



VOLUNTEER PROGRAM GUIDELINES

I. OVERVIEW

The City of Goleta volunteer program is designed to coordinate and manage all volunteer efforts, which support services provided to the community. The program addresses community service needs, while placing special emphasis on the City's priorities.

As you begin volunteering for the City, you may have questions. These guidelines are intended to help you answer those questions and to give you the information necessary to help make your time spent volunteering for the City of Goleta a positive experience.

II. MISSION

The City of Goleta's volunteer program is committed to encouraging community participation and the comprehensive coordination of volunteers to enhance municipal services.

The volunteer program objectives are:

- A. To develop a reliable, varied and skilled network of resources to support the delivery of services to the community.
- B. To provide opportunities for all segments of the community to participate in local government.
- C. To bring together volunteer resources and augment municipal services.

III. BECOMING A VOLUNTEER

We are pleased that you have expressed interest in becoming a volunteer with the City. Each volunteer must complete a Volunteer Program Application and an Acknowledgement of Workers' Compensation form. It is important for us to know of any medical conditions which may affect your volunteering. If you are a minor, your parents must also sign these

forms. No one may volunteer unless these completed forms are on file with the City's Administrative Services Department.

Upon submittal of the above forms you will receive training usually from the City staff member to whom you will report.

IV. BEING A VOLUNTEER

A. City Policies

There are several City policies that apply to volunteers. Please refer to Section V for highlighted information regarding these issues and policies. Complete copies of these policies are available in the Administrative Services Department.

B. Insurance

Liability insurance is provided to you as a volunteer for the City. As a volunteer, you are covered by the City's general liability policy so long as you are acting within the scope and course of your assigned duties.

Automobile insurance follows the automobile. If you are driving a City vehicle, City insurance will be in effect. Likewise, if you are driving your own vehicle, even while on City business, your automobile insurance will be applicable on a primary basis per the California Vehicle Code, CVC 17152.

The City may conduct a motor vehicle driving record check for volunteers who drive as part of their volunteer work, so we ask that you provide proof of insurance and a copy of your driver's license to the Administrative Services Department if this applies to you.

C. Expenses

Volunteers are reimbursed for expenses which have been pre-approved by their staff supervisor. Mileage will also be reimbursed if pre-approved. You may, however, claim a mileage tax deduction instead of taking the reimbursement. Please consult with your accountant or the Internal Revenue Service for current mileage reimbursement rates or tax benefits. If you do choose to claim mileage, you will be required to complete the City's mileage reimbursement form and obtain approval from your supervisor before payment can be made to you.

You may also be eligible for a number of other tax benefits as a volunteer under the general charitable contribution deduction of the Internal Revenue Code. Deductions are explained in Internal Revenue Service Publication Number 526, Income Tax Deduction

for Contributions. A copy of this document is available online at www.irs.gov. Please be sure and check with your tax advisor or the Internal Revenue Service for specific deductions allowed, as the City does not provide this service.

D. Volunteer Hours

The City must keep track of the hours you volunteer to assure coverage under our self-insured Liability and Workers' Compensation programs. Timesheets may be required each time a volunteer works, at the end of the month, or whenever stipulated by the supervisor. Volunteers might also want to maintain a record of their hours to document their experience and commitment.

E. Placement and Schedules

Work schedules of volunteers are diverse and varied depending on the department, program and or location of volunteers. Volunteers should work with their supervisor to set a schedule that is mutually acceptable. If a volunteer cannot make it to his or her assignment on a scheduled day, the volunteer should notify his or her job supervisor as soon as possible.

F. Volunteer Duties

A description of your assignment will be developed prior to your volunteer placement so that you are provided a clear, complete and current description of the duties and responsibilities of your assignment.

You may not perform professional services for which certification is required, unless you already hold the appropriate certificate or license, and have received approval from your supervisor. Upon seeking approval, please make sure to provide copies of any certificates or licenses, including any special driving licenses, first aid or CPR certification.

G. Problem Solving

If a problem should arise concerning any condition of your volunteering with the City, you should attempt to reconcile the matter with your supervisor. All volunteers are encouraged to attempt to settle problems or issues requiring attention within the department to which the volunteer is assigned. However, if you feel that a workable agreement or a satisfactory solution to your problem has not been reached from discussion within the department, notify the Administrative Services Department.

H. Other Responsibilities

The success of a good volunteer program rests with the quality and commitment of its volunteers. Please give strong consideration to the following expectations:

- Keep your work commitment.
- Inform your supervisor if you have a planned absence.
- Accept training and participate in other job development activities.
- Adhere to all confidentiality requirements in the course of carrying out duties and responsibilities.
- Never use job knowledge or contacts for personal gain.
- Treat citizens, co-workers and others with respect.
- Be aware of procedures and rules, including safety rules.
- Report all on-the-job accidents and injuries to your supervisor immediately.
- Report any unsafe practices or procedures to your supervisor.
- Cooperate and assist in the investigation of any work accident.
- Follow personal hygiene and grooming habits, as well as manner of dress, that allow you to safely complete volunteer duties.
- Obtain and wear/use any specialized safety clothing or equipment.
- Wear seat belts when driving on City business.
- Be cooperative by accepting instructions, guidance, and suggestions from staff.

If you have questions about any of this information, you should speak with your supervisor or the Administrative Services Department.

V. CITY POLICIES

A. Risk Management

Risk management explores safety risks involved in work and volunteer tasks. Your supervisor and the Administrative Services Department work together to minimize any potential risks to the volunteer or City. This means that before volunteers begin their service, the supervisor is responsible for informing the volunteer of safe work practices as required for all employees. Any injury to the volunteer or losses to any third party which involved a volunteer must be reported and processed in accordance with existing City policies on matters of this nature.

B. Accidents in City Vehicles

In the event of an accident involving a City vehicle or your own vehicle, you should immediately contact the local police. You are also responsible for immediately notifying your supervisor, who will help you complete an accident investigation form along with any other required documents.

Any volunteer, during the course of volunteering, involved in a serious motor vehicle accident may be required to take a urine, blood or breath test to determine whether or not that volunteer's ability to drive was impaired by alcohol or a controlled substance as defined by state statutes.

C. Smoking

Smoking is prohibited in all City facilities, including all City vehicles. Volunteers and employees who wish to smoke may do so outside any City buildings or facilities. Smoking is also prohibited in all City-owned parks and open spaces.

D. Alcohol

Volunteers shall not consume or possess alcoholic beverages while conducting any City business or on any City premises. Volunteers who violate this policy are subject to immediate dismissal.

E. Drugs

Any volunteer who uses, brings, possesses or is suspected of being under the influence of any form of narcotic, drug, or hallucinogen, except prescribed drugs and under the direction of a physician, is subject to immediate dismissal. In addition, any volunteer who transfers, sells, or attempts to sell same on City property or while on City business, at any time, is subject to immediate dismissal.

F. Computer Usage

The City complies with all copyright laws for software programs installed and used on City-owned computers. Volunteers are expected to adhere to the City's policy, which includes prohibiting the use of unauthorized copies of software on City computers; prohibiting the installation of software on City computers that was not purchased through appropriate City policies; and understanding that all computers, software and computer information are City property. Therefore, all who use City computers cannot assume any right to privacy in such use.

G. Volunteers Serving Minors and Elderly Populations

The City will exercise appropriate care in the placement of volunteers into positions serving populations that include minors, the elderly or the frail, and individuals with disabilities. Depending on the nature of the assignment, volunteers may be required to be fingerprinted and submit to a background check. You will be informed if fingerprinting is required for your position. Volunteers who do not agree to the required screening may be refused an assignment.

H. Harassment

All City workers have a right to work in an environment free from all forms of discrimination and conduct which can be considered harassing, coercive or disruptive. Consistent with the City's respect for the rights and dignity of each employee and volunteer, harassment based on race, color, religion, sex, national origin, age, disability, sexual orientation or any characteristic protected by law, will not be sanctioned or tolerated.

I. Dismissal

Volunteers who do not adhere to the rules, policies and regulations of the City, or fail to perform their assignments satisfactorily, are subject to dismissal. A volunteer may be dismissed at any time. The City reserves the right to request that a volunteer leave immediately if circumstances warrant such action.

J. Attendance

Volunteers are expected to always be prompt and on time in reporting for their assignment. Being late may inconvenience those who are counting on your presence. If unforeseen circumstances make you late, please notify your supervisor in advance. For those times when you are ill and unable to work, call your supervisor or department as early in the day as possible. Failure to appear for your shift without notifying your staff supervisor may result in your dismissal from the volunteer program.

K. Use of Minor Volunteers

Because of various liability concerns, the City does not encourage the use of volunteers who are under 14 years of age.

VI. CODE OF ETHICS

We encourage you to read and practice the following code of ethics for volunteers:

As a volunteer, I realize that I am subject to a code of ethics similar to that which binds the professionals in the fields in which I work. Like them, I assume certain responsibilities and expect to account for what I do in terms of what I am expected to do.

- I will keep confidential matters confidential.
- I interpret 'volunteer' to mean that I have agreed to work without compensation, but having been accepted as a worker, I expect to do my work according to standards.
- I promise to work with an attitude of open-mindedness; to be willing to be trained for the assignment; to bring to the assignment interest and attention.
- I realize that I may have personal and educational qualities that my co-workers may not have and that I should use these to enrich the projects which we are working on together.
- I realize, also, that I may lack personal or educational qualities that my co-workers have, but I will not let this make me feel inadequate, but will contribute to the team with the assets that I have.
- I understand that I am expected to live up to my work commitment, and I will give ample notice if I cannot fulfill it.
- I believe that my attitude toward volunteer work should be professional.
- I believe that I have an obligation to my work, to those who direct it, to my colleagues, to those for whom it is done, and to the public.

VII. VOLUNTEER RIGHTS

Each volunteer in the City is viewed as an important part of the organization's ability to get the job done. As a volunteer you are accorded rights as individuals and volunteers. Below are some of the rights volunteers may expect during their tenure with the City.

- Volunteers are to be treated with respect and courtesy.
- Volunteers are to receive proper training for the job to be done.
- Volunteers are to be informed about any reimbursement policy, e.g. for the use of private cars, etc.
- Volunteers are not to be discriminated against because of race, ethnicity, religion, gender, age, handicap, marital status, family, or sexual orientation.

- Volunteers will receive information on issues regarding legal protection, liability and other concerns.
- Volunteers will be recognized for their efforts in providing program services.
- Volunteers will be treated as members of the organization.
- Volunteers will know as much about the organization as possible.
- Volunteers will be evaluated and receive recognition.

VIII. CONCLUSION

Should any volunteer reading these guidelines have questions, comments or suggestions, they should consult either their supervisor or the Administrative Services Department. It is the intent of the City's volunteer program to create opportunities and experiences that are meaningful and worthwhile for individuals who are willing to volunteer their time to enhance the community. Therefore, feedback regarding the City's volunteer program is appreciated and encouraged.