-mail, e-mail, and faxes) are not private or confidential and are the property of the City. All passwords must be disclosed to your Department Head or supervisor upon request. However, although the City reserves the right to retrieve and read any e-mail and voice-mail messages, those messages are to be treated as confidential by other volunteers and employees and accessed only by the intended recipient. We expect that volunteers and employees will respect others' privacy and, unless authorized to do so, will not retrieve or read voice-mail or electronic messages not intended for them. Any exception to this policy must receive prior approval from the City Manager.

To keep City communications systems secure, please observe the following rules. Volunteers and employees should not use personal or downloaded software without permission from the City Manager. A complete virus check of all such software must be made immediately before it is installed on any City computer. A virus check must be made of any disk originating or used on any computer outside the City, prior to use on City computers. Copying or transfer of City-owned software should be done only with the written authorization of the City Manager. Because e-mail is now a popular way to spread viruses, if you receive an e-mail on your City e-mail account and do not know who it is from, do not open it. Inform the City's IT manager, who will advise you of your next steps

The City communications system is mainly for City business. However, the City recognizes that sometimes it may be necessary to use the City communications systems (such as telephones and e-mail) for personal use, and limited personal use of City communications systems is permitted. Such use should abide by all City policies. Charging the City for long-distance communication and receiving personal fax documents is prohibited.

Please check with your supervisor if you have any questions about the proper use of communication or software systems. Improper use or violations of this policy can result in dismissal from volunteer service.

Workplace Violence

The City has a “zero tolerance” policy for any actions that threaten its employees, volunteers, or customers in the workplace. All violent behavior is considered inappropriate in the workplace, on both the part of employees/volunteers and customers, and will not be tolerated. Violence, as defined by this policy is strictly and specifically prohibited by the City. No existing policy, practice, or procedure should be interpreted to prohibit decisions designed to prevent a threat from being carried out, a violent act from occurring or a life-threatening situation from developing.

Bringing a deadly weapon to the workplace or carrying a deadly weapon while at the workplace is strictly prohibited. For the purpose of this policy, “workplace” is defined as the facility where an individual is working/volunteering and the parking lot where employees and volunteers are designated to park their cars. This prohibition does not apply to persons authorized to carry weapons as part of their job responsibility, such as police reserve officers. For the purpose of this policy, “deadly weapon” means a device, instrument or object that is specifically designed for causing death or serious physical injury. The prohibition applies to employees and volunteers who have a concealed weapon permit. The prohibition does not apply to personal defense devices, such as personal attack alarms, nor to chemical defense sprays, such as mace.

For the purpose of this policy, ‘workplace violence’ is defined as any act of physical, verbal, or written aggression by an individual or by a group, that occurs in the workplace or arises out of work activities. This includes any and all infliction of bodily injury or the attempt to make harmful physical contact, verbal and physical harassment, verbal and physical threats, and any actions that cause others to feel unsafe in the workplace.

All staff and volunteers are responsible for notifying their supervisor if they become aware of any threat or violent act in the workplace or on City property. An incident assessment report should be completed by the supervisor and Department Head upon notification that such an incident has occurred. Under some circumstances, the Police Department may be informed of the contents of a report for the safety and well-being of employees. While the City cannot promise complete confidentiality due to the need to investigate, information about any complaint will be treated as confidentially as possible, consistent with proper investigation and responsive action. Generally, this means confidential information will be shared on a need-to-know basis.

Drugs and Alcohol

The City is committed to establishing and maintaining a work place free from the effects of alcohol or drug use and abuse. A City volunteer may not knowingly possess, use, transfer, offer, share, attempt to sell or obtain, manufacture, or be under the influence of drugs or alcohol or the metabolite of the substance in any situation during which the employee or volunteer is engaged in a job-related activity. Prescription medication or other therapeutic substances authorized for use in Emergency Medical Services vehicles or storage in City facilities are exempted from this Policy. Volunteers have the responsibility to notify their supervisor when taking any medication (prescription or non-prescription) or other drugs which may interfere with their ability to perform their duties safely and effectively.

Harassment

It is our policy that all staff and volunteers have the right to work in an environment where the dignity of each individual is respected. For that reason, we expect all employees and volunteers to conduct themselves in a manner that complies with our Harassment Policy. Any harassment of a volunteer by an employee, or of an employee by a volunteer (or between employees or volunteers) is not permitted, regardless of their working relationship or supervisory status. Additionally, harassment of a volunteer by a citizen or of a citizen by a volunteer will not be permitted. The City will not tolerate conduct by any employee or volunteer that harasses, disrupts, or interferes with another's work performance or which creates an intimidating, offensive, or hostile environment. We desire to maintain a working environment free from all forms of harassment, whether based upon race, color, religion, ancestry, national origin, age, marital or family status, veteran status, sexual orientation, physical or mental disabilities, on-the-job injuries, sex, or any other legally protected characteristic or status.

Behavior such as telling ethnic jokes, making religious slurs, using offensive "slang" or other derogatory terms denoting a person's race, age, national origin, disability, or mimicking one's speech, accent or disability, are examples of prohibited conduct and will not be tolerated. Volunteers are also prohibited from retaliating against anyone who complains about harassment or cooperates in a harassment investigation. Volunteers have an obligation to report promptly any conduct they believe violates our Harassment Policy. This will help ensure that concerns can be addressed and resolved as soon as possible.

While all forms of harassment are prohibited, it is our policy to emphasize that sexual harassment is specifically prohibited. Under the law, sexual harassment includes any unwelcome sexual advances, requests for sexual favors or other verbal/physical conduct of a sexual or gender-based nature when:

- Submission to such conduct is explicitly or implicitly made a term or condition of employment/volunteer service; OR
- Submission to or rejection of such conduct is used as the basis for making an employment/volunteer service decision
- Such conduct has the purpose or effect of unreasonably interfering with a person's work performance or creating an intimidating, hostile or offensive work environment. (EEOC Guidelines issued 1980).

The most common forms of sexual harassment include: dirty jokes, sexual innuendoes, talking about your sex life; sexual gestures; making offensive or stereotypical comments about members of one sex or the other; making derogatory comments about gays or lesbians; using E-mail or other City communication systems to transmit information of a sexual nature; sexual touching, including any type of contact with intimate body parts or making graphic comments about another employee's physical attributes.

Often a person can stop sexually offensive conduct (dirty jokes, sexual comments, etc.) by simply telling the person who is engaging in this behavior that it is offensive and requesting that the person stop. We encourage you to take this approach, if it is comfortable to you. However, no volunteer is required to complain directly to the offending person. If you are more comfortable reporting the offensive conduct to your supervisor you may go directly to that person. You may also go to the City Manager or City Recorder.

Even when harassment occurs off duty, you should report it. This is because sexually offensive conduct that occurs between employees or volunteers off the job may "carry over" to the work environment. Similarly, if a non-employee or non-volunteer subjects you to sexually offensive conduct during your volunteer time and it is offensive to you, please report it. We will investigate and address sexual harassment concerns regardless of who is engaging in the reported behavior.

Volunteers Driving

To drive on city business, volunteers need to possess a valid driver's license. *City business* is defined as driving at the request, or for the benefit, of the City (it does not include normal commuting to and from your place of volunteer service).

Volunteers are covered by City insurance during authorized operation of City vehicles. Volunteers may use private vehicles for their official work if a DMV driving check is completed and filed in the volunteer's personnel file. If the status of your license or insurance policy changes, please let your supervisor know in a timely fashion. In the event that there are changes in a volunteer's driver's license or insurance policy, the volunteer may be restricted from driving on City business.

Volunteers with the Police Department should also refer to Department specific rules and regulations regarding vehicle use related to their specific responsibilities and driving environment/ conditions. The Police Department is responsible for reviewing driving rules and safety in regard to driving City vehicles.

Volunteers who drive on City business shall be subject to all provisions of City of Carlton driving and vehicle policies. It is the driver's responsibility to operate the vehicle in a safe manner and to drive defensively to prevent injuries and property damage. City vehicles are to be driven by authorized persons only, except in the case of repair testing by a mechanic or other authorized agent of the City.

All Volunteers are expected to drive in a safe and responsible manner and to maintain a good driving record. Volunteers are personally responsible for all fines imposed due to convictions and/or no contest pleas. Any volunteer who has a driver's license revoked or suspended shall immediately notify their supervisor the next business day and *immediately discontinue operation of the City vehicle*. Failure to do so may result in dismissal from volunteer service with the City.

All crashes in City vehicles, regardless of severity, must be reported to the police in the jurisdiction where the crash occurs and to the volunteer's immediate supervisor. Crashes are to be reported immediately (from the scene, during the same day, or as soon as practicable if immediate or same day reporting is not possible). Crashes in personal vehicles while on City business *must* follow these same crash procedures. Crashes involving the volunteer's personal injury must be reported to the City Manager and City Recorder.

In the event of an accident, please take necessary steps to protect the lives of yourself and others. Comply with police instructions. Do not assume or admit fault; others will determine liability and negligence after thorough investigation. Please report the accident to the City and the local police as soon as possible.

Volunteer Handbook Receipt Acknowledgment Form

As a volunteer/intern of the City of Carlton, I acknowledge the following things:

1. I have received a copy of the Volunteer Handbook. I understand that the Handbook contains important information about the City's policies and work rules. I also understand that the Handbook outlines my responsibilities as a volunteer/intern of the City. I also understand that I have the responsibility to read and understand the information in the Handbook, and to ask my supervisor for clarification of any information I do not understand.
2. I understand that this Handbook is not a contract or a guarantee of specific treatment in specific situations. Except for any supplemental safety policies and rules that apply to certain jobs or work areas, or otherwise stated in a written contract, I understand that this Handbook supersedes all prior Handbooks, policies and understandings on the subjects contained in it.
3. I understand that unless stated in a contract, the City has the right to change, modify, add to, substitute or eliminate, interpret and apply, in its sole judgment, the policies, rules and benefits described in this Handbook. I understand that should the content be changed in any way, the City may require an additional signed acknowledgment from me to indicate that I am aware of the changes.
4. I understand that I am donating my service to the City with no expectation of compensation. I understand that there are certain risks and exposures the City can not control. I do hereby fully and complete release the City, its officials, employees, and agents from any and all claims, demands, and liability of every nature and description whatsoever and howsoever arising by reason of my being allowed to volunteer with the City. I further acknowledge that the City does not provide accident coverage for all volunteers and that I am not guaranteed to be covered by Worker's Compensation insurance.
5. I understand that I am not eligible to receive any fringe benefit for my service including, but not limited to, health, dental, and vision insurance, life insurance, paid leave, disability insurance, retirement, and medical leave. I also understand that the City Manager is the only person who will ever have the authority to enter into a contract, and that all such contracts must be in writing and signed by both parties to be valid.
6. I am aware that I may be given confidential information during the course of my volunteer service. I agree not to disseminate or use such information outside of the workplace. In the event my assignment ends, either voluntary or involuntary, I agree not to use this information or communicate it to any other individual, organization, or entity.
7. I acknowledge that any photograph or videotape taken of me participating in the City of Carlton volunteer program may be used for outreach, education, or documentation purposes, without compensation, by the City of Carlton.

I also acknowledge that I have asked for and received clarification on any of the seven items listed on this acknowledgement form that I did not understand, before signing it.

Volunteer / Intern Signature

Date

Print Volunteer / Intern Name

Driver's License Number