

2.0 RESPONSIBILITIES

A *Volunteer Checklist* is provided to each new volunteer outlining the responsibilities of the volunteer, department and human resources (attached).

3.0 ACCIDENTS/INJURIES AND INSURANCE COVERAGE

3.1 Liability Coverage

The City is self insured through the Washington Cities Insurance Authority (WCIA) for comprehensive general liability coverage. Volunteers working within the scope of their assignment and on behalf of the City have liability coverage as provided under the WCIA Coverage Document.

The City does not accept volunteers under 14 years of age due to the level of supervision necessary and inability to provide medical aid coverage. Organizations whose membership consists of children under this age may be allowed to perform volunteer services if their independent organization provides proof of liability insurance to the City and provides all the adult supervision necessary to perform the activity safely.

Unless waived by the city, all organizations performing volunteer services shall provide proof of Commercial General Liability coverage, naming the City as an additional insured. All organizations must sign a waiver holding the City harmless for any injuries and claims of any kind resulting from their actions, and provide all necessary supervision for the project.

If an organization does not have Commercial General Liability insurance available through their organization, they can volunteer as individuals and be directly supervised by City staff.

Volunteers will not be allowed to work in dangerous areas or on heavy equipment. Generally, the City does not allow volunteers to operate city vehicles, although exceptions may be made by the department director in consultation with the Risk Manager on a case by case basis (i.e., TEAM). If volunteers operate city vehicles, the driver selection section of the WCIA Fleet Loss Control Guidelines will be followed which addresses basic practices in evaluating driving abilities. Note: When driving their personal vehicle, the personal auto insurance of the volunteer is primary coverage.

3.2 Personal Injuries

The City provides medical aid coverage for individual volunteers through the Washington State Labor and Industries coverage for volunteer workers. As an alternative the volunteer may have their own medical coverage. Records should be maintained, via a *Timelog* on hours worked and activities performed. Labor and Industries does not cover individuals under the age of 14.

4.0 VOLUNTEER SAFETY

4.1 General

The City of Monroe is committed to providing a safe workplace for its employees and volunteers. The following areas are covered as part of the City's safety efforts:

4.2 Personal Protective Equipment

The City shall provide personal protective equipment as required for the scope of work identified by the Washington Industrial Health and Safety Act. All volunteers requiring personal protective equipment shall be provided adequate training in its proper use and care. All training will be documented and signed by the individual.

4.3 Communicable Diseases

The City will continue to provide current information and further educate volunteers concerning the transmission of communicable diseases as required by law and as appropriate to the scope of their volunteer assignment. The City is committed to the establishment of work place protocols and procedures to protect against unreasonable risks of exposure to communicable diseases.

4.4 Work Caution Training

In the past, hypodermic needles and syringes have been found in City parks. Though these occurrences have been rare, "sharps" such as these present a real risk of infection from bloodborne pathogens such as HIV and Hepatitis B. Each participant should be sure to wear heavy gloves, but please recognize that no gloves are puncture proof. The City will provide tools such as rakes to pull debris from under brush. Each volunteer should exercise caution when using their hands to pick up material. If a sharp is found, volunteers must not touch it; instead "flag" the location and a City employee will pick it up and dispose of it properly.

4.5 Incident Reporting

Report any injury, incident, accident or unsafe condition to your Assignment Manager immediately. The Assignment Manager will, in turn, report immediately to the Risk Manager. The Risk Manager will follow-up on any report and determine an appropriate course of action and complete any required forms, if needed.

5.0 PLACEMENT PROBLEMS AND CONCERNS

5.1 Routine Problems

In the event that either a volunteer or an Assignment Manager feels there is a problem with any aspect of the volunteer assignment, the following steps should be followed:

1. Regardless of who first discovers the problem, it should be discussed between the Assignment Manager and the Volunteer to try to reach a satisfactory resolution.
2. If Step 1 does not result in satisfactory resolution, the department head should be informed of the problem.

3. If after Step 1 and 2 are utilized, and a problem still exists, report the problem to the Human Resources Manager. The Human Resources Manager will then investigate and attempt to resolve the issue.
4. If a satisfactory resolution cannot be achieved, the volunteer may be subject to corrective action up to and including termination.

5.2 Problems of an Urgent Nature

In the event of an urgent problem relating to a specific volunteer, volunteer assignment, or the Volunteer Program in general, the Human Resources Manager should be contacted.

6.0 HARASSMENT/EEO POLICY

It is City policy to foster and maintain a work environment that is free from discrimination and intimidation. Toward this end, the City will not tolerate harassment of any kind that is created by employees, volunteers or members of the public. Employees and volunteers are expected to show respect for one another and the public at all times, despite individual differences.

Harassment is defined as verbal or physical conduct that demeans or shows hostility or aversion toward another employee, volunteer or members of the public. Examples of prohibited conduct include slurs or demeaning comments to employees, volunteers or members of the public relating to race, ethnic background, gender, religion, sexual orientation, age or disability.

Employees or volunteers who violate this policy, will be subject to corrective action, up to and including termination of volunteer status.

7.0 DRUG AND ALCOHOL POLICY

It is City policy to maintain a drug and alcohol-free workplace. The possession, use or trafficking of alcohol or drugs in the workplace poses unacceptable risks to the safe, secure and efficient operation of our organization, and are strictly prohibited.

Volunteers who are under the influence of alcohol or drugs while on the City of Monroe's premises or time, or while representing the City of Monroe, will be subject to corrective action, up to and including termination of volunteer status and possible criminal prosecution. The use, sale or possession of alcohol or illegal drugs while on the City of Monroe's time or property will subject the volunteer to corrective action, up to and including termination of volunteer status and possible criminal prosecution. Any employee or volunteer using over the counter or prescription drugs during work time that may impair his or her ability to perform the job must notify his or her supervisor prior to beginning work.

8.0 CONFIDENTIALITY

On occasion, a volunteer may witness an incident, be entrusted with information or have access to records or files deemed confidential in nature. It is the City's expectation that any volunteer privy to such information, material or event will respect and safeguard the trust and privacy rights of affected individuals.

For example, some volunteer assignments may involve filing information containing persons' arrest or warrant records, or opening mail which may contain overdue account information.

In these instances, confidentiality is imperative and these private matters, that have been entrusted to a volunteer, should be kept entirely to his or herself. Information of a confidential nature is not to be shared with anyone.

Violation of confidentiality is a serious breach of trust, and in some cases, of law. Disclosure of confidential information may result in termination of volunteer status, civil action or criminal prosecution.

9.0 ATTACHMENTS

- Volunteer Service Application
- Volunteer Service Agreement (individual and organization)
- Notification and Authorization for Background Investigation Disclosure Statement
- WSP Request for Criminal History Information
- Volunteer Service Timelog (individual and organization)
- Sample Scope of Volunteer Work
- Volunteer Checklist

VOLUNTEER CONFIRMATION OF POLICY RECEIPT

I HAVE RECEIVED THE CITY OF MONROE POLICY FOR VOLUNTEERS. I UNDERSTAND THAT IT IS MY RESPONSIBILITY TO READ THIS POLICY AND TO CONSULT WITH MY ASSIGNMENT MANAGER OR HUMAN RESOURCES MANAGER IF I HAVE ANY QUESTIONS.

THE STATEMENTS CONTAINED IN THIS POLICY ARE GUIDELINES AND SUMMARIES OF THE VOLUNTEER PROGRAM. THEY DO NOT BIND THE CITY OF MONROE. THE CITY OF MONROE RESERVES THE RIGHT TO CHANGE, REVOKE OR MAKE EXCEPTIONS TO CITY POLICIES AT ANY TIME AND AT ITS SOLE DISCRETION.

NAME (Please Print)

SIGNATURE

DATE