

## VOLUNTEER POLICY

### **ADMINISTRATION PROCEDURE NO. 6**

<b>SUBJECT:</b>	Volunteer Program
<b>PURPOSES:</b>	This policy is intended to define a volunteer, identify volunteer categories and establish volunteer position descriptions. This policy also establishes written guidelines for volunteer onboarding, orientation, performance management, and recordkeeping.
<b>POLICY:</b>	The Volunteer Policy provides written guidance and expectations related to the use of volunteers. Staff of the City of Happy Valley will ensure that volunteers are utilized in accordance with this policy and fully vetted and approved prior to service.
<b>AUTHORITY &amp; RESPONSIBILITY:</b>	The City Manager shall have primary responsibility for interpreting and administering this policy. The City Manager may delegate the administration of this policy to other City employees.

#### **I. Introduction**

The City of Happy Valley (City) recognizes that volunteers play a vital role in delivering services. It is important to offer volunteer experiences that benefit both the volunteer and the community. This Volunteer Policy establishes guidelines to effectively utilize and manage volunteers to ensure a safe and rewarding experience.

#### **II. Definitions**

A volunteer is any person, approved by the City, who donates their service in a City sponsored Volunteer Program without expectation of pay or remuneration, other than reimbursement of pre-approved incidental expenses for those services rendered. Types of volunteers include:

- Board, Commission, and Committee Members (see City of Happy Valley Municipal Code Chapter 2.16 Volunteer Committees) including Youth Council
- Elected Officials
- Interns (Unpaid) and Job Shadows
- Library Volunteers
  - Adult Library Operations Volunteer
  - Adult Library Program Volunteer

- Youth Library Volunteer
- Public Works/Community Services Volunteers
  - Adult Public Works/Community Services Volunteer
  - Youth Public Works/Community Services Volunteer

During an emergency when the City Emergency Operations Center is active, emergency volunteers may be considered City volunteers at the City’s discretion if they are assisting a City supervised work site and have signed in on a Volunteer Sign-in Sheet.

The following are not considered City volunteers:

- Individuals who are not approved by the City for volunteer service, including individuals under the age of eighteen without a Volunteer Application and Agreement signed by a parent or guardian and approved by the City.
- Individuals or groups that are volunteering for another agency at an event hosted by or benefiting the City. For example: Boys Scouts performing services at a public event, Friends of Trees organizing a tree planting at Happy Valley Park, or volunteers of another entity responding in a mutual aid agreement.
- Court Mandated Community Service Workers, Restorative Justice Workers, and Work Release Inmates.

### **III. Becoming a Volunteer**

#### Volunteer Application

Prospective volunteers must complete a Volunteer Application and Volunteer Agreement prior to acceptance as a volunteer and prior to the first assignment. Elected officials do not need to complete a Volunteer Application or Volunteer Agreement. For board/committee members, the Volunteer Application and Volunteer Agreement are a part of their application and/or other submittals.

Volunteer Program Coordinators who oversee the Volunteer Program for the City will review the submissions and assist prospective volunteers in determining the job specifics that best meet the needs of the City and the volunteer.

#### Screening

Background, experience, and skills will be reviewed to match volunteers to appropriate assignments, except in the case of elected officials. Interviews, background, and reference checks may be conducted for certain positions prior to selection for safety reasons and to prevent legal, financial, or reputational harm. Volunteers performing tasks that involve handling money, sensitive information, or direct contact with vulnerable populations, such as, children, the elderly, or individuals with disabilities, must pass a national criminal background and Motor Vehicle Record check. If a prospective volunteer refuses to participate in screening, they will be prohibited from volunteering, except in the case of an elected official. Elected officials may not supervise minors or drive City vehicles without prior screening.

Disqualifying offenses will be evaluated on a case-by-case basis considering all the surrounding circumstances by the Human Resources Director. Convictions for an offense involving minors and/or for offenses involving violence, dishonesty, illegal substances, and indecency may preclude someone from being permitted to work with minors or other vulnerable populations.

Prospective volunteers under the age of 18 years old, volunteering outside of their home, must be accompanied by a parent or guardian, unless always supervised by City staff, with consideration given to staff to child ratios and other requirements listed in the Youth Safety Policy. Parents or guardians volunteering with their minor child must also be approved as a volunteer.

#### Approval

Volunteers must receive written acceptance into the City's Volunteer Program prior to starting work. Volunteers must reapply every two years, or more frequently if their volunteer role changes.

#### **IV. Job Descriptions and Physical Requirements**

A job description for each volunteer position or project will be provided detailing the duties, scope, and physical requirements of the work (see Attachment 1). Any new job description must be developed in partnership with the Human Resources Director, and added to this policy, and any relevant forms.

Volunteers must carefully review the requirements and check with their personal physician if there are any questions about their physical ability to perform the duties. Some positions may require medical release prior to volunteer work.

#### **V. Vehicles**

Volunteers may be authorized to drive as part of their service to the City, provided they meet specific requirements. Volunteers must consent to a Motor Vehicle Record check. They must hold a valid driver's license, maintain an acceptable driving history, and comply with any applicable laws pertaining to the operation of a motor vehicle.

Volunteers who choose to use their personal vehicles do so at their own risk and must provide proof of insurance that meets statutory requirements in Oregon Revised Statutes 806.010.

Operating City-owned vehicles is not permitted without prior written authorization from the City. In the event of an accident while driving for volunteer duties, the volunteer must immediately report the incident to a supervisor, the City Recorder/Management Analyst or Human Resources Director. An Incident Report form must be completed.

#### **VI. Orientation**

After approval and before volunteer work, the volunteer will receive a departmental and/or job-specific review of procedures, duties, and scope of volunteer activities from the supervisor. Any required personal protective equipment will be reviewed and provided. Safe work rules and rules of conduct are reviewed, along with any applicable policies. All personnel and safety rules apply to volunteer workers. Failure to comply with safety and personnel rules may result in termination of the volunteer relationship for non-elected volunteers.

### Safety Requirements

No volunteer will be required to perform work that they believe 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 to a supervisor immediately. Training, if required, will be provided for the operation of specific equipment, machinery, or tools. Additionally, OR-OSHA training may be required to perform some volunteer duties.

Volunteers are required to follow all safety and security procedures while performing volunteer duties, on or off City premises. Volunteers must always wear appropriate protective equipment, clothing, and footwear.

Volunteers will be provided with equipment and materials necessary to fulfill their volunteer duties. City property and materials may only be used for City purposes, and volunteers shall not operate power tools or bring chemical substances (paint, varnish, cleaning supplies, etc.) onto City property without prior authorization by a supervisor.

### Emergency Procedures

Emergency procedures for each volunteer work site will be provided to volunteer staff at time of orientation. Information may include emergency contact information for fire, police and ambulance, a map showing the location and routes to emergency exits, the location of first aid supplies and equipment, and actions to take in event of a medical emergency or accident.

If emergency operations and procedures have been activated, a volunteer may be assigned to perform emergency volunteer duties authorized by City. Emergency volunteers will only work at approved sites and under the requesting department's direction and supervision.

### Incident and Accident Reporting

Injuries, accidents, or damage to City property must be reported immediately to a supervisor. An Incident/Accident Form must be completed. If appropriate, secure the scene for investigation and documentation of the incident.

### Insurance Coverage

Normally, volunteers are considered “agents” and are covered by the City’s general liability insurance policy while acting within the scope of their duties. Insurance coverage is not provided for individual property, equipment or vehicles owned by volunteers.

Volunteers donate services at their own risk, and the City does not provide workers compensation insurance for those not employed by the City. However, the City has an injury protection plan to cover injuries of authorized volunteers in excess of the volunteer’s own insurance coverage (i.e., personal medical insurance). It is secondary coverage, and it is limited to injuries resulting from the volunteer acting within the course and scope of their assigned duties.

#### Damage to City Property

If a volunteer intentionally or negligently damages City property, they may be held personally liable for such damages.

### **VII. Performance Management**

Apart from elected or appointed officials, evaluation, and feedback of the performance of volunteer duties should be provided regularly, including recognition of volunteer service. Supervisors should monitor and take disciplinary action including and up to termination of a volunteer relationship when policy or work practices are unacceptable. Supervisors are expected to consult with the Human Resources Director in such instances.

### **VIII. Records Management**

Volunteer documents will be stored in the City’s records management system. Records will be kept in accordance with the City General Record Retention Schedule.

Attachment 1: Volunteer Job Descriptions

Attachment 2: Volunteer Coordinator Checklist



City of Happy Valley, Oregon

Job Description

## Adult Library Volunteer

Department: Library

### GENERAL PURPOSE

Under close supervision, performs a variety of volunteer services for the City. Volunteers are age 18 or older and performing volunteer work in the Library.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one volunteer position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Customer service.
2. Shelving/pulling books.
3. Organizing materials.
4. Lead programming.
5. Perform other duties as assigned.

### WORKING CONDITIONS

The volunteer environment characteristics described here are representative of those a volunteer encounters while performing the essential functions of this position.

- May volunteer both outdoors and in the office.
- May volunteer in adverse or inclement weather conditions.
- Occasionally deals with distraught or difficult individuals.
- This position requires mobility, daily walking, reaching, standing, talking, hearing and seeing. May be required to stand for long periods of time, up to full length of shift; walk over rough terrain, up and down inclines, stairs, on paved and unpaved surfaces, and over long distances.
- Occasionally lifts, pushes/pulls and moves heavy objects weighing up to 40 pounds.
- Manual dexterity and coordination are required over 80% of the volunteer period while handling library materials and/or operating equipment such as computers and other standard office equipment.
- Schedule may include evenings and weekends.

Reasonable accommodations will be evaluated on an individual basis and depend, in part, on the specific requirement for the job, the limitations related to disability and the ability of the City to accommodate the limitation.

**Pre- Volunteer Screening**

- Background Check required for volunteer assignments working with children unsupervised by City staff.
- Completed Volunteer Agreement

Note: Volunteers are not permitted to drive City fleet vehicles.



City of Happy Valley, Oregon

Job Description

## Adult Library Program Volunteer

Department: Library

### GENERAL PURPOSE

Under close supervision, performs a variety of volunteer services for the City. Volunteers are age 18 or older and performing volunteer work in the Library (Program).

### ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one volunteer position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Customer service.
2. Organizing materials.
3. Lead programming, classes or games.
4. Lead or organize groups of individuals participating in self-led activities.
5. Perform other duties as assigned.

### WORKING CONDITIONS

The volunteer environment characteristics described here are representative of those a volunteer encounters while performing the essential functions of this position.

- May volunteer both outdoors and in the office.
- May volunteer in adverse or inclement weather conditions.
- Occasionally deals with distraught or difficult individuals.
- This position requires mobility, daily walking, reaching, standing, talking, hearing and seeing. May be required to stand for long periods of time, up to full length of shift; walk over rough terrain, up and down inclines, stairs, on paved and unpaved surfaces, and over long distances.
- Occasionally lifts, pushes/pulls and moves heavy objects weighing up to 40 pounds.
- Manual dexterity and coordination are required over 80% of the volunteer period while handling library materials and/or operating equipment such as computers and other standard office equipment.
- Schedule may include evenings and weekends.

Reasonable accommodations will be evaluated on an individual basis and depend, in part, on the specific requirement for the job, the limitations related to disability and the ability of the City to accommodate the limitation.

**Volunteer Screening**

- Background Check required for volunteer assignments working with children unsupervised by City staff.
- Completed Volunteer Agreement

Note: Volunteers are not permitted to drive City fleet vehicles.



City of Happy Valley, Oregon

Job Description

## Adult HV Public Works & Community Services/Public Safety Volunteer

Department: Public Works, Community Services & Public Safety

### GENERAL PURPOSE

Under close supervision, performs a variety of volunteer services for the City. Volunteers are age 18 or older and performing volunteer work in Public Works or Community Services & Public Safety Department.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one volunteer position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Tree planting.
2. Spreading mulch.
3. Weeding, planting, picking or watering the community garden.
4. Brush clearing.
5. Trash collection and/or hauling.
6. Sorting bulky items.
7. Verbally and/or physically directing the public at events.
8. Perform City event support including: working entertainment booths, managing community activities, providing customer service, providing cashier services.
9. Perform other duties as assigned.

### WORKING CONDITIONS

The volunteer environment characteristics described here are representative of those a volunteer encounters while performing the essential functions of this position.

- May volunteer both outdoors and in the office.
- May volunteer in adverse or inclement weather conditions.
- Occasionally deals with distraught or difficult individuals.
- This position requires mobility, daily walking, reaching, standing, talking, hearing and seeing. May be required to stand for long periods of time, up to full length of shift; walk over rough terrain, up and down inclines, stairs, on paved and unpaved surfaces, and over long distances.
- Occasionally lifts, pushes/pulls and moves heavy objects weighing up to 40 pounds.

- Manual dexterity and coordination are required over 80% of the volunteer period while handling materials and/or operating equipment such as standard hand tools or equipment.
- Required to wear appropriate Personal Protective Equipment.
- Schedule may include evenings and weekends.

Reasonable accommodations will be evaluated on an individual basis and depend, in part, on the specific requirement for the job, the limitations related to disability and the ability of the City to accommodate the limitation.

### **Volunteer Screening**

- Background Check required for volunteer assignments working with children unsupervised by City staff.
- Completed Volunteer Agreement

Note: Volunteers are not permitted to drive City fleet vehicles.



City of Happy Valley, Oregon

Job Description

## Youth Library Volunteer

Department: Library

### GENERAL PURPOSE

Under close supervision, performs a variety of volunteer services for the City. Volunteers are minors under 18 performing volunteer work in the Library.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one volunteer position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Customer service.
2. Shelving books.
3. Organizing materials.
4. Creating craft activity packages.
5. Participate in youth tutoring.
6. Perform other duties as assigned.

### WORKING CONDITIONS

The volunteer environment characteristics described here are representative of those a volunteer encounters while performing the essential functions of this position.

- May volunteer both outdoors and in the office.
- May volunteer in adverse or inclement weather conditions.
- Occasionally deals with distraught or difficult individuals.
- This position requires mobility, daily walking, reaching, standing, talking, hearing and seeing. May be required to stand for long periods of time, up to full length of shift; walk over rough terrain, up and down inclines, stairs, on paved and unpaved surfaces, and over long distances.
- Occasionally lifts, pushes/pulls and moves heavy objects weighing up to 40 pounds.
- Manual dexterity and coordination are required over 80% of the volunteer period while handling library materials and/or operating equipment such as computers and other standard office equipment.
- Schedule may include evenings and weekends.
- Certain assignments may require the use of scissors or other craft tools.

Reasonable accommodations will be evaluated on an individual basis and depend, in part, on the specific requirement for the job, the limitations related to disability and the ability of the City to accommodate the limitation.

**Volunteer Screening**

- Background Check
- Completed Parent/Guardian volunteer agreement
- Completed Volunteer Agreement

Note: Volunteers are not permitted to drive City fleet vehicles.



City of Happy Valley, Oregon

Job Description

## Youth Public Works & Community Services/Public Safety Volunteer

Department: Public Works, Community Services & Public Safety

### GENERAL PURPOSE

Under close supervision, performs a variety of volunteer services for the City. Volunteers are minors under 18 performing volunteer work in Public Works or Community Services & Public Safety Department.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one volunteer position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Tree planting.
2. Spreading mulch.
3. Weeding, planting, picking or watering the community garden.
4. Brush clearing.
5. Trash collection and/or hauling.
6. Sorting bulky items.
7. Verbally and/or physically directing the public at events.
8. Perform City event support including: working entertainment booths, managing community activities, providing customer service, providing cashier services.
9. Perform other duties as assigned.

### WORKING CONDITIONS

The volunteer environment characteristics described here are representative of those a volunteer encounters while performing the essential functions of this position.

- May volunteer both outdoors and in the office.
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- Occasionally lifts, pushes/pulls and moves heavy objects weighing up to 40 pounds.

- Manual dexterity and coordination are required over 80% of the volunteer period while handling materials and/or operating equipment such as standard hand tools or equipment.
- Required to wear appropriate Personal Protective Equipment.
- Schedule may include evenings and weekends.

Reasonable accommodations will be evaluated on an individual basis and depend, in part, on the specific requirement for the job, the limitations related to disability and the ability of the City to accommodate the limitation.

### **Volunteer Screening**

- Background Check
- Completed Volunteer Agreement

Note: Volunteers are not permitted to drive City fleet vehicles.