

City of
SACRAMENTO

**Volunteer
Coordination**

Volunteer Coordination Policy and Procedure

Volunteer Orientation Handbook

Volunteer Program Manual



Policy: Volunteer Coordination

FULL POLICY/GUIDELINE CONTENTS

Policy/Guideline Statement
Reason for Policy/Guideline
Procedures
Forms/Instructions
Contacts

Policy Number: **AP-3101**

Document Type: **Policy**

Version: 2.0

ADDITIONAL DETAILS

Definitions
Appendices
FAQ
Related Information
History

Effective: *June, 2009*

Last Updated: *August, 2004*

Responsible Department/Division:
*Department of Human
Resources/Administration*

Policy Statement:

The City of Sacramento supports and encourages the use of volunteers when and where it is feasible and appropriate. Volunteers do not replace city staff; rather volunteers should complement and supplement city staff efforts. This policy sets forth the procedures for the use of volunteers in any City department or program. Departments must determine the need for and use of volunteers consistent with this policy.

Supervision: The Volunteer Coordinator will develop and disseminate guidelines for supervising volunteers (Volunteer Program Manual). City Departments will be responsible for supervising volunteers, including recognition and discontinuation of service.

Professional volunteers should have and always use City email addresses when communicating about City business. The City Council has declared the writings of volunteers to be City public records consistent with the policy of such writings by City employees or consultants.

Attendance at Meetings: Volunteers may not attend meetings where confidential City information is exchanged.

Authority: Volunteers and professional volunteers do not have the authority to direct City employees.

Administration: The Volunteer Coordinator convenes Citywide Volunteer Coordinators Meetings to coordinate and refine department roles and program activities and share resources. City Departments that are interested in utilizing volunteers will appoint a departmental volunteer contact to coordinate departmental activities described herein.

Accountability: The Volunteer Coordinator will produce a quarterly report of volunteer activity including departments, number of volunteers, number of volunteer hours, and projected cash value. City Departments will track volunteer hours and submit them to the Human Resources Department on a monthly basis.

Compensation: The City will not pay any compensation to volunteers, but departments may pay for or reimburse parking fees. Professional volunteers may not receive compensation from third parties to perform volunteer work for the City unless the City Council has approved a written agreement between the third party and the City for such professional volunteer services.

Conflict of Interest: The supervisor has the responsibility to ensure the professional volunteer's compliance with the City's Conflict of Interest Code.

Employees as volunteers: Employees who leave City service must wait a minimum of 6 months in order to volunteer in the same department or to perform duties related to their previous position.

Purpose:

The purpose of this policy is to establish consistent procedures for volunteer recruitment, application, selection, registration, training, supervision, reporting and program administration and evaluation within the City of Sacramento. Responsibility for these procedures is shared among the Human Resources Department and individual City Departments who use volunteers. City Departments who use volunteers will develop specific department procedures to clarify their responsibilities described herein. This policy will also provide guidance for the use of professional volunteers who provide highly skilled services without compensation to the Mayor/Council or department staff. Professional volunteers are those unpaid staff who would otherwise fit the Fair Political Practices Commission definition of "consultant".

Procedures that apply:

- Procedure # - Volunteer Coordination
-

Forms/Instructions that apply:

- Form - Professional Volunteer Assignment Description Template

Responsible Department:

Department of Human Resources/Administration

Definitions:

A **volunteer** is defined as a non-compensated individual who offers services to a city department or affiliated non-profit agency.

Terms of Service

- **On-going** – this volunteer is helping on a regular, scheduled basis and may continue providing service over many months or years.
- **Short-term** – this volunteer may assist with a special event or project and/or may be on-call. Service hours and length of service will vary. Often the volunteer will assist for 25 hours or less within a calendar year.

Special Categories of Volunteers

- **Youth** – an individual who is under 18. Parental consent is required for the youth to participate. In practice, volunteer opportunities start at age 12 and may require a parent or guardian to volunteer with the youth.
- **Student Intern** – an individual attending high school or college who receives academic credit for their volunteer service, but is not paid by the City.
- **Corporate Volunteers** – often provide assistance for short-term activities and may want to create an opportunity for team building.
- **Employees** of the City of Sacramento and its non-profit affiliates – employees volunteer for activities outside their regular job classification and their volunteer service is separate from any paid work responsibility.
- **Work Experience** – an individual interested in gaining or increasing experience in a particular field. May be referred through a local school or work study program such as R.O.P. or Sacramento Job Corps or an adult re-entry program such as AARP. May receive pay from the referring agency, but not from the City.
- **National Service** – an individual from a federal program such as Americorps, Foster Grandparents, VISTA, RSVP or other service corps and may receive a stipend or paid expenses through that program, but is not paid by the City.
- **Court Referral** – an individual who has been referred by a local agency and has been sentenced by a court to provide volunteer service in the community.

- **Community Service** – an individual, club, troop, or group as part of an assignment or program needs to complete volunteer service, often a short-term project.
- **Service-learning** – a term used by educators to highlight that community involvement by students should be combined with an educational component. Often there is a “reflective” process and service and learning are balanced.
- **Advisory Boards and Committees** – community members provide policy direction, and help provide resources and services to programs.
- **Professional volunteers** - are unpaid staff who would otherwise fit the Fair Political Practices Commission definition of “consultant”.

Appendices:

- Computer Usage API#30
- Volunteer Program Manual
- Volunteer Orientation Handbook

Frequently Asked Questions:

Does the City have volunteer opportunities?

Yes, there are a wide variety of opportunities for both short-term activities and on-going support.

Where do I find out about opportunities?

The City maintains volunteer web pages which list the current opportunities. Visit: www.cityofsacramento.org/volunteers or www.sacvolunteers.org

How do I apply?

Contact the City’s Volunteer Coordinator or the department or program coordinator listed in the description.

Are there opportunities for youth?

Yes the City offers a variety of opportunities for youth and teens. Contact the City’s Volunteer Coordinator for a list of programs accepting youth and also for a list of short-term activities available for youth to participate in.

Can groups, clubs or employees of a business volunteer?

Yes, the City offers a number of group opportunities and in some cases an opportunity can be developed for groups to participate in.

Are student interns volunteers?

Unpaid student interns are subject to the same policies, procedures and rules as volunteers and their hours should be counted towards the program or department’s monthly total.

Are City employees allowed to volunteer?

Yes they can provided that they are volunteering in a capacity unrelated to their regular job and are volunteering outside their normal work schedule.

Reference Information:

- 1997 Volunteer Protection Act
- City of Sacramento Volunteer Web Pages:
(www.cityofsacramento.org/volunteers or www.sacvolunteers.org)

Document History:

Amended: June 2009 (New Template)
Supersedes: API# 41 – Volunteer Coordination
Effective: August 2004

Keywords:

Volunteer, community service, intern, professional volunteer, AmeriCorps, court referral.



Procedure: Volunteer Coordination

Related Policies
Volunteer Coordination

Procedure Number: **PR-3101-01**

Policy it Applies to: **AP-3101**

Version: 2.0

Effective: *June, 2009*

Last Updated: *August 2004*

Responsible Department/Division:
*Department of Human
Resources/Administration*

Procedure

Once the determination has been made to use a volunteer(s) the department must identify the necessary components and forward the information to the Volunteer Coordinator in Human Resources for review, as follows:

1. tasks to be performed
2. number of hours requested and proposed schedule
3. necessary skills
4. required training to be provided
5. anticipated duration of the assignment

Departments wishing to include a professional volunteer as part of their staffing are required to complete the Professional Volunteer Assignment Description form (linked) detailing the duties, roles and assignments of professional volunteers. A defined term of service shall be included as part of the Volunteer Agreement for professional volunteers.

The Volunteer Coordinator will review the requested assignment for appropriate use and conformance to the Volunteer Coordination Policy.

Recruitment

The Volunteer Coordinator will develop and disseminate a Volunteer Program Manual (linked), maintain a Citywide Volunteer Web Page (www.cityofsacramento.org/volunteers), staff and publish a City Volunteer Information and Referral Line, and establish linkages among targeted volunteer markets in the community and interested City Departments.

City Departments will design and implement their own supplemental recruitment strategies to meet department volunteer needs. City Departments are also expected to submit web page content updates and volunteer opportunities to the Human Resources Department on as needed basis.

Application

The Volunteer Coordinator will develop and disseminate a Citywide Volunteer Application and Agreement form (linked). Departments may use their own forms as long as all required information is collected.

City Departments, using their own form or the Citywide Volunteer Application and Agreement form, will solicit applications from prospective volunteers and maintain these records at the department level for a period of 3 years past the date of separation.

Selection

The Volunteer Coordinator will develop and disseminate a Volunteer Program Manual (linked) that includes guidelines for selecting volunteers.

City Departments will conduct their own selection activities in accordance with City guidelines and department requirements and maintain such documentation at the department level for a period of 3 years past the date of separation.

Registration

The Volunteer Coordinator will maintain a list of active City volunteers that includes volunteer name, department, work site, and supervisor as provided by Departments.

City Departments are required to maintain a list of active volunteers, work site and supervisor to be provided to the Volunteer Coordinator upon request.

Training

The Volunteer Coordinator will develop and disseminate a Citywide Volunteer Orientation Handbook (linked) that can be tailored and delivered by departments and provide technical support to assist department volunteer contacts in designing a volunteer program in accordance with this policy.

City Departments are responsible for assuring that all professional volunteers who meet the criteria under the Political Reform Act for “consultant” file a Form 700 Statement of Economic Interest. Professional volunteers are subject to disqualification from participation in decisions in which the volunteer has an economic interest. Additionally, professional volunteers must receive conflict of interest information and training through the City Attorney’s Office as well as attend a mandatory volunteer orientation by the Department of Human Resources.

City Departments will be responsible for training volunteers to perform their specific volunteer duties. The Human Resources Department is available to provide technical assistance as needed.

Supervision

The Volunteer Coordinator will develop and disseminate guidelines for supervising volunteers, Volunteer Program Manual (linked).

City Departments will be responsible for supervising volunteers, including recognition and discontinuation of service.

ID Badges: Volunteers may receive City ID badges at the request of their supervisors. The volunteer can be issued a badge on the City card stock in a color matching the City department that they are associated with. Where the “City of Sacramento” usually appears at the top of the badge, the title “Volunteer”, “Intern” or “Student Assistant” will be printed. The individual’s name and the department that they are associated with will be printed in the same spaces used on employee badges. ID badges grant access only to those areas specified by their supervisor as necessary to their work. The approval of the City manager or designee must be obtained to allow volunteers access to any additional areas in City Hall. Short-term volunteers will not be issued a City badge.

Communications

Volunteers and professional volunteers must complete the API#30 (linked) agreement form allowing usage of the City computers and communications equipment if electronic communication is part of their duties.

Reporting

The Volunteer Coordinator will produce a quarterly report of volunteer activity including departments, number of volunteers, number of volunteer hours, and projected cash value.

City Departments will track volunteer hours and submit them to the Human Resources Department on a monthly basis.

Program Administration and Evaluation

The Volunteer Coordinator convenes Citywide Volunteer Coordinators Meetings to coordinate and refine department roles and program activities and share resources.

City Departments that are interested in utilizing volunteers will appoint a departmental volunteer contact to coordinate departmental activities described herein.

Policy that applies

- Policy AP-3101 - Volunteer Coordination

Forms/Instructions that apply

- Form # - Professional Volunteer Assignment Description
- Form # - Volunteer Agreement
- Form # - Citywide Volunteer Application

Contacts

Department of Human Resources/Administration

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- **National Service** – an individual from a federal program such as AmeriCorps, Foster Grandparents, VISTA, RSVP or other service corps and may receive a stipend or paid expenses through that program, but is not paid by the City.
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Appendices:

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Frequently Asked Questions

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Procedure Document History

Amended: June 2009
Supersedes: API# 41 – Volunteer Coordination
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Keywords:

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City of
SACRAMENTO

**Volunteer Orientation
Handbook**

October 2015

TABLE OF CONTENTS

Introduction	1
A BRIEF HISTORY OF SACRAMENTO.....	2
CITY GOVERNMENT STRUCTURE	3
SECTION 1 – CITY-WIDE POLICIES.....	4
1.1 DRUG-FREE WORKPLACE POLICY.....	4
1.2 ZERO TOLERANCE POLICY.....	4
1.3 SMOKE-FREE WORKPLACE POLICY	5
1.4 DOMESTIC VIOLENCE.....	5
1.5 WORKPLACE VIOLENCE POLICY.....	6
1.6 HOLIDAYS	6
SECTION 2 – CIVIL RIGHTS	7
2.1 DISCRIMINATION AND HARASSMENT	7
2.2 SEXUAL HARASSMENT.....	7
2.3 DISABILITY DISCRIMINATION.....	8
2.4 REASONABLE ACCOMMODATION.....	8
SECTION 3 –	
MISCELLANEOUS	8
3.1 IDENTIFICATION BADGE.....	8
3.2 INFORMATION TECHNOLOGY.....	9
3.3 CONFLICT OF INTEREST	10
SECTION 4 – SAFETY.....	10
4.1 WORK ENVIRONMENT	10
4.2 VEHICLE COLLISION	11
4.3 DRIVER’S LICENSE.....	11
4.4 ACCIDENTS TO VISITORS ON CITY PROPERTY	11
SECTION 5 – WORKERS’ COMPENSATION.....	12
5.1 WORKERS’ COMPENSATION.....	12
5.2 WORKERS’ COMPENSATION FRAUD IS PROHIBITED	12
SECTION 6 – CITY-WIDE VOLUNTEER PROGRAM.....	13
6.1 POLICIES	13
6.2 FORMS.....	13
6.3 DEFINITIONS	22
6.4 VOLUNTEER OPPORTUNITIES AND MEDIA.....	23
6.5 RECEIPT OF HANDBOOK FORM	24

INTRODUCTION

The purpose of the volunteer handbook is to provide information about the City of Sacramento and to help answer some of the questions you may have as you begin volunteering. In addition to information about the City, the handbook includes forms and policies applicable to many volunteers. Your supervisor will discuss those with you. Please feel free to contact the City-wide Volunteer Coordinator if you have any questions or comments. Your input is valuable in revising the handbook and providing training to volunteers and staff.

All volunteers complete an application form and other documentation. Volunteers also go through some screening depending on the type of volunteer opportunity you choose. In most instances two references will be contacted. In other cases more extensive screening such as fingerprinting or a background check may be required.

You can expect a general orientation (including this handbook) as well as training specific to your assignment – often on-the-job training. Please ask questions if you need more information about your tasks.

You are part of a team of volunteers who provide tens of thousands of hours of service to the City and its non-profit partners each year. We appreciate your service and we're glad you are here!

Mary Lynn Perry

City-wide Volunteer Coordinator

Department of Human Resources

Phone: (916) 808-8317

Email: mperry@cityofsacramento.org

Web site: <http://www.cityofsacramento.org/HR/Volunteer-Opportunities>

Web site: www.sacvolunteers.org

A BRIEF HISTORY OF SACRAMENTO

When James Marshall discovered gold in the American River in January 1848, the world rushed in, and the City of Sacramento was born. Founders established the city in 1849 and incorporated it in 1850. Prior to this nineteenth-century event, however, the Nisenan and Miwok Indians inhabited the region surrounding the Sacramento and American Rivers for thousands of years. Living peaceably and unchallenged, California's native population grew to an estimated 300,000 by the middle of the eighteenth century.

European explorers journeyed to California by the mid-sixteenth century. They claimed California for Spain, but the Spanish did not establish permanent settlements until the early eighteenth century, when they built military presidios and Catholic missions along the coastal areas. Spanish Lieutenant, Gabriel Moraga, led an expedition into the valley in 1808. Finding the inland region unsuitable for mission sites, he left, but the name with which he christened the valley remained Sacramento, for the holy sacrament. The interior valley remained the domain of the Indians, trappers, and traders for only a few more decades.

Mexico gained independence from Spain in 1821, and Mexican governors issued large land grants to settle California in Mexico's name. In 1839, Swiss emigrant, John Sutter, chose a site at the confluence of the American and Sacramento Rivers and established the inland valley's first permanent white settlement. Sutter and his Indian laborers developed an agricultural outpost that attracted American settlers after their long, overland journey across the continent. By 1848, approximately 2,500 pioneers settled in California. That same year, Mexico ceded California after losing a war with the United States.

The Gold Rush brought a large influx of people to Sacramento throughout the 1850s, and the city developed into a major transportation and trading hub for miners and merchants. Its establishment as the State Capitol in 1854 and as the terminus for the transcontinental railroad in 1863 ensured Sacramento's future as one of the West's most important cities.

With over 400,000 residents, the City of Sacramento continues to grow and prosper. Employment with local, state, and federal governments remain the area's biggest employers; trade, industry, financial, real estate, and other types of services flourish in the area. As in the 1800s, Sacramento attracts people from all over the world, creating a culturally diverse community.

CITY GOVERNMENT STRUCTURE

In 1920, Sacramento City voters adopted a City Charter (municipal Constitution) and a City Council-City Manager form of government, which are still used today. The City Council consists of a Mayor elected by all City voters, and City councilmembers elected to represent the 8 separate Council districts in the City. Each district is a separate geographical area with a population of about 51,000 residents. Each Councilmember must be a registered voter and live in the district they represent. Elected members serve 4 year terms and elections are staggered every two years in even numbered years.

The Council establishes City policies, ordinances, and land uses; approves the City's annual budget, contracts and agreements; hears appeals of the decisions made by the City staff or citizen advisory groups; and appoints four Charter Officers, a City manager, City Attorney, City Treasurer, and City Clerk. Councilmembers serve on several working committees, such as Law and Legislation, and Personnel and Public Employees. In 2002, City voters amended the City Charter and established a Compensation Commission to set the compensation for the Mayor, Council members and public members of City boards and commissions. This charter amendment also established the Mayor's position as a full-time job.

The City Council holds public meetings most Tuesday evenings in the City Council Chamber at City Hall in downtown Sacramento.

SECTION 1– CITY-WIDE POLICIES

1.1 DRUG-FREE WORKPLACE POLICY

In accordance with the federal grant requirements established by the Drug-Free Workplace Act of 1988, the City of Sacramento has a drug-free workplace policy:

- a. Unless legally authorized to do so, employees and volunteers are prohibited from manufacturing, distributing, dispensing, using, consuming, injecting, possessing, being under the influence of, selling or offering for sale any controlled substance as the latter is defined in the California Health and Safety Code.
- b. An employee or volunteer shall notify his/her immediate supervisor of any criminal drug statute conviction he/she received for a violation occurring in the workplace or while on duty no later than five calendar days after such conviction.

1.2 ZERO TOLERANCE POLICY

The City has a zero tolerance policy on drugs and alcohol in the workplace. Zero tolerance means that all employees and volunteers are prohibited from possessing, using, or being under the influence of prohibited drugs or alcohol while on duty, on city property, while operating or in city equipment, in the employee or volunteer's vehicle used during city business, on their person, or in the work place. Employees and volunteers subject to testing pursuant to the federal Department of Transportation drug testing requirements are also precluded from using alcohol within eight hours of starting their shift.

For detailed information regarding the policy, please refer to the Drugs/Alcohol in the Workplace Policy on the city's website located at <http://www.cityofsacramento.org/HR/Document-Library>; or contact the Department of Human Resources, Labor Relations Division.

1.3 SMOKE-FREE WORKPLACE POLICY

Individuals (employees, volunteers, contractors, vendors, visitors or guests) are not permitted to smoke in the workplace. The workplace includes, but is not limited to city buildings, vehicles, equipment (including light and heavy duty trucks, cargo and passenger vans, buses, and any other mobile equipment with an enclosed driver/passenger compartment), or other areas where work activities are being performed. Smoking is not prohibited in designated smoking areas. Where a smoking area is not officially designated, employees who wish to smoke may do so at a minimum distance of 20 feet from the entrance or air intake of the workplace as defined above. For outside workplaces, such as construction sites, individuals (as defined above) must be 20 feet from work and/or break areas when smoking.

For detailed information regarding the policy, please refer to the Smoke-Free Workplace Policy on the city's website located at <http://www.cityofsacramento.org/HR/Document-Library>; or contact the Department of Human Resources, Administration Division.

1.4 DOMESTIC VIOLENCE

The City of Sacramento recognizes the destructive effects that domestic violence has on individuals and on the workplace. Domestic violence means intentionally or recklessly causing or attempting to cause bodily injury or placing any family member, domestic partner, or cohabitant in reasonable fear of receiving serious bodily injury.

The city continues its commitment to taking reasonable and prudent steps necessary to provide for a safe workplace, offer community resource agency and counseling referrals, and accommodate work schedule modifications where possible and practicable and where it is determined that such actions may assist in mitigating the effects of the actual violent or threatened activity.

City employees and their families have the right to be free of domestic violence. To that end, the City of Sacramento is committed to assisting employees and their families against domestic violence.

If you have any questions regarding Domestic Violence, please feel free to contact the Department of Human Resources, Labor Relations Division.

1.5 WORKPLACE VIOLENCE POLICY

The City of Sacramento is committed to providing a safe workplace free from violence, and threats of violence. The workplace includes any place where city business is conducted, including city buildings and property, city vehicles, private vehicles while used on city business, other assigned work locations, and off-site training.

For detailed information on the Violence in the Workplace policy, please refer to the Violence in the Workplace policy on the city’s website located at <http://www.cityofsacramento.org/HR/Document-Library>; or contact the Department of Human Resources, Labor Relations Division.

1.6 HOLIDAYS

<u>Holiday</u>	<u>Date</u>
New Year’s Day	January 1
Martin Luther King, Jr., Day	Third Monday in January
Presidents’ Day	Third Monday in February
Cesar Chavez Day	Last Monday in March
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Veterans’ Day	November 11
Thanksgiving Day	Fourth Thursday in November
Day after Thanksgiving	Friday after Thanksgiving Day
Christmas Eve (4 hours)	December 24
Christmas Day	December 25
New Year’s Eve (4 hours)	December 31

SECTION 2 – CIVIL RIGHTS

2.1 DISCRIMINATION AND HARASSMENT

It is the policy of the City of Sacramento to afford equal opportunity to all persons and to prohibit discrimination or harassment based on ancestry, age, color, disability (physical and mental, including HIV and AIDS), genetic information, gender (gender identity and gender expression), marital status, medical condition, military and veteran status, national origin (includes language use restrictions), race, religion creed, sex (includes pregnancy, childbirth, breastfeeding and/or related medical conditions) or sexual orientation. Our commitment to equal opportunity and non-discrimination extends to all job applicants and employees, and to all aspects of employment, including but not limited to recruitment, hiring, training, assignment, promotion, compensation, transfer, layoff, reinstatement, benefits, education, and termination, as well as providing reasonable accommodation to qualified persons with disabilities.

The Office of Civil Rights Manager is the City Manager's designee to direct, coordinate, and supervise activities associated with the City's Equal Employment Opportunity (EEO) Policy prohibiting discrimination, harassment, and retaliation.

For detailed information regarding the policy, please refer to the EEO Policy on the City's website located at <http://www.cityofsacramento.org/HR/Document-Library>.

2.2 SEXUAL HARASSMENT

It is the policy of the City of Sacramento that all employees should enjoy a working environment free from all forms of discrimination, including sexual harassment. No employee, (regardless of sex or gender), should be subjected to unsolicited, unwelcomed, and unwanted sexual overtures or conduct of a sexual nature. To this end, the City will not condone any form of sexual harassment in the workplace. Such conduct by a City employee or non-employees who conduct business with the City will not be tolerated. Corrective or disciplinary action, up to and including termination, shall be taken against employees engaging in behavior or conduct prohibited by the Equal Employment Opportunity policy.

For detailed information regarding the policy, please refer to the EEO Policy on the City's website located at <http://www.cityofsacramento.org/HR/Document-Library>.

2.3 DISABILITY DISCRIMINATION

Discrimination on the basis of disability against any applicant or employee who is a qualified individual with a disability, by a management employee or coworker is not condoned and will not be tolerated. The policy applies to the job application process and all terms and conditions of employment including, but not limited to: recruitment, hiring, training, assignment, promotion, compensation, transfer, layoff, reinstatement, benefits, education, termination, and also in the provision of city programs and services.

For detailed information regarding the policy, please refer to the EEO Policy on the City's website located at <http://www.cityofsacramento.org/HR/Document-Library>.

2.4 REASONABLE ACCOMMODATION

All decisions relating to employment including, but not limited to recruitment, selection, training, assignment, promotion, reinstatement, compensation, transfer, benefits, and education, will be determined by the applicant's or employee's ability with consideration of any requested reasonable accommodation. The Reasonable Accommodation policy is applicable to all employment policies and practices.

For more detailed information about the reasonable accommodation process, please refer to the Reasonable Accommodation Policy on the City's website located at <http://www.cityofsacramento.org/HR/Document-Library>.

Please acknowledge that you are able to perform the essential functions associated with your volunteer position, either with or without reasonable accommodation. If you need reasonable accommodation, please contact the City's Reasonable Accommodation coordinator at (916) 808-8795.

SECTION 3 – MISCELLANEOUS

3.1 IDENTIFICATION BADGE

Volunteers may receive City ID badges at the request of their supervisors. The volunteer can be issued a badge on the City card stock in a color matching the City department that they are associated with. Where the "City of Sacramento" usually appears at the top of the badge, the title

“Volunteer”, “Intern” or “Student Assistant” will be printed. The individual’s name and the department that they are associated with will be printed in the same spaces used on employee badges. ID badges grant access only to those areas specified by their supervisor as necessary to their work. The approval of the City manager or designee must be obtained to allow volunteers access to any additional areas in City Hall. Short-term volunteers will not be issued a City badge. Volunteers issued city identification badge must wear the badge at all times while in all city buildings or on city property. Lost or stolen badges may jeopardize the security of volunteers, employees or city property and must be reported immediately to the volunteer’s supervisor.

3.2 INFORMATION TECHNOLOGY

a. Help Desk

For all information technology (IT) related assistance, including but not limited to issues with a computer, telephone or network accessibility, or to request IT related products, such as a program upgrade, please call (916) 808-7111 or email ITHelpdesk@cityofsacramento.org.

b. Intranet Access

The city’s intranet is an excellent resource for city volunteers and may be accessed from most devices connected to the city network. The website address is <http://citynet>.

c. Outlook Web Application

You may log onto your city email account outside of the city’s network by visiting <http://owa.cityofsacramento.org>.

d. Information Technology Resource Policy

The overriding goal of the Information Technology Resource Policy is to provide clear direction for responsible, ethical, and lawful use of technology resources by employees, volunteers, contractors, agents and other users. Direction for protecting the integrity of the private and confidential information, as well as public business data residing within the City of Sacramento’s technology infrastructure is provided by the policy and applicable guidelines, procedures and associated forms. Please refer to the Information Technology Resource Policy for information regarding the user’s responsibility, security, and acceptable use of any assigned Information Technology resource.

3.3 CONFLICT OF INTEREST

City volunteers are generally prohibited from entering into contracts in which they have a financial interest if the city is a party. In addition, some designated city volunteers (professional volunteers) must annually report on their investments, business positions, real property, and/or sources of income, which may be related to decision-making authority in their volunteer assignment responsibilities.

The supervisor has the responsibility to ensure the professional volunteer's compliance with the City's Conflict of Interest Code. All professional volunteers who meet the criteria under the Political Reform Act for "consultant" must file a Statement of Economic Interest. Professional volunteers are subject to disqualification from participation in decisions in which the volunteer has an economic interest. Additionally, professional volunteers must receive conflict of interest information and training through the City Clerk's Office as well as attend a mandatory volunteer orientation by the Department of Human Resources.

If a volunteer has a question on the conflict of interest rules, contact the department's Conflict of Interest Filing Official or the City Clerk's Office.

SECTION 4 – SAFETY

One of the most important safety practices is to report every injury, accident, or exposure to a hazardous substance to the supervisor immediately.

4.1 WORK ENVIRONMENT

The City of Sacramento strives to maintain a work environment that protects volunteer health and prevents accidental injury to volunteers. The Illness and Injury Prevention Program (IIPP) integrates all of the policies and procedures intended to identify and control occupational hazards.

For detailed information regarding the IIPP policy, please contact the Department of Human Resources, Risk Management Division, Loss Prevention Office or the policy on the city's website located at <http://www.cityofsacramento.org/HR/Document-Library>

4.2 VEHICLE COLLISION

Volunteers in a collision while operating a city vehicle or piece of equipment, or who are driving their own vehicle as required for city business, must immediately notify the Sacramento Police Department. If outside of city limits, the California Highway Patrol or the local law enforcement agency that has jurisdiction should be called. The accident needs to be investigated at the time and place that it occurred. An investigation is required regardless of how minor the accident is. If the accident happens outside of the city limits, make sure to ask that a report be taken. Please first discuss the accident only with official representatives of the City of Sacramento and the law enforcement officials who are investigating the case.

For further instructions, refer to Vehicle Collision policy on the city's website located at <http://www.cityofsacramento.org/HR/Document-Library>; or contact the Department of Human Resources, Risk Management Division, Administrative Office.

4.3 DRIVER'S LICENSE

To drive a vehicle in the course of city business, volunteers are required to have a current and valid California driver license in the appropriate driving classification. Accommodations for volunteers with disabilities may be arranged. If a volunteer's driver license is expired, suspended, revoked, restricted, or there is a change in status, the volunteer must report it to their supervisor immediately.

For detailed information regarding the policy, please refer to the Driver's License Policy on the city's website located at <http://www.cityofsacramento.org/HR/Document-Library> ; or contact the Department of Human Resources, Risk Management Division, Loss Prevention Office.

4.4 ACCIDENTS TO VISITORS ON CITY PROPERTY

If a volunteer sees an accident or injury to a member of the public who is visiting a city facility or is on city property, give him or her any assistance necessary. Please first discuss the accident only with official representatives of the City of Sacramento and the law enforcement officials who are investigating the case. Non-employee injuries must be reported. For further instructions, please contact the Department of Human Resources, Risk Management Division.

SECTION 5 – WORKERS’ COMPENSATION

5.1 WORKERS’ COMPENSATION

Workers’ compensation covers any injury or illness caused by a volunteer’s assignment, ranging from simple first aid to major injury or death. Workers’ Compensation provides medical treatment and salary replacement benefits for City employees and volunteers who are injured on the job.

If volunteers are injured or become physically or mentally ill because of their job, including injuries resulting from a workplace crime, they may be entitled to workers’ compensation benefits. Volunteers should immediately notify their supervisor of any injury or illness. The supervisor will notify the Worker’s Compensation Unit. Volunteers will receive a Division of Workers’ Compensation Claim Form for them to complete, sign and return to the Workers’ Compensation Unit.

The city administers workers’ compensation benefits in accordance with the California Labor Code. Volunteers can obtain free information from a State of California Division of Workers’ Compensation Information and Assistance Officer by calling (916) 263-2741, or they can hear recorded information and a list of local offices by calling (800) 736-7401.

Volunteers may access the State of California, Division of Workers’ Compensation web site at <http://www.dwc.ca.gov> or see the City’s intranet site at <http://citynet> and select: Human Resources/Risk Management/Workers’ Compensation.

5.2 WORKERS’ COMPENSATION FRAUD IS PROHIBITED

Workers’ compensation fraud may be punished by imprisonment and/or a fine not exceeding \$150,000 or double the amount of the fraud, whichever is greater. Volunteers who would like to obtain more information about the issue of workers’ compensation fraud, or would like to report an occurrence of suspected workers’ compensation fraud, should call the city’s workers’ compensation Fraud Line. You may also contact the Department of Insurance Fraud Division’s hotline number: (800) 927-4357 or access the Fraud Division’s website at: <http://www.insurance.ca.gov/0300-fraud/0100-fraud-division-overview/>

SECTION 6 – CITY-WIDE VOLUNTEER PROGRAM

6.1 POLICIES

a. DEFINITION OF A PROFESSIONAL VOLUNTEER:

Professional volunteers are those unpaid staff who would otherwise fit the Fair Political Practices Commission definition of “consultant”.

b. ATTENDANCE AT MEETINGS:

Volunteers may not attend meetings where confidential City information is exchanged.

c. AUTHORITY:

Volunteers and professional volunteers do not have the authority to direct City employees.

d. COMPENSATION:

The City will not pay any compensation to volunteers, but departments may pay for or reimburse parking fees. Professional volunteers may not receive compensation from third parties to perform volunteer work for the City unless the City Council has approved a written agreement between the third party and the City for such professional volunteer services.

e. TERMINATION:

Volunteers will not be considered employees of the City of Sacramento. All volunteers serve The City of Sacramento at will, and either the City of Sacramento or the volunteer may terminate the arrangement without notice or consideration.

6.2 Forms

Volunteer Interest Form

**City of Sacramento Volunteer Program
Dept. of Human Resources/Administration
Historic City Hall
915 I Street, 1st Floor
Sacramento, CA 95814
(916) 808-8317**

Name: _____

Address: _____

City/State/Zip: _____

Phone: _____ **Alternate Phone:** _____

E-mail: _____ **Birth Date:** _____

(If under 18)

Are you a current city employee? ____ yes ____ no

Employment and Professional Experience:

Education:

Volunteer Activities:

Times available: M ____ T ____ W ____ Th ____ F ____ Sat ____ Sun ____

Mornings ____ **Afternoons** ____ **Evenings** ____

Length of Assignment Desired: 3 mos ____ 6 mos ____ 6-12 mos ____

Over a Year ____ **On-call** ____ **Special Projects** ____

Special Skills or Talents:

What are your present goals for a volunteer position? (e.g., gain school credit, work experience, court mandated service) _____

In case of emergency, please contact:

Name: _____ **Phone:** _____

Physician: _____ **Phone:** _____

Have you ever been convicted of a crime? You may omit: a) Traffic violations (Driving Under the Influence convictions must be reported); b) Any conviction committed prior to your 18th birthday which was finally adjudicated in Juvenile Court or under a youth offender law; c) Any incident sealed under Welfare and Institutions Code Section 781 or Penal Code Section 1203.45; d) Any marijuana conviction, more than two (2) years old, described in Labor Code section 432.8. If yes, please explain and give disposition:

Please note that a background investigation and fingerprinting will be required before placement in any sensitive volunteer position. In some placements TB testing is required.

References: Please list the names of two individuals we may contact as a reference. Do not list relatives.

Name: _____ **Telephone:** _____

Name: _____ **Telephone:** _____

I authorize investigation of all statements contained in this application and any supporting documents and I understand that a background check may be conducted. I authorize the City of Sacramento and its non-profit partners to secure information from the references I have provided, and release all parties from any liability arising from such investigation.

Signature of applicant: _____ **Date:** _____

Checklist for Skills and Interests: (please check all that apply)

<u>Skill</u>	<u>Interest</u>	<u>Volunteer Assignment</u>	<u>Skill</u>	<u>Interest</u>	<u>Population:</u>
_____	_____	Exercising, grooming and bathing dogs/cats	_____	_____	Adults
_____	_____	Other Pet Services	_____	_____	Seniors
_____	_____	Cleaning, feeding and maintaining animal exhibits	_____	_____	Adolescents
_____	_____	Tour Guide/Public Speaking (history, art or science)	_____	_____	Children
_____	_____	Museum Assistance	_____	_____	Disabled
_____	_____	Gardening/Adopt-a-Park			
_____	_____	Arts and Crafts			
_____	_____	Tutoring Youth			
_____	_____	Youth Development			
-----	-----	Sharing skills in music, arts and crafts, dramatic skits, cheerleading, sports			
_____	_____	Golf/Pace of Play Volunteer			
_____	_____	Historical Research			
_____	_____	Historical Character Re-enactment			
_____	_____	Police Investigative Assistance			
_____	_____	Crime Prevention/Patrol			
_____	_____	Fire Education/Outreach			
_____	_____	General office work, typing, filing copying, data entry			
_____	_____	Web Site Maintenance			
_____	_____	Marketing/Social Media			
_____	_____	Graphic Design			
_____	_____	Photography			

Videography

IT/Computer Skills

Teaching Technology to Seniors

Assisting Seniors in Day Program

Entertainer

Water Conservation – education, ambassadors, kit assembly

On-call for special events – typical duties include meeting/greeting, registration, stage monitor, information booth, set up/tear down, runner/floater, serving refreshments

Please place me on your e-mail distribution list for information about short-term and special event opportunities

04/14/15

**City of Sacramento Short-term Volunteer
Information and Agreement Form**

Dates of Service: _____

Total Hours: _____

Name: _____

Group/Agency: _____

Address: _____

City: _____ Zip: _____

Home Phone: _____ Work/Cell Phone: _____

E-mail Address: _____

Emergency Contact: _____ Phone: _____

Relationship to Volunteer: _____

Medical Insurance Provider: _____

Insurance ID Number: _____

All Volunteers Must Complete This Section

Volunteer Agreement

I _____, choose to participate in _____, as a volunteer and understand that my services are donated to the City of Sacramento (City) without contemplation of compensation or future employment, and given for humanitarian, religious or charitable reasons. I understand that I am covered under the City's workers' compensation insurance in the event of an injury from rendering a volunteer service. I will report any injury or incident to my supervisor immediately. I agree to abide by any rules and directions provided by those helping to administer _____.

Signature of Participant: _____ Date: _____

All Volunteers Under 18 Years of Age Must Have Parent or Legal Guardian Complete This Section

Consent of Parent or Legal Guardian for Minor's Participation as a Volunteer

I, _____, the parent or legal guardian of _____ choose to permit _____ to participate in _____ as a volunteer. I understand that my child's or ward's services are being offered on a voluntary basis without anticipation of any financial remuneration. I agree that he/she will abide by any rules and directions provided by those helping to administer _____. I understand that my child is covered under the City's workers' compensation insurance in the event of an injury from rendering a volunteer service. He/She will report any injury or incident to his/her supervisor immediately.

Signature of Parent or Legal Guardian : _____ Date: _____

CONSENT OF PARENT OR LEGAL GUARDIAN TO MEDICAL, DENTAL, OR HOSPITAL CARE OF MINOR VOLUNTEER: I, _____ the parent or legal guardian of _____, a minor, who was born on _____, authorize medical, dental, surgical or hospital care, treatment, or diagnosis of said minor and I agree to pay for any medical, dental, surgical, or hospital diagnosis, treatment, or care rendered to or for said minor for a non-industrial injury.

Signature of Parent or Legal Guardian: _____ Date: _____

Consent of Parent or Legal Guardian to Use of Image of Minor Volunteer in Public Relations: Photos, videos of _____, my child or ward, may be used in City of Sacramento Public Relations.

Signature of Parent or Legal Guardian: _____ Date: _____

VOLUNTEER AGREEMENT
(Must be signed by volunteer and supervisor)

- I agree to conform with rules and regulations of the City of Sacramento. I understand that I will begin service on a reciprocal trial basis. I agree to participate in orientation and training. I understand that a law enforcement clearance may be obtained and that references may be contacted. I am authorizing the City of Sacramento to contact my references.
- I understand my volunteer schedule and realize the City is depending on my services. If, for a serious reason, I cannot keep my commitments I will notify my supervisor in advance.
- I agree and understand that any work I perform within the scope of this agreement will be provided on a voluntary basis, and that I do not expect payment or other compensation for performing such work. I also understand that a volunteer position does not constitute an employee-employer relationship with the City of Sacramento, and that I serve at the discretion of the City Manager or designee.
- If I am currently a City employee I know that any volunteer work to be performed is outside of my regular job classification and is separate from any paid work responsibility.
- I agree not to divulge any information regarding persons who are receiving services or other assistance from the City or otherwise involved in my volunteer services. I recognize that unauthorized release of confidential information may make me subject to a criminal action.
- I understand that I am fully responsible for maintaining my own personal records of time volunteered to the City for the purposes of internships, community service, etc, subject to my supervisor's verification. At the end of my volunteer service I can have my supervisor sign a letter documenting hours donated, and I understand that the City will maintain no permanent record of this time. I understand that I will be required to sign in and out.
- I understand that I am covered under the City's workers' compensation insurance in the event of an injury from rendering a volunteer service. I will report any injury or incident to my supervisor immediately.
- I understand that the City has a zero-tolerance policy against any type of harassment or discrimination. I agree to comply with this policy, and recognize that I will also be protected by it.
- I understand that the City has a zero-tolerance policy against any type of violence, threat or intimidation, implied or actual, in the workplace. I agree to comply with this policy, and recognize that I will also be protected by it.
- I understand that the City has a zero-tolerance policy against any use of, or being under the influence of, illegal drugs or alcohol in the workplace. I agree to comply with this policy.
- I understand that the City is not responsible for loss or damage to personal belongings.

Volunteer signature

Date

Supervisor signature

Date

Parental Consent Form

**All Volunteers Under 18 Years of Age Must Have Parent or Legal Guardian
Complete This Section**

Consent of Parent or Legal Guardian for Minor's Participation as a Volunteer

I, _____, the parent or legal guardian of _____ choose to permit _____ to participate as a volunteer. I understand that my child's or ward's services are being offered on a voluntary basis without anticipation of any financial remuneration. I agree that he/she will abide by any rules and direction provided by those helping to administer the volunteer program. I understand that my child is covered under the City's workers' compensation insurance in the event of an injury from rendering a volunteer service. He/She will report any injury or incident to his/her supervisor immediately.

Signature of Parent or Legal Guardian : _____ Date: _____

CONSENT OF PARENT OR LEGAL GUARDIAN TO MEDICAL, DENTAL, OR HOSPITAL CARE OF MINOR VOLUNTEER: I, _____ the parent or legal guardian of _____, a minor, who was born on _____, authorize medical, dental, surgical or hospital care, treatment, or diagnosis of said minor and I agree to pay for any medical, dental, surgical, or hospital diagnosis, treatment, or care rendered to or for said minor for non-industrial injuries.

Signature of Parent or Legal Guardian: _____ Date: _____

Consent of Parent or Legal Guardian to Use of Image of Minor Volunteer in Public Relations: Photos, videos of _____, my child or ward, may be used in City of Sacramento Public Relations.

Signature of Parent or Legal Guardian: _____ Date: _____

**City of Sacramento
Record of Volunteer Hours**

Name _____ Month/Year _____

Department _____

Please complete the information below. Make copies of this form if you need additional space or for your own records.

Date	Hours Worked	Date	Hours Worked	Date	Hours Worked

6.3 DEFINITIONS

A. Volunteer

A non-compensated individual who offers services to a City department or affiliated non-profit agency, and is registered with the City of Sacramento.

B. Terms of Service

Volunteers may serve just once, in an episodic capacity or over a long period of time. In general, volunteers are either Short-term or On-going.

1. **On-going:** a volunteer helping on a regular scheduled basis, and may continue providing service over many months or years.
2. **Short-term:** a volunteer assisting with a special event or project and/or may be on-call. Service hours and length of service will vary. Often the volunteer will assist for 25 hours or less within a calendar year.

C. Categories of Volunteers:

There are a variety of categories of volunteers who come from different backgrounds and seek an opportunity to serve. Below are some of the most common categories utilized by the City.

1. **Youth:** an individual who is under 18. Parental consent is required for the youth to participate. In practice, volunteer opportunities start at age 12 and may require a parent or guardian to volunteer with the youth.
2. **Student Intern:** an individual attending high school or college who receives academic credit for their volunteer service, but is not paid by the City.
3. **Corporate Volunteers:** often provides assistance for short-term activities and may want to create an opportunity for team building.
4. **Employees:** City of Sacramento and its non-profit affiliate's employees who volunteer for activities outside their regular job classification and their volunteer service is separate from any paid work responsibility.
5. **Work Experience:** an individual interested in gaining or increasing experience in a particular field. May be referred through a local school or work study program such as R.O.P. or Sacramento Job Corps or an adult re-entry program such as AARP. May receive pay from the referring agency, but not from the City.
6. **National Service:** an individual from a federal program such as AmeriCorps, Foster Grandparents, VISTA, RSVP or other service corps and may receive a stipend or paid expenses through that program, but is not paid by the City.

7. **Court Referral:** an individual who has been referred by a local agency and has been sentenced by a court to provide volunteer service in the community.
8. **Community Service:** an individual, club, troop, or group as part of an assignment or program needs to complete volunteer service, often a short-term project.
9. **Service-learning:** a term used by educators to highlight that community involvement by students should be combined with an educational component. Often there is a “reflective” process and service and learning are balanced.
10. **Advisory Boards and Committees:** community members provide policy direction, and help provide resources and services to programs.
11. **Professional Volunteers:** are unpaid staff who would otherwise fit the Fair Political Practices Commission definition of “consultant”.
12. **Virtual Volunteer:** an individual who is volunteering using the Internet, off-site from the organization being assisted. People engaged in virtual volunteering undertake a variety of activities from locations remote to the organization or people they are assisting, via a computer or other Internet-connected device.

6.4 Volunteer Opportunities and Social Media

Volunteer opportunities are posted on the City’s web site:

<http://www.cityofsacramento.org/HR/Volunteer-Opportunities>

or www.sacvolunteers.org You may search for volunteer opportunities and sign up on-line.

Social Media sites include:

Facebook: www.facebook.com/sacvolunteers

Twitter: www.twitter.com/sacvolunteers

Instagram: <https://instagram.com/cityofsacvolunteers>

Pinterest: <https://www.pinterest.com/sacvolunteers/>

6.5 Receipt of Handbook

Receipt of Volunteer Handbook City of Sacramento

Acknowledgment:

I have received a copy of the volunteer handbook that outlines the policies and procedures of the City of Sacramento that were in effect at the date of publication. I have read and understand the information in it and agree to abide by the policies during my volunteering. This handbook does not constitute a contractual arrangement or agreement of any kind between the City of Sacramento and its volunteers, including, but not limited to, the terms and conditions of volunteering.

I understand that I may request information from my supervisor or the City-wide Volunteer Coordinator if I have any questions or concerns about any of the information outlined in this handbook.

I understand that these policies and procedures are evaluated on a continual basis and may be modified, amended or cancelled at any time at the sole option of the City with or without notice.

Signature of Volunteer

Date

Volunteer Services
Department of Human Resources
City of Sacramento
Historic City Hall
915 I Street, 1st Floor
Sacramento, CA 95814

Phone: (916) 808-8317

Exhibit A

City of Sacramento



Volunteer Program Manual: A Guide for City Departments

May 2009

Table of Contents:

Introduction.....	3
Definition of a Volunteer.....	4
Section 1: Planning and Organization	5
Section 2: Policies and Procedures	6
Section 3: Recruitment.....	8
Section 4: Screening, Interviewing and Placement	10
Section 5: Orientation and Training	12
Section 6: Supervision	15
Section 7: Volunteer Assignment Review	16
Section 8: Retention and Recognition	18
Section 9: Measuring Program Effectiveness.....	20
Section 10: Resources and References	23
Attachment #1: Citywide Policy for Volunteer Coordination.....	26
Attachment #2: Volunteer Interest and Agreement Forms.....	38
Attachment #3: Short-term Volunteer Information and Agreement Form.....	43
Attachment #4: Parental Consent Form.....	45

Acknowledgement

This manual is designed to be a resource guide for City of Sacramento Departments interested in implementing a new volunteer program or expanding and enhancing an existing program. This manual was produced by the City of Sacramento Human Resources Department based on information listed in Section 10, and particularly the Maryland Governor’s Office on Service and Volunteerism. Departments are welcome to reproduce any or all portions of this manual for their departmental use. For more information, contact 808-8317.

Introduction

The City of Sacramento supports and encourages the use of volunteers when and where it is feasible and appropriate. Volunteers do not replace city staff, rather volunteers should complement and supplement city staff efforts. This publication is designed to provide City Departments with an orientation to the fundamental elements of establishing a volunteer program. This manual is based on *Best Practices* by seasoned practitioners from the volunteer management field.

Each section highlights an essential element of a successful volunteer program. Section 1: Planning and Organization and Section 2: Policies and Procedures cover what needs to be done before a volunteer sets foot in your department. Clarifying the need for volunteers, developing goals and objectives, and writing volunteer assignment descriptions are some of the preliminary tasks. Section 3: Recruitment and Section 4: Screening, Interviewing and Placement help you locate volunteers and judge whether they are a good fit with your department.

When you have volunteers on board, Section 5: Orientation and Training stresses the importance of introducing the volunteer to your department and emphasizing the expectations you and the volunteer have of each other in order to develop a successful partnership. A key component of any volunteer program is found in Section 6: Supervision. Supervising volunteers well will ensure the success of your program. Section 7: Volunteer Assignment Review outlines the steps for developing a process to determine whether the complement of volunteers continues to be suited to the department.

Section 8: Retention and Recognition suggests ways to recognize the contributions volunteers make to your department. Recognizing volunteers develops a bond with the organization and encourages volunteers to continue to contribute to your program. Section 9: Measuring Program Effectiveness features insights into assessing how well your volunteer program works. Often crucial for potential funders, this section will help you determine whether you are meeting your goals and objectives. The final section, Section 10: Resources and References, directs you to more detailed information on each of the topics in this publication.

We hope this manual will help in developing a new volunteer program, and will enhance and support the many successful programs already in place. If you have questions or would like more information, contact the City's Volunteer Coordinator in the Human Resources Department at 808-8317.

Definition of a Volunteer – City of Sacramento

A volunteer is defined as a non-compensated individual who offers services to a city department or affiliated non-profit agency.

Terms of Service

- On-going – this volunteer is helping on a regular, scheduled basis and may continue providing service over many months or years.
- Short-term – this volunteer may assist with a special event or project and/or may be on-call. Service hours and length of service will vary. Often the volunteer will assist for 25 hours or less within a calendar year.

Special Categories of Volunteers

- Youth – an individual who is under 18. Parental consent is required for the youth to participate. In practice, volunteer opportunities start at age 12 and may require a parent or guardian to volunteer with the youth.
- Student Intern – an individual attending high school or college who receives academic credit for their volunteer service, but is not paid by the City.
- Corporate Volunteers – often provide assistance for short-term activities and may want to create an opportunity for team building.
- Employees of the City of Sacramento and its non-profit affiliates – employees volunteer for activities outside their regular job classification and their volunteer service is separate from any paid work responsibility.
- Work Experience – an individual interested in gaining or increasing experience in a particular field. May be referred through a local school or work study program such as R.O.P. or Sacramento Job Corps or an adult re-entry program such as AARP. May receive pay from the referring agency, but not from the City.
- National Service – an individual from a federal program such as Americorps, Foster Grandparents, VISTA, RSVP or other service corps and may receive a stipend or paid expenses through that program, but is not paid by the City.
- Court Referral – an individual who has been referred by a local agency and has been sentenced by a court to provide volunteer service in the community.
- Community Service – an individual, club, troop, or group as part of an assignment or program needs to complete volunteer service, often a short-term project.
- Service-learning – a term used by educators to highlight that community involvement by students should be combined with an educational component. Often there is a “reflective” process and service and learning are balanced.
- Advisory Boards and Committees – community members provide policy direction, and help provide resources and services to programs.
- Professional volunteers are those unpaid staff who would otherwise fit the Fair Political Practices Commission definition of “consultant”.

Section 1: Planning and Organization

Planning for your volunteer program gives you the opportunity to work out the purpose of the program, the role of volunteers in your department, the program's contribution to your department's mission, and how the volunteer program fits into the structure of your department. Planning is best done with input from those who will be affected by the volunteer program, particularly the leaders, the paid staff, and the customers of the department. A thorough planning process will include the following elements:

Mission Statement: Why does the volunteer program exist?

A mission statement is a sentence or short paragraph that states the purpose of the volunteer program and the needs the program addresses. A volunteer program's mission statement should impart a sense of purpose among paid and volunteer staff, helping each to understand the importance of the work they do, and how each complements the other.

Vision Statement: What will the future be like because of the volunteer program?

A vision statement provides a description of what the world will look like when the mission is accomplished. It should address everything the program strives to change, for example, the larger community, the environment of the organization, and the well-being of the customers.

Needs Assessment: What needs will the volunteer program address?

Formal and informal input from community members, paid staff, and customers will help focus the talents of volunteers where they can be of most assistance. Input from paid staff will also help allay any concerns they may have about effectively working with the volunteer program to meet unmet needs. Obtaining input from the people being served at this initial stage helps to build investment and support for your volunteer program.

Goals and Objectives: What will be the impact of the volunteer program?

Defining measurable goals and objectives gives your volunteers a clear picture of what needs to be accomplished and provides the department with a way to evaluate the program. Measurable goals incorporate what will be accomplished, by whom, how often, and to what extent.

Budget: What is the budget for the volunteer program?

"Volunteer" does not mean "free." Be sure to determine the financial, in-kind, and human resource support necessary to develop and sustain the volunteer program. A good starting point for a volunteer program budget would be a line item for each of the sections of this publication. For example, include in the budget expenses for developing policies and procedures, producing and disseminating recruitment materials, conducting background checks, obtaining training supplies, and hosting recognition events.

Building Investment Among Staff: How will you prepare paid staff to work with and manage volunteers?

After obtaining input from paid staff on the design of the volunteer program, keep them informed as the program develops. Report successes. Ask for help in resolving problems. Provide training for staff on the workings of the volunteer program. If they buy into the volunteer program, paid staff will create a welcoming environment for volunteers. If not, they may give volunteers the impression that they aren't valued. Make clear to paid staff that volunteers are brought in to support and enhance their work, not to replace them.

Volunteer Assignment Descriptions: What will volunteers do?

Volunteer assignment descriptions are critical to the success of your volunteer program. Your department is most likely to be able to recruit and retain volunteers if you offer clearly defined positions that take into account a volunteer's needs as well as yours. Every volunteer should receive a written volunteer assignment description that includes: his/her title, tasks to be performed, number of hours requested and proposed schedule, necessary skills, required training to be provided, anticipated duration of the assignment, the site where the volunteer will work, supervision, and benefits. Departments wishing to include a professional volunteer as part of their staffing are required to complete the Professional Volunteer Assignment Description form detailing the duties, roles and assignments of professional volunteers. A defined term of service should be designated for professional volunteers.

Section 2: Policies and Procedures

Policies and procedures are the nuts and bolts of the volunteer program. A policy is a principle, plan, or course of action. Policies tell people what to do. A procedure is a series of steps that direct people how to do what they must do. Attachment 1 is the citywide policy for Volunteer Coordination. Departments are encouraged to develop department-specific policies and procedures.

Reasons to define policies

- Connects the volunteer program to the larger department and its mission.
- Provides structure for sound management.
- Formalizes decisions that have already been made.
- Ensures continuity over time and promotes equity and standardization.
- Articulates the importance of volunteers and provides an ongoing element of volunteer recognition.
- Contributes to increased volunteer satisfaction, productiveness, and retention.

Types of written policies that should be developed

- Statements of belief/position/value of organization.
- Mechanisms for managing risk (e.g., insurance coverage, background checks).
- Rules to specify expectations, regulations, and guides to action (e.g., confidentiality, time and training commitments, customer service).
- Aids to program effectiveness (e.g., personnel policies) modified for the volunteer program.

Specific levels of policies

- Organizational – See Attachment 1 (API # 41, Volunteer Coordination).
- Departmental - broad, general statements (e.g., beliefs, values, mission of organization as a whole).
- General - policies about the volunteer program (e.g., why it exists, what constitutes a volunteer, etc.).
- Specific - policies within the volunteer program (e.g., specify what to do).

Seven steps in policy development for volunteer programs

1. Recognize that volunteer involvement already exists within the organization.
2. Acknowledge that volunteers are important within the organization.
3. Acknowledge that volunteer involvement warrants the attention of senior management.
4. Begin to give consideration to the volunteer program -- develop a philosophy of why volunteers should be involved in programs and services the agency provides.
5. Develop policies about volunteer involvement.
6. Develop operational guidelines, standards, and procedures for volunteer involvement.
7. Ensure volunteer program evaluation, compliance with established policies and standards, and regular policy review.

Section 3: Recruitment

Volunteer recruitment means attracting and inviting people to consider involvement with your department. Many new volunteer coordinators make the mistake of beginning their recruiting before they have an idea of why they are recruiting and for what positions. The most important step for recruitment is planning and design. In order to do this, you must spend time learning about your department from the inside as well as how your department is perceived by the community and public at large.

Recruitment Message

The recruitment message should be inviting and encourage people to become involved with your department. A department may have multiple recruitment messages tailored to the volunteers being sought, such as students, professionals, neighborhood residents, or customer family members. Each message should identify:

- The specific need of the department/division;
- How the volunteer can alleviate the need; and
- The benefits to the volunteer.

In evaluating your recruitment message, ask yourself the following questions:

- Does the message honor the volunteer?
- Do I know why some people might not say yes?
- Is the message tailored to a target audience?
- Does my invitation include the needs of our customers?
- Who in the organization can best deliver this message?

Recruitment Strategies

The two most common strategies used to recruit volunteers for defined positions are *non-targeted* recruitment and *targeted* recruitment. Non-targeted recruitment means looking for people with general skills, such as volunteers to participate in community clean-up projects or stock shelves at a food pantry. Targeted recruitment involves looking for people with specific skills, such as word processors, public relations experts, or graphic artists. Both strategies must use the recruitment messages as described above.

Recruitment Process

People most often volunteer when they feel they are being asked to get involved personally. Don't assume a general advertisement in a newspaper will attract all or most of the volunteers you need. People need to be asked again and again! Recruit for specific projects and programs throughout the year rather than during a once-a-year campaign. When recruiting volunteers, involve the entire department. Sometimes the department volunteer contact/coordinator is not the most effective recruiter. In membership groups such as the Kiwanis or Rotary, for example, an active member of the group is the better choice to deliver the message. In addition, peers may be especially good at recruiting students and professionals.

Recruiting for Diversity

Diversity should be an essential element in your recruitment plan. In addition to race and ethnicity, consider other components of diversity, such as age, gender, education, income levels, religious beliefs, physical abilities, and skills. Know the demographics of the community your department serves. Also, consider recruiting volunteers from the population your department exists to serve. This demonstrates to the community that people are assets, and it tells your customers that you value them as partners, not just as clients.

Finally, consider deliberate and strategic outreach to youth, seniors, and people with disabilities. These groups have traditionally been viewed as targets of volunteer efforts, not as potential volunteers. Everyone has something to offer, and youth organizations may be in an ideal position to bring out the best in those who are rarely asked to volunteer.

Recruiting Techniques

There are many techniques available for recruiting volunteers. You must decide which is best for disseminating the recruitment message for your department and for your specific volunteer positions. The Human Resources Department will create and maintain a volunteer page on the City Web Site and staff an information and referral line. Some additional recruitment techniques include:

- Mass media -- print and broadcast
- On-line recruitment through City of Sacramento volunteer web pages, other volunteer centers' web sites, other local and national on-line recruitment web sites
- Email announcements and newsletters
- Public speaking
- Outreach to membership or professional organizations
- Slide shows

- Videotapes
- Direct mail
- Articles in local newspapers and newsletters of other organizations
- Referrals from individuals associated with your department including volunteers
- Volunteer fairs
- Volunteer referrals

Section 4: Screening, Interviewing and Placement

Matching potential volunteers to volunteer positions will be an important part of your program's success. Making the match involves using a series of screening techniques that allow the organization and the volunteer to get to know each other and decide whether and how to best work together. Department Volunteer Coordinators may use the screening tools human resources staff use: applications, reference checks, interviews, background checks, training, and observation. Screening potential volunteers should be as sophisticated as necessary for the type of volunteer task under consideration. Volunteers for a community clean-up and Volunteers in Policing, for example, would go through very different screening processes. The goal of screening is to get the right volunteer into the right position.

Initial Contact

The initial contact is the first step in the process of determining the fit between a potential volunteer and your program. Whether that contact is by telephone, in person, or on-line, be prepared to provide some basic information about your department and the volunteer opportunities available. Also, get a general idea of what the volunteer is interested in doing and why he wishes to serve your department. If it appears there may be a fit, gather relevant contact information, including:

- Method of contact
- Name
- Address, including zip code
- Telephone numbers (with area code)
- Fax number and e-mail address
- Referral source (how the potential volunteer heard about the program)
- Specific activities the potential volunteer may be interested in doing as a volunteer

Applications

After the initial contact, you will want to either schedule an interview or have the prospective volunteer complete an application for the position for which the person is applying and decide after reviewing it whether to invite the person in for an interview. Volunteer applications may be very simple or extremely detailed, again, depending on the volunteer position involved. The application and the interview should elicit enough information to determine whether the prospective volunteer is appropriate for your organization and, if so, how he or she may best serve the organization. See Attachment 2 for a sample Volunteer Interest Form and Agreement Form. See Attachment 3 for a sample Short-term Volunteer Information and Agreement Form. See Attachment 4 for a sample Parental Consent Form.

Background Checks

Depending on the nature of your department, the customers you serve, and the work to be done by volunteers, you might require additional screening before placing a volunteer. Be sure to check with the City's Volunteer Coordinator if you have questions. Some screening tools are:

- Personal and/or employment references
- Criminal background checks
- Fingerprinting
- Driving records checks

Volunteer programs induct volunteers differently according to what procedures best suit the program. Some will conduct a background check and then proceed to the interview, while others believe it is more efficient to meet the applicant before conducting a time-consuming and sometimes costly background check.

Interviews

A face-to-face interview provides an opportunity for a more detailed discussion of your department's mission, vision, and goals, as well as the volunteer's interests, motivations, and needs. It may be appropriate for the volunteer to be interviewed by more than one person on staff or by volunteers. Whether you use a scripted list of questions based, in part, on information provided on the application, or you simply work from the application itself, the interview is your opportunity to learn about the potential volunteer's:

- Knowledge, skills, and experience pertinent to the requirements of the volunteer position;
- Preferences or aversions to specific tasks or types of assignments;
- Schedule and availability;

- Willingness/ability to make the necessary time commitment; and
- Willingness/ability to meet other department expectations.

Placement

You should make every effort to place the volunteer in a position that provides a good match between the skills and interests identified during the screening process and the duties you need performed. This effort will pay off in the quality of tasks performed and the volunteer's level of satisfaction.

Sometimes, even with appropriate support and training, the first placement may not be the best match. Be flexible enough to try other positions that might provide a better fit. You may also refer the volunteer to the City's Volunteer Coordinator for placement in another department or program.

Finally, not every potential volunteer may be suited for your program--in any capacity. No matter how short-handed your department might be, it is better to be short-handed a bit longer than to invest time and energy in a volunteer who isn't a good fit for your program.

Section 5: Orientation and Training

Initial orientation and training prepares volunteers to perform their duties efficiently and effectively. The policies and procedures developed earlier form the basis for the orientation; the position description forms the basis for the training. Volunteers who understand what is expected of them do a better job and feel satisfied by performing their duties and serving your organization.

Orientation

Orientation to your department helps volunteers see their service within the context of the City. Even the most menial tasks can become meaningful if presented in such a way that the volunteer understands how the task fits. Orientation is typically provided by the department volunteer coordinator and includes the following topics:

- **City and Department Overview**
 - Description and history of the City
 - Mission, Vision, Values and Goals
 - Organization, structure, and introduction of key staff

- Description of programs and customers served
- Time lines and descriptions of major organizational events and activities
- Explanation of who's who and who does what
- Location of restrooms, supplies, and equipment
- Arrangements for breaks, meals, and refreshments
- Parking
- **Culture and Language of the Organization**
 - Handbook of policies and procedures
 - Glossary of terms
 - Index to codes and abbreviations
- **Facilities and Staff**
 - Tour of the facility
 - Where to store personal belongings
- **Volunteer Program Policies and Procedures**
 - Types of tasks or other ways in which volunteers contribute
 - Service requirements
 - Check-in procedures
 - Record keeping
 - Training opportunities
 - Continuation/Discontinuation of volunteer assignments
 - Volunteer assignment review procedures

To ensure understanding of and compliance with program policies and procedures, provide each volunteer with a written resource in the form of a volunteer handbook, orientation packet, or other reference guides. This written resource may be provided during the volunteer's orientation or during their induction into your program. The resource reinforces the information presented in training, helps to address questions that arise during service, and can prove useful as a supervisory tool. The Department of Human Resources provides a Volunteer Orientation Handbook available for each new

volunteer. Department volunteer coordinators should request the handbook from the City's Volunteer Coordinator and may wish to add additional materials related to the specific volunteer assignment or department.

Treating volunteers as part of your departmental staff helps them feel they are part of a team and fosters commitment and retention. Volunteers, as staff members, help represent your department to the public. The more they know and understand about the nature of your operations and your cause, the more they can contribute to public relations, marketing, and advocacy.

Training

Training gives volunteers the direction and skills necessary to carry out assigned tasks. Training is typically provided by the staff in the area of your department where the volunteer is assigned. In general, training should be:

- Specific to the requirements of the volunteer position
- Geared to the skill level of the volunteer
- On-going and address needs identified by both volunteer and supervisor
- Periodically evaluated to determine if it is on track

Training is also a form of recognition and serves to keep a volunteer motivated, committed, and performing the quality of service you expect. Sending a volunteer to a special class or conference can be a reward for service, even if the class is not directly related to the volunteer's assignment but is of broad interest to your department, such as CPR training, public speaking, conflict resolution, or team building.

City Departments are responsible for assuring that all professional volunteers who meet the criteria under the Political Reform Act for "consultant" file a Form 700 Statement of Economic Interest. Professional volunteers are subject to disqualification from participation in decisions in which the volunteer has an economic interest. Additionally, professional volunteers must receive conflict of interest information and training through the City Attorney as well as attend a mandatory volunteer orientation by the Department of Human Resources.

Section 6: Supervision

Volunteers need support to perform their duties. They should have a designated supervisor to whom they can turn for advice, guidance, encouragement, and feedback. The supervisor also needs to provide the materials, training, and direction to enable the volunteer to perform assigned tasks.

A supervisor is responsible for getting the job done by enabling others to do the work. The most important responsibility of a supervisor of volunteers is creating an environment that empowers the volunteers to perform their duties. Empowered volunteers are willing to take responsibility for what they are doing, contribute more than expected, and perceive themselves to be important members of the organization's staff. Empower volunteers by providing:

- Sufficient orientation to the organization,
- Clear and appropriate expectations,
- Proper training and equipment,
- Volunteer assignment review, and
- Regular reinforcement and recognition.

Volunteers want and need feedback from their supervisors. An effective supervisor should be concerned that volunteers have confidence in themselves, and are satisfied with their level of contribution.

The supervisor should be both willing and able to manage your department volunteers. Not everyone knows how to work with and motivate volunteers. While many of the principles of supervision are the same for paid or unpaid staff, managing volunteers effectively takes special effort to see that volunteers' need for satisfaction with their assigned duties is met. Department volunteer coordinators can support the supervisors of volunteers by eliciting feedback from the supervisors and using it to evaluate the volunteer program periodically, by facilitating the sharing of experiences among the supervisors, and by showcasing good volunteer supervision.

Additionally, supervisors need to follow these City policies for volunteers and professional volunteers:

- **ID Badges:** Volunteers may receive City ID badges at the request of their supervisors. The volunteer can be issued a badge on the City card stock in a color matching the City department that they are associated with. Where the “City of Sacramento” usually appears at the top of the badge, the title “Volunteer”,

“Intern” or “Student Assistant” will be printed. The individual’s name and the department that they are associated with will be printed in the same spaces used on employee badges. ID badges grant access only to those areas specified by their supervisor as necessary to their work. The approval of the City manager or designee must be obtained to allow volunteers access to any additional areas in City Hall. Short-term volunteers will not be issued a City badge.

- Communications: Volunteers and professional volunteers must complete the API#30 agreement form allowing usage of the City computers and communications equipment if electronic communication is part of their duties. Professional volunteers should have and always use City email addresses when communicating about City business. The City Council has declared the writings of volunteers to be City public records consistent with the policy of such writings by City employees or consultants.
- Attendance at Meetings: Volunteers may not attend meetings where confidential City information is exchanged.
- Authority: Volunteers and professional volunteers do not have the authority to direct City employees.
- Compensation: The City will not pay any compensation to volunteers, but departments may pay for or reimburse parking fees. Professional volunteers may not receive compensation from third parties to perform volunteer work for the City unless the City Council has approved a written agreement between the third party and the City for such professional volunteer services.
- Conflict of Interest: The supervisor has the responsibility to ensure the professional volunteer’s compliance with the City’s Conflict of Interest Code.

Section 7: Volunteer Assignment Review

Volunteers add value to an organization; reviewing their assignments with them is one way to quantify their contributions toward achieving the mission of your department. Department volunteer coordinators and the volunteer's supervisor conduct periodic assignment reviews to give volunteers feedback on how they are performing assigned duties and tasks and meeting current objectives. These assignment reviews also give the coordinator and the supervisor opportunities to set new goals for the volunteer, identify additional training needs the volunteer may have, and determine the effectiveness of the volunteer program procedures.

Volunteer Assignment Review Procedures

When you review assignments with your volunteer staff, use the clearly defined volunteer assignment descriptions as the basis for your discussion. The review should be a 2-way discussion of progress and collegial in nature. Discussion points might include:

Skills

- Dependability
- Cooperation
- Effective communication
- Problem solving
- **Accomplishments**
 - Supports department mission and vision
 - Meets goals and objectives of position
 - Completes assigned tasks

Tips for Volunteer Assignment Review

An Assignment Review presents a picture of the volunteer's effectiveness. The information should be shared with the volunteer in such a way that it:

- Reinforces the volunteer's contributions
- Emphasizes the volunteer's impact on the organization
- Focuses on the volunteer's skills and accomplishments

Options When Volunteer Performance Is Substandard

When volunteers are performing below expectations or their service is no longer in the best interest of your department. You may consider:

- Re-training
- Transferring the volunteer to a new assignment within your department
- Contacting the City's Volunteer Coordinator for re-assignment to another department
- Discontinuing their volunteer service

Volunteers should understand from their initial induction into your program that their volunteer service may be discontinued without cause and that they serve “at will”. The volunteer or the supervisor can end the assignment at any time.

Section 8: Retention and Recognition

Understanding volunteers' motivations and remaining sensitive to their needs are essential to retaining volunteers. People's reasons for volunteering can differ dramatically. Regular and open communication will help determine the motivating element specific to each volunteer. Remember, also, that personal motivations can change over time.

Basic Motivation Factors

There are three primary reasons why people choose to volunteer:

- **Power:** a volunteer motivated by power may need to be independent or to have control over a project.
- **Achievement:** a person motivated by achievement may seek to learn new skills through participation in a project.
- **Affiliation:** a person motivated by affiliation will volunteer because they enjoy the social aspects of the work.

Assessing Motivation

The better you get to know a volunteer, the better you'll be able to identify that volunteer's motivation. Two-way communication is the key to success. Some strategies for keeping abreast of a volunteer's satisfaction include:

- Regularly sharing new developments in the program, the department, and the field.
- Periodically soliciting the volunteer's suggestions about the program.
- Finding out what the volunteer likes most about the assignment and, if necessary, moving the volunteer to a position or department that includes more of what the volunteer enjoys.

Another strategy for retaining volunteers is giving exceptional volunteers more responsibility. A volunteer for an event, for example, might be recruited to become a volunteer for a sustained position and eventually be placed on an advisory board. Again,

ongoing and open communication will be key to keeping volunteers engaged with your department or elsewhere in the City.

Recognition

Recognition is how a department tells volunteers that their efforts are important. Expressing thanks for donated time, energy, and expertise makes volunteers feel valued and appreciated. Praising individual volunteers, as well as the group, is a key volunteer retention strategy.

Recognition should be frequent and personal. Being sensitive to what volunteers expect helps the coordinator to design appropriate recognition activities. For example, volunteers seeking power may enjoy being thanked by the department head. A simple thank you from the paid staff may be appropriate for volunteers motivated by achievement. A party is right for the folks who volunteer to socialize. Section 10 contains resources you can use to plan effective recognition.

Finally, even when a volunteer is satisfied with his or her position in your organization and is properly recognized, life events, such as family re-location, may require the volunteer to move on. Plan for turnover among your volunteers.

Awards For Volunteer Service

Each year many local, state, and national organizations present awards to individuals and groups for their outstanding volunteer service. The awards programs typically require that a written nomination be submitted by the agency where the person volunteers. Using pre-determined criteria, the award program selects volunteers to receive special recognition. The award recipient may attend a ceremony, receive a written commendation, or have a donation made in his or her name to the department that nominated him or her. Many organizations hold events to recognize volunteers in April during National Volunteer Week, although time lines vary.

California has a list of volunteer award programs. You may discover additional volunteer award programs sponsored by local government or civic groups. Some businesses sponsor volunteer recognition programs. Other organizations sponsor award programs to recognize specific categories of volunteers, such as youth or seniors.

The City Volunteer Coordinator and the departmental volunteer contacts will explore the development of a city-wide recognition program for volunteers.

Section 9: Measuring Program Effectiveness

Department heads must make critical decisions regarding the distribution, use, and management of available resources. To help make these decisions, department volunteer coordinators need to document: (1) how financial, material, equipment, in-kind, and human resources have been, are being, and will be used by the department to support volunteer efforts; and (2) what benefits these resources have brought to the department and its customers.

Evaluation should be tailored to your department's capacity to evaluate. There are two basic types of evaluation. Formative program evaluation is used to monitor ongoing program effectiveness and to manage activity. It guides mid-year (or mid-project) adjustments and provides mid-year data for a year-end report. Summative program evaluation is a year-end (or project-end) report that includes results, strengths, weaknesses, recommendations, and future plans.

Data Collection

To measure program outcomes or attainment of program objectives, it is necessary to systematically collect and record baseline data in the early stages of planning. This data reveals how things were before the volunteer program went into effect. Once you have established the baseline, collect data that will show changes in behaviors, skills, or attitudes of the people affected by the volunteer program and the added value the program brings.

Pursuant to API # 41, Volunteer Coordination, department volunteer coordinators are required to submit the following data on a monthly basis to the Human Resources Department: total number of volunteers and the total number of volunteer hours.

Departments may choose to collect additional data to measure program effectiveness. Data collection should draw on information already collected, and additional collection instruments should be developed based on the:

- Program goals and objectives
- Group targeted for evaluation
- Activities to be evaluated
- Resources available for implementing the evaluation

Evaluation Report

The Human Resources Department will produce a quarterly report of citywide volunteer activity, including departments, number of volunteers, number of volunteer hours, and projected cash value.

Departments also are encouraged to compile evaluation data into reports. This data should be used to analyze how well the plan was implemented. The data collection method, or evaluation, should gather the best data the budget will allow and provide adequate time for gathering and analyzing the data. The evaluation report should be a succinct statement that summarizes the results or outcomes of the program activities.

When developing the report, consider the audience and how the information will be used. For example, ask yourself which of the following groups the data is intended to influence or inform:

- City Council
- Funding sources
- Agency managers and staff
- Agency volunteers
- General public

The goal of your evaluation report will also influence the report's content and appearance. Consider whether the goal of the report is to:

- Justify funding
- Gain additional support
- Demonstrate effectiveness
- Identify strengths and weaknesses of the program
- Determine future planning
- Celebrate accomplishments
- Recruit additional volunteers

Key Questions To Ask

The questions you could ask to evaluate your volunteer program's effectiveness are almost endless. Limitations of time, money, and staff will focus the evaluation questions to the most essential ones to give you information to improve your program. Some possible questions:

- Is the program operating in conformity with its original design?
- Have adjustments been made as needed?
- Were the stated outcomes achieved?

- Is evaluation data being used for future planning?

Several resources are available to guide you in evaluating your program. See Section 10 for some suggestions.

Section 10: Resources and References

Most articles and books are available through the Non-profit Resource Center located on the second floor of the Central Library.

Articles and Books

A Practical Guide to Creating and Managing a Business/Education Partnership. Alexandria, Virginia: National Association of Partners in Education, 1990.

"By Definition: Policies for Volunteer Programs." *Volunteer Ontario*, Spring, 1993.

Cole, Kathleen M. and James C. Fisher. *Leadership and Management of Volunteer Programs.* San Francisco: Jossey-Bass, 1993.

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Perry, Mary Lynn. *Get Involved! A How-to Volunteer Guide for Parents, Teachers and Youth*. Sacramento: Volunteer Center of Sacramento, 2009.

Silver, Nora, PhD., ed. *Positioning the Profession: Communicating the Power of Results for Volunteer Leadership Professionals*. Richmond, VA: Association of Volunteer Administration, 1999.

Staff Screening Toolkit. Washington, DC: Non-Profit Risk Management Center, 1998.

Stallings, Betty B. *Resource Kit for Managers of Volunteers*. Pleasanton, California: Building Better Skills, 1992.

Stern, Gary J. *Marketing Workbook for Non-Profit Organizations Volume 1: Develop the Plan*. Wilder Foundation.

Tremper, Charles and Gwynne Kostin. *No Surprises: Controlling Risks in Volunteer Programs*. Washington, DC: Non-Profit Risk Management Center, 1993.

Vineyard, Sue. *Beyond Banquets, Plaques and Pins: Creative Ways to Recognize Volunteers and Staff*. Downers Grove, Illinois: Heritage Arts, 1989.

Vineyard, Sue. *New Competencies for Volunteer Administrators*. Downers Grove, Illinois: Heritage Arts, 1996.

Vineyard, Sue. *Evaluating Volunteer Programs and Events*. Downers Grove, Illinois: Heritage Arts, 1994.

Websites

DOVIA (Directors of Volunteers in Agencies) – <http://www.doviasacramento.org>

Energize Inc. – <http://www.energizeinc.com>

California Volunteers – www.californiavolunteers.org

City of Sacramento, Volunteer Program – www.cityofsacramento.org/volunteers

Hands on Sacramento – www.handsonsacto.org

Independent Sector – <http://www.independentsector.org>

Points of Light Foundation – <http://www.pointsoflight.org/>

Volunteer Today – <http://www.volunteertoday.com>

Volunteer Center of Sacramento – www.volunteersac.org

Youth Service America - <http://www.ysa.org/>

Organizations

Directors of Volunteers in Agencies (DOVIA) Sacramento
c/o Lauren Anderson, RSVP
3727 Marconi Avenue
Sacramento, CA 95821
(916) 875-3631

California Volunteers
1110 K Street, Suite 210
Sacramento, CA 95814
(916) 323-7646

Points of Light Institute
1875 K Street, NW 5th Floor
Washington, DC 20006
(202) 729-8000
Email: Info@pointsofLight.org

Attachment #1: Citywide Policy for Volunteer Coordination



Policy: Volunteer Coordination

FULL POLICY/GUIDELINE CONTENTS

Policy/Guideline Statement
Reason for Policy/Guideline
Procedures
Forms/Instructions
Contacts

Policy Number: **AP-3101**

Document Type: **Policy**

Version: 2.0

ADDITIONAL DETAILS

Definitions
Appendices
FAQ
Related Information
History

Effective: June, 2009

Last Updated: August, 2004

Responsible Department/Division:
*Department of Human
Resources/Administration*

Policy Statement:

The City of Sacramento supports and encourages the use of volunteers when and where it is feasible and appropriate. Volunteers do not replace city staff; rather volunteers should complement and supplement city staff efforts. This policy sets forth the procedures for the use of volunteers in any City department or program. Departments must determine the need for and use of volunteers consistent with this policy.

Supervision: The Volunteer Coordinator will develop and disseminate guidelines for supervising volunteers (Volunteer Program Manual). City Departments will be responsible for supervising volunteers, including recognition and discontinuation of service.

Professional volunteers should have and always use City email addresses when communicating about City business. The City Council has declared the writings of volunteers to be City public records consistent with the policy of such writings by City employees or consultants.

Attendance at Meetings: Volunteers may not attend meetings where confidential City information is exchanged.

Authority: Volunteers and professional volunteers do not have the authority to direct City employees.

Administration: The Volunteer Coordinator convenes Citywide Volunteer Coordinators Meetings to coordinate and refine department roles and program activities and share resources. City Departments that are interested in utilizing volunteers will appoint a departmental volunteer contact to coordinate departmental activities described herein.

Accountability: The Volunteer Coordinator will produce a quarterly report of volunteer activity including departments, number of volunteers, number of volunteer hours, and projected cash value. City Departments will track volunteer hours and submit them to the Human Resources Department on a monthly basis.

Compensation: The City will not pay any compensation to volunteers, but departments may pay for or reimburse parking fees. Professional volunteers may not receive compensation from third parties to perform volunteer work for the City unless the City Council has approved a written agreement between the third party and the City for such professional volunteer services.

Conflict of Interest: The supervisor has the responsibility to ensure the professional volunteer's compliance with the City's Conflict of Interest Code.

Employees as volunteers: Employees who leave City service must wait a minimum of 6 months in order to volunteer in the same department or to perform duties related to their previous position.

Purpose:

The purpose of this policy is to establish consistent procedures for volunteer recruitment, application, selection, registration, training, supervision, reporting and program administration and evaluation within the City of Sacramento. Responsibility for these procedures is shared among the Human Resources Department and individual City Departments who use volunteers. City Departments who use volunteers will develop specific department procedures to clarify their responsibilities described herein. This policy will also provide guidance for the use of professional volunteers who provide highly skilled

services without compensation to the Mayor/Council or department staff. Professional volunteers are those unpaid staff who would otherwise fit the Fair Political Practices Commission definition of “consultant”.

Procedures that apply:

- Procedure # - Volunteer Coordination
-

Forms/Instructions that apply:

- Form - Professional Volunteer Assignment Description Template
-

Responsible Department:

Department of Human Resources/Administration

Definitions:

A **volunteer** is defined as a non-compensated individual who offers services to a city department or affiliated non-profit agency.

Terms of Service

- **On-going** – this volunteer is helping on a regular, scheduled basis and may continue providing service over many months or years.
- **Short-term** – this volunteer may assist with a special event or project and/or may be on-call. Service hours and length of service will vary. Often the volunteer will assist for 25 hours or less within a calendar year.

Special Categories of Volunteers

- **Youth** – an individual who is under 18. Parental consent is required for the youth to participate. In practice, volunteer opportunities start at age 12 and may require a parent or guardian to volunteer with the youth.
- **Student Intern** – an individual attending high school or college who receives academic credit for their volunteer service, but is not paid by the City.
- **Corporate Volunteers** – often provide assistance for short-term activities and may want to create an opportunity for team building.
- **Employees** of the City of Sacramento and its non-profit affiliates – employees volunteer for activities outside their regular job classification and their volunteer service is separate from any paid work responsibility.

- **Work Experience** – an individual interested in gaining or increasing experience in a particular field. May be referred through a local school or work study program such as R.O.P. or Sacramento Job Corps or an adult re-entry program such as AARP. May receive pay from the referring agency, but not from the City.
- **National Service** – an individual from a federal program such as Americorps, Foster Grandparents, VISTA, RSVP or other service corps and may receive a stipend or paid expenses through that program, but is not paid by the City.
- **Court Referral** – an individual who has been referred by a local agency and has been sentenced by a court to provide volunteer service in the community.
- **Community Service** – an individual, club, troop, or group as part of an assignment or program needs to complete volunteer service, often a short-term project.
- **Service-learning** – a term used by educators to highlight that community involvement by students should be combined with an educational component. Often there is a “reflective” process and service and learning are balanced.
- **Advisory Boards and Committees** – community members provide policy direction, and help provide resources and services to programs.
- **Professional volunteers** - are unpaid staff who would otherwise fit the Fair Political Practices Commission definition of “consultant”.

Appendices:

- Computer Usage API#30
- Volunteer Program Manual
- Volunteer Orientation Handbook

Frequently Asked Questions:

Does the City have volunteer opportunities?

Yes, there are a wide variety of opportunities for both short-term activities and on-going support.

Where do I find out about opportunities?

The City maintains volunteer web pages which list the current opportunities.

Visit: www.cityofsacramento.org/volunteers or www.sacvolunteers.org

How do I apply?

Contact the City's Volunteer Coordinator or the department or program coordinator listed in the description.

Are there opportunities for youth?

Yes the City offers a variety of opportunities for youth and teens. Contact the City's Volunteer Coordinator for a list of programs accepting youth and also for a list of short-term activities available for youth to participate in.

Can groups, clubs or employees of a business volunteer?

Yes, the City offers a number of group opportunities and in some cases an opportunity can be developed for groups to participate in.

Are student interns volunteers?

Unpaid student interns are subject to the same policies, procedures and rules as volunteers and their hours should be counted towards the program or department's monthly total.

Are City employees allowed to volunteer?

Yes they can provided that they are volunteering in a capacity unrelated to their regular job and are volunteering outside their normal work schedule.

Reference Information:

- 1997 Volunteer Protection Act
- City of Sacramento Volunteer Web Pages:
(www.cityofsacramento.org/volunteers or www.sacvolunteers.org)

Document History:

Amended: June 2009 (New Template)
Supersedes: API# 41 – Volunteer Coordination
Effective: August 2004

Keywords:

Volunteer, community service, intern, professional volunteer, AmeriCorps, court referral.



Procedure: Volunteer Coordination

Related Policies
Volunteer Coordination

Procedure Number: **PR-3101-01**

Policy it Applies to: **AP-3101**

Version: 2.0

Effective: *June, 2009*

Last Updated: *August 2004*

Responsible Department/Division:
*Department of Human
Resources/Administration*

Procedure

Once the determination has been made to use a volunteer(s) the department must identify the necessary components and forward the information to the Volunteer Coordinator in Human Resources for review, as follows:

1. tasks to be performed
2. number of hours requested and proposed schedule
3. necessary skills
4. required training to be provided
5. anticipated duration of the assignment

Departments wishing to include a professional volunteer as part of their staffing are required to complete the Professional Volunteer Assignment Description form (linked) detailing the duties, roles and assignments of professional volunteers. A defined term of service shall be included as part of the Volunteer Agreement for professional volunteers.

The Volunteer Coordinator will review the requested assignment for appropriate use and conformance to the Volunteer Coordination Policy.

Recruitment

The Volunteer Coordinator will develop and disseminate a Volunteer Program Manual (linked), maintain a Citywide Volunteer Web Page (www.cityofsacramento.org/volunteers), staff and publish a City Volunteer Information and Referral Line, and establish linkages among targeted volunteer markets in the community and interested City Departments.

City Departments will design and implement their own supplemental recruitment strategies to meet department volunteer needs. City Departments are also expected to submit web page content updates and volunteer opportunities to the Human Resources Department on as needed basis.

Application

The Volunteer Coordinator will develop and disseminate a Citywide Volunteer Application and Agreement form (linked). Departments may use their own forms as long as all required information is collected.

City Departments, using their own form or the Citywide Volunteer Application and Agreement form, will solicit applications from prospective volunteers and maintain these records at the department level for a period of 3 years past the date of separation.

Selection

The Volunteer Coordinator will develop and disseminate a Volunteer Program Manual (linked) that includes guidelines for selecting volunteers.

City Departments will conduct their own selection activities in accordance with City guidelines and department requirements and maintain such documentation at the department level for a period of 3 years past the date of separation.

Registration

The Volunteer Coordinator will maintain a list of active City volunteers that includes volunteer name, department, work site, and supervisor as provided by Departments.

City Departments are required to maintain a list of active volunteers, work site and supervisor to be provided to the Volunteer Coordinator upon request.

Training

The Volunteer Coordinator will develop and disseminate a Citywide Volunteer Orientation Handbook (linked) that can be tailored and delivered by departments and provide technical support to assist department volunteer contacts in designing a volunteer program in accordance with this policy.

City Departments are responsible for assuring that all professional volunteers who meet the criteria under the Political Reform Act for “consultant” file a Form 700 Statement of Economic Interest. Professional volunteers are subject to disqualification from participation in decisions in which the volunteer has an economic interest. Additionally, professional volunteers must receive conflict of interest information and training through the City Attorney’s Office as well as attend a mandatory volunteer orientation by the Department of Human Resources.

City Departments will be responsible for training volunteers to perform their specific volunteer duties. The Human Resources Department is available to provide technical assistance as needed.

Supervision

The Volunteer Coordinator will develop and disseminate guidelines for supervising volunteers, Volunteer Program Manual (linked).

City Departments will be responsible for supervising volunteers, including recognition and discontinuation of service.

ID Badges: Volunteers may receive City ID badges at the request of their supervisors. The volunteer can be issued a badge on the City card stock in a color matching the City department that they are associated with. Where the “City of Sacramento” usually appears at the top of the badge, the title “Volunteer”, “Intern” or “Student Assistant” will be printed. The individual’s name and the department that they are associated with will be printed in the same spaces used on employee badges. ID badges grant access only to those areas specified by their supervisor as necessary to their work. The approval of the City manager or designee must be obtained to allow volunteers access to any additional areas in City Hall. Short-term volunteers will not be issued a City badge.

Communications

Volunteers and professional volunteers must complete the API#30 (linked) agreement form allowing usage of the City computers and communications equipment if electronic communication is part of their duties.

Reporting

The Volunteer Coordinator will produce a quarterly report of volunteer activity including departments, number of volunteers, number of volunteer hours, and projected cash value.

City Departments will track volunteer hours and submit them to the Human Resources Department on a monthly basis.

Program Administration and Evaluation

The Volunteer Coordinator convenes Citywide Volunteer Coordinators Meetings to coordinate and refine department roles and program activities and share resources.

City Departments that are interested in utilizing volunteers will appoint a departmental volunteer contact to coordinate departmental activities described herein.

Policy that applies

- Policy AP-3101 - Volunteer Coordination

Forms/Instructions that apply

- Form # - Professional Volunteer Assignment Description
- Form # - Volunteer Agreement
- Form # - Citywide Volunteer Application

Contacts

Department of Human Resources/Administration

Definitions

A **volunteer** is defined as a non-compensated individual who offers services to a city department or affiliated non-profit agency.

Terms of Service

- **On-going** – this volunteer is helping on a regular, scheduled basis and may continue providing service over many months or years.
- **Short-term** – this volunteer may assist with a special event or project and/or may be on-call. Service hours and length of service will vary. Often the volunteer will assist for 25 hours or less within a calendar year.

Special Categories of Volunteers

- **Youth** – an individual who is under 18. Parental consent is required for the youth to participate. In practice, volunteer opportunities start at age 12 and may require a parent or guardian to volunteer with the youth.
- **Student Intern** – an individual attending high school or college who receives academic credit for their volunteer service, but is not paid by the City.
- **Corporate Volunteers** – often provide assistance for short-term activities and may want to create an opportunity for team building.
- **Employees** of the City of Sacramento and its non-profit affiliates – employees volunteer for activities outside their regular job classification and their volunteer service is separate from any paid work responsibility.
- **Work Experience** – an individual interested in gaining or increasing experience in a particular field. May be referred through a local school or work study program such as R.O.P. or Sacramento Job Corps or an adult re-entry program such as AARP. May receive pay from the referring agency, but not from the City.
- **National Service** – an individual from a federal program such as AmeriCorps, Foster Grandparents, VISTA, RSVP or other service corps and may receive a stipend or paid expenses through that program, but is not paid by the City.
- **Court Referral** – an individual who has been referred by a local agency and has been sentenced by a court to provide volunteer service in the community.
- **Community Service** – an individual, club, troop, or group as part of an assignment or program needs to complete volunteer service, often a short-term project.
- **Service-learning** – a term used by educators to highlight that community involvement by students should be combined with an educational

- component. Often there is a “reflective” process and service and learning are balanced.
- **Advisory Boards and Committees** – community members provide policy direction, and help provide resources and services to programs.
 - **Professional volunteers** – are unpaid staff who would otherwise fit the Fair Political Practices Commission definition of “consultant”.

Appendices:

- Volunteer Program Manual
- Volunteer Orientation Handbook

Frequently Asked Questions

Does the City have volunteer opportunities?

Yes, there are a wide variety of opportunities for both short-term activities and on-going support.

Where do I find out about opportunities?

The City maintains volunteer web pages which list the current opportunities. Visit: www.cityofsacramento.org/volunteers or www.sacvolunteers.org

How do I apply?

Contact the City’s Volunteer Coordinator or the department or program coordinator listed in the description.

Are there opportunities for youth?

Yes the City offers a variety of opportunities for youth and teens. Contact the City’s Volunteer Coordinator for a list of programs accepting youth and also for a list of short-term activities available for youth to participate in.

Can groups, clubs or employees of a business volunteer?

Yes, the City offers a number of group opportunities and in some cases an opportunity can be developed for groups to participate in.

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Reference Information

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Procedure Document History

Amended: June 2009
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Attachment #2: Volunteer Interest and Agreement Form

Volunteer Interest Form
Volunteer Services
City of Sacramento
921 Tenth Street, Fifth Floor
Sacramento, CA 95814
(916) 808-8317

Name: _____

Address: _____

City/State/Zip: _____

Home Phone: _____ **Work/Cell Phone:** _____

E-mail: _____ **Birth Date:** _____

(If under 18)

Are you a current city employee? ____yes ____no

Employment and Professional Experience:

Education:

Volunteer Activities:

Times available: M ____ T ____ W ____ Th ____ F ____ Sat ____ Sun ____
 Mornings ____ Afternoons ____ Evenings ____
 Length of Assignment Desired: 3 mos ____ 6 mos ____ 6-12 mos ____
 Over a Year ____ On-call ____ Special Projects ____

Special Skills or Talents:

What are your present goals for a volunteer position? (e.g., gain school credit, work experience, court mandated service) _____

In case of emergency, please contact:

Name: _____ Phone: _____

Physician: _____ Phone: _____

Have you ever been convicted of a crime? You may omit: a) Traffic violations (Driving Under the Influence convictions must be reported); b) Any conviction committed prior to your 18th birthday which was finally adjudicated in Juvenile Court or under a youth offender law; c) Any incident sealed under Welfare and Institutions Code Section 781 or Penal Code Section 1203.45; d) Any marijuana conviction, more than two (2) years old, described in Labor Code section 432.8. If yes, please explain and give disposition:

Please note that a background investigation and fingerprinting will be required before placement in any sensitive volunteer position. In some placements TB testing is required.

References: Please list the names of two individuals we may contact as a reference. Do not list relatives.

Name: _____ Telephone: _____

Name: _____ Telephone: _____

I authorize investigation of all statements contained in this application and any supporting documents and I understand that a background check may be

conducted. I authorize the City of Sacramento and its non-profit partners to secure information from the references I have provided, and release all parties from any liability arising from such investigation.

Signature of applicant: _____ Date: _____

Checklist for Skills and Interests: (please check all that apply)

<u>Skill</u>	<u>Interest</u>	<u>Volunteer Assignment</u>	<u>Skill</u>	<u>Interest</u>	<u>Population:</u>
_____	_____	Caring for farm animals	_____	_____	Adults
_____	_____	Teaching about animals	_____	_____	Seniors
_____	_____	Exercising, grooming and bathing dogs/cats	_____	_____	Adolescents
_____	_____	Pet Foster Family	_____	_____	Children
_____	_____	Cleaning, feeding and maintaining animal exhibits	_____	_____	Disabled
_____	_____	Tour Guide/Public Speaking (history, art, or science)			
_____	_____	Teaching about plants			
_____	_____	Gardening			
_____	_____	Arts and Crafts			
_____	_____	Historical Research			
_____	_____	Historical Character Re-enactment			
_____	_____	Police Investigative Assistance			
_____	_____	Crime Prevention/Patrol			
_____	_____	Fire Education/Outreach			
_____	_____	Shelving Books/Mending Books			
_____	_____	Storytelling			

- _____ _____ **Reading to Children**
- _____ _____ **Tutoring youth**
- _____ _____ **Inspirational Speaker**
- _____ _____ **Field Trip Chaperone**
- _____ _____ **Sharing skills in music, arts and crafts, dramatic skits, cheerleading, sports**
- _____ _____ **General office work, typing, filing copying, data entry**
- _____ _____ **Web Site Maintenance**
- _____ _____ **Marketing/Graphics**
- _____ _____ **Neighborhood Clean-up (One-day event)**
- _____ _____ **Neighborhood Fix-up: Lawn maintenance, light repair, painting (Short-term)**
- _____ _____ **Water Conservation – education, audits, kit assembly, stenciling**
- _____ _____ **Visiting with Seniors**
- _____ _____ **Cooking**
- _____ _____ **Entertainer**
- _____ _____ **Sacramento Golf Council – golf tournament coordination**
- _____ _____ **Capital City Golf Historians – collect, preserve and share golf history**
- _____ _____ **On-call for special events – typical duties include meeting/greeting, registration, stage monitor, information booth, set up/tear down, runner/floater, serving refreshments**
- _____ _____ **Please place me on your e-mail distribution list for information about short-term and special event opportunities.**

VOLUNTEER AGREEMENT
(Must be signed by volunteer and supervisor)

- I agree to conform with rules and regulations of the City of Sacramento. I understand that I will begin service on a reciprocal trial basis. I agree to participate in orientation and training. I understand that a law enforcement clearance may be obtained and that references may be contacted. I am authorizing the City of Sacramento to contact my references.
- I understand my volunteer schedule and realize the City is depending on my services. If, for a serious reason, I cannot keep my commitments I will notify my supervisor in advance.
- I agree and understand that any work I perform within the scope of this agreement will be provided on a voluntary basis, and that I do not expect payment or other compensation for performing such work. I also understand that a volunteer position does not constitute an employee-employer relationship with the City of Sacramento, and that I serve at the discretion of the City Manager or designee.
- If I am currently a City employee I know that any volunteer work to be performed is outside of my regular job classification and is separate from any paid work responsibility.
- I agree not to divulge any information regarding persons who are receiving services or other assistance from the City or otherwise involved in my volunteer services. I recognize that unauthorized release of confidential information may make me subject to a criminal action.
- I understand that I am fully responsible for maintaining my own personal records of time volunteered to the City for the purposes of internships, community service, etc, subject to my supervisor’s verification. At the end of my volunteer service I can have my supervisor sign a letter documenting hours donated, and I understand that the City will maintain no permanent record of this time. I understand that I will be required to sign in and out.
- I understand that I am covered under the City’s workers’ compensation insurance in the event of an injury from rendering a volunteer service. I will report any injury or incident to my supervisor immediately.
- I understand that the City has a zero-tolerance policy against any type of harassment or discrimination. I agree to comply with this policy, and recognize that I will also be protected by it.
- I understand that the City has a zero-tolerance policy against any type of violence, threat or intimidation, implied or actual, in the workplace. I agree to comply with this policy, and recognize that I will also be protected by it.
- I understand that the City has a zero-tolerance policy against any use of, or being under the influence of, illegal drugs or alcohol in the workplace. I agree to comply with this policy.
- I understand that the City is not responsible for loss or damage to personal belongings.

Volunteer signature

Date

Supervisor signature

Date

Attachment #3: Short-term Volunteer Information and Agreement Form

City of Sacramento Short-term Volunteer

Information and Agreement Form

(Name of Event)

Dates of Service: _____

Total Hours: _____

Name: _____

Group/Agency _____

Address: _____

City: _____ Zip: _____

Home Phone: _____ Work/Cell Phone: _____

E-mail Address: _____

Emergency Contact: _____ Phone: _____

Relationship to Volunteer: _____

Medical Insurance Provider: _____

Insurance ID Number: _____

All Volunteers Must Complete This Section

Volunteer Agreement

I _____, choose to participate in the (Name of Event), as a volunteer and understand that my services are donated to the City of Sacramento (City) without contemplation of compensation or future employment, and given for humanitarian, religious or charitable reasons. I understand that I am covered under the City’s workers’ compensation insurance in the event of an injury from rendering a volunteer service. I will report any injury or incident to my supervisor immediately. I agree to abide by any rules and direction provided by those helping to administer (Name of Event.)

Signature of Participant: _____ Date: _____

All Volunteers Under 18 Years of Age Must Have Parent or Legal Guardian Complete This Section

Consent of Parent or Legal Guardian for Minor’s Participation as a Volunteer

I, _____, the parent or legal guardian of _____ choose to permit _____ to participate in the (Name of Special Event) as a volunteer. I understand that my child’s or ward’s services are being offered on a voluntary basis without anticipation of any financial remuneration. I agree that he/she will abide by any rules and direction provided by those helping to administer (Name of Event.) I understand that my child is covered under the City’s workers’ compensation insurance in the event of an injury from rendering a volunteer service. He/She will report any injury or incident to his/her supervisor immediately.

Signature of Parent or Legal Guardian : _____

Date: _____

CONSENT OF PARENT OR LEGAL GUARDIAN TO MEDICAL, DENTAL, OR HOSPITAL CARE OF MINOR VOLUNTEER:

I, _____ the parent or legal guardian of _____, a minor, who was born on _____, authorize medical, dental, surgical or hospital care, treatment, or diagnosis of said minor and I agree to pay for any medical, dental, surgical, or hospital diagnosis, treatment, or care rendered to or for said minor for a non-industrial injury.

Signature of Parent or Legal Guardian: _____

Date: _____

Consent of Parent or Legal Guardian to Use of Image of Minor Volunteer in Public Relations: Photos, videos of _____, my child or ward, may be used in City of Sacramento Public Relations.

Signature of Parent or Legal Guardian: _____

Date: _____

5/2009

Attachment #4: Parental Consent Form

Parental Consent Form

All Volunteers Under 18 Years of Age Must Have Parent or Legal Guardian Complete This Section

Consent of Parent or Legal Guardian for Minor’s Participation as a Volunteer

I, _____, the parent or legal guardian of _____ choose to permit _____ to participate as a volunteer. I understand that my child’s or ward’s services are being offered on a voluntary basis without anticipation of any financial remuneration. I agree that he/she will abide by any rules and direction provided by those helping to administer the volunteer program. I understand that my child is covered under the City’s workers’ compensation insurance in the event of an injury from rendering a volunteer service. He/She will report any injury or incident to his/her supervisor immediately.

Signature of Parent or Legal Guardian : _____

Date: _____

CONSENT OF PARENT OR LEGAL GUARDIAN TO MEDICAL, DENTAL, OR HOSPITAL CARE OF MINOR VOLUNTEER: I,

_____ the parent or legal guardian of _____, a minor, who was born on _____, authorize medical, dental, surgical or hospital care, treatment, or diagnosis of said minor and I agree to pay for any medical, dental, surgical, or hospital diagnosis, treatment, or care rendered to or for said minor for a non-industrial injury.

Signature of Parent or Legal Guardian: _____

Date: _____

Consent of Parent or Legal Guardian to Use of Image of Minor Volunteer in Public Relations: Photos, videos of _____, my child or ward, may be used in City of Sacramento Public Relations.

Signature of Parent or Legal Guardian: _____

Date: _____