

# Volunteer Program

## Polices and Procedures Manual



STANISLAUS COUNTY  
CHIEF EXECUTIVE OFFICE—HUMAN RESOURCES  
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# Table of Contents

|   |           |
|---|-----------|
| <b>SECTION 1—INTRODUCTION .....</b>                     | <b>1</b>  |
| Introduction.....                                       | 1         |
| Background of Volunteer Program .....                   | 2         |
| Purpose .....   | 2         |
| Role of Department Volunteer Coordinators .....         | 2         |
| Role of the Chief Executive Office .....                | 2         |
| Thank You .....   | 3         |
| <b>SECTION 2—DEFINITION OF A VOLUNTEER .....</b>        | <b>4</b>  |
| Special Types of Volunteers .....                       | 4         |
| Minors as Volunteers .....                              | 4         |
| County Employees Volunteering for County Programs ..... | 5         |
| Court Ordered Volunteers .....                          | 6         |
| Emergency Response Volunteers .....                     | 6         |
| Spontaneous/Unaffiliated Volunteer .....                | 6         |
| Disaster Service Worker (DSW) .....                     | 6         |
| Excluded from the Volunteer Program.....                | 7         |
| Volunteer Rights .....                                  | 7         |
| Responsibility of Volunteers .....                      | 7         |
| Responsibility of County .....                          | 8         |
| Volunteer Opportunities.....                            | 9         |
| <b>SECTION 3—RECRUITMENT OF VOLUNTEERS .....</b>        | <b>10</b> |
| Volunteer Match Website .....                           | 11        |
| Volunteer Opportunities.....                            | 11        |
| Other Recruitment Resources .....                       | 12        |
| Volunteer Job Descriptions.....                         | 12        |
| Benefits of Job Descriptions .....                      | 13        |
| Volunteer Match Job Postings .....                      | 13        |
| Large Group Recruitment .....                           | 13        |
| Volunteer Application Form .....                        | 14        |
| Computers.....  | 14        |
| Selection Process.....                                  | 14        |
| Interview Process .....                                 | 14        |

|   |        |
|---|--------|
| <b>SECTION 4—PLACEMENT—VOLUNTEER ASSIGNMENTS</b> .....              | 16     |
| On-Going Volunteer Assignments .....                                | 16     |
| One-Time Event Volunteer Assignments.....                           | 16     |
| Background Checks .....   | 16     |
| Consent .....   | 17     |
| Adherence to County Policies.....                                   | 17     |
| Volunteer Documentation Files.....                                  | 17     |
| Volunteer Identification Badges .....                               | 18     |
| Volunteer Concern's/Grievances .....                                | 18     |
| <br><b>SECTION 5—ORIENTATION AND TRAINING</b> .....                 | <br>19 |
| Training Volunteers .....   | 19     |
| Safety Training .....   | 20     |
| <br><b>SECTION 6—SUPERVISION</b> .....                              | <br>21 |
| Performance Evaluations .....                                       | 21     |
| Discontinuing/Resignation of Volunteer.....                         | 21     |
| <br><b>SECTION 7—RECOGNITION</b> .....                              | <br>22 |
| Informal Recognition.....   | 22     |
| Individual Departments.....   | 22     |
| Formal Recognition .....  | 22     |
| <br><b>SECTION 8—STATISTICAL REPORTING</b> .....                    | <br>24 |
| Statistical Report .....  | 24     |
| Tracking Volunteer Hours Using PeopleSoft .....                     | 24     |
| Time Sheets .....   | 25     |
| <br><b>SECTION 9—INSURANCE COVERAGE-REGISTERED VOLUNTEERS</b> ..... | <br>26 |
| Worker's Compensation .....   | 26     |
| Liability Insurance.....  | 26     |
| Registered Volunteers Who Drive .....                               | 26     |
| Driver Training for Registered Volunteers Who Drive.....            | 27     |

Section

1

## INTRODUCTION

The Volunteer Program is a great way to connect people with opportunities to serve County Departments and form meaningful partnerships. Countless volunteers currently invest their time, energy, skills, and talent to help make Stanislaus County departments run more efficiently. Volunteering is one of the greatest forms of civic engagement and we appreciate the volunteers who donate their time without compensation. County volunteer opportunities range from one-time events to long-term volunteer opportunities such as providing library books to homebound individuals and assisting at the Health Services Agency. The County Volunteer Program encourages citizens and County retirees to volunteer their time and talents. It also encourages Department Heads to support and promote voluntarism in their departments to enhance productivity.

Through the strong support and leadership of the Board of Supervisors and the dedication of department Volunteer Coordinators, the County Volunteer Program has come to play a vital role in the enhancement of public services. The significance of the program is indicated by the fact that County volunteers provide thousands of hours of service each year in various County departments.

Administration of the County's Volunteer Program is decentralized; and the departmental volunteer programs vary considerably in size, scope, services, complexity, and practice. This manual is designed to apply effective management principles to guide activities and tasks common to all the departmental programs. At the same time, the manual identifies areas that each departmental volunteer program must address.

The management process is dynamic, and policies and guidelines are subject to continuous development and change. For this reason, the Volunteer Coordinators are encouraged to participate in reviews of this policy manual. Suggestions made by the persons who daily perform volunteer program management tasks will help assure that the manual remains an effective management tool.

## **Background of Volunteer Program**

In June of 1997, the County contracted with an outside vendor to coordinate and administer the Volunteer Program. Due to the challenging economic climate and diminishing revenue, the County will resume administration of the Volunteer Program commencing on January 1, 2011.

## **Purpose**

The purpose of this manual is to establish the necessary organizational, operational, and administrative procedures necessary for the effective operation of the Volunteer Program in Stanislaus County. This manual will provide guidance to the Departmental Volunteer Coordinators and the Chief Executive Office to make sure information flows smoothly and efficiently.

## **Role of Department Volunteer Coordinators**

Some of the typical duties of a Volunteer Coordinator are to:

- Plan, develop, oversee, and implement the Department Volunteer Program;
- Recruit volunteers by posting volunteer openings on Volunteer Match;
- Maintain and update job descriptions for volunteer opportunities;
- Select, orient, train, and evaluate volunteers;
- Ensure that volunteers comply with rules and regulations;
- Evaluate existing volunteer programs;
- Maintain volunteer files with appropriate paperwork and policy acknowledgement form;
- Create and maintain the Volunteer's personal information in PeopleSoft;
- Create and maintain the Volunteer's job information in PeopleSoft;
- Maintain attendance records and enter timesheets into PeopleSoft;
- Plan and coordinate volunteer recognition ceremonies; and
- Compile periodic statistical reports for the Chief Executive Office.

## **Role of the Chief Executive Office**

The Chief Executive Office provides direction, coordination, and support of department Volunteer Coordinators through the County Volunteer Program. Some of the typical duties of the Chief Executive Office—Human Resource Division is to:

- Assist the development and coordination of all Countywide volunteer programs;
- Coordinate periodic meetings of all County Volunteer Coordinators. At these meetings, information is presented about the latest developments in the administration of the County Volunteer Program;

- Consult with departments on special problems, policy, and new volunteer programs;
- Develop Countywide recruitment and promotional campaigns for the strengthening, maintenance, and expansion of County volunteer programs;
- Develop and recommend County policies and procedures relating to Countywide volunteer programs; and
- Coordinate the annual Volunteer Recognition Awards.

## **THANK YOU**

The Volunteer Program is the collaborative effort of various County departments contributing their expertise to the formation of the new program. The Chief Executive Office would like to thank:

- Auditor-Controller's Office;
- Chief Executive Office—Human Resources Division;
- Chief Executive Office—Risk Management Division;
- Department Volunteer Coordinators;
- Library;
- Payroll Division of the Auditor-Controller's Office;
- Software Development Division of the Auditor-Controller's Office; and
- Strategic Business Technology.

Section

2

## DEFINITION OF A VOLUNTEER

A volunteer is defined as:

- Individuals who perform hours of voluntary service in a County department for civic, charitable, humanitarian, recreational, health, public safety or general welfare reasons, without promise, expectation or receipt of compensation for service rendered;
- Individuals shall be considered volunteers only when their services are offered freely on a regular or one-time event basis;
- Individuals interested in gaining experience in an area they are interested in studying;
- Individuals performing community service as part of a court order;
- Individuals wanting to assist the local community during times of a declared disaster;
- Individuals who may need more experience in order to gain employment; and,
- Individuals who may need to fill a community service requirement (High School students mandated by a class).

## SPECIAL TYPES OF VOLUNTEERS

### Minors as Volunteers

Stanislaus County encourages minors to volunteer to learn about future job opportunities and the skills needed for these positions. It is at the Department Head's discretion whether to allow minors to volunteer within a Department and the age the minor must be to volunteer. County Departments must follow the State of California Division of Labor Child Labor Laws with volunteer minors. The Division of Labor defines a minor as, "any person under the age of 18 years who is required to attend school under the provisions of the Education Code."

The Division of Labor Child Labor law outlines the hours a minor may work (depending on age) and the type of work a minor may perform. For example, 14 and 15 year olds may only work until 7 p.m. during the school year. Please visit the DOL's website at <http://www.dir.ca.gov/dlse/ChildLaborPamphlet2000.html#17> for further information.

Minor volunteers must complete the Stanislaus County Minor Authorization Form including the parent/guardian signature. **Minors do not need a work permit to volunteer for the County. However, minors do need to participate in the fingerprint process if performing more than 25 hours of volunteer service.** Minors completing 25 hours or less for a school project or community service project are not required to be fingerprinted. However, if after completion of the 25 hours the minor and the Department decide to continue the volunteer relationship, fingerprints will need to be completed at that time.

### County Employees—Volunteering for County Programs

County employees may volunteer their services to the County as long as the work they perform as a volunteer is outside their scope of duties as County employees. County employees have a long history of volunteering. Departments are encouraged to tap this rich pool of volunteer talent when recruiting volunteers for a County sponsored project. Time sheets which are maintained for County employee volunteers should verify that the hours worked were outside of the hours during which the employees are regularly employed and specify that the work they performed was voluntary and not paid.

The County encourages employees to volunteer in the community. This service is accepted provided the volunteer service is:

- Provided totally without coercive nature;
- Involves tasks that are outside of the scope of normal staff duties; and,
- Is provided outside of the employee's usual working hours.

Employees who volunteer must adhere to the Fair Labor Standards Act which states that, "an individual shall not be considered a volunteer if the individual is otherwise employed by the same public agency to perform the same type of services as those for which the individual proposes to volunteer."

An example of same type of services would be a Public Health Nurse who wishes to volunteer at a County clinic. However, a Code Enforcement Officer who wishes to walk dogs for Animal Services would not be considered "same type of services" and would be eligible to volunteer.

## **Court Ordered Volunteers**

The Courts are provided with an alternative method of sentencing selected misdemeanor offenders. Participants in this program render community service, in lieu of fines or jail. In order to receive the sentence, the offense must be minor, non-violent, non-person directed and, in most cases, first time. The sentence involves a specific number of volunteer hours to be completed by a deadline. Court ordered volunteers are referred into County departmental volunteer programs on a case by case basis at the discretion of the Department Head.

## **Emergency Response Volunteers**

All volunteers activated or servicing during an emergency or disaster will be required to work within the framework of the National Incident Management System (NIMS) and the State Emergency Management System (SEMS). NIMS Training will be provided as required by the Stanislaus County Office of Emergency Services.

## **Spontaneous/Unaffiliated Volunteer**

Is an individual who comes forward following a disaster to assist with disaster related activities during the response or recovery phase. These volunteers are not affiliated with a response or relief agency and are not pre-registered with an accredited disaster council and have not been pre-trained.

## **Disaster Service Worker (DSW)**

Is an individual person registered with an accredited Disaster Council for the purposes of engaging in disaster service without pay or other compensation. Registered Disaster Service Worker volunteers are persons who have chosen to volunteer their time to assist in a disaster or emergency services agency in carrying out the responsibilities of that agency. The person must be officially registered with the accredited Disaster Council; and, not receive any pay for the service being provided. Disaster Service Worker includes public employees performing disaster work that is outside the course and scope of their regular employment without pay. The County has a Memorandum of Understanding between the County of Stanislaus and the United Way of Stanislaus Emergency Volunteer Center for the purpose of registering and referring convergent or spontaneous, unaffiliated volunteers for the County immediately following a major emergency or disaster. For more information regarding this separate program, please contact the Office of Emergency Services.

## EXCLUDED FROM THE VOLUNTEER PROGRAM

Excluded from the volunteer program include:

- Internships/externships where the Department has a contractual relationship with the College/University. The contractual relationship should state that the educational institution will be responsible for all liability and workers compensation costs for the student as well as addressing other legal, risk management, and operational considerations. Interns may be receiving academic credit for their hours and their duties should tie closely to their academic course work;
- Individuals performing job duties in order to receive benefits through another program (for example, to receive food stamps);
- An individual shall not be considered a volunteer if the individual is otherwise employed by the County to perform the "same type of services" as those for which the individual proposes to volunteer. The Fair Labor Standards Act prohibits such practice; and
- Volunteers do not displace County employees; they assist paid staff or provide services that augment the established and mandated services of the County.

## Volunteer Rights

Volunteers are a valuable resource to the County, its staff and its residents. Volunteers shall be extended the right to:

- Be provided with meaningful and appropriate assignments according to skill, interests, availability and training;
- Receive a clear and specific volunteer position description;
- Be treated and respected as a co-worker;
- Receive orientation, training, and effective supervision for the jobs accepted;
- Not have time wasted by lack of planning and coordination on the County's part;
- Receive feedback on performance; and
- Receive formal and informal recognition for accomplishments.

## Responsibility of Volunteers

- Adhere to the same rules, regulations and standards as regular County employees;
- Be prompt and reliable in reporting for duty; attendance is expected to be dependable;

- Complete timesheets in order to keep an accurate record of the hours served;
- Attend orientations and trainings as provided;
- Treat the public and fellow co-workers professionally at all times;
- Protect confidential information;
- Consult with the supervisor or Volunteer Coordinator before assuming any new assignments;
- Exercise good judgment, remembering that volunteers are representatives of Stanislaus County; and
- Perform every task to the best of his/her ability.

### **Responsibility of County**

To recognize the importance of volunteers to the mission of Stanislaus County, the County is responsible for:

- Providing adequate orientation and training to prepare the volunteer for a successful service experience;
- Provide clear and consistent job descriptions;
- Be prepared for the volunteer to work, including proper supervision, supplies and workspace;
- Treat the volunteer as a respected member of the work team;
- Keep volunteers informed of any changes in policy or procedures;
- Maintain accurate records of service; and
- Provide formal and informal recognition and appreciation of the volunteer's contributions.

## **Volunteer Opportunities**

The County has designated a wide variety of services for which persons may volunteer. County services which might be performed on a volunteer basis include:

- Assisting in a County library;
- Literacy tutor;
- Driver;
- Animal Care Specialist;
- Computer Instructor;
- Gift shop volunteer; and
- Public Health Greeter.

## Section

## 3

## RECRUITMENT OF VOLUNTEERS

Recruitment is the process of locating volunteers who have the skills and aspirations to fill volunteer opportunities with the County. Volunteer Coordinators may discover that everything they do carries an aspect of recruitment, for a volunteer who is enjoying the experience of volunteering is a prime recruitment resource. Volunteer programs can die if new volunteers are not generated, and to some extent new persons will volunteer and stay with a program if it has good morale and administrative support.

Effective program administration, then, is motivated in part by recruitment needs. Departments are encouraged to plan their recruitment efforts. This may take the form of an annual recruitment plan, where the needs of existing programs are considered as well as the need for volunteers for short projects and/or for new and emerging program initiatives. Existing programs will benefit from sustained recruitment rather than unplanned efforts.

Keep in mind that the County prohibits the replacement of a County employee by a volunteer. Volunteers augment paid staff and are not to be used to displace paid staff. Volunteers assist staff in their duties, enhancing and extending service delivery. Volunteers can also perform work that is significantly different from that done by paid staff. Volunteers shall be recruited without regard to any individual's sex, race, color, religion, national origin, pregnancy, age, marital status, medical condition, disability, or any other basis prohibited by local, state or federal law. Additionally, the County will provide reasonable accommodation to qualified, disabled volunteers.

Volunteers may be recruited either through an interest in a specific function or through a general interest in volunteering. The Volunteer Program will recruit volunteers using the Stanislaus County website at: [www.stancounty.com](http://www.stancounty.com), the Volunteer Match website at: [www.volunteermatch.org](http://www.volunteermatch.org), and public outreach.

The recruitment of the volunteer continues throughout the volunteer's stay with the department. Make every effort to be hospitable, friendly and appreciative of the volunteer's goodwill, generosity and work. This care and concern for the volunteer should be present in all of the working relationships with the volunteer.

## Volunteer Match Website

Volunteer openings will be posted on the County's website under Volunteer Opportunities. The "Current Stanislaus County Government Volunteer Opportunities" link will direct volunteers to Volunteer Match at: <http://www.volunteermatch.org>.

Prospective volunteers can also type the word "Volunteer" into "Google" and click on the Volunteer Match link. Volunteers simply enter the ZIP code and keywords describing the opportunity they are looking for. Volunteers can also enter their skills or the skills they would like to develop and it will link them to available opportunities in County departments.

## Volunteer Opportunities

Below is an example of a volunteer opportunity at the Modesto Library that is posted on Volunteer Match.

**Bring reading to lives -- teach an adult to read**

**Organization** Stanislaus County Free Library - Modesto Library  
★★★★★ (0 reviews)

**Address** 1500 I St., Modesto, CA 95354  
[Get Directions](#)

**Great For** Teens, 55+

**Interest Area** Education & Literacy

**Date** This is an Ongoing Opportunity.

**Minimum Age** 18

**Volunteers Needed** 25

**Stanislaus County Free Library - Modesto Library**

Public libraries in California seek to engage the talents, skills and commitment of volunteers to serve the communities' information and literacy... [\(Read More\)](#)

Volunteer opportunities from this organization:

- [Bring reading to lives -- teach...](#)
- [Help adults learn English](#)
- [Help adults understand math and...](#)
- [Volunteers for family literacy...](#)

Ed Smith (right) helped Frankie Brown improve his reading and he graduated with honors from truck driving school and is able to get a job after being laid off when the Hershey plant closed.

## Other Recruitment Resources

Speaking to community groups is a good way for Volunteer Coordinators to get the message out. Volunteer Coordinators are encouraged to develop tools for effective presentations. This includes compiling photographs, printed materials, and/or a PowerPoint presentation that will interest an audience. Keep your Department Head informed. They can be effective informal recruiters. A good source for volunteer recruitment is your current volunteers. Tell them about your volunteer opportunities and provide them with the information they will need to do recruitment for you, such as flyers. The employees of your department will potentially also recruit for you. Let them know about volunteer opportunities; post flyers in department facilities where they can be seen by both the public and by the departmental employees.

## Volunteer Job Descriptions

Job descriptions are essential for the recruitment and placement of volunteers, and all volunteer jobs should have clearly written job descriptions. Job descriptions provide volunteers with a clear explanation of expectations and obligations. Written volunteer job descriptions include the essential elements about the job, the volunteer, and the department. Job descriptions include:

- Name of Department;
- Name of Contact Person;
- Work Location;
- Title of the Position—Names are needed for volunteer positions to enable volunteers to identify and speak about the roles that they are fulfilling. Names can also help distinguish positions according to qualifications criteria;
- Responsibilities—State the primary purpose of the position. List examples of what tasks are to be done. The list need not be exhaustive but should be specific and provide a good framework to describe the position;
- Qualifications—List whatever skills, aptitudes, knowledge, abilities, interests, attitudes, experience, character or personal traits that are needed for the position;
- Days and Hours Needed;
- Assignment –ongoing or one time event;
- Background Check Required;

- Public Transit Access;
- Age Requirement;
- Time Commitment—Estimate the number of hours, duration, schedules, that the position requires; and
- Handicap Accessible.

## **Benefits of Job Descriptions**

There are a number of benefits that can be derived from maintaining written job descriptions:

- They provide an effective tool for recruiting volunteers and enable prospective volunteers to understand the role of a volunteer in a particular position;
- They enable volunteers to screen themselves by comparing the County department's expectations with their own needs and limitations;
- They are useful for conducting interviews and making individual job placements;
- They can also help create a positive image of your program management; and
- In all cases, departments must communicate the information in job descriptions to individual volunteers. Volunteers in turn must understand and agree with what they are volunteering to do.

## **Volunteer Match Job Postings**

The existing department volunteer job descriptions can be cut and pasted into the Volunteer Match program by the Volunteer Coordinator when they create the recruitment. Pictures can also be added to enhance the posting. Department Volunteer Coordinators will be given co-administrator status on our "Community Leader" account to allow them to appropriately manage the volunteer opportunities within their department.

## **Large Group Recruitment**

In this approach to recruitment, a general appeal for volunteers is made. The appeal may be in the form of a public service announcement on the radio or an article in the local newspaper. The general appeal describes the department's volunteer program and an interesting array of possible assignments or a special project. This approach is most

effective when a large number of volunteers are needed, especially for a short period of time such as a weekend project.

## **Volunteer Application Form**

All volunteers are required to complete the Volunteer Application Form. Those volunteering for an event can fill out the One-Time Event Application Form. Volunteer Application Forms are available on-line at: [www.stancounty.com](http://www.stancounty.com). Department Volunteer Coordinators may accept volunteer applications directly without going through the Chief Executive Office. Completed application forms should be submitted to the appropriate Department Volunteer Coordinator as noted on each Volunteer Opportunity posting on Volunteer Match. Completed applications can be e-mailed, mailed, faxed, or hand delivered to the appropriate Volunteer Coordinator or contact name listed on the volunteer opportunity posting.

## **Computers**

Computers are available for use by the public at the County Personnel Office located at 1010 10th Street. Computers are also available for use at each of the 13 County branch libraries. Human Resource support staff is available to assist prospective volunteers in filling out their application form on the Second Floor of 10<sup>th</sup> Street Place.

## **Selection Process**

The universal method used to select volunteers is the personal interview. The interview is a purposeful conversation in which both the volunteer and interviewer exchange meaningful information about the qualifications and interests of the volunteer and the opportunities and expectations of the department. Use of a Volunteer Program Application Form can be of assistance for an interview. This information and that shared during the interview will determine the best possible assignment for the volunteer. It is possible for this process to result in modification of an existing volunteer job or in the creation of an entirely new job to fit the volunteers' qualifications and interests.

## **Interview Process**

An interview with a prospective volunteer should be a pleasant experience, without stress and an opportunity to exchange helpful information. Set aside 20 to 30 minutes of uninterrupted time for the session with the volunteer. Preparation can help assure its success. Select a room or place that is reasonably quiet, private and relatively free from disruptions. Develop a written interview plan prior to the actual interview. An interview plan includes the following:

- Introductions;
- Purpose of the interview and procedure to be followed;
- Reasons for the person's desire to volunteer;
- Specific interests of the volunteer;
- Information on the departments volunteer opportunities;
- Review of volunteer's relevant previous work and volunteer experience;
- Discussion of departments expectations (hours, commitment, behavior); and
- Agreement on the best assignment for the volunteer.

The atmosphere should be warm, friendly and comfortable but businesslike. Interview questions should be open-ended and designed to encourage free expression and discussion of points of mutual concern. Thank the person for their interest in volunteering with Stanislaus County. Always inform the person you have interviewed of the disposition of the application. Long processing time will mean the probable loss of the prospective volunteer. If there is a delay in placement, contact should be maintained with the person who has been interviewed, to keep them informed of the status of the placement process. The final decision regarding placement of a volunteer is made by the department after results from the background check are complete.

As soon as possible following the offer and acceptance of an ongoing volunteer position, arrange a placement interview with the person who will supervise the volunteer.

## Section

## 4

## PLACEMENT—VOLUNTEER ASSIGNMENTS

### On-Going Volunteer Assignments

Volunteers assigned to on-going assignments must be fingerprinted and participate in the designated Department's background process. The volunteer will also participate in an orientation with the Department's Volunteer Coordinator. Each volunteer will be required to read the Volunteer Conduct/Behavior Expectation Policies, and sign the Volunteer Assignment Agreement and the Volunteer Policy Acknowledgement Form. If the volunteer has questions, the Volunteer Coordinator can explain the policies for clarification.

### One-Time Event Volunteer Assignments

A number of volunteer projects call for one-time-only volunteers, and for these projects it is not practical to require each participant to complete an application form. Volunteers accepting one-time assignments will complete the One-time Event Form and are not required to participate in the extensive background process. Onetime events include events such as the Health Services Agency's annual Flu Clinics.

### Background Checks

A Department of Justice (DOJ) finger print check shall be completed on all volunteers applying for an on-going assignment. Some departments require a more extensive criminal background investigation which could include DOJ and FBI level clearances. Volunteers participating in a one-time event do not need to be fingerprinted.

Minors completing 25 hours or less of volunteer work for a school project or community service project are not required to be fingerprinted. However, if after completion of the 25 hours the minor and the Department decide to continue the volunteer relationship, fingerprints need to be completed at that time.

The Department Volunteer Coordinator is responsible for preparing the "Request for Live Scan Service—Applicant Submission Form" and sending each volunteer applicant (for on-going placement) to the Sheriff's Department to process their fingerprints. The department requesting the background check is billed for the cost of the fingerprints. Currently, the fee for DOJ is \$32 and for DOJ and FBI \$51. The Chief Executive Office will receive the results from the Department of Justice, and will then notify the

Department Volunteer Coordinator. Once the fingerprint results are reviewed with the requesting department, the form is destroyed.

The County also has a Subsequent Arrest Agreement with the Department of Justice and receives updated arrest/conviction information regarding any currently placed volunteer. Departments may dismiss or transfer any volunteer if it is determined that the volunteer has demonstrated behavior that is incompatible with the duties of his/her position or the mission of the department.

## **Consent**

Each volunteer applicant signs a consent statement authorizing the County to conduct a criminal background investigation when they sign the Application Form. It must be signed by the volunteer applicant prior to initiation of the background check. The Volunteer Application Form states: "I hereby authorize Stanislaus County to obtain a record of my criminal convictions from the California Department of Justice or any other agency that collects records of criminal convictions."

## **Adherence to County Policies**

All volunteers will be held to the same behavior standards as County employees. During the volunteer's orientation, the volunteer will review applicable County and Departmental policies. The volunteer will sign the Volunteer Conduct/Behavior Expectations Policy Acknowledgement Form indicating that he/she has read and understands the behavior expectations including Code of Ethics, Harassment Policy, Drug Free Workplace Policy and Security and Violence in the Workplace.

## **Volunteer Documentation/Files**

The Department Volunteer Coordinator is responsible for the oversight of the official volunteer file. Files will be kept for three (3) years after the volunteer completes his/her volunteer assignment as consistent with County policy.

**Each official file will include the following original documents:**

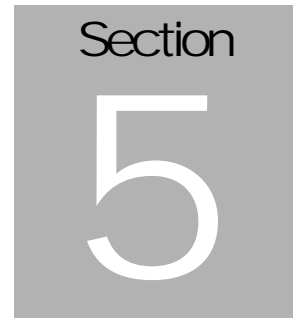
- Volunteer Application;
- Volunteer Conduct/Behavioral Expectations Policy Acknowledgement Form;
- Volunteer Assignment Agreement;
- Volunteer Personnel Action Form;
- Volunteer Time Sheet;
- Training Logs—specific training provided and training results; and,
- Minor authorization form (if needed); and
- Annual Evaluation forms.

## **Volunteer Identification Badges**

Each Department Volunteer Coordinator will supply the volunteer with a badge/pin to identify the volunteer. The badges/pins will need to be returned upon completion of the volunteer's assignment. Only badges/pins shall be provided—not proximity cards or keys to County facilities.

## **Volunteer Concern's/Grievances**

If a volunteer has a concern or grievance related to the work performed by the volunteer for Stanislaus County, the volunteer is first to report it and discuss the issue with his/her supervisor. If the volunteer does not feel the issue has been properly addressed by his/her supervisor, he/she is to report it to the Department's Volunteer Coordinator. If the volunteer still does not feel the concern has been addressed or is not able to address it with the supervisor/Volunteer Coordinator, the volunteer is to use the County's Ethics Concern procedures or the County's Whistleblower procedures (located in the County's Personnel Manual) to report the concern/grievance.



## ORIENTATION AND TRAINING

Orientation of new volunteers provides them with background and general information about the department and enables the volunteers to understand how their volunteer positions fit in with overall operations. The volunteers will be better able to understand how their work contributes to the mission of the department and its services to the public. Each department Volunteer Coordinator must take the responsibility to orient their volunteers. Orientation should cover:

- An overview of the department, division and/or program and services offered;
- The importance of the work the volunteer will be doing and how it fits into the work of the department;
- A tour of the physical facility (including bathrooms and parking);
- Introductions to staff and explanation of who to go to for what;
- Procedures relevant to department and position; and
- Instructions on how to complete their Monthly Volunteer Time Sheets.

The content of the orientation will vary from department to department, depending on the special situations unique to each department. Basically it's a matter of how much a volunteer should know in order to feel a member of the departmental team and to be a faithful representative of the department to the general public. Include key departmental staff as instructors where possible. The orientation should be designed so that the volunteers will freely participate in asking questions.

### Training Volunteers

Each department is responsible for training their volunteers either through a formal training session or through on-the-job training. The training should take into consideration individual needs, knowledge, abilities and skills, and should focus on the content of the job itself. A logical starting point for planning volunteer training is the job description. The actual job duties and responsibilities should be matched against the individual's knowledge, abilities and skills. If the individual lacks the required knowledge, abilities or skills; then training should be directed to fill in the gaps. If the individual already possesses the required knowledge, abilities and skills; then training should concentrate on operational procedures.

Volunteer training must be specific and practical. The volunteer must know, at the end of training, what he/she will do, should not do, when to seek help, why the job needs to be done, how, when, and where it is to be done. The volunteer must gain an understanding of his/her role in the job and program. This understanding also includes an understanding of the roles of others in his/her work situation. It includes an understanding of the actual working relationships the volunteer will experience.

### **Safety Training**

Registered volunteers have the same training requirements as County employees including, but not limited to Violence in the Workplace, Emergency Evacuation, Injury Illness Protection Program (IIPP), Bomb Threats, and other Safety training per County policy based on job duties to be performed. The Chief Executive Office-Risk Management Division has prepared a special brief PowerPoint presentation that Department Volunteer Coordinators can use to train volunteers on the important safety policies.

## Section

## 6

## SUPERVISION

### Performance Evaluations

Although evaluations are not practical for short-term volunteers, (less than six months), they are essential for long-term volunteers. Volunteer performance evaluations should be completed once a year using the Stanislaus County Volunteer Evaluation Form and placed in the volunteer's file. In all cases, the contents of the evaluation must be discussed with the volunteer. The evaluation should record the rating period, the volunteer's duties and performance and comments regarding the volunteer's contributions or shortcomings. Supervisors are responsible for volunteer worker performance evaluations. They must, therefore, maintain accurate records, be precise and above all, reasonable. Supervisors need to keep in mind that for individuals who work without compensation, feedback is their greatest reward.

Volunteers should have an evaluation on file prior to their last day as a volunteer. This will provide the volunteer with something to use as a reference when seeking new employment. During the evaluation review, the following things will be considered:

- Quality of work—Accuracy, oral expression and courtesy to the public;
- Work Habits—Observance of working hours, attendance observance of rules;
- Personal Relations—Getting along with fellow employees; and
- Adaptability—Performance in new situations with minimum instruction.

Evaluations are to be used to identify strengths and areas of growth in order to reinforce good habits and develop ways for improvement. The evaluation is also the time to review how the volunteer's work compares to the goals of the volunteer and the County.

Letters of Recommendation should not be provided. However, if a volunteer requests a reference while pursuing new opportunities, please provide the volunteer with a copy of their evaluation. If a volunteer needs a letter referencing hours or assignment(s), the Department Volunteer Coordinator can prepare this for the volunteer.

### Discontinuing/Resignation of Volunteer

The County and/or the Volunteer may terminate the volunteer's service at any time.

Section

7

## RECOGNITION

The goal of the County Volunteer Program is that volunteers receive recognition for their contributions on both an informal and formal basis.

### Informal Recognition

Informal recognition is ongoing. The appropriate and frequent use of informal recognition creates an atmosphere in which motivation is high. It might include:

- Giving praise for a job well done, when it is well done;
- Thanking a volunteer for his/her efforts;
- Recognizing the volunteer's potential and using it;
- Asking a volunteer for his/her opinion; and
- Increasing the volunteer's job responsibilities.

### Individual Departments

Volunteers are motivated by the desire to help others or the joy of the work itself. Awards, either tangible or intangible, confirm to the volunteer that he/she is appreciated. Each individual department should develop methods of reward and recognition that are meaningful for its volunteers. Individualized recognition is just as important (if not more so) than organized County-wide efforts.

### Formal Recognition

Upon annual notification, Volunteer Coordinators are responsible for submitting nominations for an outstanding County Volunteer from their department to the Chief Executive Office. Each department or division may select one volunteer for this award.

Volunteers who receive this award will have had a long-term commitment to the department for which they volunteer and they will have contributed a significant number of hours. Projects in which they participate have wide ranging impact to the County and overall, outstanding volunteers provide tasks that are invaluable.

An Outstanding Volunteer of the Year award presentation will be held annually at a Board of Supervisor meeting. The Board will publicly acknowledge the outstanding contributions of County volunteers and a report of the total number of volunteer hours by department will also be presented.

Section

8

## STATISTICAL REPORTING

### Statistical Report

Departments using volunteers shall keep records of their service. Each Department Volunteer Coordinator is responsible for providing the Chief Executive Office with statistical information on an annual basis. This information will be used to create reports for the Board of Supervisors showing the total number of volunteers and the total number of volunteer hours by department.

### Tracking Volunteer Hours Using PeopleSoft

PeopleSoft is human resource management system (HRMS) software provided through Oracle Corporation that the County currently uses to enter time and labor for paid employees. The County received permission from PeopleSoft to allow us to use this same sophisticated reporting software to track volunteer hours. Each volunteer will be set up as a person in the "Volunteer Company," created in PeopleSoft to track volunteers and their time. The "Volunteer Company" is completely separate from all paid County employees. Volunteers will have a job code of VIII and new Departments and Department Locations have been set up in the "Volunteer Company." For example, the library will now be able to track volunteer hours by library branch or location. All volunteers will use the Time Reporting Code of VOL on their timecards. The Volunteer Coordinator will then enter their hours into PeopleSoft on a monthly basis.

This professional method of tracking hours will enhance the credibility of our Volunteer Program by accurately reflecting the hours volunteer's work without compensation. A default compensation flat rate of \$20.85 per hour has been set as determined by the Independent Sector. The estimate helps acknowledge the hundreds of individuals who dedicate their time, talents, and energy to making a difference. The County as well as other charitable organizations uses this estimate to quantify the enormous value volunteers provide. The County would like to recognize and celebrate ordinary people doing extraordinary things to improve the County.

As Diane Aviv, President and CEO of Independent Sector said: “America’s heritage of giving back is unique and distinctive. Whether we help a single individual or ignite change that benefits millions, people in this country have come together through voluntary organizations for over 230 years. Children who grow up learning to give back not only strengthen their communities but enrich their own lives in countless ways. We celebrate that spirit of selfless service.”

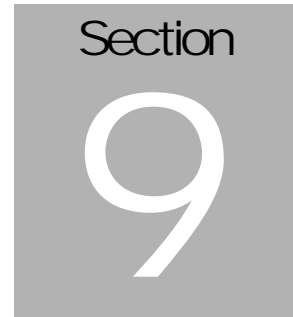
The valuation of volunteer time provides one way to measure the impact hundreds of individuals make with each hour they dedicate to the County to make a difference.

Detailed instructions for using the Volunteer Personnel Action Form (PAF) to set up volunteers in PeopleSoft can be obtained by contacting the Human Resource Division of the Chief Executive Office.

## **Time Sheets**

Each department must maintain a record of hours worked by each volunteer. Time will be entered for each volunteer on a monthly basis into PeopleSoft using Time and Labor.

Large group one time events should submit a roster with a time log that includes the volunteer’s name and total number of hours volunteered. This form is available on the Volunteer Opportunities website. Group events with a total number of hours can also be tracked in PeopleSoft. Groups will be set up allowing the department to track by the date of the event and add comments to describe the event.



## **INSURANCE COVERAGE FOR REGISTERED VOLUNTEERS**

### **Workers' Compensation**

Volunteers registered in PeopleSoft are treated as employees with respect to Workers' Compensation coverage. Injuries/illnesses that arise out of or occur during the performance of a registered volunteer's job duties for the County must be reported immediately to the volunteer's supervisor who in turn will report it to the CEO-Risk Management Division. Workers' Compensation benefits include payment of medical expenses and reimbursement for travel to and from medical facilities.

To be eligible for coverage, a County registered volunteer must be formally enrolled in a program or activities sponsored by the County and adhere to established volunteer work assignment guidelines. The County Department Volunteer Coordinator to which the registered volunteer is assigned will assign the work duties and will keep an enrollment record to document participation as a registered volunteer.

### **Liability Insurance**

Registered volunteers working in County approved programs are covered by the County for liability claims of others that may be filed against them and/or the County because of alleged negligent acts or omissions within the scope of the registered volunteer's duties for the County.

### **Registered Volunteer(s) Who Drive**

Registered volunteers driving in the scope of their job duties must:

- Provide proof of a valid California driver's license;
- Provide a current copy of a clean DMV driving record if they transport clients;
- Attend a defensive driver training course;
- Enroll in the DMV Pull Notice Program;

- Complete an application for Authorization to Drive on Official County Business,
- Complete the top portion of an Authorization for Release of Driver Record Information form.

Registered volunteers driving a County vehicle are covered by the County's insurance. Registered volunteers driving their personal vehicle must also provide evidence of insurance that complies with the State of California minimum requirements for bodily injury and property damage. Volunteers must continue to provide proof of insurance as their policy renews or changes. Volunteers should check that their insurance policy allows them to drive their vehicle on County business.

If a registered volunteer is involved in a collision in their vehicle while on authorized County business, the registered volunteer's automobile insurance is primary to any other coverage. If the collision is determined to be not at-fault by an appropriate Law Enforcement Agency, the County will reimburse the registered volunteer's deductible expense up to a maximum of \$500.

### **Driver Training for Registered Volunteers Who Drive**

All registered volunteers who drive on County business are required to attend Defensive Driver Training. This is true whether they drive their own vehicle or a County vehicle.