

City of Wilsonville  
**Volunteer Policy Manual**

## **Introduction**

To protect and enhance Wilsonville's livability by providing quality service to ensure a safe, attractive, economically vital community while preserving our natural environment and heritage.

Thank you for your interest in volunteering for the City of Wilsonville. Volunteers play a vital role in delivering services to our city. It is important to offer volunteer experiences that benefit both the volunteer and the community. The City of Wilsonville understands volunteering allows citizens to give back to their community in meaningful ways and is a critical resource to the organization. Your service is highly valued and appreciated.

The City of Wilsonville is firmly committed to the safety of our volunteers. We make every reasonable effort to provide a safe and healthful workplace that is free from recognized or known potential hazards.

## **Volunteer Definition**

A volunteer is any person, approved by City of Wilsonville, who donates service in a City of Wilsonville sponsored volunteer program without expectation of pay or remuneration. Types of volunteers include:

- Elected officials
- Board members
- Library volunteers
- Community Center congregate meal volunteers
- Home meal delivery volunteers
- Parks volunteers
  
- City of Wilsonville employees may volunteer in other departments if:
  - The volunteer position is with an established City of Wilsonville volunteer program,
  - Duties of the position are outside the employee's normal work duties,
  - No work time is used to perform the volunteer duties,
  - The volunteer duties are performed solely at the option of the employee and there is no expectation, direct or implied, that the employee performs volunteer service, and
  - The employee signs a waiver indicating that the decision to volunteer is entirely his/her own and no payment for the work will be rendered.

Volunteers between the age of 14 - 17 are eligible for volunteer service if their volunteer application form is signed by a parent or guardian.

## Who is Not a Volunteer?

- Community service workers (by election) – Volunteer Accident Policy coverage provided with waiver.
- Persons not approved by the City of Wilsonville for volunteer service.
- Individuals between the age of 14 - 17 without an application form signed and approved by parent or guardian.
- Individuals or groups that are volunteering for another agency are not covered by the City of Wilsonville. Example: Boys Scouts performing services at a public event or volunteers of another entity responding in a mutual aid agreement.

## **Policies and Procedures to Become a Volunteer**

### Application

Potential volunteers must contact the City of Wilsonville prior to performing a volunteer project or job. The City Manager or designee oversees the Volunteer Program and will assist potential volunteers in determining the job specifics that best meet the needs of the City of Wilsonville and the volunteer.

All volunteers must complete and sign the Volunteer Application Form and waiver form, and return the completed forms for approval prior to start of work. Emergency contact information will be obtained from the Volunteer Application Form in the event of an emergency.

### Screening Process

Interviews may be conducted for certain positions prior to selection. Background, experience, and skills are carefully reviewed to match volunteers to appropriate assignments. Certain volunteer positions may require an additional Authorization to Release information to be completed for a background check.

### Approval

Volunteers will receive approval of acceptance in the City of Wilsonville Volunteer Program prior to starting work.

### Background Check Process

The background check will include a criminal and driving record search to be conducted on any volunteers;

- Working directly with a vulnerable population (including but not limited to children, elderly, or mentally disabled),
- Those not in direct line of sight of the supervising employee,
- Whose position will require use of a City computer,
- With access to City building access with a key card or fob, and/or

- Driving City vehicles, driving for volunteer service such as delivering meals in a personal vehicle, or driving a city vehicle to a work site or trail counting location.

The policy applies to volunteers who participate on an ongoing basis. This does not apply to one time volunteer events. If a volunteer has been inactive for one year or longer and their volunteer position requires a background check, a new background check is required before they start volunteering in any volunteer position that would require a background check.

### **Job Description and Physical Requirements**

A job description for each volunteer position or project will be provided detailing the duties, scope, and physical requirements of the work. Volunteers should carefully review the requirements and check with their personal physician if there any questions about their physical ability to perform the duties. Some positions may require medical release prior to volunteer work.

### **Vehicle Policy**

Volunteers may be cleared to drive as part of their volunteer work. The volunteer must complete and submit an approved driving history release form (in some departments the DMV Motor Vehicle check is performed as part of the criminal history check) prior to driving for the City of Wilsonville. A valid driver's license and an acceptable driving record are required before a volunteer will be permitted to drive while performing duties as a volunteer on behalf of the City of Wilsonville.

Volunteers who drive personal vehicles are required to provide proof of insurance that meets statutory requirements\* or the City of Wilsonville's fleet policy, whichever is higher.

- The owner of the personal vehicle's auto liability insurance is the primary payer. The City of Wilsonville's insurance is secondary to private coverage.
- Proof of current coverage must be provided each renewal by a copy of the vehicle owner's policy declaration page or certificate of insurance.

\*Oregon statutory requirements (ORS 806.010): \$25,000 per person; \$50,000 per crash for bodily injury to others; and \$20,000 per crash for damage to others property.

### **Orientation**

After approval and prior to the onset of volunteer work, the volunteer receives a departmental and job-specific review of procedures, duties, and scope of volunteer activities from supervisor. Any required personal protective equipment will be reviewed and provided. Safe work rules and rules of conduct are reviewed along with the volunteer policy. All personnel and safety rules apply to volunteer workers. Failure to comply with safety and personnel rules can terminate the volunteer relationship.

### **Safety Requirements**

No volunteer will be required to perform work that he or she believes to be unsafe or likely to cause injury or health risk to themselves or others. Volunteers are encouraged to report unsafe

conditions or hazards and must report incidents/accidents immediately to supervisor. Training, if required, will be provided for operation of specific equipment, machinery, or tools. Additionally, OR-OSHA training may be required to perform some volunteer duties

Volunteers are required to follow all safety and security procedures while performing volunteer duties, on or off City of Wilsonville's premises. Volunteers are required to wear appropriate protective equipment, clothing, and footwear at all times.

### Emergency Procedures

Emergency procedures for each volunteer worksite will be documented and provided to supervisors and to volunteer staff at time of orientation. Procedures will include:

- Emergency contact numbers for Fire/Police/Ambulance (especially if 911 service is not available in the area),
- A map showing the location and routes to emergency exits,
- The location of first aid supplies and equipment, and
- Actions to take in the event of a medical emergency or accident.

### Incident and Accident Reporting

Injuries and accidents must be reported immediately to a supervisor and an incident and accident investigation form completed, if applicable. If appropriate, secure the scene for investigation and documentation of the incident.

### Insurance Coverage

Normally, volunteers are considered "agents" and are covered by City of Wilsonville's general liability insurance while they are acting within the scope of their duties. Insurance coverage is not provided for personal property, equipment, or vehicles owned by volunteer workers.

For work related injuries, the City of Wilsonville provides an accident only policy.

### Record Keeping

Volunteer workers must track and submit hours on a weekly basis to their supervisor using the approved form provided by the City of Wilsonville. A record of volunteer hours is used to demonstrate when a volunteer is on the job for accident claims, and can be used to verify work experience for job references. It is required to compile the City of Wilsonville's annual workers' compensation premium audit.

### **Performance Management**

Evaluation and feedback of the performance of volunteer duties should be provided regularly, including recognition for volunteer service. Supervisors should monitor and take disciplinary action including and up to termination of volunteer relationship when policy or work practices are unacceptable.

## Forms

The forms listed below are required to be retained in the office of the City Manager or designee.

- Volunteer application form
  - Volunteer agreement/acknowledgement
  - Volunteer waiver(s)
  - Parent or guardian authorization for minors
  - Emergency contact Information
  
- Release for driving record and background check (if required)
- Proof of vehicle insurance and Driver's License (if required)
- Job description
- Complete timecards