



City of Riverside, California
Human Resources Policy and Procedure Manual

Approved:

[Signature]
Human Resources Director

[Signature]
City Manager

Number: I-9 Effective Date: 07/06

SUBJECT: **REQUESTING VOLUNTEERS**

PURPOSE:

To establish a procedure for utilization of volunteers by City Departments.

DEFINITIONS:

A volunteer is a person who donates hours of service to the City for civic, charitable, or humanitarian reasons, without promise, expectation, or receipt of compensation for services rendered, except for reimbursement for expenses, reasonable benefits, and nominal fees, or a combination thereof. A person is not a volunteer if the person is otherwise employed by the City to perform the same type of services as those for which the person proposes to volunteer.

POLICY:

The Human Resources Department shall establish and maintain, as needed, lists of qualified volunteers to enable departments to complement their paid municipal labor force and to assist in the common purpose of accomplishing the established City of Riverside goals and objectives. Departments shall not request volunteers to substitute, supplement or replace any vacancy of paid municipal personnel.

As a complement to the paid municipal labor force, volunteers shall augment the labor supply by serving as additions to, or extensions of, existing personnel. The services of the volunteer shall enhance or facilitate service delivery.

Volunteer activities in municipal government shall include, but are not limited to: the participation of citizens in the direct delivery of service to others; citizen action groups; participation in self-help and mutual aid endeavors; and a broad range of informal helping activities. All departments are invited and encouraged to recruit potential volunteers for their divisions.

Departments wishing to complement their existing personnel or request the temporary assistance of a volunteer shall complete a Volunteer Request Form. An electronic e-mail message or memo is acceptable in lieu of a Volunteer Request Form, as long as the needs are specific; i.e., length of the project, skills required, days needed, and type of project.

Requests should be submitted at least one (1) week prior to the date needed. Departments are not required to accept any or all of the volunteers referred to the Department. All volunteers should be referred back to the Human Resources Department if the talents and skills of the volunteer will not work well for the department or the project. Municipal Volunteer Services shall then reassign the volunteer to another position that better suits the individual. The City is not required to designate any person as a volunteer.

Departments shall be responsible for identifying work space and ensuring necessary equipment and materials are available for the volunteer's work assignment. All volunteer supervisors are responsible for completing a Volunteer Agreement Form, providing an orientation and tour of the work area, and training of the volunteer. The Municipal Volunteer Coordinator shall send to the departments a copy of the Volunteer Profile Card identifying the name and pertinent information of the volunteer who will be filling the request. All volunteers under 18 years of age must have a parent/guardian signature on the Volunteer Profile Card and submit a Consent for Medical Form. Fingerprinting and background checks/Livescan for volunteers shall be coordinated with the Human Resources Department in accordance with Background and Reference Check Policy and Live Scan Policy.

In accordance with City Policy, volunteers are not eligible to drive City-leased or owned vehicles, with the exception of Police and Code Enforcement volunteers. In the event that the volunteer is required to drive his/her personal vehicle for performing an activity, the volunteer shall provide proof of insurance and obtain an addendum naming the City of Riverside as an additional insured. If a volunteer is involved in a non-injury motor vehicle accident in his/her own vehicle while performing his/her volunteer duties, the volunteer shall follow the same accident reporting procedures used by regular staff.

Accident and safety guidelines and procedures which apply to regular staff members shall also apply to volunteers. Policies prohibiting discrimination and harassment, and other standards of conduct which apply to regular staff members, shall apply to volunteers.

All volunteers shall be registered in the Human Resources Department and be covered through the City's Workers' Compensation Program. Utmost care should be taken to ensure that volunteers are not working in hazardous situations. It shall be the Department's responsibility to instruct volunteers in the proper use of tools and equipment. Volunteers have the same obligations as regular employees to cooperate with and follow the rules and regulations of the department and the City.

Departments shall be responsible for ensuring that all volunteers sign in and out on the Municipal Volunteer Time Sheet. Time sheets are to be submitted to the Human Resources Department no later than the 5th working day of each month. These records are required for monthly reports and Workers' Compensation claims. All Time Sheets are required to be signed by both the volunteer and the supervisor.

On completion of the volunteer's assignment, all departments shall forward an Evaluation Form for each volunteer who has assisted in the service delivery project. The evaluation will be used by the Human Resources Department as a tool to measure how the program is progressing and to identify if specific volunteers will be used for the same type of projects in the future.

Special One-time Group Volunteer Projects

The application process for special one-time group projects is different from the standard process. Each Department should submit a Special Project Summary Sheet which lists the name, address and telephone number of the volunteer along with their recorded time in and time out. Attached to the Special Project Summary shall be a signed Consent Form for minors of each underage participant.

PROCEDURE:

Responsibility	Action
Requesting Department	1. Prepares a Request for Volunteer Form and submits to the Human Resources Department.
Human Resources Department	2. Approves the request ensuring that the volunteer does not substitute, supplant or replace any paid municipal personnel.
Human Resources Department	3. Contacts requesting department to review applicants from existing volunteer list and refers potential candidates from screening criteria.
	<u>or</u>
	4. Recruits for a qualified candidate as needed. Forwards a copy of the Volunteer Profile Card to the Volunteer Supervisor and, if applicable, a copy of the Consent for Medical Form if volunteer is under the age of 18.
Requesting Department	5. Completes a Volunteer Agreement Form and forwards original to the Human Resources Department. Provides an orientation and tour of the work area, trains and introduces the volunteer to the work unit.
Requesting Department	6. Submits all Volunteer Time Sheets by the 5 th of each month.
Requesting Department	7. On completion of the volunteer's assignment, forwards an Evaluation to the Human Resources Department.

Attachments:

1. Request for Volunteer Form
2. Consent for Medical Form
3. Volunteer Profile Application
4. Volunteer Agreement Form
5. Volunteer Time Sheet Form
6. Evaluation Form