



Administrative Policy and Procedure

City of Prosser, Washington

SUBJECT: Volunteers		
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Effective Date: July 8, 2019		
Develop By: Toni Yost, Finance Director	Department Head Approval:	City Administrator Approval: Randy Taylor, Mayor

1. GENERAL VOLUNTEER POLICY

1.1 Utilization of Volunteers

Prosser is best served by the active participation of its citizens in all aspects of community life. Through involvement in civic, environmental and special event activities, as well as recreation, our citizens of all ages learn more about their City while forming strong bonds with one another. To this end, the City of Prosser accepts and encourages the involvement of volunteers within all appropriate programs and activities. All staff members, as well as others in leadership roles are encouraged to assist in the creation of meaningful and productive roles for volunteers

1.2 Definition of Volunteer

A “volunteer” is anyone, who without compensation, performs a task at the direction of and on behalf of the Department. A “volunteer” must be officially registered and/or enrolled by the City prior to performance of the task. Volunteers shall not be considered “employees” of the City of Prosser.

1.3 Purpose of Volunteer Policies

The purpose of these policies is to provide overall guidance, structure and direction to staff and volunteers throughout the volunteer process. These policies do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. The City of Prosser reserves the right to change any of these policies at any time and to expect adherence to the changed policies.

1.4 Scope of Volunteer Policies

Unless specifically stated, these policies apply to all non-elected and non-appointed volunteers in all programs and projects undertaken on behalf of the City, and to all sites of operation of the City.

1.5 Employee vs. Volunteer

The City accepts the services of staff as volunteers. This service is accepted provided that the volunteer service is:

a) Provided totally without any coercive nature b) involves work which is outside the scope of normal staff duties, and c) is provided outside of usual working hours.

1.6 Scope of Volunteer Involvement

Volunteers may be utilized in many programs and activities of the City of Prosser, and serve at appropriate levels of skill as determined by the Department Managers. Volunteers should not, however, be utilized to displace any paid employees from their positions. A scope of volunteer service description will be provided to every individual outlining the general policies and procedures for volunteering.

1.7 Safety of Volunteers

Of paramount importance is the safety and welfare of volunteers. Accepted common sense standards of behavior will be outlined prior to the performance of volunteer tasks/assignments. Supervisors of volunteers are to be trained in basic First Aid and preferably CPR. A first aid kit is to be on hand at all events and work parties. In the event of an injury, appropriate first aid is to be given, and the supervisor is to immediately complete an accident report and submit a copy to the Department Manager who will then route it to the Finance Department for processing. Access to telephone and/or radio communication should be available at all events and work parties. All minors are to be directly supervised by an adult. No power tools are to be used by minor volunteers under the age of eighteen.

1.8 Screening Volunteers

Where volunteers are to be driving city vehicles or placed in direct contact with at-risk clients, such as those working with children under the age of 18, developmentally disabled persons, the frail, or the elderly additional screening procedures will be instituted. These procedures may include driving record checks, reference checks, direct background investigation, criminal investigation to check for history of abuse and/or sexual deviant behavior or other crimes of violence. These checks will be filed and renewed at least every two years for those on-going volunteers whose jobs require these types of checks. All volunteers to be placed with at-risk clients shall submit adequate information to allow the City to conduct these checks. Volunteers who refuse permission to conduct these checks or who fail to submit the prior information will not be accepted for placement with these clients. The City shall provide a copy of the response from the various checks performed on the prospective volunteer upon request.

1.9 Evaluations of Volunteers

Department Managers shall conduct an annual evaluation of the utilization of volunteers by the Department. The general information gathered will consist of the number of volunteers used, number of volunteer hours served, projects, events and programs where volunteers were used.

2. RIGHTS AND RESPONSIBILITIES

2.1 Relationship Between Volunteer and City

Volunteers are viewed as a valuable resource to the City, its staff, and its residents. Volunteers shall be extended the right to be given meaningful assignments, the right

to be treated as respected co-workers, the right to effective supervision, the right to appropriate involvement and participation, and the right to recognition for work done. In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the goals and procedures of the City of Prosser.

2.2 Maintenance of Records

A system of records will be maintained on each volunteer by Department Managers including dates and hours of service, positions held, and awards received. Volunteers and appropriate staff shall be responsible for submitting all appropriate records and information to the Department Manager in a timely and accurate manner.

2.3 Timesheet

Individual volunteers are responsible for the accurate completion and timely submission of timesheets. (See Attachment – Timesheets and Sign-in Forms)

2.4 Confidentiality

Access to confidential records is restricted to designated City of Prosser staff. All City related business or program participant information overheard or entrusted to a volunteer needs to stay confidential. It is not to be talked about among other volunteers, participants, friends, or family.

2.5 Work Site

The supervisor, prior to the enrollment of any volunteer, shall establish an appropriate worksite. This worksite shall contain necessary facilities, equipment, and space to enable the volunteer to effectively and comfortably perform his or her duties. Volunteer work sites are subject to the same safety requirements as are all City work sites.

2.6 Dress Code

As representatives of the City of Prosser, volunteers, like staff, are responsible for presenting a good image to clients and to the community. Volunteers shall dress appropriately for the conditions and performance of their duties. Volunteers are to be identified as such through wearing nametags, safety vests or other methods provided by the City of Prosser.

2.7 Attendance

Volunteers are expected to perform their duties on a regularly scheduled and timely basis. If expecting to be absent from a scheduled duty, volunteers shall inform the supervising staff member and/or Department Manager as far in advance as possible so that alternative arrangements may be made.

2.8 Right to Reject Services/Termination

The City reserves the right to limit the use of volunteers, adjust the hours of any volunteer or to reject services as it, in its sole discretion, deems fit, in order to best achieve its public purpose and policy. No employment of any other contractual right is created by these policies. Participation in any volunteer position of the City shall be open to any individual and no individual shall be discriminated against based upon

race, color, religion, age, sex, national origin or physical, mental or sensory handicap, or on the basis of any other characteristic protected by law. Grounds for rejecting services may include, but are not limited to: unsatisfactory background check, gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property, misuse of City equipment or materials, mistreatment of clients or co-workers, failure to abide by City policies and procedures, failure to meet the standards of performance relating to the essential functions of the volunteer position, and/or failure to satisfactorily perform assigned duties

2.9 Resignation

Volunteers may resign from volunteer service with the City at any time. It is requested that volunteers who intend to resign provide advance notice of departure and a reason for this decision to the Department Manager.

3. RECRUITMENT AND TRAINING

3.1 Staff Requests for Volunteers

Requests for volunteers shall be submitted by Department Manager in writing complete with a description of duties needed to be performed and a requested timeframe to the Finance Department.

3.2 Recruitment

Volunteers will be recruited by the City on a pro-active basis, with the intent of broadening and expanding the volunteer involvement of the community. Volunteers will 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 through a general interest in volunteering which will later be matched with a specific function. Volunteers who have not reached the age of 18 must have the written consent of a parent or legal guardian prior to volunteering and will under no circumstances be allowed to operate power tools.

3.3 Interviewing

Prior to being assigned or appointed to a position, all volunteers should be interviewed to ascertain their suitability for and interest in that position. The interview should determine the qualifications of the volunteer, his or her commitment to fulfill the requirements of the volunteer position, and provide an opportunity for the volunteer to ask questions.

3.4 Placement

In placing a volunteer, consideration should be paid to the interests and capabilities of the volunteer and to the requirements of the volunteer position. No placement shall be made unless the needs of both the volunteer and the supervising staff can be met.

3.5 Acceptance and Appointment

Service as a volunteer with the City of Prosser shall begin with an official notification of acceptance or appointment to a volunteer position by the Finance Director. No volunteer shall begin performance of any position until he or she has been officially accepted for volunteer work and has completed all the necessary screening and

paperwork. At the time of final acceptance, each volunteer shall complete all necessary enrollment paperwork and shall receive a copy of this volunteer policy.

For volunteer appointed positions such as those on the Board of Adjustment, Recycle Committee, or Civil Service, City Council must additionally approve of appointment before official placement on the committee.

(See Attachment – Enrollment Paperwork)

3.6 Orientations

All volunteers will receive a general orientation on the nature and operation of the volunteer program and a specific orientation on the purposes and requirements of the volunteer work that they are accepting in that effort.

3.7 On-the-Job Training

The City will provide adequate instruction and, where necessary, training to ensure all workers perform a task properly and safely, and provide individual volunteers with adequate knowledge of City rules and requirements. In compliance with WAC Part A-2, 296-24-075, personal protective equipment should be provided by the City, if necessary, and is required to be worn when necessary to complete the work assigned. The timing and methods for delivery of such training should be appropriate to the complexity and demands of the positions and the capabilities of the volunteers. Experienced volunteers may be included in the design and delivery of volunteer orientation and training. Those staff that will be in a supervisory capacity for volunteers shall have primary responsibility for design and delivery of on-the-job training to volunteers assigned to them.

4. SUPERVISION AND EVALUATIONS OF VOLUNTEERS

4.1 Supervision of Volunteers

Each volunteer with the City 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.

4.2 Volunteer/Staff Relationships

Volunteers and staff are considered to be partners in implementing the mission and programs of the City, with each having a complementary role to play. It is essential for the proper operation of this relationship that each partner understands and respects the needs and abilities of the other.

4.3 Communication

Volunteers are entitled to all information pertinent to the performance of their work assignments except that information which the City deems to be confidential. Lines of communication operate in both directions, and exist both formally and informally. Volunteers should be consulted regarding decisions that would substantially affect the

performance of their duties. Volunteers and their supervisors are responsible for regular communication with the Department Manager. The Department Manager should be informed of any substantial change in the work or status of a volunteer and should be consulted in advance of any corrective action.

4.4 Standards of Performance

Standards of performance may be established for on-going volunteer positions. These standards may list the work to be done in that position, measurable indicators of whether the work was accomplished and appropriate timelines for accomplishment of the work.

5. VOLUNTEER SUPPORT

5.1 Access to City Property and Materials

As appropriate, volunteers shall have access to City property and materials necessary to fulfill their duties, and shall receive training in the operation of any equipment. Under no circumstances shall a volunteer operate any power equipment.

5.2 Insurance

Liability and accident insurance is provided for all volunteers over the age of 14 engaged in volunteer work with the City. Coverage is through the CIAW, paid by the City. Volunteers must report their hours at least monthly to Department Heads to maintain these coverages..

6. PROCEDURES (Summary)

- 6.1** Department Head identifies need and outlines scope of work and number of volunteers.
- 6.2** Meets with Finance Director to ensure that use of volunteers is allowable.
- 6.3** Recruit Volunteers
- 6.4** Finance Department prepares and processes enrollment paperwork. Determines if the volunteer cleared.
- 6.5** Department Head is responsible for establishing a safety worksite, providing supplies, training, communication, and all other support for volunteers. Department Head is also responsible for collecting and reporting volunteers' hours. Provide to Finance Department.
- 6.6** Finance will report hours as required.

Attachments:

- Timecard and Sign In Sheets
- Enrollment Paperwork



VOLUNTEER TIME SHEET

VOLUNTEER NAME:	
SUPERVISOR NAME:	
DEPARTMENT:	

DATE	START TIME	END TIME	TOTAL HOURS
TOTAL NUMBER:			

VOLUNTEER SIGNATURE:	DATE: DATE
SUPERVISOR SIGNATURE:	DATE: DATE



CITY OF PROSSER

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Volunteer Enrollment Form

Name:	Date of Birth
Contact #	Email Address:
Emergency Contact Name:	Emergency Contact Number:

I, _____, hereby volunteer my services to perform only the services as outlined in the attached job description for the City. I understand I will not be compensated for my work, and I perform my volunteer activities in a responsible manner. I hereby identify that I am capable of performing the outlined volunteer activities.

_____ My ONE-TIME volunteer service will commence on _____ and end on _____.

OR

_____ My ONGOING volunteer services will commence on _____. If I decide to discontinue volunteer service, I will notify the appropriate Department Manager or Supervisor.

I understand and agree that:

- I am not to appear for volunteer service under the influence of any drugs or alcohol;
- I agree to comply with the terms of the Volunteer Policy of the City of Prosser;
- Since I am over 14 years old only (per State law) for summer recreation programs or 12 yrs. and under for swimming pool programs as per American Red Cross Standards. I may be entitled to receive full coverage for medical treatment required, if the injury was incurred during qualified volunteer participation, under the medical aid provisions of the Worker's Compensation Act, which is administered by the Department of Labor and Industries, but not for loss of time because of injury or illness, or for lasting disability or death. It will be my responsibility to notify the treating medical facility that this is a volunteer "on-the-job" injury to receive such coverage. I am aware the incident is subject to routine investigation for verification purposes and is not a guarantee of coverage if it is determined not to be a volunteer associated injury. I must also report any "on-the-job" injury or illness, no matter how minor, to my supervisor through an incident report;
- The City shall inform me of any necessary personal protective equipment, as required for the scope of the activities by the Washington Industrial Safety and Health Act, and I agree to utilize it (it may be provided by myself or the City);
- I give permission for photos/videos taken of myself during volunteer activities to be used for publicity purposes, without recompense;
- I understand I am to be trained on any activity that I am unfamiliar with, learn the corresponding policies, and it is my responsibility to understand them completely or ask questions until I feel confident to perform them; and
- If necessary, I consent to the City performing a background check into my history in accordance with RCW 43.43.830-839 and waive any right of privacy I may have in such information for the limited purpose of the City considering it for determining my suitability as volunteer. (To be used for volunteer who will have unsupervised access to children, developmentally disabled persons, or vulnerable adults or who will be working with confidential information). If requested, a copy of this background check can be provided to me.



CITY OF PROSSER

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- The City may terminate this agreement at any time without cause pursuant to the terms of the City's Volunteer Policy and I understand I am volunteering my services at will and may be asked to discontinue without prior notice or reason. I may also terminate this agreement at any time without prior notice.

This agreement will be in effect for the duration of my volunteer service beginning on the date listed above, unless amended in writing.

Dated this _____ day of _____, 20_____.

Signature of Volunteer _____ Printed Name _____

(Parent or Guardian must also sign waiver below.)

I, certify that I am the parent or legal guardian of _____, age _____, the above stated minor, and I agree that this minor shall abide by all the terms and conditions of this agreement. I am fully aware of the special dangers and risks inherent in the activities that this minor may volunteer for on behalf of the City and I hereby assume all risk of liability of this minor's actions while volunteering. I also waive any right of recovery for myself, and on behalf of any other parent or guardian to whom I am directly related and from which I may benefit, to bring suit against the City of Prosser and their responsive officers, officials, employees and volunteers, holding them harmless from any and all claims for personal injury, loss, death, damage, or other consequences to this minor from this minor's volunteer activities; except for injuries and damages caused by the sole negligence of the City of Prosser.

Signature of Parent or Legal Guardian _____

DATE _____

Printed Name of Parent or Legal Guardian Signing Above _____

Accepted by the City: _____
MAYOR OR DESIGNEE

DATE

**NOTE: This form is subject to public disclosure.
This institution is an equal opportunity provider and employer.**