

CITY OF NEW HAVEN VOLUNTEER REFERENCE GUIDE

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1. INTRODUCTION

It is a pleasure to welcome you as a volunteer with the City of New Haven! By choosing to volunteer you have shown a willingness to help your community grow through personal involvement. You may have chosen to share your talents, develop new skills, learn about city government or simply have a desire to help others. Volunteering may help you to fulfill service hours or gain experience for making future career decisions. Whatever your motivation, we hope your volunteer service with the City will be meaningful, and that you will quickly feel that you are an integral part of the City's operations. Not only will you impact those with whom you come into contact but you will also make a difference that extends far into our community.

This manual is distributed as part of your orientation to volunteer service with the City of New Haven. Training will be provided by a staff supervisor to enable you to effectively perform your assignment and to use required equipment properly and safely.

1a. Definition of Terms

The following definitions apply whenever these words and phrases are used in the Volunteer Manual:

Volunteer: An individual fulfilling a support role, without monetary compensation, who is screened, oriented, and trained through Volunteer Services.

Employee: An individual occupying a paid position with the City of New Haven.

Staff: Both volunteers and employees.

Staff Supervisor: Designated employee responsible for training, scheduling, and overseeing staff positions.

Position: Role into which a volunteer accepts placement in support of department needs.

Description: Detailed, written outline of essential functions of volunteer position.

1b. Core Values, Mission Statement, Vision Statement

Core Values

- . **Trust and Respect** – We maintain an open, honest and compassionate environment valuing and appreciating individuals.
- . **Teamwork** – We work as a single unit to fulfill the needs of our community.
- . **Service** – We exceed expectations in fulfilling our community's needs.

Mission Statement

The City of New Haven will represent our citizens, provide high level services, and plan for the future of our community.

Vision Statement

The City of New Haven will strive to offer a wide variety of opportunities, amenities and services to all its citizens, businesses and guests. Its ambition is to be regarded as the leader in the region for developing activities designed for all ages and for creating a friendly and supportive environment where its businesses and citizens can thrive and grow.

The City of New Haven will continue to be known as the community where all feel safe, warm and welcomed...where all care for one another and show pride in where they choose to live... where “hometown” refers to a sought-after lifestyle rather than a fond memory from one’s past.

1c. Purpose

This Manual provides a general overview of information concerning the policies that affect all volunteers, replacing all previous manuals, rules and regulations. City Administration reserves the right to change or revoke this manual, permanently or temporarily to meet the changing needs of the organization. Such changes shall be communicated to all volunteers.

2. CITY – VOLUNTEER RELATIONS

City Administration encourages an environment where volunteers and staff supervisors can freely discuss the needs, success and concerns of the volunteer and assigned position.

2a. Personal Conduct and Courtesy

The atmosphere of City Government is one of support and encouragement. Residents expect personal attention and respect. Therefore, the highest standards of conduct are expected from volunteers since they directly impact the lives of those with whom they come into contact.

Guidelines for standards of volunteer conduct include:

- . Performance of job assignments in a competent, safe, and friendly manner.
- . Proper and efficient use of City material, property, and equipment.
- . Effectively performing duties of position in cooperation with staff.
- . Notification to staff supervisor of intended absence and/or tardiness.
- . Being respectful towards staff, Elected Officials, the public and City Government in general.
- . Engaging in honest, ethical and lawful behavior.
- . Refraining from the use or being under the influence of alcoholic beverages and/or illegal drugs while performing duties as a volunteer.
- . Disclosure of the nature and extent of financial or other private interest from which they may personally or professionally profit through volunteer placement.

- Refraining from actively participating in political activities while performing their assigned roles/service.

2b. Confidentiality

Most of the material and information handled by staff is considered confidential including but not limited to payroll, personnel records, department specific information, and correspondence. Disclosure of confidential information to unauthorized sources is prohibited.

3. VOLUNTEER PLACEMENT

Placement of volunteers is made under the recommendation of City Administration in coordination with City Departments.

3a. Types of Volunteers

Episodic Volunteer: Short-term position, often one day in length.

Project Volunteer: Short-term position ranging from several days to several weeks.

Department (ongoing) Volunteer: Long-term position ranging from several months to several years.

Internship: Appointment affording those pursuing professional degrees an opportunity to gain actual work experience during a designated period of time.

Note: Volunteers may fall under one or more categories dependent upon assignment.

3b. Position Classification

There shall be a written position description provided upon placement. Both the volunteer and designated staff supervisor shall sign an acknowledgement of receipt.

City Departments may direct the creation of new position descriptions when needed. City Administration will aid in the development of all new and revised job descriptions as well as the revision of out-dated position descriptions with input from staff.

3c. Time Log

If a time log is needed for tracking purposes of volunteer hours or job completed a time log will be given to the volunteer to fill out and turn in to city administration.

3d. Volunteer Records

Data relating to volunteers will be kept in the confidential files located in City Administration and will only be shared internally as appropriate. Files shall be retained for seven years.

Any change of address, phone number or emergency contact should be immediately reported to City Administration.

Only City Administration and Staff Supervisors may verify volunteer service to prospective employers, schools, or organizations and write letters of recommendation.

4. VOLUNTEER POLICIES

4a. No Harassment Policy

The City of New Haven promotes diversity and does not tolerate harassment or discrimination of staff or the public. No person shall be discriminated against because of race, religion, color, gender, age, national origin, disability, veteran status or sexual orientation. Examples of unacceptable harassing or discriminatory conduct include demeaning, hostile or intimidating written, graphic, or verbal communications, such as offhand comments, epithets, jokes, slurs or negative stereotyping.

Sexual harassment is a specific form of harassment. Unacceptable conduct includes repeated, unsolicited comments, gestures, or physical contact of a sexual nature which is unwelcome and damaging to the integrity of the City/Volunteer relationship.

Report any incidents of harassment or discrimination immediately to Staff Supervisor or City Administration for further investigation and/or appropriate disciplinary action.

4b. Attendance Policy

Employees depend upon the commitment of the volunteers. If unable to report as scheduled, volunteers should contact their Staff Supervisor as early as possible. Volunteers will be informed if weather conditions or other unusual circumstances indicate schedules may be changed.

4c. Identification/Appearance Standards

Volunteers are expected to dress as appropriate for the day's activities according to the Staff Supervisor and shall wear issued identification badge while performing their assigned roles/service.

Examples of inappropriate dress include but are not limited to:

- Clothing with holes exposing excessive skin
- Extremely low cut shirts or high cut shorts/skirts
- Exposed undergarments or midriffs
- Clothing with offensive or political messages

4d. Safety Policy

Volunteers have the primary responsibility to perform tasks in a manner that ensures and contributes to the safety and health of staff and the general public. If unsure as to how to perform duties or operate equipment, volunteer shall request and receive additional training from Staff Supervisor.

Report unsafe conditions or environmental, safety, or health concerns to Staff Supervisor.

All volunteers may be asked to take part in city sponsored safety functions and training. Volunteers will be held to the same safety standards of full-time employees.

4e. Injury

In the event that an injury occurs while performing their assigned roles/service, the City of New Haven shall provide minor first aid.

Report any injury immediately to your Staff Supervisor.

4f. Vehicle Safety

It is the driver's responsibility to operate the vehicle in a safe manner and to drive defensively to prevent injuries and property damage. Volunteers are prohibited from talking, typing or texting on a cellular telephone or device while driving City vehicles.

A driving history records check will be performed on all driving volunteers. Volunteers shall have the appropriate classification of license to operate a vehicle. For example, if the volunteer is driving the number of persons who would typically require a chauffeur's license, that license will be required before work is to commence. In the same manner, if a volunteer is asked to drive a truck which has air brakes, a CDL and possibly air brake endorsement is required. If the employee is asked to attain one of the following upgraded licenses, the city may assist in the costs to obtain licensure.

Volunteers required to travel by automobile in the course of their service may be assigned a vehicle or may use their own vehicle with prior approval from their Staff Supervisor.

These volunteers must:

- . Provide a signed waiver form indicating that they have a valid Driver's license and automobile insurance to include collision, personal injury and medical coverage. NOTE: In the event that an accident occurs while using a personal vehicle for City business, the volunteer's personal insurance coverage will be primary. Any coverage provided to the volunteer by the city will be secondary.
- . Immediately notify Staff Supervisor and discontinue all use of vehicles while on City business if license has been suspended or revoked. The employee may also be subjected to drug and alcohol testing per city policy for all employees regardless of full-time or volunteer status.
- . Before a volunteer operates a vehicle for the city, the volunteer shall state in writing all traffic offenses for which they have been found guilty of or pled nolo contendere. The offenses of speeding may not be reported unless the volunteer has received more than two citations within the last ten years.
- . Report accidents immediately, or within a reasonable period of time, regardless of the extent of damage or lack of injuries. Volunteers shall refrain from making statements other than to respond to investigating officers. In addition, volunteers should also

avoid moving vehicles immediately after a crash. Investigators can perform a more thorough scene investigation if vehicles are left in their post-crash locations.

4g. Internet/Electronic Communications Policy

The use of any City resources for electronic communications should be related to City business and shall not be used for personal, political or commercial purposes. Electronic communications include but is not limited to electronic mail, internet services, voice mail, audio and video conferencing, facsimile messages, and telephone communications.

Volunteers shall assure that ID and password security procedures are maintained.

Prohibited electronic communications include, but are not limited to:

- Sending or receiving messages, access to which is restricted by law or regulations, or are in violation of copyright laws.
- Constructing communication so it appears to be from someone else.
- Obtaining access to the files or communications of others for the purpose of satisfying idle curiosity, with no substantial official purpose.
- Attempting unauthorized access, breaching security measures or intercepting transmissions.
- Sending or knowingly receiving lewd, pornographic, suggestive or offensive materials.
- All software or hardware downloaded to or installed on City-operated systems must be approved by the Information Technology Department.
- Devices shall not be used to record conversations, photograph or film staff, general public or documents without prior consent by all parties.

City Access and Disclosure: The City reserves the right to access contents of any communications that are sent or received over its communications systems.

4h. Smoking Policy

Smoking is permitted only in designated areas outside public buildings and is prohibited in all City vehicles.

4i. Alcohol and Substance Abuse Policy

Volunteers shall not be involved in the use, consumption, possession, sale, distribution or transfer of illegal substances or alcohol while performing volunteer duties.

Any volunteer taking a prescribed drug that affects their ability to perform the essential functions of their position must report such usage to their Staff Supervisor prior to service.

Volunteers may be required to submit to urine, blood, or other testing methods to determine if substances, including but not limited to drugs or alcohol, are in the volunteer's system. Such testing may be done randomly, upon initial placement, in the event of an accident or injury, or if the Staff Supervisor cites reasonable suspicion.

Refusal to submit to testing may lead to disciplinary action. In the same manner, a positive drug test or an admission of the use of drugs or alcohol during the performance of work for the municipality may also lead to disciplinary action.

4j. Progressive Discipline

Volunteers engaging in behavior detrimental to our community's wellbeing, or are violating policies as outlined in this manual, may be subject to disciplinary action.

Minor: *Verbal discussion to remedy improper action with Staff Supervisor and/or City Administration*

Moderate or Repeated: *Reassignment or Suspension of Service*

Severe: *Termination of Service*

4k. Separation Policy

Volunteers may terminate their service at any time and for any reason. Volunteers may be dismissed at any time, for any reason, with or without cause, and with or without notice.

4l. Exit Interview

Volunteers may be asked to complete and discuss a written exit evaluation with City Administration, which may help to improve future volunteer experiences, positions and policies.

All assigned property is to be returned to City Administration including but not limited to keys, identification (ID) badge and other equipment.

5. WELCOME TO VOLUNTEER SERVICE IN NEW HAVEN!

We appreciate and value all that you offer to the City of New Haven and hope that you find this service to be meaningful and enjoyable. By volunteering for the City of New Haven, you are truly making a difference in your community. Thank you!

**ACKNOWLEDGMENT OF RECEIPT
AND READING OF VOLUNTEER MANUAL**

I have received a copy of the Volunteer Manual outlining my responsibilities and expectations as a volunteer and the responsibilities and expectations of the City.

I have read the information contained in this manual. In the event that further clarification is needed, I will contact my staff supervisor and/or the City Administration Department.

I agree to comply with the guidelines, policies and procedures of the City of New Haven. I understand my placement can be terminated by myself or the City at any time.

This handbook is subject to change without notice. It is understood that revisions will supersede those found in this and all previous manuals.

(Signature of Volunteer)

Date: _____

(Printed Name of Volunteer)

Signature of City Administration Manager/Coordinator

Date: _____

Participant Waivers

RELEASE OF LIABILITY PLEASE READ CAREFULLY

I, _____, for myself, my heirs, and my personal representatives hereby assume all risk of personal injury or death from whatever causes arising, while I am participating in volunteer activities, which may be dangerous and risky, and release the City of New Haven, its officers, agents and employees from any liability therefore, directly or indirectly, and will defend, indemnify and save harmless the City, its officers agents and employees from any such liability, whether or not arising out of negligent or willful actions or the failure to act, including the City's own negligence. The consideration for my agreements herein is my being allowed to engage in the activity identified above. (Further, I certify that I am over 18 years of age.)

Dated this _____ day of _____, 20__.

Signature

Witness

If participant is under the age of 18 years, the following section must be completed.

I, _____, being a parent or legal guardian of _____, a child, for myself, my heirs and my personal representatives, hereby agree to defend, indemnify, and save harmless the City of New Haven, its officers, agents, and employees, from any action brought by or on behalf of the above-named child arising out of the activity identified above, which I understand may be dangerous and risky, including the City's own negligence. The consideration for my agreements herein is the City allowing said child to engage in such activity.

Dated this _____ day of _____, 20__.

Signature

Attachment B