City of Orting's Volunteer Program

Introduction and Purpose

The *City of Orting*'s volunteer program is designed to promote the spirit of partnership and increase interaction with citizens, community organizations and local business. In doing so, the *City of Orting* wants to enhance its existing service offerings and/or expand them through the use of volunteer expertise as well as bring the many diverse populations of the community together to achieve a stronger, more connected community.

The *City of Orting* welcomes you as a volunteer and hopes your association with the *City of Orting* will be a satisfying experience. You are making a dramatic difference in the lives of others by volunteering your time. By taking the time to participate in our programs, volunteers positively influence the participants and future of the *City of Orting*. In assisting staff with both daily tasks and new programs, volunteers enhance the levels of quality services the *City of Orting* provides. We thank you for the time, dedication, and caring you are willing to share, and welcome each of you to the *City of Orting*.

The purpose of the volunteer handbook is to provide overall guidance and direction. The policies outlined in the handbook are intended for guidance only, and do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. The *City of Orting* reserves the right, at any time, to change/revise terms and conditions of voluntary service. As such, the contents of this handbook are subject to change in order to reflect those changes. Areas not specifically covered by the policies will be addressed by administration.

Copies of the *City of Orting*'s Personnel Policies are located in the Human Resources Director's Office, as well as in all other departments. Ask your supervisor if you want to refer to these policies.

The *City of Orting* also reserves the right to utilize, or not utilize, services of volunteers. Volunteers are not considered to be *City of Orting* employees and being a volunteer is not a guarantee of later employment with the *City of Orting*.

Please feel free to contact administration and/or your volunteer coordinator for additional information.

Fundamentals of Volunteering

Attitude

A volunteer needs to be open minded, willing to be trained, and able to accept direction/supervision. At the same time, the *City of Orting* encourages volunteers to ask questions regarding policies, practices, or procedures.

Dependability

The dependability of a volunteer is extremely important. It is a volunteer's responsibility to notify their supervisor if unable to volunteer at a scheduled time, or if there are other factors that may affect the volunteer's performance.

Communication

A volunteer not only serves the needs of the *City of Orting* and the public in an important way, but also provides a vital link between the organization and the community.

Communication is an essential element to a successful program. Both volunteer and the volunteer's supervisor are encouraged to share questions, comments, and concerns that may arise in a positive, constructive manner.

Responsibility

Volunteers represent the *City of Orting* to the citizens. As a volunteer affiliated with the *City of Orting*, you will be seen as a visible extension of our paid staff to citizens we serve. While most *City of Orting* business is considered public information, certain information is confidential. Volunteers will not discuss or disseminate any confidential information. It is vital that volunteers uphold the high professional standard that the public expects in order to maintain the *City of Orting*'s reputation of integrity, professionalism, and trust.

Volunteer Expectations

The following rules must be followed while volunteering for the *City of Orting.*

1. Volunteers shall obey all applicable *City of Orting*, County, State and Federal laws.
2. Volunteers shall sign a volunteer agreement.
3. Volunteers shall not commit any acts, nor fail to perform any acts, which constitute a violation of any of the policies, procedures, guidelines or directives of the *City of Orting*, whether stated in this volunteer handbook and/or in the *City of Orting* Personnel Policies.
4. Volunteers shall promptly comply with any lawful orders of supervisors.
5. Volunteers shall conduct themselves in a manner as to reflect most favorably on the *City of Orting*. Volunteers shall not engage in any conduct unbecoming of persons associated with the *City of Orting.*
6. While on duty, the volunteer will not use his or her volunteer status to obtain any goods, products or services.
7. Volunteers shall not solicit or accept any gift or gratuity from any person, business or organization for the benefit of the volunteer, *City of Orting* or others if it may reasonably be inferred that the person, business or organization: (a) seeks to influence action of an official nature; (b) seeks to affect the performance or non-performance of an official duty (c) has an interest which may be affected directly or indirectly by the performance of the volunteer's duty; or (d) creates an appearance of fairness issue.

8. Volunteers shall not use their official position or official identification for personal or financial gain to obtain privileges not otherwise available to them, or to avoid consequences of illegal acts. Volunteer identification shall only be used in the performance of volunteer duties.
9. Volunteers acting in an official capacity shall not recommend or suggest in any manner the employment or procurement of any particular product, or private, professional or commercial service.
10. Volunteers shall not possess or store alcoholic beverages or prescription drugs or substances in any *City of Orting* vehicle or facility that affect one's ability to function in the volunteer's capacity. Volunteers shall not report for duty while under the influence of alcohol or drugs, including medications that may cause drowsiness or affect one's ability to perform assigned duties.

Volunteer Behaviors

Inappropriate behavior may be cause for termination from the City of Orting.

Inappropriate behaviors include but are not limited to:

1. Unauthorized absence and/or repeated tardiness.
2. Intoxication and/or drinking alcoholic beverages or use or under the influence of narcotics or drugs on the premises or at any time while providing volunteer service.
3. Dishonesty or theft.
4. Unprofessional behavior towards customers, employees, or other volunteers.
5. Unwillingness to comply with *City of Orting* or departmental standards of volunteer position expectations.
6. Falsification of records.
7. Insubordination.
8. Divulging confidential information.
9. Damaging, defacing, or deliberately mishandling *City of Orting* equipment, property or supplies.
10. Failing to report an injury, incident, or accident concerning an employee, customer, volunteer or any person on *City of Orting* property.
11. Carrying prohibited weapons on *City of Orting* property.
12. Willful violation of *City of Orting* policies, rules or regulations.

Customer Service

Serving our customers is the number one priority of all *City of Orting* volunteers and regular employees. Volunteers will be called upon to provide citizens with the high quality customer service they have come to expect. It is important to keep in mind that "customer" includes everyone the volunteer comes in contact with while representing the *City of Orting.* The *City of Orting* is dedicated to providing quality customer service and as part of our commitment to customer service, it is important to keep the following points in mind when serving customers:

1. Listen actively to determine the customer's needs.
2. Always remain courteous, calm and professional.
3. Make an extra effort to help the customer solve his/her problem.

Volunteer Hours

Each department may have additional policies, procedures, and guidelines to follow depending upon individual assignments. The volunteer's supervisor will cover information specific to the particular assignment with the volunteer. Any questions related to policies, procedures, or volunteer assignments should be discussed with the supervisor.

Identification

Where appropriate, the volunteer's supervisor will arrange for each volunteer to receive a photo identification badge. While performing duties for the *City of Orting*, the identification badge must be worn on the outermost garment, in an easily visible manner. Volunteers shall protect their badge and not reproduce or give it to anyone for any purpose. If the identification badge is lost, the volunteer must immediately report the loss to the volunteer's supervisor.

Volunteers shall furnish their name and show their identification badge to any person requesting this information when on duty, or while representing the *City of Orting* in any capacity.
Volunteers are responsible for returning ID cards and/or keys to the volunteer's supervisor when ending volunteer status with the *City of Orting*.

Resignation / Termination

Volunteer placements are made on a conditional basis. Either the *City of Orting* or the volunteer may terminate the arrangement at any time.

Volunteers are requested to give as much notice as possible if resigning from or interrupting the volunteer assignment for an extended period of time. Should a volunteer desire reassignment, s/he should notify his/her volunteer supervisor.

City of Orting

Volunteer Coach Job Description

Incumbent: _____ Supervisor: Beckie Meek, Parks & Rec. Director

Position Title: **Volunteer Coach**

Basic Function: The Volunteer Coach will perform duties of being a head coach of a team teaching fundamentals and having fun for the duration of the whole season.

Duties and Responsibilities:

1. Attend any and all coaches meetings, trainings, dependable to and on time to all team practices/games as scheduled by the Parks & Recreation Department.
2. Actively coach at games and practices.
3. Communicate with participants/guardians regarding practice and game schedules and other miscellaneous events that happen throughout the season.
4. Basic understanding of the game, rules and ability to demonstrate the proper skills/drills. Must learn and follow all league rules, policies and procedures.
5. Teach participants sportsmanship and teamwork and the rules and skills for the sport.
6. Develop and implement meaningful and instructive practice plans.
7. Encourage the parents' involvement in practicing with their child(ren) at home.
8. Act as a communication liaison between the Parks & Recreation Department and team parents.
9. Put player safety above all else by.
10. Put the feelings of the players ahead of your desire to win. Not wanting to win at all cost but putting focus on skill building and teamwork.
11. Provide a safe and fun environment for the participants.
12. Be a role model for young athletes assigned to your team by demonstrating good sportsmanship, fair play, good citizenship and full participation.
13. Adhere to Parents Code of Conduct, Coach's Ethics and Code of Conduct
14. Report any emergencies, complaints, safety issues and customer requests.
15. Provide a fun, positive/active atmosphere and support of *City of Orting* customers, citizens, and co-workers.
16. As a volunteer coach, you are treated by local, state and federal law as an unpaid employee of the City of Orting; therefore, you must conduct yourself in the same manner as you would like your own job.
17. Performs other duties as assigned. *The duties listed above are illustrations of the types of work that may be performed in the position. Omission of specific statements of duties does not provide an exclusion if the work performed is similar, related, or a logical assignment to the position. The job description may be subject to change by the employer as the needs of the employer and/or requirements of the job change.*

<u>Knowledge, Abilities, and Skills</u>:

1. Knowledge of the Rules for both local/state safety guidelines and other pertinent laws and regulations.
2. Ability to communicate and explain rules/regulations.
3. Ability to follow written/verbal instructions.
4. Ability to develop/maintain cooperative relationships with the public, vendors, and staff.

5. Ability to effectively organize and prioritize as this is critical to you and your athletes' success.
6. Ability to work with no supervision and attend games/practices as scheduled
7. Ability to be patient and deal professionally and tactfully with players, parents, other coaches, officials, spectators and City Staff.
8. Possess strong interpersonal skills exhibiting tact, patience, and courtesy.
9. Skilled in working with diverse stakeholders.

Minimum Qualifications:

1. Must be 18 years of age.
2. Provide a copy of valid Driver's License.
3. Must submit to and pass a background check.
4. Must have reliable transportation to travel to various locations as requested.
5. Abide by Coaches Code of Conduct/Ethics

Physical Demands:

The position requires the incumbent frequently preform strenuous physical labor in a safe manner. While performing the duties of this position, the incumbent is frequently required to sit, stand, walk, bend at the waist, stoop, kneel, and crouch. The position requires the incumbent to engage in repetitive hand/arm movements, pushing/pulling, grasping. The incumbent is required to traverse uneven terrain in the performance of duties associated with the position. On a frequent basis, the incumbent will be required to lift/move/transport items weighing up to 50 pounds.

Working Conditions: Work is performed in an outdoor environment with frequent exposure to varying weather conditions.

AGREEMENT FOR INDIVIDUAL
VOLUNTEER SERVICES

This Agreement is made, by and between the *City of Orting*, a political subdivision of the State of Washington hereinafter referred to as the "City " and _____ hereinafter referred to as the "Volunteer."

PURPOSE: The purpose of this Agreement is to outline the responsibilities of the *City of Orting* in providing volunteer opportunities, and to create an understanding between the *City of Orting* and the Volunteer.

This Agreement shall apply to persons voluntarily performing non-compensated services for the *City of Orting*, including but not limited to, practical work experience, recreational programs, senior programs, police resource centers, and academic internships.

AGREEMENT FOR NON-COMPENSATED SERVICES: The Volunteer agrees to abide by all relevant *City of Orting* policies and procedures and to perform the volunteer services in a safe, responsible manner in accordance with the descriptions of service.

It is further understood that this Agreement shall not in any way constitute nor create an employer/employee relationship between the *City of Orting* and the Volunteer. The *City of Orting* shall not be responsible for, nor liable for, nor shall the applicant be eligible to receive, any compensation or benefits as a result of this Agreement EXCEPT for State Labor and Industries Industrial Insurance medical aid coverage for non-administrative volunteer roles.

In consideration of the *City of Orting* giving me permission to perform these volunteer services, I understand that: **(*Please initial the following*)**

_____ I am not to appear for volunteer service under the influence of any drugs or alcohol. The Volunteer agrees to inform the supervisor at the beginning of the shift if taking any over-the-counter or prescription medications which may impair the ability to perform volunteer duties.

_____ I am not to have child(ren) with me, during my volunteer activities, that are under 14 years of age. If I do bring with me any child(ren) under 14 years of age ***(which is a violation of this agreement)***, I understand I will be held solely liable, and assume all risk of liability, for my child(ren)'s actions and agree to hold the *City of Orting* harmless from any and all such related claims against the *City of Orting*; except for injuries and damages caused by the sole negligence of the *City of Orting*.

_____ I will abide by all *City of Orting* policies regarding personal conduct while performing volunteer services.

_____ I agree not to go beyond the scope of volunteer work agreed to without authorization.

_____ I am to be trained on any activity that I am unfamiliar with, learn the corresponding policies, and it is my responsibility to understand them completely or ask questions until I feel confident to perform them.

_____ Depending on the scope of volunteer work, the following policies may apply: driving, safety procedures, computer operation, dress code, anti-harassment, confidentiality.

_____ Should an injury occur during the scope of my service the *City of Orting* has included my hours of volunteer service in the State Labor and Industries coverage for volunteer workers.

_____ I understand that I am to report any on-the-job injury or illness, no matter how minor, to the City Treasurer or supervisor within three business days.

BACKGROUND CHECKS: I consent to the *City of Orting* performing a background check into my history and waive any right of privacy I may have in such information for the limited purpose of the *City of Orting* considering it for determining my suitability as a volunteer. *(To be used for volunteers who will have unsupervised access to children, developmentally disabled persons, or vulnerable adults or who will be working with confidential information.)*

TERMINATION: I understand that the *City of Orting,* or I, may terminate this agreement at any time without cause, and that I am volunteering my services at will and may be asked to discontinue such without prior notice or reason.

WAIVER & HOLD HARMLESS: I am fully aware that the work associated with being a *City of Orting* Volunteer involves certain risks of physical injury or death. Being fully informed as to these risks and in consideration of my being allowed to participate in the *City of Orting*'s Volunteer Program, I hereby assume all risk of injury, damage and harm to myself arising from such activities or use of *City of Orting* facilities. I also hereby individually and on behalf of my heirs, executors and assignees, release and hold harmless the *City of Orting*, its officials, employees and agents and waive any right of recovery that I might have to bring a claim or a lawsuit against them for any personal injury, death or other consequences occurring to me arising out of my volunteer activities.

LIABILITY COVERAGE: I understand that the *City of Orting* is self- insured through the Association of Washington Cities Risk Management Service Agency ("RMSA") for liability coverage. Volunteers performing within the scope of their assigned duties as authorized by the *City of Orting* are afforded the same coverage as *City of Orting* employees under the *City of Orting*'s liability coverage with RMSA. I am fully aware that a volunteer's intentional misconduct is not protected or covered by the *City of Orting* or RMSA.

This agreement will be in effect for the duration of my volunteer services beginning this date.

Dated this _____ day of _____, 20 _____.

By: _____
City of Orting Representative

_____
Volunteer's Signature

_____
Address

_____
City/State/Zip

_____
Phone

IF UNDER 18 YEARS OF AGE, MUST ALSO HAVE PARENTAL/GUARDIAN CONSENT.

_____
Parent/Guardian Signature

_____
Address

_____
City/State/Zip Code

_____
Phone

Orting Parks & Rec
"SMALL TOWN ~ BIG FUN!"
PO Box 489 * Orting, WA 98360
360.893.2219 ext. 120
www.cityoforting.org

Received Application	___/___/___
Background Check	___/___/___
Train/Mtg. (if needed)	___/___/___
Notified Applicant	___/___/___
Identification Card	___/___/___

VOLUNTEER FORM

Full Name: _____
First Middle Last

Date of Birth: ___/___/___ (required) Mailing Address: _____

Phone: (_____) _____ City: _____ Zip: _____

Email: _____

Drivers License Number: _____ (Copy Required)

References:

Name: _____ Phone: (____) _____

Name: _____ Phone: (____) _____

Name: _____ Phone: (____) _____

POSITION VOLUNTEERING FOR:

___ Coach ___ Assist Coach ___Team Parent ___ Help w/Team ___ Help w/Events and Activities

I AM A:

___ Parent ___ Family Member ___Other: _____

Statement: I have completed and signed the Application Disclosure and Washington State Patrol Request for Criminal History Information on the back of this form (incompliance with state law RCW 43.43.830 through 43.43.845). I understand that a WA State Patrol Background Check must be completed and approved. I must also attend a training/meeting ***PRIOR TO*** volunteering and, in some cases an interview may be required. I understand that regular communication with the Orting Parks and Recreation Department is important and that if for some reason I am not able to fulfill my obligation I will contact the Parks and Recreation Director. Approval of this application is valid for the current calendar year.

Applicants Signature: _____ Date: ___/___/___

FOR APPLICANTS UNDER AGE 18: Parent Signature REQUIRED below!

Parent: I give permission for the above-named child to be a volunteer for Orting Parks and Recreation.

Parent Signature: _____ Date: ___/___/___

NOTE: Completion of this form is required each calendar year. The information you provide will be included in a data base for the Orting Parks and Recreation staff use only. The results of your background check will be confidential and you will be contacted after the background has been completed.

COMPLETION OF THE REVERSE SIDE OF THIS APPLICATION IS REQUIRED!

DISCLOSURE FORM FOR PORSPECTIVE VOLUNTEERS

Pursuant to Chapter 43.43 RCW

In accordance with RCW 43.43.830, applicants and prospective volunteers are required to complete this disclosure form. The law also provides that City of Orting may request a background investigation through the Washington State Patrol Criminal Identification Division and inquire with former employers or references and obtain any and all information regarding an individual's job-related background. For the safety of our Children the City of Orting requires that all volunteers must complete this form.

Answer YES or NO to each item listed. If the answer is Yes to any item, explain in the area provided, indicating the charge or finding, the date and court(s) involved.

1. Have you ever been convicted of any crimes against persons as defined in RCW 43.43.830 and listed as follows: Aggravated murder; first, second or third degree murder; assault, rape, statutory rape, child molestation; first or second degree kidnapping, robbery, manslaughter, extortion, criminal mistreatment, custodial interference, sexual misconduct with a minor; first degree arson, burglary, promoting prostitution; first or second degree extortion; indecent liberties, incest vehicular homicide; communication with a minor; unlawful imprisonment, simple assault, sexual exploitation of minors; first or second degree criminal mistreatment; child abuse or neglect as defined in RCW 26.44.020; malicious harassment; patronizing a juvenile prostitute; child abandonment; promoting pornography; selling or distributing erotic material to a minor; custodial assault; violation of child abuse restraining order; child buying or selling; prostitution; felony indecent exposure; criminal abandonment; or any of these crimes as they may be renamed in the future?
   Answer _____ If yes, explain: _____

2. Have you ever been convicted of any crime relating to financial exploitation if the victim was vulnerable adult as defined in Chapter 43.43.830(6) RCW amended, and listed as follows: first, second, or third degree theft, first second degree robbery; forgery; or any of these crimes as they may be renamed in the future?
   Answer _____ If yes, explain: _____

3. Have you been convicted of any crime related to drugs as defined RCW 43.43.830 as follows: A crime to manufacture, deliver, or possess with the intent to manufacture or deliver a controlled substance?
   Answer _____ If yes, explain: _____

4. Have you been found in any dependency action under RCW 13.34.040 to have sexually assaulted or exploited any minor or to have physically abused any minor?
   Answer _____ If yes, explain: _____

5. Have you ever been found by a court in a domestic relations proceeding under Title 26 RCW to have sexually assaulted or exploited any minor or to have physically abused any minor?
   Answer _____ If yes, explain: _____

6. Have you ever been found in any disciplinary board final decision, by the director of the department of licensing, to have sexually abused to exploited any minor or to have physically abused or exploited any minor or developmentally disabled person or to have abused or to have abused or financially exploited any vulnerable adult?
   Answer _____ If yes, explain: _____

7. Have you ever been, in the last seven years, released from prison or convicted of any offense?
   Answer _____ If yes, explain: _____

   _____

Pursuant to RCW 9A.72.085, I certify under penalty of perjury under the law of the State of Washington that the foregoing is true and correct. 2) I authorize City of Orting to make such investigations and inquiries as may be necessary in arriving at a volunteer placement decision. I further authorize any person contacted by City of Orting to provide information to the City of Orting. I release and hold harmless the City of Orting, my former employers, schools, or persons, from any and all liability in responding to inquiries in connection with my application. I understand that information from such individuals will not be made available to me. 3) I understand that any offer of volunteer placement is contingent upon an acceptable outcome of the criminal records check. I agree that the City of Orting may, at its discretion, preclude me from volunteer service if, among other reasons, I provide misleading or incomplete statements. I understand that I am required to abide by all policies, procedures and regulations of the City of Orting.

Print FULL Name: _____ Signature: _____ Date: ___/___/___

FOR CITY USE ONLY

Approved Not Approved Date: ___/___/___ Initials: _____