

## **CHAPTER 3-26**

### **VOLUNTEER REGULATIONS**

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#### **3-26-1: INTRODUCTION**

These guidelines are intended to provide overall direction to paid staff and volunteers engaged in volunteer and management efforts. Please contact the Volunteer Coordinator if you have questions regarding an issue or concern which is not covered here.

#### **3-26-2: POLICIES AND PROGRAM DESIGN**

- (A) The achievement of the goals for the City organization is best served by the active participation of residents of the community. To this end, the City accepts and encourages the involvement of volunteers, and within appropriate programs and activities. All paid staff is encouraged to assist in the creation of meaningful and productive roles in which volunteers might serve, and to assist in recruitment of volunteers from the community.
- (B) These policies are intended for internal management guidance only, and do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. The City reserves the exclusive right to change any of these policies at any time, and to expect adherence to the changed policy. Changes to or exceptions from these policies may only be granted by the City Manager or its designee, and must be obtained in advance and in writing. Areas not specifically covered by these policies shall be determined by the City Manager or its designee.

- (C) Unless specifically stated otherwise, these Regulations shall apply to all non-elected/non-appointed volunteers in all programs and projects undertaken on behalf of the City, and to all departments and sites of operation of the City. These Regulations shall not apply to elected and appointed officials.
- (D) The productive utilization of volunteers requires a planned and organized effort. The function of the Volunteer Coordinator is to provide a central point of organization for effective volunteer management within the City, and to direct and assist paid staff and volunteer efforts to jointly provide more productive services. The Volunteer Coordinator shall also bear responsibility for maintaining liaison with other volunteer-utilizing programs in the community, and assisting in community-wide efforts to recognize and promote volunteering. The Volunteer Coordinator shall bear primary responsibility in planning for effective volunteer utilization, for assisting paid staff in identifying productive and creative volunteer roles, for recruiting suitable volunteers, and for tracking and evaluating the contribution of volunteers to the City.
- (E) The City may accept as volunteers those participating in student community service activities, student intern projects, alternative sentencing or diversion programs, court-ordered Useful Public Service, corporate volunteer programs, and other volunteer referral programs. In each of these cases, however, use of City forms shall be required with the program or organization from which the special case volunteers originate, and said forms must identify responsibility for management, insurance, liability, and care of the volunteers.
- (F) The City accepts the services of paid staff as volunteers. This service is accepted, provided that the volunteer service is provided purely of the employee's own volition, with no expectation of benefit to the employee's assignment, status, wages, benefits, or standing with the City, involves work which is outside the scope of normal paid staff duties, and is provided outside of usual working hours.
- (G) Family members of paid staff are allowed to volunteer with the City. When family members are enrolled as volunteers, they shall not be placed under the direct supervision or within the same department as other members of their family who are employees when such volunteering efforts occur during normal working hours.
- (H) The City accepts the service of all volunteers with the understanding that such service is at the sole discretion of the City. Volunteers agree that the City may at any time, with or without cause, terminate the volunteer's relationship with the City. The volunteer may at any time, with or without cause, sever the volunteer's relationship with the City. Notice of such a decision should be communicated as soon as possible to the volunteer's immediate supervisor, or to the Volunteer Coordinator.

- (I) Volunteers are viewed as a valuable resource to this City, its paid staff, and its clients. Volunteers may be offered meaningful assignments whenever possible. Volunteers shall agree to actively perform their duties to the best of their abilities, and to remain loyal and adhere to the goals, Ordinances, and Regulations of the City; volunteers who do not comply with these provisions shall be dismissed.
- (1) The City of Montrose is dedicated to the principles of equal volunteer opportunity. The City does not discriminate against volunteers or volunteer applicants on the basis of age, race, sex, color, religion, national origin, disability, veteran status, or any other status protected by federal, state or local law. This prohibition against discrimination includes unlawful harassment based on any federal or state protected class.
  - (2) All volunteers are expected to conduct themselves in a professional and appropriate manner at all times. Inappropriate sexual conduct that could lead to a claim of sexual harassment is expressly prohibited. Such conduct includes sexually implicit or explicit communications whether in written form, verbal form or physical gestures and other nonverbal behavior.
  - (3) The City of Montrose has zero tolerance for violence in the workplace. Violence in the workplace includes intimidating, threatening or hostile behavior, either verbal or physical, that has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment, and/or results in injury, intentional damage or destruction of property.
  - (4) Volunteers should immediately report any incidents of discrimination, inappropriate sexual conduct, or violence in the workplace, to their paid staff supervisor, or to the Volunteer Coordinator.
- (J) Volunteers may be utilized in as many programs and activities of the City as practicable, and serve at all levels of skill and decision-making. Volunteers shall not, however, be utilized to displace paid employees from their assignments. Volunteers may be excluded from any assignment that could result in contact with sensitive or confidential information.
- (K) No person who has a conflict of interest with any activity or program of the City, whether personal, philosophical, or financial shall be accepted or serve as a volunteer with the City, without written permission of the City Manager.
- (L) Prior to any action or statement which might significantly affect or obligate the City, volunteers should seek prior consultation and approval from the Volunteer Coordinator. These actions may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations. Volunteers may

be authorized to act as representatives of the City only as specifically indicated within their job descriptions, and only to the extent of such written specifications.

- (M) Volunteers shall be responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single paid staff member, volunteer, client, or other person, or involves overall City business. Failure to maintain confidentiality may result in termination of the volunteer's relationship with the City, civil and criminal penalties, or other corrective action.
- (N) An appropriate worksite shall be established prior to the enrollment of any volunteer. This worksite shall contain necessary facilities, equipment, and space to enable the volunteer to effectively and comfortably perform their duties.
- (O) As representatives of the City, volunteers, like paid staff, are responsible for presenting a good image to clients and to the community. Volunteers may be required to wear appropriate clothing, such as business or field work attire, or to dress appropriately for the conditions and performance of their duties.

### **3-26-3 RECRUITMENT AND SELECTION**

- (A) Volunteers require a clear, complete, and current description of the duties and responsibilities of the assignment which they are expected to complete. Prior to any volunteer assignment or recruitment effort, a description should be developed. Descriptions should be reviewed and updated at least every two (2) years, or whenever the work involved in the assignment changes substantially. All descriptions shall include a description of the purpose and duties thereof, a designated supervisor and worksite, a timeframe for the performance of the assignment, and a listing of qualifications. The Volunteer Coordinator is available to assist paid staff in the development of volunteer assignments, programs and descriptions.
- (B) Requests for volunteers shall be submitted in writing by interested paid City staff. All parties should understand that the recruitment of volunteers is enhanced by creative and interesting assignments, and by advance notice. The Volunteer Coordinator shall refrain from recruiting, and shall not place any volunteers until paid staff members are prepared to make effective use of volunteer resources.
- (C) When advertising is appropriate, the supervisor and Volunteer Coordinator shall identify the most effective advertising medium. All advertising shall be done at the expense of the requesting department; however, the Volunteer Coordinator shall coordinate the advertising process.
- (D) Volunteers may 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 age, race, sex, color, religion,

national origin, disability, veteran status, or any other status protected by federal, state or local law. Selection of volunteers may be limited by ability to perform a particular assignment, such as training, education, experience, skill, or physical ability.

- (E) Volunteers who have not reached the age of 18 must have the written consent of a parent or guardian prior to volunteering. The volunteer assignment assigned to a minor shall be performed in a non-hazardous environment, and shall comply with all appropriate requirements of the child labor laws.
- (F) If there are physical requirements necessary for performance of a volunteer's task, a screening or testing procedure may be required to ascertain the ability of the volunteer to safely perform the task.
- (G) As appropriate for the protection of City residents, paid staff and clients, volunteers in certain assignments may be asked to submit to a motor vehicle and/or background check. Volunteers who do not agree to these checks shall be refused any assignment.
- (H) When volunteers are to be placed in direct contact with vulnerable populations, additional screening procedures shall be instituted. These procedures may include, but are not limited to, reference checks, criminal investigation, fingerprinting etc. Volunteers who refuse permission to conduct of these checks shall not be accepted for placement with these clients.
- (I) In placing a volunteer in an assignment, attention shall be paid to the interests and capabilities of the volunteer, and to the requirements of the volunteer assignment. No placement shall be made unless the requirements of both the volunteer and the supervising paid staff can be met: no assignment should be given to an unqualified or uninterested volunteer.
- (J) Volunteers shall not perform professional services for which certification or licensing is required, unless currently certified or licensed to do so. A copy of such certificate or license shall be maintained by the Volunteer Coordinator.
- (K) All volunteer assignments shall end at the conclusion of their set term, without expectation or requirement of re-assignment to the incumbent. Volunteers are neither expected nor required to accept further service at the end of their set term.

#### **3-26-4 TRAINING AND DEVELOPMENT**

- (A) All volunteers shall receive an orientation on the nature and operation of the assignment or activity for which they are recruited.
- (B) When appropriate, volunteers shall receive specific on-the-job training to provide them with the information and skills necessary to perform their volunteer

assignment. The timing and methods for delivery of such training should be appropriate to the complexity and demands of the assignment, and the capabilities of the volunteer.

- (C) Paid staff members with responsibility over delivery of services should have an active role in the design and delivery of both orientation and training of volunteers. Those paid staff that will be in a supervisory capacity to volunteers shall have primary responsibility for design and delivery of on-the-job training to volunteers assigned to them.

### **3-26-5 SUPERVISION AND EVALUATIONS**

- (A) A volunteer may act as a supervisor of other volunteers, provided that the supervising volunteer is under the direct supervision of a paid staff member; this shall only be allowed in situations where both volunteers have their own insurance, or are insured through another entity.
- (B) Since individual paid staff members are in a better position to determine the requirements of their work and their own abilities, no volunteer shall be assigned to work with a paid staff person without the consent of that paid staff person. Since volunteers are considered a valuable resource in performing the City's work, paid staff are encouraged to seriously consider creative ways in which volunteers might be of service, and to consult with the Volunteer Coordinator if they feel in need of assistance or additional training.
- (C) Affected paid staff members should be involved in all evaluation and work assignments of volunteers with whom they are connected.
- (D) Volunteers who do not adhere to the rules and procedures of the City, or who fail to satisfactorily perform a volunteer assignment, may be subject to dismissal. Prior to dismissal of a volunteer, paid staff should seek the assistance of the Volunteer Coordinator.
- (E) In the event that a volunteer departs the City, whether voluntarily or involuntarily, or is re-assigned to a new assignment, it shall be the responsibility of the Volunteer Coordinator to inform those affected paid staff and clients that the volunteer is no longer assigned to work with them. In cases of dismissal for cause, this notification should be given in writing and should clearly indicate that any further contact with the volunteer is outside the scope of the volunteer's relationship with the City.

### **3-26-6 SUPPORT AND RECOGNITION**

- (A) 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. City property and materials may be utilized by volunteers only when

directly required for City purposes, and authorized by paid City staff, or the Volunteer Coordinator.

- (B) Informal recognition of the efforts of volunteers is encouraged.
- (C) Formal recognition by the City of the efforts of volunteers, through awards of *de minimus* value, may occur at the City's discretion.

### **3-26-7 INSURANCE AND LIABILITY**

- (A) All volunteers shall be required to agree to indemnity, release, and hold the City harmless for any claims or demands that may arise during their service or assignments, on forms acceptable to the City.
- (B) Volunteers are encouraged to consult with their own insurance agents regarding the extension of their personal insurance to include volunteer work. Volunteers who carry their own insurance, or are covered by another entity's insurance, in types and amounts acceptable to the City, including both medical and liability coverages, and who are able to prove the same to the City's satisfaction, may perform volunteer services with minimal supervision from paid City staff. These volunteers may also be supervised by other volunteers, as detailed herein.
- (C) Accident Medical Insurance is provided for all authorized volunteers engaged in City business. Each authorized volunteer shall be afforded volunteer accident medical coverage administered through CIRSA, and the City shall pay the annual premium for such coverage for so long as the City utilizes the services of volunteers.
- (D) All volunteers should understand and agree that the City is relying on, and does not waive or intend to waive, the monetary limitations (presently \$150,000 per person and \$600,000 per occurrence) or any other rights, immunities, and protections provided by the Colorado Governmental Immunity Act, (C.R.S. § 24-10-101 *et seq.*, as from time to time amended, or otherwise available to the City.
  - (1) Each person who completes the required forms and receives approval from the City shall be considered an "authorized volunteer" of the City of Montrose within the meaning of the Governmental Immunity Act, C.R.S. § 24-10-101 *et seq.*, while actually engaged in the performance of the volunteer's functions, and shall be subject to the provisions of said Act for acts or omissions which occur during the performance of and within the scope of such functions, except for willful and wanton acts or omissions. Each such person shall also be considered an "assured" within the meaning of the City's liability coverages to the extent provided in such coverages. Both short and long-term volunteers may be "authorized volunteers" for these purposes.

- (E) Volunteers shall not be considered employees of the City for any purpose. No volunteer shall receive any compensation from the City, and no such volunteer shall be considered an “employee” of the City within the meaning of the Colorado Workers’ Compensation Act, Articles 40 to 47 of Title 8, C.R.S.
- (F) Should an accident occur involving injury to a volunteer, a member of the public, or otherwise, the volunteer’s paid staff supervisor should be notified immediately. Should an accident occur involving any damage to City equipment, it shall be reported to paid staff immediately.

**3-26-8 SHORT-TERM VOLUNTEERS AND ASSIGNMENTS**

- (A) Short-term volunteer assignments may be made using simplified procedures from those detailed above. By way of example, short-term assignments for which volunteers may be solicited include, but shall not be limited to, City park and street clean-up days, special refuse collection projects, and similar tasks.
- (B) All short-term volunteers shall be required to complete, at a minimum, an indemnity, release, and hold harmless agreement. Other forms and agreements may be required as appropriate.
- (C) Training, tracking of volunteer hours, and other similar administrative record-keeping may be waived for short-term volunteers.
- (D) All other applicable Regulations and Ordinances shall apply to short-term volunteers, and short-term volunteer assignments.

**3-26-9 LONG-TERM VOLUNTEERS AND ASSIGNMENTS**

- (A) A system of records shall be maintained for each long-term volunteer with the City, including dates of service, assignments held, duties performed, hours worked, evaluation of work, and awards received. Long-term volunteers and appropriate paid staff shall be responsible for submitting all records and information to the Volunteer Coordinator in a timely and accurate fashion. Long-term volunteer personnel records shall be accorded the same confidentiality as paid staff personnel records.
- (B) Individual long-term volunteers shall be responsible for the accurate completion and timely submission of timesheets. Organized programs shall designate one individual (paid or volunteer) to submit the hours for the program, as arranged with the Volunteer Coordinator.
- (C) Prior to being given an assignment, all long-term volunteers shall be interviewed to ascertain their suitability for, and interest in, that assignment. The interview should determine the qualifications of the volunteer, their commitment to fulfill

the requirements of the assignment, and should answer any questions that the long-term volunteer might have about the assignment. Interviews may be conducted either in person or by other means.

- (D) Paid City staff who will be working with a long-term volunteer should participate in the design and conduct of the interview whenever possible. Final assignment of a potential long-term volunteer should not take place without review and approval of appropriate paid staff with whom said long-term volunteer will be working.
- (E) Service as a long-term volunteer with the City shall begin with an official notice of acceptance or appointment to a long-term volunteer assignment. Notice may only be given by an authorized representative of the City, who will normally be the Volunteer Coordinator. No long-term volunteer shall begin performance of any assignment until they have been officially accepted for that assignment and have completed all necessary screening and paperwork.
- (F) Long-term volunteer placements may initially be made subject to a trial period of thirty (30) days. At the end of this period, a review of the volunteer placement shall be conducted, at which point either the long-term volunteer or paid City staff may request a re-assignment of the long-term volunteer, or may determine the unsuitability of the long-term volunteer for any assignment within the City.
- (G) Long-term volunteers who are at any time re-assigned to a new assignment shall be interviewed for that assignment, and shall receive all appropriate orientation and training for that assignment before they begin work. In addition, any screening procedures appropriate for that specific assignment must be completed, even if the long-term volunteer has already been working with the City.
- (H) At the discretion of the supervisor, leaves of absence may be granted to long-term volunteers. This leave of absence shall not alter or extend the previously stated ending date of the volunteer assignment's term.
- (I) Each long-term volunteer who is accepted to a long-term assignment with the City must have a clearly identified supervisor, who is responsible for direct management of that long-term volunteer. This supervisor shall be responsible for day-to-day management and guidance of the work of the long-term volunteer, and shall be available to the long-term volunteer for consultation and assistance.
- (J) Standards of performance shall be established for long-term volunteer assignments, as needed. These standards should list the work to be done in that assignment, measurable indicators of whether the work was accomplished, and appropriate timelines for accomplishment of the work. Creation of these standards shall be a joint function of the supervisor and the long-term volunteer, and a copy of the standards should be provided to the long-term volunteer, along with a copy of their assignment description at the beginning of the assignment.

- (K) Long-term volunteers may receive periodic evaluations to review their work. The evaluation is utilized to review the performance of the long-term volunteer, to suggest any changes in work style, to seek suggestions from the long-term volunteer on means of enhancing said volunteer's relationship with the City, to convey appreciation to said volunteer, and to ascertain continued interest in that assignment.
- (1) The assignment description and standards of performance for a long-term volunteer assignment should form the basis of an evaluation. A written record should be kept of each evaluation session.
- (L) In appropriate situations, corrective action may be taken following an evaluation. Examples of corrective action include the requirement of additional training, re-assignment of a long-term volunteer to a new assignment, suspension of the long-term volunteer, or dismissal from volunteer service.
- (M) Paid staff who are supervising long-term volunteers are responsible for maintaining regular communication with the Volunteer Coordinator on the status of said volunteers, and are responsible for the timely provision of all necessary paperwork. The Volunteer Coordinator should be informed immediately of any substantial change in the work or status of a long-term volunteer, and should be consulted in advance before any corrective action is taken.
- (N) Long-term volunteers are encouraged to grow and develop their skills while serving with the City, and are to be assisted through promotion to new long-term volunteer assignments to assume additional and greater responsibilities. If so desired by the long-term volunteer, the City should assist said volunteer in maintaining appropriate records of volunteer experiences that would assist said volunteer in future opportunities.
- (O) Long-term volunteers are expected to perform their duties on a regularly scheduled and timely basis. If expecting to be absent from a scheduled duty, said volunteers should inform their paid staff supervisor as far in advance as possible so that alternative arrangements may be made. Continual absenteeism shall result in a review of the long-term volunteer's work assignment or term of service.