

Policy Name	Volunteer Policy	Policy No.	PRCR014
Effective Date	07/01/2013	Version No.	v001
Administrator	Community Enrichment Director, Community Enrichment Department		

Purpose

The achievement of the mission of the Town of Leland is best served by the active participation of citizens of the community. To this end, the Town of Leland accepts and encourages the involvement of volunteers at all levels within appropriate programs and activities. Staff is encouraged to assist in the creation of meaningful and productive roles in which volunteers might serve, and to assist in the recruitment, management and recognition of volunteers. The goal of the volunteer program is to increase and improve the capabilities of paid staff through the effective utilization of community volunteers.

The main objectives for this policy manual include the following:

- Volunteers are valuable supplements to Town of Leland staff. As such, volunteers shall have the right to be given meaningful assignments, to be treated fairly, to have effective supervision, to have full involvement and participation, and to be recognized for work performed.
- In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the goals, rules and procedures of the Town of Leland.
- Volunteers do not replace Town staff; rather they enhance staff’s ability to achieve their goals in accordance with Town priorities.
- The Town of Leland accepts the service of volunteers with the understanding that such service is at the sole discretion of the Town of Leland.
- Volunteers agree that the Town of Leland may at any time, for whatever reason, decide to terminate the volunteer’s relationship with the department. Likewise, the volunteer may, at any time, decide to sever the volunteer relationship with the Town of Leland. Notice of such a decision should be communicated as soon as possible to the volunteer’s supervisor.

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1 Volunteer Form Process

- Potential volunteer completes the Volunteer Form (found online).
- The Volunteer Coordinator will contact the volunteer to discuss interests and placement.
- The volunteer will sign up for a volunteer opportunity and the Volunteer Coordinator will send details of that opportunity prior to the event when appropriate. This will be done via e-mail in most instances.
- The volunteer will participate in training or a brief orientation. This may take place immediately preceding the volunteer opportunity.

2 Minors as Volunteers

Volunteers who are under the age of 18 must have the written consent of a parent or legal guardian added to their volunteer form before being assigned to any volunteer services. This can be submitted in the form of an e-mail or a letter to the Town of Leland.

3 Department Expectations of Volunteers

Volunteers are expected to act on behalf of the Town, in the best interests of the Town as a whole and according to established Policies and Procedures.

4 Benefits to the Volunteers

Volunteers receive personal gratification by becoming involved in the community. The Town may also honor volunteers at appreciation luncheons or dinners. Volunteers may also receive tokens of appreciation such as shirts, caps, Leland-branded merchandise, etc.

5 Dress Policy

In order to foster and maintain an atmosphere of professionalism, all Leland employees and volunteers are expected to present a neat, clean, and professional appearance at all times. Volunteers of the Town of Leland are responsible for abiding by the standards established in Article 6, Section 18 *Dress and Grooming* of the Town of Leland Personnel Policy. The Town of Leland will inform the volunteer of any specific dress policy related to the volunteer's area of service prior to the date assigned.

6 Reimbursement of Expenses & Acceptance of Goods/Food

Volunteers are not eligible for reimbursement of out-of-pocket expenses incurred while engaging in volunteer service and are ineligible to receive reimbursement related to travel to and from volunteer assignments. Periodic and special case volunteers may receive articles of clothing and other goods and food and refreshments offered at the activities, events, or assignments to which they are assigned. Volunteers may not travel on behalf of the Town.

7 Safety information

Volunteers should notify their supervisor immediately if they are injured during their period of volunteering. Volunteers should also inform the Town of Leland of any emergency contact information changes before their next assigned day to volunteer. Volunteers should notify their supervisor immediately if a participant is injured during their period of volunteering.

8 Background Checks

All volunteers are subject to a background check. Volunteers who are responsible for the safety and well-being of participants involved in the Town of Leland program on a regular basis will be subject to a background screening consisting of a sexual offender registry search and a criminal history search. Any of the following offenses will disqualify a volunteer from all service activities.

- Felony Offenses – kidnapping, aggravated burglary, carjacking, arson, drug related crimes, etc.
- All Sex Offenses – child molestation, sexual assault, rape, sexual battery, indecent exposure, child exploitation, etc.
- All Violent Offenses – murder, manslaughter, aggravated assault, robbery, an offense involving a weapon, etc.

If any disqualifying offenses are reported in the background check, the Town of Leland staff will notify the volunteer that they are disqualified and their service be immediately terminated.

9 Drug and Alcohol Policy

It is the Town's policy to ensure a smoke- and drug-free workplace for all employees and volunteers. Being under the influence, using, possessing or distributing controlled substances, including alcohol and tobacco, at any time during your volunteer service for the Town of Leland is strictly prohibited. All Town of Leland properties are smoke-free zones including e-cigarettes.

10 Harassment

Volunteers are strictly prohibited from exhibiting conduct that could be considered any form of harassment or abuse. Sexual harassment refers to verbal or physical conduct that is unsolicited, offensive, and detrimental to an individual. Volunteers will display utmost professionalism in interactions with the public, other volunteers and Town of Leland staff. Volunteers of the Town of Leland are responsible for abiding by the standards established in Article 6, Section 15 *Discrimination/Sexual Harassment* of the Town of Leland Personnel Policy.

11 Zero Tolerance Policy Regarding Threats or Acts of Violence

It is the goal of the Town of Leland to provide a workplace in which each and every employee and volunteer can be free from violence. It is our belief that everyone with whom we come in contact in our work deserves to be treated with courtesy and respect. This means that we treat each other, citizens, suppliers, and all others in this manner. As a result, we must take appropriate steps to reduce the risk of incidents of work-related violence. Volunteers of the Town of Leland are responsible for abiding by the standards established in Article 8, Section 2 (b) *Failure in Personal Conduct* of the Town of Leland Personnel Policy.

12 Policies and Procedures

Volunteers are responsible for knowing and following the volunteer policies and procedures that pertain to their volunteer area. Volunteers do not have authority over any Town employee.

13 Termination, Discipline and Grievances

Any violation of policy may result in a verbal or written warning (which shall be placed in your volunteer file), a conference, suspension, or dismissal depending on the severity of the infraction.

In addition to policy violations, dismissals (day-of as well as from the program) may be made for: insubordination, serious inefficiency, a careless or uninterested attitude, habitual tardiness, incompatibility, dishonesty or not performing in a professional manner.

Any volunteer who has been permanently dismissed will be informed expediently in writing by the Town of Leland, stating the reason or reasons for dismissal.

14 Exceptions

- No exceptions.

15 Related Policies and Other References

- Town of Leland Personnel Policy as mentioned in the Dress Policy section
- Town of Leland Personnel Policy as mentioned in the Harassment section
- Town of Leland Personnel Policy as mentioned in the Zero Tolerance Policy Regarding Threats or Acts of Violence section

16 Version History

Version	Revision Date	Description of Change	Author
001	07/01/2013	Original Creation	