

**Subject:** Volunteer Policy (Including Unpaid Interns)  
**Policy No.:** 500-0003  
**Effective Date:** 12/14/2020

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**BACKGROUND:** The Mayor and Council recognize and support the use of volunteers and unpaid interns (hereafter referred to as “volunteer(s)”) to assist City government in providing services and programs. The City of Woodstock volunteer policy will establish standards of volunteer service for a formal volunteer program. This policy contains responsibilities of both the City and volunteers. Written policies and procedures will assure volunteers are suitably oriented and trained, written assignments and job duties are developed, supervision is appropriate to assigned duties and discussion with volunteers regarding safety, liability to the City and accident and property damage coverage is conducted. *Appointed boards, committees, commissions, court appointed probation workers and special events (i.e. short term) volunteers are not covered by this policy.*

### **SCOPE**

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In order to maximize the effectiveness of volunteers, yet limit risk exposure to both volunteers and the City, this policy will apply to all City departments and volunteers. It should be used in partnership with other Department policies regarding department processes for waivers, training, event obligations, etc. unique to their volunteer programs. Each respective department will keep copies of the applicable signed documents for their volunteers on file.

Examples include: Citizen’s Public Safety Academy, Senior Center Volunteers (long term)

Exclusions: Volunteers through Organized Groups at City special events. They would refer to their organization’s specific waivers, COIs, etc.

### **SELECTION PROCESS**

#### **Recruitment.**

Departments shall use recruiting procedures appropriate to the specific program area. Procedures shall be consistently followed. To assist in this initial process, potential volunteers may be required to complete an application. Initial information to collect could be: name, address, telephone number, driver's license (if driving required), work or volunteer experience, education or training, interests, availability, preferred assignments, references, etc., as proper for the program area.

Following a volunteer's selection, volunteer registration form should be signed by the volunteer and supervisor.

If the selection process discloses information that indicates the tentative volunteer would not fulfill department expectations, the City is under no obligation to assign or retain that volunteer.

#### **Orientation.**

In order for both the City and volunteers to have a complete understanding of the conditions of volunteering, the following topics should be discussed during new volunteer orientation.

1. **Policy and procedure.**

Policy and procedure regulating volunteer duties should be discussed. Specific emphasis should be given to working safely, conditions of driving while as a volunteer and risk exposure to the City. This policy should be furnished to and discussed with volunteers.

2. **Training.**

Volunteers will receive an overview of their volunteer assignment and, as appropriate, a written list of duties and expectations, hours of service, supervision, necessary forms, approved financial expenditures and reimbursement procedures, accident reporting procedures, confidentiality, call in, dress code, performance reviews, medical coverage, etc. Volunteers shall be directed to serve within their assigned duty assignment.

3. **Supervision.**

Volunteers will be supervised as to assignments, work performance, activity, use of equipment, etc. Performance problems will be corrected or the volunteer service terminated. Long-term volunteers shall receive an annual evaluation performed by the supervisor in direct oversight of the volunteer. It shall be the responsibility of the Department Director for the volunteer's department to ensure that the evaluation is completed.

Reference: Travel Policies, Personnel Policies, Safety Policies, Accident Reporting Procedures, etc.

**RISKS OF INJURY TO VOLUNTEERS**

It is important volunteers know what coverage the City will or will not provide.

**Personal injury.**

Volunteers are not "subject workers" as defined by the State Workers' Compensation Act; therefore, workers' compensation coverage will not be provided. Time loss benefits are not available. Exception: Volunteer Firefighters, Certified Reserve Police Officers and Elected Officials shall be covered under the City of Woodstock, Georgia's Self Insurance Program - SBWC No. 21898.

If a volunteer is injured while serving in an authorized volunteer status and medical care is necessary, volunteers may be reimbursed for resulting medical costs up to a maximum of \$500 per occurrence upon approval of the City Manager.

**Damage to volunteer property.**

When volunteer's personal property is damaged while volunteer is serving in authorized volunteer status, the City will not be responsible to reimburse for the damage.

**Driving.**

All operators of a motor vehicle, while on City business, must be qualified to drive, have the appropriate class license and must drive safely. Operators must have sufficient knowledge about vehicle handling, demonstrated by a safe driving record, so as to protect employees, volunteers, the City, clients and the public from an unsafe driver. This provision applies to both City-owned and volunteer-owned vehicles.

Volunteers operating City equipment will receive instruction from the supervisor or department safety officer  
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regarding City vehicles before being authorized to operate them. This will include a review and discussion of responsibility of the operator and a test drive. *The use of City equipment should be kept to a minimum whenever possible.*

Volunteers operating their private vehicles will receive instruction from the supervisor or department safety officer regarding the need to maintain the vehicle in an operable mechanical condition and the vehicle must be insured as required under Georgia law. Volunteer's auto insurance will be considered primary. Procedures shall be developed by departments to assure that liability insurance coverage is maintained uninterrupted.

**Volunteers operating City-owned or private vehicles in the course of providing volunteer services, will receive a test drive from the supervisor.**

### **Damage to private property.**

When private property is damaged by a volunteer serving in an authorized volunteer status, provisions of the City Risk Management policy and procedures will be observed.

## **BACKGROUND VERIFICATION CHECKS**

Each department requesting volunteers will complete the Volunteer Job Request form and indicate whether the position requires any of the following checks: criminal background check, driver's license record check, and/or reference check. After the department director reviews the volunteer application, interviews and accepts the volunteer, the requested checks will be conducted by the City of Woodstock's human resources department *prior to* the volunteer beginning work at the department. No volunteer whose position requires any of these checks will be allowed to volunteer until all required checks are complete.

### **1. Criminal/Background Checks**

Criminal background checks are required for the following volunteer situations:

- For all volunteers who will have *contact with children* as part of their volunteer activities; or
- For all volunteers working with the *Police or HR Department*; or
- For all volunteers who will *handle City monies* as a function of their volunteer activities.
- For all volunteers who will use either a City vehicle or his/her own personal vehicle in the scope of volunteer activities, including driving to/from City departments and retail stores.

Criminal/Background Checks will include:

- Criminal records check for all misdemeanor and felony convictions within the State of Georgia and/or United States
- Georgia Sex and Violent Offender Registry

A volunteer's application shall be DENIED if any check reveals that the applicant has been convicted of any crime involving the following:

- Violence or threats of violence
- Weapons offenses

- Sexual offenses involving any type of physical contact
- Theft, Class B Misdemeanor or above
- Burglary
- Any other reason in the City Manager's sole discretion

## 2. **Driver's License Record Checks**

- It is required that driver's license checks are completed every two (2) years for any volunteer who will *use either a City vehicle or his/her own personal vehicle* in the scope of volunteer activities, including driving to/from City departments and retail stores. (This will be done in conjunction with Risk Management's Drivers License Checks every other year.) **NOTE:** *A volunteer's personal insurance policy will provide the primary coverage for any and all damages to a volunteer's vehicle.*

Police Department checks will be processed by and through the City of Woodstock, GA Police Department along with a polygraph test for long-term volunteers. If volunteer applicants do not meet the parameters of these checks, depending on the nature of the prior infraction(s), they may be eligible to apply for another volunteer position where the nature of the position will allow more flexibility. Must meet Georgia P.O.S.T requirements for sworn positions (Reserve Officers).

## 3. **Traffic Violations (ref.: *City of Woodstock's Authorization for Motor Vehicle Records Check application form*)**

All volunteers whose positions require a Georgia's driver's license must meet and maintain the following driving history requirements:

- No more than two (2) moving traffic violations and/or accidents recorded against the applicant's driver's license *by any licensing agency* within the preceding twenty-four (24) month period; and
- No more than four (4) moving violations and/or accidents recorded against the applicant's driver's license *by any licensing agency* during the preceding thirty-six (36) month period; and
- No DWI or DUI conviction during the preceding thirty-six (36) month period.

If these standards are not met, the volunteer will be excluded from consideration for any volunteer position requiring a driver's license.

## **CONFIDENTIALITY AGREEMENT FORMS**

The City of Woodstock collects and maintains private and confidential information while carrying out its functions and operations. Volunteers working in a variety of areas may be required to sign a Confidentiality Agreement specific to a particular department where confidential information may be present. These departments include, but are not exclusive to, the Police Department, Fire Department, Municipal Court Administration, Business Office, the Municipal Judge, and the Human Resources Department.

## **COMPUTER USAGE**

Personal computers (PCs), laptop computers and peripheral equipment (printers, modems, hubs, switches, and other devices attached to a PC are provided by the City and are City-owned resources which should be used

only for City business with which a volunteer may have access. Except in certain circumstances, all information transmitted or stored on City equipment is public and subject to disclosure as required by law. Volunteer supervisors should coordinate with the Information Technology Director by calling to identify the scope and extent of a volunteer's access to the City's computer network and files.

Volunteers are prohibited from storing any personal information on City-owned computer equipment. Personal information, both e-mails and data files, must be stored on personally-owned storage medium (zip disc, CD, portable drives, etc.).

The City has defined a standard software configuration for each PC. Volunteers are not authorized to modify this software or install new software for any reason.

Malfunctioning computer equipment should be immediately reported to the volunteer's supervisor, who will then report it to his/her designated representative for maintenance. *Volunteers shall comply with all City of Woodstock Computer Use Policies.*

### **IDENTIFICATION CARDS**

For security purposes, volunteers may be issued a City of Woodstock identification card to be used for identification purposes, as appropriate. A card may be authorized for identification purposes for a volunteer during a public function where he/she may be representing the City, i.e., assisting with a special event, driving the senior bus, etc. This card will not give access to any City building with a card access security system.

Whether or not a volunteer needs such a card, is determined by each department on a case by case basis. Should a card be required, written authorization must be received by the City Manager. Cards are made in the Information Technology Department between 8:00 am and 4:00 pm, Monday through Friday only, and must be returned to the HR/IT Department at the completion of the volunteer's service.

### **TERMINATION OF SERVICE**

A volunteer's service may be terminated at any time for any reason or no reason by the City Manager or his designee.

**VOLUNTEER APPLICATION AND REGISTRATION FORM**

**Department:** \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Day Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Do you drive?  Yes  No CDL License?  Yes  No

Volunteer or work experience:

Education, special training, skills or interests:

Date available for volunteer service:

Hours per week and preferred day and time:

Provide at least three personal or professional references:

Name: \_\_\_\_\_ Telephone: \_\_\_\_\_ Relationship: \_\_\_\_\_

Name: \_\_\_\_\_ Telephone: \_\_\_\_\_ Relationship: \_\_\_\_\_

Name: \_\_\_\_\_ Telephone: \_\_\_\_\_ Relationship: \_\_\_\_\_

In Case of Emergency Contact: \_\_\_\_\_ /Phone: \_\_\_\_\_

I am aware that as a volunteer, I am considered a representative of the City of Woodstock, GA and that I am subject to the rules and regulations of City. I realize my responsibility to respect privacy and maintain confidentiality.

Volunteer Signature

Date

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Volunteer Registration (To be completed by Department Director)

Volunteer assignment schedule and duties:

Driving Required:  Yes  No Will be driving personal vehicle/city vehicle/both (Circle One)

If yes, attach copy of Drivers License, DMV Report, Criminal Background Check and Copy of Personal Auto Insurance Card and Drug Test Results.

If no, and the volunteer will be working with children, in Police, HR or handling City monies, attach a copy of Criminal Background Check, and Drug Test Results.

Volunteer  will  will not be compensated for their time. If will, at what hourly rate: \$\_\_\_\_\_

Submitted for approval by: \_\_\_\_\_, Department Director Date: \_\_\_\_\_

HR Director has approved/denied: \_\_\_\_\_ Date: \_\_\_\_\_

Signature

City Manager has approved/denied: \_\_\_\_\_ Date: \_\_\_\_\_

Signature