FORT COLLINS
VOLUNTEER

VOLUNTEER HANDBOOK

2016

City of Fort Collins

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Guiding Principles

City Vision, Mission, Values

Vision

To provide world-class municipal services through operational excellence and a culture of innovation.

Mission

Exceptional service for an exceptional community.

Values

- Outstanding Services
- Innovation and Creativity
- Respect
- Integrity
- Initiative
- Collaboration and Teamwork
- Stewardship

Volunteer Services Vision and Mission

Vision

Creatively engaging volunteers in their unique talents

Mission

Promote volunteer involvement to improve services and create community

Principles

- Enhance services by supplementing the efforts of paid city staff with volunteer engagement.
- Offer volunteers opportunities to learn and grow.
- Collect data to show the program's commitment to cost effectiveness.
- Volunteers are able to see firsthand how the City government operates and function by being involved in world-class programs.
- Volunteers share their unique areas of expertise.
- Volunteers promote citizen understanding and awareness of City government issues and programs.
- Provide a positive experience and environment for both volunteers and paid staff.
- Volunteers are recognized for the value they add to the community.

Safety

Body Mechanics

Take special care to how you lift, stand, sit, and move during your volunteer duties to prevent injury.

Clothing and Personal Protective Equipment

Wear the appropriate clothing and personal protective equipment as outlined by your supervisor.

Emergency Response

Staff will provide instruction In the event of an emergency. If an evacuation is necessary, move as quickly and orderly as possible and proceed to your designated meeting area.

Staff will also teach you the location of first aid kits and AED in case of a medical emergency. Call 911 if necessary.

Incident Reporting

Any volunteer involved in an incident during the course of their volunteer duties or a near miss must report the incident to their department Volunteer Manager or supervisor as soon as possible. Each volunteer must also report any unsafe working conditions, equipment or practices to their department Volunteer Manager or supervisor as soon as possible. An incident may be defined as something noteworthy or out of the ordinary that resulted in injury, property damage or could have potentially resulted in one of these.

Slips, Trips, and Falls

Look on the ground for changes in flooring height, spilled liquids, and tripping hazards. Report hazards to your supervisor.

Training

City supervising staff will provide safety training to volunteers specific to the task the volunteer will be performing. Training shall include the potential hazards the volunteer may encounter and how to protect themselves from those hazards including the issuance and use of personal protective equipment (PPE).

Policies

Age Requirements

It is the discretion of each volunteer program in the City whether to accept youth volunteers under the age of 18, including what ages of volunteers they will accept, and what ages volunteers can participate unsupervised by a parent or guardian.

Attendance and Commitment

Volunteers will give as much notice as reasonably possible to their supervisor if they will be late for or absent from a volunteer shift. By applying to a volunteer opportunity, volunteers agree to commit to the volunteer position for a period of time listed in the volunteer job description. If for any reason a volunteer becomes inactive, including for extended vacation or medical leave, volunteers must notify a supervisor. Volunteers who do not return after one year will be considered inactive.

Confidentiality

Volunteers must respect the confidentiality of materials, records, and information that you may come into contact with during the course of their volunteer experience. Confidential information may include personnel records, financial information, privileged communication, etc. Some assignments may require the completion of a confidentiality agreement.

Customer Service Standards

Volunteers are expected to provide a high-level of customer service to exhibit visitors in accordance with the City's mission, "Exceptional service for an exceptional community."

Difficult Visitors

Difficult visitors and customers should be directed to a paid staff member. Volunteers that find themselves in a situation where they feel uncomfortable, they should involve their department's Volunteer Manager or supervisor.

Dismissal

Either a volunteer or the City may terminate a volunteer opportunity at will at any time with or without cause or notice. Cause for termination of a volunteer opportunity includes but is not limited to violation of any of the requirements or Code of Conduct contained in the Volunteer Policies and Procedures or Volunteer Handbook.

Exit Survey

In the spirit of continuous improvement and data collection, the City of Fort Collins asks that all volunteers leaving their volunteer position fill out an exit survey. The survey can be found at fcgov.com/volunteer.

Grievances

Promoting positive relationships between volunteers and City employees is key to the operations of the City of Fort Collins. Volunteers are urged to discuss any grievances with their department Volunteer Manager, supervisor or the Volunteer Services Program Coordinator.

Hours

Volunteers must keep accurate records of the time spent volunteering, days and times, and report your total hours to a supervisor.

Identification Badges

Long-term volunteers and interns are required to wear their identification badge at all times during their volunteer duties for security purposes. At Volunteer Programs that primarily offer on-site opportunities, identification badges will be provided to volunteers upon check-in for volunteer shifts and volunteers will be required to return identification badges upon check-out. Volunteers who travel to different sites for their volunteer assignments can take their identification badges off the City site where they volunteer. All volunteers must return their identification badges to their department's Volunteer Manager or supervisor upon resignation, completion, or termination of their volunteer status with the City.

Intellectual Property Policy

Intellectual or physical property developed by volunteers during City of Fort Collins volunteer activities becomes and is the property of the City of Fort Collins.

Media Contact

Volunteers are not authorized to speak to the media about their volunteer duties or during their volunteer activities unless City staff consents. Media contacts will likely be pre-arranged and the volunteer will be notified.

Orientation

Volunteers must attend a Volunteer Orientation, either with the Volunteer Services Program or their own program.

Policy Changes

Updates to this Volunteer Handbook will be published at fcgov.com/volunteer.

Representing the City

As an affiliate of the City, residents and customers may not be aware of the unpaid status of a volunteer, but only perceive them as a representative of the City government. Volunteers are responsible for representing the City in a positive way while on duty or wearing a volunteer uniform or name badge.

Smoking, Drugs and Alcohol

Volunteers are not permitted to smoke, use alcohol, marijuana or illegal substances while volunteering for or representing the City nor to bring them into any City facility. Smoking is prohibited on all City property including parks, natural areas and trails.

Talent Release

By registering as a volunteer, the city has the right to capture, reproduce, edit and distribute broadcast audio or visual media of the volunteer without payment of fees.

Uniforms

Uniforms are determined by the discretion of each volunteer program. If volunteer purchases their own uniform and it can be worn outside of their volunteer duties, it is deductible on the volunteer's taxes. As volunteers are representing the City, they are expected to maintain proper hygiene and grooming during their volunteer assignments.

Recommended volunteer dress for office assignments:

- Pants – khaki, tan or dark-colored pants or capris (that fall below the knee)
- Shirt – collared shirt, blouse, or tee shirt. Shirts with alcohol or drug-related messages are not permitted. Shirts must cover the midriff and have straps more than one inch in width.
- Footwear – shoes, boots, tennis shoes or sandals (flip-flops are not permitted)
- Headwear – headwear is not permitted unless related to the volunteer assignment

Recommended volunteer dress for outdoor assignments:

- Pants – comfortable pants to prevent scrapes and sun damage
- Shirt – City-provided volunteer tee-shirt or polo shirt with "Volunteer" clearly marked
- Footwear – closed-toed shoes or boots
- Headwear – headwear is not required, acceptable headwear includes a cap or visor

Volunteer Records

The City will collect information about volunteers during the application process. Volunteer information collected by the City is confidential and will not be shared and/or sold. Volunteer records may be deleted after 5 years.

Volunteer Directory and Online Volunteer Systems

A directory of all City of Fort Collins volunteer opportunities and log-in pages to online volunteer systems are available at fcgov.com/volunteer.

Working for the Public

Volunteers for the City act in the public trust. Volunteers will disclose any potential for conflict of interest or appearance thereof to their supervisor. Volunteers cannot accept gifts or favors in excess of $50 from residents or customers in the course of their work and are subject to the conflict of interest requirements described in the Fort Collins Charter at Article IV, §9 and the Fort Collins Municipal Code at §2-568.

Code of Conduct

Although it is impossible to predict every possible type of volunteer misconduct, the following are some of the types of conduct that could lead to termination of volunteer opportunity:

1. Theft or misuse of City money or property;
2. Commission or conviction of a felony or of any crime involving moral turpitude;
3. Violation of any departmental or City rule, regulation, policy or procedure;
4. Harassment of, or discrimination against, any individual based on race, religion, national origin, age, sex, sexual orientation or disability;
5. Falsification, unauthorized use or destruction of City records, reports or other data or information belonging to the City;
6. Abusive or threatening treatment of any person, including, but not limited to physical or verbal confrontation;
7. Insubordination or refusal to comply with directives or assignments;
8. Using, consuming, possessing, having in the body, or distributing alcohol or controlled substances during working time or while operating a vehicle to conduct City business;
9. Incompetence, inattention to duties or wastefulness while on the job;
10. Failure to meet performance expectations of job or not performing duties or functions assigned;
11. Repeated tardiness or absenteeism;
12. Failure to properly use safety equipment, clothing or equipment or failure to follow established safety procedures;
13. Destruction, loss or abuse of City property;
14. Unauthorized use of City vehicles, equipment or property for personal use;
15. Possessing or maintaining sexually explicit materials on City property or in a City vehicle without a valid, work-related purpose. Sexually explicit materials shall mean any pictures, drawings, electronic reproductions, or other visual reproductions depicting the genitals, depicting sexual acts, or depicting an image which could reasonably be construed as conveying a sexually erotic theme.
16. Non-volunteer conduct different from or in addition to the types of conduct discussed above.
17. Conduct that is in violation of the law or when the conduct is, or is likely to be, unduly disruptive to the interests of the City, which interests include but are not limited to, the efficient and effective operation of the City, the orderly work environment of the City, the working relationships within the City organization or the public trust.

Forms

REQUIRED

Volunteer Agreement

All volunteers contributing more than one day of service to the city of Fort Collins must Volunteer Agreement at the end of this Volunteer Handbook, or online at fcgov.com/volunteer, or with your supervisor.

Volunteer Application

All volunteers contributing more than one day of service to the city of Fort Collins must fill out a Volunteer Application. A copy can be obtained online at fcgov.com/volunteer or with your volunteer supervisor.

Waiver of Liability

All volunteers are required to fill out a waiver of liability. Volunteers under the age of 18 or volunteers using the power of attorney must have a parent or guardian sign for them. You can find the waiver at fcgov.com/volunteer or with your supervisor.

Dependent on Job Duties

Background Check

Volunteers in a position of trust are required to complete a criminal background check. A position of trust includes volunteering with isolated contact with youth or vulnerable populations. A position of trust also includes volunteering with access to confidential information, money, or valuable items. Volunteers under the age of 18 must have a parent or guardian sign a release for a background check. Volunteers under the age of 14 do not require a background check. Volunteers conducting City business driving a vehicle are required to complete a motor vehicle record check.

Confidentiality Agreement

Volunteers may be privy to confidential information during the scope of their volunteer activities. Volunteers must agree to the terms in the Confidentiality Agreement in order to work in an area with confidential information, such as some areas of the Human Resources, Finance, or Utilities Departments.

Volunteer Benefits

- Opportunities to work with and learn from talented and experienced City staff
- Volunteers will be invited to Citywide Volunteer Appreciation events
- Milestone Service Awards based on years of service
- Volunteer Performance Awards
- Volunteer gifts
- Continuing education and training opportunities
- Networking opportunities, letters of reference, and job-training
- Intrinsic rewards including helping others, giving back, being a part of a larger community
- Volunteers may deduct non-reimbursable out of pocket expenses directly related to their volunteer service on their taxes
- Participating in City government
- Nomination for local, state, and national awards
- Volunteer Spotlights
- Submission of volunteer-related stories to the media with proper authorization
- Insurance coverage during volunteer duties secondary to your own personal insurance

Thank You

Thank you for contributing your unique talents to the City of Fort Collins. On behalf of all employees at the City, we hope your experience with us is positive, productive, safe, and fun.

If you have any questions about anything in this handbook please contact your supervisor or feel free to contact Charlotte Boney, Volunteer Services Program Coordinator, at 970-416-4245 or cboney@fcgov.com.

Volunteer Agreement

Volunteers are required to sign the Volunteer Agreement for the Volunteer Handbook. The agreement states that the volunteer agrees to abide by the procedures outlined in the Volunteer Handbook. This can be completed online at fcgov.com/volunteer or this printed document can be returned to a volunteer's supervisor.

I, [Print Name] _____, agree to abide by the procedures outlined in the Volunteer Handbook while volunteering at the City of Fort Collins.

I further acknowledge and agree that while volunteering for the City of Fort Collins I will not be an agent, servant or employee of the city, will not be entitled to any wages or compensation of any sort, and will not be covered by the city's employee benefits, including worker's compensation. Further, nothing in the Volunteer Handbook shall be construed to create an employment relationship of any nature whatsoever.

Signature_____

Date _____