# **CITY OF OCEANSIDE**

### VOLUNTEER PROGRAM PROCEDURES MANUAL



## OCTOBER 2007

### CITY OF OCEANSIDE VOLUNTEER PROCEDURES MANUAL

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### CITY OF OCEANSIDE HUMAN RESOURCES DEPARTMENT

#### **VOLUNTEER PROGRAM PROCEDURES MANUAL**

#### 1.0 Overview

The City's Volunteer program is designed to coordinate and manage citywide volunteer efforts which support existing City services provided to the community. The program addresses community service needs, while placing special emphasis on the City's priorities. The City's volunteer program is designed to effectively match individuals to City Departments that have exciting and fun work opportunities.

#### 2.0 Mission

The City's Volunteer program is committed to encouraging community participation and the comprehensive coordination of volunteers to enhance City services.

#### 3.0 Volunteer Objectives

- 1. To develop a reliable and varied skilled network of human resources to support the delivery of services to the community.
- 2. To provide opportunities for all segments of the community to participate in local government.
- 3. To bring together volunteer resources and augment municipal services.

#### 4.0 Volunteer Responsibilities

Every volunteer for the City will have certain responsibilities. Below are some of those responsibilities; they will be reviewed with each volunteer once he/she begins his/her new assignment. Supervisory staff is available to review and remind all volunteer staff of the expectations and responsibilities for volunteers throughout the year. All volunteers are expected to meet these responsibilities:

Comply with all City policies, procedures and regulations.

- Keep your work commitment.
- Be willing to accept training and participate in other job development activities.
- Adhere to all confidential requirements in the course of carrying out duties and responsibilities.
- Not use job knowledge or contacts for personal gain.
- Treat customers and co-workers with respect.
- Be aware of Departmental procedures and rules, including safety rules.
- Be cooperative by accepting instructions, guidance, and suggestions from City staff.

- If, for any reason, the volunteer cannot complete their assignment as planned, the volunteer must inform their supervisor of their decision and try to allow the department sufficient time to find a qualified replacement.
- Questions about this information should be directed to the volunteer's immediate supervisor or the City's Volunteer Coordinator in the Human Resources Department.

#### 5.0 Volunteer Code of Ethics

As a volunteer, I realize that I am subject to a code of ethics similar to that which binds the professionals in the fields in which I work. Like them, I assume certain responsibilities and expect to account for what I do in terms of what I am expected to do. As a volunteer, I am expected to do the following:

- I will keep confidential matters confidential.
- I interpret "volunteer" to mean that I have agreed to work without compensation in money, but having been accepted as a worker, I expect to do my work according to standards.
- I promise to work with an attitude of open-mindedness; to be willing to be trained for it; to bring to it interest and attention.
- I realize that I may have assets that my co-workers may not have and that I should use these to enrich the projects which we are working on together.
- I realize, also, that I may lack assets that my co-workers have and will contribute to the team with the assets that I have.
- I understand that I am expected to live up to my work commitment, and I will give ample notice if I cannot fulfill it.
- I believe that my attitude toward volunteer work should be professional; I believe that I have an obligation to my work, to those who direct it, to my colleagues, to those for whom it is done, and to the public.

#### 6.0 Volunteer Rights

Each volunteer in the City is viewed as an important part of the organization's ability to get the job done. Volunteers are accorded rights as individuals and volunteers. Below are some of the rights volunteers may expect during their tenure with the City:

- Volunteers are to be treated with respect and courtesy.
- Volunteers are to receive proper training for the job to be done.
- Volunteers are not to be discriminated against because of race, ethnicity, religion, gender, age, handicap, marital status, family, or sexual orientation.
- Volunteers will receive information on issues regarding legal protection, liability and other concerns.
- Volunteers will be recognized for their efforts in providing program services.
- Volunteers will be treated as co-workers.

- Volunteers will know as much about the organization as possible.
- Volunteers will be evaluated and receive recognition.

#### 7.0 VOLUNTEER PROGRAM PROCEDURES:

#### 7.1 Recruitment

Volunteers shall be recruited by the City on a pro-active basis, with the intent of broadening and expanding the volunteer involvement of the community. Volunteers shall be recruited without regard to race, color, national origin, gender, age, marital status, sexual preference, and/or disability. Volunteers may be recruited either through an interest in specific functions or though a general interest in volunteering which the City will attempt to match with a specific function.

#### 7.2 Application

All potential volunteers are to complete a Volunteer Application. Volunteer Application forms can be obtained from the Human Resources Department, on the City webpage or on the City Wide drive via the Intranet. If applying for a volunteer position with the Police Department, the potential volunteer must also complete a background check packet.

The original application is to be forwarded to the Human Resources Department for processing.

#### 7.3 Screening

All potential volunteers are to undergo a basic screening process. Some volunteer positions will require additional methods of screening such as fingerprinting and background checks. Additional screening will be noted on the volunteer's job description.

#### 7.4 Job Description and Risk Assessment

Each department is to complete a Volunteer Job Description for each position (Sample Attached). The federal Volunteer Protection Act of 1997 does not completely protect volunteers from lawsuits but "immunizes" certain volunteers from liability under certain circumstances if that volunteer is performing responsibilities under their job description. Since the City wishes to help protect its volunteers, it is essential that each position have a volunteer job description. A potential volunteer may only be placed in a position that has an existing job description.

As part of each volunteer job description, a Volunteer Job Risk Assessment (Sample attached) is to be completed and attached to the Volunteer Job Description.

Once a volunteer has been accepted, he/she will receive a copy of the Volunteer Job Description and the Volunteer Job Risk Assessment. Both of these original signature forms are to be forwarded to the Human Resources Department upon completion.

#### 7.5 Selection and Appointment

Each potential volunteer will have an interview with the department in which he/she is considering volunteering. In addition to the interview, the department may conduct reference checks with the names given by the potential volunteer at the time of application.

If a current volunteer wishes to volunteer in a different department, the volunteer must first have an interview with the new department. The new department is to contact the volunteer's current supervisor for the purpose of a reference check. It is the responsibility of the department to note the date of the interview and results of the reference check.

Once a potential volunteer has been interviewed and reference checks have been completed, a department may choose to accept or decline a potential volunteer's services. A volunteer/intern may not commence work until all signed forms are received and background checks have been completed.

If a department chooses to decline the service of a potential volunteer, the department is to notify the Human Resources Department. The Human Resources Department will notify the potential volunteer that a department is unable to use their services. If it is appropriate, the potential volunteer will be referred to another department for volunteer services.

#### 7.6 Fingerprinting (Livescan) and Background Checks

By law, potential volunteers, 18 years of age and older, who will be interacting with children must be fingerprinted. However, the City requires all volunteers to be fingerprinted regardless of assignment. Potential volunteers have the right to refuse to be fingerprinted. Since the City will adhere to the law, those potential volunteers who exercise this right will not be allowed to volunteer for City service.

Department representatives are to give a Request for Live Scan to each potential volunteer/intern and have them set an appointment with the Human Resources Department to have their fingerprints completed. A volunteer/intern may not begin his/her position until the result from the Department of Justice and/or FBI has been received and Human Resources has given the individual clearance to begin.

For volunteer positions with the Oceanside Police Department, a potential volunteer must also complete the entire Background Check packet. The Background Check packet is to be received with the original application before the potential volunteer can be processed. The application and background check will be processed by the Police Department.

#### 7.7 Volunteers Driving

Volunteer duties that require driving should be limited to only essential volunteer duties. Volunteers who drive either personal or City owned vehicles during the course of their volunteering are required to have a valid California driver license and current proof of insurance. No volunteer may operate a City owned vehicle or perform volunteer services with their private vehicle with a revoked or suspended driver license. Any damages to the volunteer's personal vehicle or damages caused by the volunteer are the responsibility of the volunteer.

The volunteer's supervisor is to obtain a copy of the volunteer's valid driver license, current vehicle registration, and current proof of liability insurance. In Addition, volunteers will be required to provide a current DMV driving record printout. These copies are to be forwarded to the Human Resources Department immediately. Volunteers will be included in the City DMV Pull Notice Program. Through this program, the City will receive an annual print out of the volunteer's driver license status. Additionally, the City will be notified of any activity regarding the volunteer's driving record.

If a volunteer's driver license has been revoked or suspended, or if there is activity that warrants concern, the volunteer's supervisor and the volunteer will be notified immediately by the Human Resources Department that the volunteer is no longer able to drive in the course of volunteering.

#### 7.8 Supervision of Volunteers

Each volunteer must have a clearly identified supervisor 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. An adult must supervise minors under the age of eighteen.

#### 7.9 Orientation and Training

Once a volunteer has been selected for hire with a City Department or program, they will participate in an orientation program designed to inform volunteers about the City/Department as an organization, its policies, procedures, programs, and regulations. This informative session is designed to assist the volunteer in their new role as a volunteer with the City. After joining your new Department, the volunteer will be provided on-the-job orientation and training by their supervisor. Orientation will be scheduled at various times, as the need arises.

#### 7.10 Work Schedules

Work schedules of volunteers are diverse and varied depending on the Department. Work schedules are flexible and may vary depending on the job that is being done. Volunteers should work with their job supervisor to set a schedule that is mutually acceptable. If a volunteer cannot make it to their assignment on a scheduled day, the volunteer should notify their job supervisor as soon as possible

#### 7.11 Time Reporting

Supervisors shall maintain a timesheet for the purposes of proper timekeeping and recognition. Individual volunteers are expected to maintain accurate records of the time they have volunteered. Volunteer supervisors are responsible for submitting a record of these hours by the 5th of each month to the Volunteer Coordinator in Human Resources.

This record is used to determine how service levels have increased and which services have been enhanced by volunteers.

#### 7.12 Safety

Safety is everybody's business and must be given primary importance in every aspect of performing volunteer activities. Volunteers must report all injuries to their supervisor immediately. Also, volunteers and supervisors must advise staff of any equipment or situation that may pose a safety hazard.

#### 7.13 Risk Management

Each volunteer is included in the City's Risk Management and Safety program. This means that before volunteers begin their service, the direct supervisor is responsible for informing the volunteer of safe work practices as required for employees. Any injury to the volunteer or losses to any third party which involved a volunteer must be reported and processed in accordance with existing City policies on matters of this nature.

#### 7.14 Injury of a Volunteer

The City provides medical treatment for injuries incurred while a volunteer is performing the stated duties of their position under the City's Workers' Compensation Self-Insurance Program. If an injury occurs:

<u>During Normal Business Hours:</u> ensure the volunteer is out of immediate danger and notify the department's immediate supervisor. If the immediate supervisor is not available, contact the Workers' Compensation and Safety Manager (435-3514).

<u>After Normal Business Hours:</u> if the immediate supervisor is not available, a message should be left advising them of the injury, as well as notifying the Workers' Compensation and Safety Manager. If medical treatment is needed, the volunteer should be directed to an urgent care facility. If a minor volunteer is injured, the same protocol should be followed. In addition, the minor's guardian should be contacted immediately.

It is the responsibility of the department to complete the workers' compensation injury packet and forward it to the Workers' Compensation and Safety Manager.

#### 7.15 Dismissal

Volunteers who do not adhere to the rules, policies and regulations of the City or fail to perform their assignments satisfactorily, are subject to dismissal. A volunteer may be dismissed at any time. The City reserves the right to request that a volunteer leave

immediately, if circumstances warrant such action.

No prior notification is necessary to release a volunteer of their services. If a department believes that a volunteer's behavior warrants immediate release, they have that right.

#### 7.16 Conflict Resolution/Problem Solving

If a problem should arise concerning any condition of the volunteer's work with the City, the volunteer should attempt to reconcile the matter with their Supervisor. All volunteers are encouraged to attempt to settle problems or issues requiring attention within the Department to which the volunteer is assigned. However, if the volunteer feels that a workable agreement or a satisfactory solution to their problem has not been reached from discussion within the Department, then notify the Volunteer Coordinator for the City, who will attempt to work with the Department and resolve the issue or problem. The Volunteer Coordinator and Human Resources can be reached at (435-3500).

#### 7.17 Gifts

As a general rule, volunteers are discouraged from accepting gifts from clients.

#### 7.18 Recognition

Recognition is not just a way of saying thank you, but a response to individual interest and reasons for being involved. Recognizing volunteers takes many different forms. The City feels that volunteers are invaluable resources. Various awards, activities and just plain thank you's are another part of our efforts to recognize volunteers for helping make our community a better place to live.

#### 7.19 Attendance

It is important that volunteers have attendance records. For those times when the volunteer is ill and unable to work, he/she should call the Department where he/she are assigned to work as early in the day as possible. Volunteers are expected to always be prompt. Being late may inconvenience those who are counting on their presence. If the volunteer must be late, he/she must notify their supervisor in advance. Failure to appear for their shift without notifying their supervisor may result in their dismissal from the volunteer program.

#### 7.20 Dress and Appearance

Each volunteer represents the City to the residents. Your appearance contributes to the overall impression that our City portrays. Clothing appropriate to a business environment or the job being performed is expected as all volunteers are expected to present an image that is both professional and appropriate to their working conditions.

#### 8.0 CITY POLICIES AND COMPLIANCE:

All Volunteers must comply with all City Policies. Volunteers who violate these policies are subject to immediate dismissal.

### 8.1 Drug Free Workplace Act of 1988 and the Harassment/Discrimination Retaliation Prevention Policy

It is the City of Oceanside's intent and the purpose of this Policy to provide all employees, volunteers, applicants and contactors with an environment that is free from any form of discriminatory harassment, discrimination or retaliation as defined by this Policy. This Policy prohibits harassment or discrimination on the basis of any of the following protected classifications: an individual's race, religion, color, sex, gender identity, sexual orientation (including heterosexuality, homosexuality and bisexuality), national origin, ancestry, citizenship status, uniformed service member status, marital status, pregnancy, age, medical condition and physical or mental disability (whether perceived or actual). It is also the policy of the City of Oceanside to provide a procedure for investigating alleged harassment, discrimination and retaliation in violation of this Policy. The protection from discrimination includes the protection from retaliation for having taken action either as a complainant, or for assisting a complainant in taking action, or for acting as a witness or advocate on behalf of an employee in a legal or other proceeding to obtain a remedy for a breach of this policy.

The City of Oceanside has zero tolerance for any conduct that violates this Policy. Conduct need not rise to the level of a violation of the law in order to violate this Policy. Instead, a single act can violate this Policy and provide ground for discipline or other appropriate sanctions. If you are in doubt as to whether or not any particular conduct may violate this Policy, do not engage in the conduct, and seek guidance from a supervisor, the Equal Employment Opportunity Managers or the Director of Human Resources.

#### 8.2 Internet Services Access and Usage Policy

The City's Internet system exists solely for the purpose of conducting City business, and is not intended for personal use.

All electronic data placed on the City's information system is the property of the City. Accordingly, employees should have no expectations of privacy regarding Internet messages (or any other data files residing on City-owned hardware), whether sent or received. This includes any files that may be designated as "private," or "confidential" on the City's application software.

#### 8.3 Electronic Mail (E-Mail) Policy

The City's e-mail system exists solely for the purpose of conducting City business, and is not intended for personal use.

All electronic data placed on the City's information system is the property of the City. Accordingly, employees should have no expectations of privacy regarding e-mail messages (or any other data files residing on City-owned hardware), whether sent, or received. This includes any files that may be designated as "private" under the City's software.

#### 8.4 Reporting of Child Abuse

Section 11166 of the Penal Code requires any child care custodian, medical practitioner, non- medical practitioner, or employee of a public agency that has been so identified as a Mandated Reporter who has knowledge of, or observes a child in his or her professional capacity or within the scope of his or her employment, or whom he/she knows or reasonably suspects has been the victim of child abuse to report the known or suspected instance of child abuse to a child protective agency immediately or as soon as practically possible by telephone and to prepare and send a written report to a child protective agency within thirty-six (36) hours of receiving the information concerning the alleged abuse.

Pursuant to California Public Resources Code § 5164, all applicants for positions involving supervisory or disciplinary authority over any minor must complete the Supplemental Questionnaire.

#### 8.5 Alcohol

Volunteers shall not consume or possess alcoholic beverages on City premises. Volunteers who violate this are subject to immediate dismissal.

#### 8.6 Smoking

Smoking is prohibited inside all City facilities. Volunteers who wish to smoke may do so outside the building.

	CITY OF OCEANSIDE VOLUNTEER DESCRIPTION (To Be Completed By Departments)						
City Department/Division/Program:							
Position Title:	Reports To:						
Does this position require:	Driver License G Fingerprinting Background check						
Purpose/Goal of Position:	□ Use of City vehicle to perform task □ Use of private vehicle to perform task						
Qualifications/Skills/Certifica	ntions Needed:						
•							
4							
Duties/Responsibilities:							
1							
2.							
3.							
4		<u> </u>					
Time Commitment:							
Length (months):	# Hours per day:						
	Or Month:						
Training Provided:							
Work Site Name/Location:							
Contact for More Informatio	n: Phone:						

Please complete the attached Volunteer Job Risk Assessment



#### CITY OF OCEANSIDE VOLUNTEER JOB RISK ASSESSMENT

#### (To Be Completed By Departments)

VOLUNTEER JOB/TASK:						DEPT:
WORK LOCATION:	ASSESSMENT DATE:			MENT DATE:		
DRIVER'S LICENSE REQUIRED?	YES 🗆	NO 🗆	ABILITY TO LIFT 25 LBS. REPEATEDLY?	YES 🗆	NO 🗆	MINIMUM AGE (SPECIFY)

#### CHECK LEFT COLUMN TO SHOW POTENTIAL HAZARDS OF THIS VOLUNTEER POSITION (see reverse side for more information)

OUTDOOR HAZARD SOURCE	PERSONAL PROTECTIVE EQUIPMENT REQUIRED	NECESSARY TRAINING
BITES: SNAKES, DOGS, INSECTS	PROTECTIVE CLOTHING, FOOTWEAR, GLOVES	HAZARD SPECIFIC TRAINING
HEAT STRESS: SUNSTROKE, EXHAUSTION OR DEHYDRATION	VENTILATION, HEAT RESISTANT CLOTHING, WATER TO REPLENISH LOST FLUIDS	RECOGNITION OF HEAT STRESS SIGNS
SUN EXPOSURE: SKIN CANCER OR VISION DAMAGE	SUNSCREEN, BRIMMED HAT, ULTRAVIOLET EYE PROTECTION, AND PROTECTIVE CLOTHING	SUN HAZARDS AWARENESS
DRIVING: INJURY TO VEHICLE OCCUPANTS FROM COLLISION	SEAT BELTS	DEFENSIVE DRIVING
TRAFFIC: INJURY TO ROADWAY WORKERS FROM MOTOR VEHICLE TRAFFIC	PROPER FOOTWEAR, HARD HAT OR EYE PROTECTION, ORANGE SAFETY VEST, TRAFFIC CONES, SIGNS AND FLARES	TRAFFIC CONTROL
INDOOR HAZARD SOURCE	PERSONAL PROTECTIVE EQUIPMENT REQUIRED	NECESSARY TRAINING
<b>OFFICE EQUIPMENT:</b> PAPER CUTTERS, SCREDDERS, FILE CABINETS, COMPUTER SCREENS OR KEYBOARDS	PROPER FOOTWEAR AND CLOTHING FOR OFFICE	SAFE OPERATIONS SPECIFIC TO EQUIPMENT, REPETITIVE INJURY PREVENTION
IN OR OUTDOOR HAZARD SOURCE	PERSONAL PROTECTIVE EQUIPMENT REQUIRED	NECESSARY TRAINING
HAND TOOLS: POWERED OR UNPOWERED	PROPER FOOTWEAR, CLOTHING AND EYE PROTECTION	SAFE HAND TOOL USE, REPETITIVE INJURY PREVENTION
FOOTING TRACTION: SLIPPERY, UNEVEN OR UNSTABLE WALKING SURFACTS/TERRAIN	PROPER FOOTWEAR	SLIPS AND FALLS PREVENTION
LADDERS: FREE STANDING OR FIXED	PROPER FOOTWEAR, SAFETY TIE OFFS, BRACING	LADDER SAFETY
BODY POSITION/LEVERAGE: STRENUOUS OR REPETITIVE LIFTING, CARRYING OR PULLING	BACK BRACE, LIFTING AND CARRYING AIDS SUCH AS HANDTRUCKS, DOLLYS OR SLINGS	SAFE LIFTING AND CARRYING, BACK SAFETY AWARENESS
SAFETY REGULATED HAZARD SOURCE	PERSONAL PROTECTIVE EQUIPMENT REQUIRED	NECESSARY TRAINING
CHEMICALS: GASES, VAPORS OR LIQUIDS, WHICH WHEN INHALED, INGESTED OR TOUCHED CAN CAUSE INJURY OR ILLNESS	PROTECTIVE CLOTHING, GLOVES, GLASSES/GOGGLES, IF INDICATED, APPROPRIATE AIR-PURIFYING RESPIRATOR	MATERIAL SAFETY DATA SHEET (MSDS), FIRE EXTINGUISHER, CHEMICAL SPECIFIC HANDLING, HAZARDOUS MATERIALS TRANING
BIOWASTE: BODILY FLUIDS	GLOVES, FACE AND EYE PROTECTION	BLOOD BORNE PATHOGEN TRANING

#### **VOLUNTEER JOB/TASK:**

Fill in the title of the volunteer position you are assessing.

#### **DEPARTMENT:**

Fill in your Department name.

#### WORK LOCATION:

Fill in the work location.

#### ASSESSMENT COMPLETION DATE:

Fill in the date on which this form was completed.

#### SPECIAL REQUIREMENTS:

**Driver License:** If driving a personal auto or a city vehicle on the job, check **yes.** The volunteer's supervisor is to obtain a copy of the volunteer's valid driver license, current vehicle registration, and current proof of liability insurance. In addition, volunteers will be required to provide a current DMV driving record printout. These copies are to be forwarded to the Human Resources Department as soon as possible. Volunteers will be included in the City DMV Pull Notice Program. Through this program, the City will receive an annual print out of the volunteer's driver license status. Additionally, the City will be notified of any activity regarding the volunteer's driving record.

If a volunteer's driver license has been revoked or suspended, or if there is activity that warrants concern, the volunteer's supervisor and the volunteer will be notified immediately by the Human Resources Department that the volunteer is no longer able to drive in the course of volunteering.

If no driving is required, check **no**.

**Lifting:** If this position requires the ability to lift 25 lbs. repeatedly, check **yes** and have the volunteer provide medical documentation, from his/her own physician, that he/she can safely meet this requirement. If there is no lifting requirement for the position, check **no**.

**Minimum Age:** If this position has a minimum age write that age in the space provided. **Note:** Participants under age **18** require parental permission. Participants **18 and over** can volunteer under their own signatures.

#### HAZARD CHECKLIST:

Keeping in mind the various demands and situations encountered by someone doing this job, look at each **Hazard Source** listed on the front of this form and decide if it ever applies. Would the applicant ever encounter this hazard in his/her volunteer assignment? If so, check the box to the left of that hazard and ensure that the required personal protective equipment and training are provided to the volunteer. No one should be exposed to these work hazards without the proper personal protective equipment and training.