



Policies and Procedures for Staff Managing Volunteers 2020

Volunteer Services is an overarching citizen involvement program that improves the engagement of community members as volunteers across the City of Fort Collins. We believe that our community is healthier, stronger, and more impactful because of the time volunteers generously contribute.

Vision- Creatively engaging volunteers in their unique talents

Mission- Promote volunteer involvement to improve services and create community

Volunteers are important contributors to the Fort Collins community. They provide key services and make a difference in the lives of others and themselves. City employees that manage volunteers and work directly with volunteers are expected to follow all the policies and procedures outlined in this document and convey pertinent information to the volunteers they work with. Another document, the Volunteer Handbook, is written for City volunteers, is meant to be a guide for day-to-day operations, and is available on the City's website at fcgov.com/volunteer/.

Volunteers are a valuable part of our team, and they help us achieve more than we can on our own. Volunteers are also considered customers and should be treated with respect.

I, Darin Atteberry, adopt the following City of Fort Collins Volunteer Policies and Procedures.

Dated this ____ day of _____, 2020.

Darin Atteberry, City Manager

Section 1

1.1 Volunteer- Related Definitions

- A. Volunteer- an individual who gives freely of their time, talents and services without expectation of any financial compensation. Volunteers are not City employees and no salary is provided for volunteer services. Volunteers make valuable contributions to the City and its mission to provide exceptional services.

- B. Volunteers are categorized in three different ways:
 - 1. Long-term volunteers- Volunteers that plan to contribute a significant amount of time volunteering for the City of Fort Collins, over the course of one year or more.
 - 2. Short-term volunteers- Volunteers that contribute time with an end date in mind. These positions may include: unpaid interns, Workforce Center interns, court-ordered community service/alternative sentencing volunteers, Eagle Scouts, and service learners.
 - 3. One-day volunteers- Volunteers that contribute time at short duration events, is in the continuous presence of other adults and has no isolated or unsupervised contact with the any member of the public. Often, these volunteers participate with a group, such as: businesses, religious groups, clubs, and other organizations.

- C. Skills-based volunteers: Volunteers with specific skills and talents that can be utilized at any level of the organization. Skilled volunteers are paired with projects that match their backgrounds and capabilities. Departments should identify projects with a specific outcome and timeframe to pair with skilled volunteers. For more direction, please contact Volunteer Services.

- D. Unpaid Intern: Pursuant to a properly authorized written agreement between an academic institution and the City, Unpaid Interns are students appointed to a department based on receiving academic credit for work experience. Unpaid Interns track their hours and results through Engage.

- E. Volunteer Services Core Team: A Volunteer Manager serving as a staff liaison responsible for disseminating information to their department regarding volunteer policies and procedures, initiatives, metrics reporting and assessments.

- F. Volunteer Manager: A staff member in charge of directly managing a volunteer program and volunteers. Accountabilities may include maintaining the infrastructure of the program, as well as managing day-to-day operations such as: assessing needs, writing volunteer position descriptions, recruiting, interviewing and screening, training, recognizing, and evaluating volunteers and programs. Volunteer Managers are required to track and report volunteer hours and any other requested volunteer-related information to the Volunteer Services Program quarterly through Engage.

- G. Volunteer Program- A functional area, department, or division of the City of Fort Collins that offers volunteer opportunities. The program can vary in scope and size and can be City-wide, department-wide, division-wide, or managed by an individual staff member.
- H. Volunteer Position (Opportunity): Work or task to be performed by a volunteer that is expanding the capacity of the department but does not eliminate paid positions. Effective volunteer positions should:
 - a. Have a clear description of duties that includes the roles, assignments, and reporting structure. The description of duties is the primary guide for screening volunteers and will serve as the basis for supervision and evaluation.
 - b. Be challenging, useful, and well thought-out.
 - c. Have resources allocated to them.
 - d. Have a staff person assigned to manage them.
- I. Volunteer Services- A City-wide program responsible for supporting volunteers and Volunteer Managers across the organization. The Volunteer Services Program is housed in the Human Resources Department
- J. Volunteer Handbook- The Volunteer Handbook is a document designed by Volunteer Managers for Volunteers. It is public information and is available on fcgov.com/volunteer/. The Handbook shall be provided in print or electronically to every long- and short-term volunteer contributing time to the City of Fort Collins. The Volunteer Handbook includes some of the policies in this document as well as additional practices volunteers are expected to abide by. Volunteer Managers are responsible for adhering to all volunteer policies and procedures. Volunteer Managers are also responsible for distribution of the Volunteer Handbook and ensuring that all volunteers understand and are informed of their obligation to follow set policies and are held accountable if not.

1.2 Volunteer Duties Descriptions

A volunteer duties description is required for each long- and short-term volunteer opportunity. Each Volunteer Manager must keep title, description, and location on file for each volunteer opportunity. A copy of the volunteer description must be given to a volunteer for each of their volunteer positions. A template is available as part of the Volunteer Managers Toolkit on CityNet; it is located under the Human Resources Page and Volunteer Services menu.

1.3 Volunteer Applications

In order to be authorized to serve as a volunteer for the City, long- and short-term volunteers must fill out an application. A general application template is available on CityNet. For

departments that choose to create a unique Volunteer Application, it must include, at minimum, the following components:

- A. Volunteer contact information
 - a. Legal Name and any Aliases
 - b. Address
 - c. Phone Number
 - d. Email Address
- B. Emergency contact information
 - a. Name
 - b. Phone Number
- C. Signature or e-signature acknowledging receipt and review of Volunteer Handbook and Acknowledgment and Release

Volunteer applicants who are applying to serve in volunteer positions of trust are required to provide additional forms, paperwork, or take certain actions in order to be authorized to volunteer for the City as described in Section 2, below.

1.4 Volunteer Acknowledgement and Release

All volunteers must fill out a Volunteer Acknowledgement and Release form in order to serve as a City volunteer. The Acknowledgement is available on CityNet and fcgov.com/volunteer. The Acknowledgement can be filled out through Engage, the citywide volunteer management software platform or in paper copy. All paper records must be retained by the department they are working in for two years from date of the volunteer's last date of service.

1.5 Volunteer Orientations

- A. Long-term (as defined in section 1.1) volunteers must attend an orientation or training that includes the following components:
 - 1. City-wide Volunteer On-boarding Course on Engage. Staff may also utilize the standard presentation on CityNet, or contact the Volunteer Services Program Manager to schedule a presentation.
 - 2. Ways to manage risk in volunteer's activities
 - 3. Tutorial on how to record volunteer hours
- B. Volunteers may attend an orientation offered by individual departments, or one offered by the Volunteer Services Program Manager.
- C. Interns may also attend New Employee Onboarding for City Employees

1.6 Limited Activities

Volunteers are prohibited from driving City vehicles, using power tools, or operating heavy machinery unless there is prior approval by their City Volunteer Manager, Safety and Risk Management and Volunteer Services.

Volunteers are prohibited from being alone with anyone considered a “vulnerable person”. This includes children, the elderly or people with disabilities. Volunteer Managers are responsible for ensuring that this prohibition is met.

1.7 Confidentiality Agreement

Volunteers may be privy to confidential information during the scope of their volunteer activities. Volunteers must agree to the terms and sign 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. The Confidentiality Agreement can be found on CityNet.

1.8 Youth Volunteers

- A. Youth volunteers are defined as anyone under the age of 18.
- B. It is the discretion of each volunteer program in the City whether to accept youth volunteers, what age of minors they will accept, and what age volunteers can participate unsupervised by a parent or guardian.
- C. Prohibited activities for City of Fort Collins youth volunteers include:
 - a. Driving a motor vehicle
 - b. Power-tool operation
 - c. Shifts for Youth under the age of 18 cannot exceed 3-hours on a school day or 8-hours on a non-school day
 - d. Youth under the age of 18 cannot wave signs or perform door-to-door activities
- D. Parent or guardian must sign the youth volunteer’s waiver of liability and volunteer application for long-term youth volunteers. Youth involved in one-day projects may sign the 2020 Youth Volunteer Acknowledgement and Release and must provide a copy to their parent or legal guardian.

Section 2

2.1 Background Checks for Volunteers in Positions of Trust

Certain volunteer positions within the City have been designated as ‘positions of trust.’ Such positions include, but are not limited to: positions where the volunteer regularly interacts with youths or potentially vulnerable persons, enters private homes or property, has unsupervised access to City property of significant value, handles cash, classified information, or is responsible for accounting duties.

A volunteer position at short duration events where the volunteer is in the continuous presence of other adults and has no isolated or unsupervised contact with youths or other potentially vulnerable persons shall not be in a position of trust. However, the Service Area or Service Unit Director or designee may determine that it is in the best interests of the City or public to designate such volunteer positions at short duration events a position of trust. Volunteer applicants 14 years of age and older for positions of trust shall be required to complete a City volunteer application and the City will conduct a background investigation of these applicants.

The applicable Volunteer Manager is responsible for ensuring that a background investigation of applicants is conducted prior to the inception of the volunteer opportunity that concerns a position of trust. This shall occur prior to making a volunteer selection decision and after a conditional offer is made. Additionally, a background investigation for such positions may be done at other times as the City deems necessary throughout the volunteer's tenure. The investigation may include, but is not limited to checking arrest, criminal conviction records, or driving records. Volunteer Managers in each department shall be responsible for tracking positions of trust and ensuring that the background investigations are conducted as set forth in this policy. Employees involved in administering this policy are encouraged to consult with the Human Resources Department when exercising the discretion permitted under this policy.

2.2 Volunteer Selection and Retention Criteria for Volunteers in a Position of Trust

A person shall not be eligible for a volunteer position that is a 'position of trust' as identified pursuant to section 2.1, above, if such person has ever been convicted of or received a deferred sentence for any of the following offenses:

1. Sexual assault.
2. Offenses involving child pornography.
3. Murder;
4. Kidnapping; or
5. Attempt to commit any of the above offenses.

Volunteer Managers and City employees who are involved in the volunteer selection or retention process shall closely scrutinize arrest, charging, and conviction information available from all sources (including the volunteer application and background investigation) to ensure that volunteers do not constitute an unreasonable risk to the public, the City, and to other staff. Before allowing a person to become or remain a volunteer in a position of trust, the direct manager or volunteer manager must consult with the Human Resources Department, the Professional Standards Unit of Police Services, and the City Attorney's Office if the volunteer applicant or volunteer has been:

1. Arrested or charged with any of those offenses listed in subsection A above;
2. Arrested, charged for, or convicted of, any offense involving youths or other potentially vulnerable persons; and/or

3. Arrested, charged for, or convicted of any felony.

In situations not addressed by subsections A and B above, employees involved in the volunteer selection/retention processes are encouraged to consult with the Human Resources Department, the Professional Standards Unit of Police Services, and the City Attorney's Office.

Supervisors and managers of volunteers must ensure that volunteers are held to the same high standard of conduct as City employees. As it is for employees, volunteer government service is a public trust imposing responsibilities to conserve public resources and act in the best interests of the City. Supervisors and managers of volunteers must ensure that the conduct and performance expectations applicable to City employees as described at Section 3.1 of the volunteer policies (also found in Section 8.1 of the employee policies) are made known to and consistently applied to City volunteers.

2.3 Volunteers Operating Vehicles

The volunteer should be aware and understand that they will not drive a vehicle to conduct City business unless authorized to do so by their City Volunteer Manager. Volunteers must follow all City policies and procedures, as well as all Federal and State laws applicable to the operation of the vehicle. Any volunteer operating a vehicle must report all traffic violation citations received while driving for City business, or any suspension or revocation of the volunteer's driver's license, to their City supervisor immediately. All volunteers who intend to utilize their personal vehicle or a City vehicle during their volunteer duties must hold current insurance and a valid driver's license. All State of Colorado minimum liability limits must be met for a volunteer to utilize their personal vehicle. The volunteer will acknowledge compliance with insurance standards in the Volunteer Acknowledgement form.

Volunteers may drive City Vehicles after completing the following protocol:

- Volunteers must pass a motor vehicle record and background check (paid for by Volunteer Services)
- When in a safety sensitive position, volunteers must pass a City-approved drug screening (paid for by the department).
- Volunteers must provide documentation that they hold valid insurance that will cover their medical expenses.
- Volunteers must complete department specific driver training as directed by Volunteer Driver Procedure.
- Departments should review the above factors annually to determine whether the volunteer may continue to drive a City vehicle while volunteering for the City.

2.4 Testing for Controlled Substances

A. The City has a legitimate, work-related, concern, based on overwhelming evidence that users of controlled substances in safety sensitive volunteer positions directly contribute significant risk to the safety, health and welfare of others within the workplace and the public and so the City

ensures those entrusted with safety sensitive volunteer positions have passed a pre-employment controlled substance test to achieve this work related interest.

B. This pre-volunteer testing policy shall apply to all volunteer applicants for safety sensitive volunteer positions who have been made a conditional offer of volunteer service. The volunteer applicant will be removed from consideration for a safety sensitive position if the applicant fails to follow this policy, testing instructions or established timelines.

C. In determining which volunteer positions should be designated as safety sensitive, the Human Resources Department may consider, but is not limited to considering, the following volunteer duties:

1. Job requires operation of a City vehicle (any type);
2. Operation of outdoor motorized equipment or power tools or tools or non-motorized tools in dangerous places;
3. Civilian police personnel

2.5 Volunteer Retention Criteria for Volunteers Operating Vehicles

The authority to drive vehicles to conduct City business will be denied or revoked at any time that the volunteer does not possess a valid driver's license. Additionally, authority shall be revoked any time that the volunteer's driving records reflects any of the following:

- A. Driving while intoxicated, driving under the influence, driving with an unlawful blood alcohol level, leaving the scene of an accident, or failure to report an accident.
- B. Medical or legal evidence of alcohol or drug abuse, or any physical impairment that could affect any ability to drive safely.
- C. Any number of traffic violations/accidents determined to be problematic by the City.

There may be other legitimate bases not listed here for revoking a volunteer's authorization to drive a vehicle while conducting City business. It is at the discretion of the Volunteer Manager to place a temporary hold on volunteer driving activity for any reason.

2.6 Reporting Criminal Charges

All volunteers who are charged with the following offenses, whether the offense allegedly occurred on volunteer assignment or off, must report the charges to their City Volunteer Manager immediately following notice of charges. In addition, the volunteer must provide a copy of the citation or charging document to his or her manager within 7 calendar days of the date of the charged offense.

1. Any felony offense;
2. Any non-traffic misdemeanor offense;

3. The following traffic offenses:

- a. Driving while license denied, suspended or revoked;
- b. Eluding or attempting to elude a police officer;
- c. Hit and run, or leaving the scene of an accident, or failure to give notice, information, aid and/or report to police when involved in an accident resulting in injury to, serious bodily injury to or death of any person or damage to a vehicle.

Section 3

3.1 Conduct and Performance

Government service is a public trust with responsibilities to conserve public resources, funds, and materials. In accordance with that principle, volunteers may only use City property, equipment, or materials for their intended City purpose. Moreover, in accordance with that principle, volunteers are expected to perform their accountabilities satisfactorily, refrain from engaging in misconduct, and act in the City's best interest.

Volunteer Managers are responsible for ensuring that volunteers are advised of and held accountable for compliance with the Code of Conduct described below.

Although it is impossible to predict every possible type of volunteer misconduct, the following are some of the types of conduct which may lead to termination of the volunteer^{(b)(1)}:

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, color, religion, sex, national origin, age, disability, sexual orientation, genetic information, or any other characteristic protected by the law;
5. Falsification, unauthorized use or destruction of City records, reports, 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 City vehicle;

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, control measures, or failure to follow established safety procedures;
13. Destruction, loss, or abuse of City property;
14. Unauthorized use of City vehicles, equipment, technology, 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. Possessing a weapon of any kind including toy/fake weapons while conducting volunteer duties or representing the City.

Volunteer Managers, the Volunteer Services Program Manager, and the Human Resources Director shall confidentially report the following types of alleged volunteer misconduct through all management levels up to the City Manager as soon as reasonably practical after they become aware of the alleged misconduct:

1. Sexual harassment;
2. Drug/alcohol use that is contrary to City policy;
3. Commission of a felony or other crime of moral turpitude, including theft; or
4. Misuse or theft of City money, property, resources or confidential information.

Managers shall consult with the Human Resources Director, Police Services, and seek guidance from their chain of command in considering whether or not suspected criminal conduct by a volunteer should be formally reported to Police Services for investigation. The consultation and guidance should be obtained as soon as reasonably practical after learning of the suspected criminal conduct. In emergency situations, managers should directly contact Police Services.

The Volunteer Services Program supports cooperative and productive working relationships between volunteers and City employees. Volunteers are urged to discuss any problems,

difficulties, suggestions, misunderstandings or concerns with their manager or the Volunteer Services Program Manager. The Volunteer Services Program Manager will be kept informed of all decisions regarding volunteer placement and performance, including termination.

3.2 Termination

Volunteers may be terminated from a volunteer opportunity for conduct different from or in addition to the types of misconduct discussed above. Volunteers may be terminated from a volunteer opportunity for non-volunteer-related conduct when the conduct 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. All volunteers may be terminated at will with or without cause or notice at any time.

Any questions about performance expectations should be directed to each volunteer's manager. Questions about volunteer policies or misconduct that could lead to termination of a volunteer should be directed to the Volunteer Services Program Manager.

Section 4

4.1 Training and Education

After completing the City of Fort Collins Volunteer Services provided orientation, it is the decision of individual departments on how to train and educate volunteers. Ongoing training in the topics of safety, risk management, customer service, and job-specific duties are also provided by the Volunteer Services Program.

4.2 Dress and Uniforms

- A. Identification Badges – Long-term and short-term volunteers will be required to wear a City Volunteer identification badge during their volunteer service, unless otherwise specified by the department or Human Resources. Human Resources shall provide the identification badges. For all departments with approved exemptions, they will be required to provide identification (name tag and uniform) according to the Volunteer Services Program's current marketing and branding efforts.
- B. Uniforms- Uniforms are determined by the discretion of each volunteer program. While volunteers are representing the City, they are expected to maintain proper hygiene and grooming during their volunteer assignments. The recommended volunteer dress code can be found in the Volunteer Handbook.

4.3 Recognition

Volunteer Managers should work with their volunteers in a manner consistent with our leadership philosophy and City values. As volunteers are donating their time and talents to the City, it is important to take time to acknowledge and recognize them for their contributions.

4.4 Internal Job Applications

Volunteers and interns with significant time logged with the City may apply for 'internal only' job postings, which means job postings that are open for recruitment and selection only among current City employees. If department heads choose to do so, they may limit advertising to volunteers from specific departments or divisions. Internal only job postings are available on FC3 for all City employees, which can then be referred to a volunteer. If the volunteer is interested in applying, they may contact the Volunteer Services Program Manager for a unique link for volunteer applications.

4.4 Reporting Metrics and Statistics

Volunteer Managers are responsible for submitting volunteer-related metrics and statistics to the Volunteer Services Program Manager quarterly and annually through Engage. Quarterly reports should be broken up by quarter, and not cumulative.

Metrics should be based on the date ranges below:

- A. Q1-January 1-March 31, due April 15
- B. Q2- April 1-June 31, due August 15
- C. Q3- July 1-September 30, due October 15
- D. Q3- October 1-December 31, quarterly and annual due January 15

Quarterly Metrics include:

- A. Total Number of volunteers and volunteer hours
- B. Name and number of hours for each volunteer or each volunteer group including:
 - 1. Type of volunteer
 - a. Long-term
 - b. Short-term
 - c. One-day
 - 2. Broad category of Volunteer or Volunteer Group, if applicable:
 - a. Business/Corporate
 - b. Children/Youth
 - c. Court Ordered-Community Service volunteer
 - d. Entrepreneurial/Self-Directed Service
 - e. Family Volunteering
 - f. Job Trainee
 - g. People with Disabilities

h. Pro-Bono/Skills Based/Professions in Service

i. Unpaid Interns

C. Impact to the Community--at least one quantifiable value on what volunteers accomplish.

Examples include:

1. Number of trees/plants planted
2. Number of customers served
3. Pounds of trash collected
4. Square footage of graffiti removed
5. Number of youth coached
6. Number of mediated sessions