



City of Florence
A City in Motion

City of Florence

Volunteer Policy Manual

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Chapter 1 – Introduction

Thank you for your interest in volunteering for City of Florence. Volunteers play a vital role in delivering services to our City. It is important to offer volunteer experiences that benefit both the volunteer and the community. City of Florence understands volunteering allows citizens to give back to their community in meaningful ways and is a critical resource to the organization. Your service is highly valued and appreciated.

City of Florence is firmly committed to the safety of our volunteers. We make every reasonable effort to provide a safe and healthful workplace that is free from recognized or known potential hazards.

Chapter 2 – Applicability of this Policy

This policy is applicable to any person, approved by the City of Florence Human Resources Department, who donates service in a City of Florence sponsored volunteer program without expectation of pay or remuneration, other than reimbursement of approved incidental expenses for those services rendered. This includes interns working for the City directly, through a third party, or for credit through an established education program.

Current City of Florence employees may volunteer in other departments if:

- The volunteer position is with an established City of Florence volunteer program,
- Duties of the position are outside the employee's normal work duties,
- No work time is used to perform the volunteer duties, and
- The volunteer duties are performed solely at the option of the employee and there is no expectation, direct or implied, that the employee performs volunteer service.

Volunteers under the age of 18 are not eligible for volunteer service unless the volunteer registration form is signed and approved by a parent or guardian, which is then approved by City of Florence.

This policy is not applicable to volunteers serving as members (either appointed or elected) of any Committee, Commission, or Agency. Members of Committees, Commissions, or Agencies are governed by the Committee & Commission Policy Manual. Additionally, this policy is not applicable to the following:

- Work release inmates (by election) – Volunteer Accident Policy coverage provided with waiver.
- Community service workers (by election) – Volunteer Accident Policy coverage provided with waiver.
- Persons not approved by City of Florence for volunteer service.
- Individuals under the age of 18 without a registration form signed and approved by parent or guardian.

- Individuals or groups that are volunteering for another agency are not covered by City of Florence. Example: Boys Scouts performing services at a public event or volunteers of another entity responding in a mutual aid agreement.

Chapter 3 – Policies and Procedures to Become an Individual Volunteer

Registration

Potential volunteers must contact City of Florence prior to performing a volunteer project or job and complete a City of Florence Volunteer Registration packet. The Human Resources Department oversees the Volunteer Program and will assist potential volunteers and City departments with volunteer groups through the placement process.

Each City department is responsible for creating volunteer job descriptions, maintaining lists of volunteer opportunities, and coordinating placement paperwork with the Human Resources Department for authorization.

All volunteers must complete and sign the Individual Volunteer Registration Form, and return the completed forms for approval prior to start of work. Emergency contact information will be obtained from the Volunteer Registration Form in the event of an emergency.

Information that is required in the application packet may include, but is not limited to:

- References (if applicable);
- Authorization to Release Information Form (for Public Safety Volunteers only);
- Drug screening (if applicable);
- Oregon Driver's License (if applicable); and
- Vehicle Use Policy (if applicable).

Family members, as defined in the City of Florence's General Hiring Policy, cannot supervise the volunteer. In the event a volunteer application is approved or the family relationship is created subsequent to approval, the volunteer shall either volunteer with a different volunteer group that reports to a different staff representative, or resign.

Screening Process

1. Public Safety

For public safety volunteer positions, interviews may be conducted prior to selection. The Authorization to Release Information form must be completed and a more thorough background check conducted. The background check will include criminal history and driving history information. The results of the background check will be kept confidential, but the results may disqualify an individual volunteer applicant from volunteering in a Public Safety role.

2. Positions Requiring Driving

If the volunteer position requires driving as an aspect of its duties, Human Resources or the Department may obtain appropriate authorization from the applicant and coordinate drug screening at the City's expense. Additionally, Human Resources will conduct a Department of Motor Vehicles (DMV) review. Human Resources will assess the volunteer applicant's driving record and determine the volunteer's ability to drive on City business. Approved volunteers are added to the "auto-flag" system with the DMV for active City drivers.

Volunteers for positions requiring driving shall also be required to sign off on the City's Volunteer Vehicle Use policy.

Approval

After receiving and screening the applications, Human Resources or the Department the volunteer is interested in working with will provide applicant's that successfully complete the registration process with written approval. Please note that no individual volunteer is ever authorized to represent, or may claim to represent, the City in any capacity or authority.

Certification Process

Once a volunteer's application materials are completed and the Human Resources Department approves the volunteer's registration form, Human Resources will authorize the department to proceed with volunteer placement.

The staff representative must notify Human Resources of what access each volunteer will need (e.g. - providing the volunteer with building and computer access). The Human Resources Department will maintain a centralized roster of registered volunteers available to the staff representative.

When volunteer service ends, the staff representative shall notify the Human Resources Department immediately in accordance with the Termination section below.

Chapter 4 – Job Description & Physical Requirements

A job description for each volunteer position or project will be provided detailing the duties, scope, and physical requirements of the work. Volunteers should carefully review the requirements and check with their personal physician if there any questions about their physical ability to perform the duties. Some positions may require medical release prior to volunteer work.

Chapter 5 – Orientation

After approval and prior to the onset of volunteer work, the volunteer receives a departmental and job-specific review of procedures, duties, and scope of volunteer activities from a City of Florence employee or designee. Any required personal protective equipment will be reviewed and provided. Safe work rules and rules of conduct are reviewed along with this volunteer policy and relevant sections of the Employee Handbook, if applicable.

Failure to participate in this orientation and/or subsequent mandated safety training shall disqualify the applicant from further volunteer service.

Safety Requirements

No volunteer will be required to perform work that the volunteer believes to be unsafe or likely to cause injury or health risk to themselves or others. Volunteers are encouraged to report unsafe conditions or hazards and must report incidents/accidents immediately to the staff representative. Training, if required, will be provided for operation of specific equipment, machinery, or tools. Additionally, OR-OSHA training may be required to perform some volunteer duties.

Each department must supervise, train, and orient the volunteer with the same materials and processes that they would use for non-benefited employees. Departments are responsible for ensuring that volunteers receive all required training.

Volunteers are required to follow all safety and security procedures while performing volunteer duties, on or off City of Florence's premises. Volunteers are required to wear appropriate protective equipment, clothing, and footwear at all times. Failure to comply with safety rules and procedures can terminate the volunteer relationship.

Emergency Procedures

Emergency procedures for each volunteer worksite will be documented and provided to supervisors and to volunteer staff at time of orientation. Procedures will include:

- Emergency contact numbers for Fire/Police/Ambulance;
- A map showing the location and routes to emergency exits;
- The location of first aid supplies and equipment; and
- Actions to take in the event of a medical emergency or accident.

Incident & Accident Reporting

Injuries and accidents must be reported immediately to the staff representative and an incident and accident investigation form completed, if applicable. If appropriate, secure the scene for investigation and documentation of the incident.

In the event of an injury or accident, volunteers are required to complete a “Report of on the Job Injury or Illness Form” and an “Accident/Incident Report Form”. Additionally, the volunteer is required to participate in any subsequent investigation of an incident/injury where the volunteer is a victim or witness to the incident/injury.

Insurance Coverage

Normally, volunteers are considered “agents” and are covered by City of Florence’s general liability insurance while they are acting within the scope of their duties. Insurance coverage is not provided for personal property, equipment, or vehicles owned by volunteer workers, even if used within the scope of their duties.

For work related injuries, City of Florence provides workers’ compensation insurance a third party workers’ compensation insurance provider. Volunteers agree to participate in any investigation and provide requested paperwork in a timely manner when asked.

Chapter 6 – Records

Time Keeping

All individual volunteers are required to track the time they spend performing their duties to the City in order for the City to track volunteer efforts for grants and other program tracking purposes.

All City volunteers are required to submit their Volunteer Tracking Sheet to their staff representative when requested. Typically, this request will coincide with the end of the fiscal quarter. Staff representatives are responsible for compiling and submitting these hours to the Human Resources Department.

Maintaining accurate time records is an Oregon statutory requirement. A record of volunteer hours is used to demonstrate when a volunteer is on the job for accident claims, and can be used to verify work experience for job references. Failing to turn in time sheets when requested by staff representatives may result in a termination of the volunteer relationship.

Records

All records a volunteer creates while in the scope of their volunteer duties for the City, whether electronic or not, must be maintained in accordance with federal and state public records retention laws and City records retention policies.

If a volunteer is unclear as to what constitutes a public record, please refer to the Oregon Department of Justice Attorney General website, www.doj.state.or.us/pros/mli.shtml for information or contact the City Recorder’s office.

Chapter 7 – Performance Management

Each department may develop specific guidelines for interns, practicum students, and other volunteers that are supplemental to City wide policies. All departments utilizing volunteers must keep accurate records of hours of service, accomplishments, training and any progress evaluations.

Evaluation and feedback of the performance of volunteer duties may be provided regularly, as established by the supervising department, including recognition for volunteer service. Staff representatives should monitor and take disciplinary action including and up to termination of volunteer relationship when policy or work practices are unacceptable.

Chapter 8 – Termination

When volunteer service has ended for any reason, departments shall use the same termination process that applies to regular paid employees. The staff representative must immediately notify the Human Resources Department at the end of the volunteer's service. The Human Resources Department will notify the appropriate departments to remove the volunteer from authorized access. The volunteer will also be removed from the DMV "auto-flag" system, if applicable.

Forms and Attachments

The forms listed below are required to be retained in the office of the Human Resources Department.

- Individual Volunteer Registration Form (attached)
- Release for driving record and background check
- Job description (template attached)
- Completed time cards or rosters
- Vehicle use policy (if applicable)
- Proof of vehicle insurance (if applicable)
- Report of on the Job Injury or Illness Form (attached)
- Accident/Incident Report Form (attached)
- Quarterly Volunteer Time Card (attached)