

Volunteer Program Management

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“Creating Healthy Lives, Happy People & A Strong Community”

Medford Parks & Recreation Department

Dedicated to Providing A Healthy Community Through An Integrated System Of Parks, Open Space, Recreation, Cultural And Human Services Programs.

The City of Medford Parks and Recreation Department manages an extensive parks system and offers a generous blend of structured and non-structured recreational/cultural opportunities. The Department is comprised of several divisions including: Administration; Recreation Programming; Parks Maintenance Management; Park Design and Project Management.

Community involvement can provide valuable customer input, strengthen bonds, and provide for efficient and expanded service delivery. From providing direction through boards and commissions, to implementing specific tasks, volunteers play an important role in direct delivery of programs and services.

Volunteer Involvement

The Parks and Recreation Department offers a wide variety of volunteer opportunities and embraces citizen involvement in the delivery of community services and maintenance of park land and facilities. The department has been a popular choice for citizens, schools, corporations and civic organizations to reinvest their gift of time and talents back to the community. This is a tremendous investment by the citizens of Medford and provides priceless value to the department.

PREFACE



Use of volunteers continues to gain increased importance as the City of Medford grows and expands services to the community. The volunteer force is a valuable resource that provides a viable alternative when addressing future service needs.

Volunteer Management Program Objectives

- ❖ Encourage citizen participation in City government.
- ❖ Provide meaningful and challenging opportunities for volunteers.
- ❖ Provide volunteers with an opportunity to share their knowledge and expertise with the Parks and Recreation Department and community.
- ❖ Enhance City services by using volunteers to complement the efforts of City staff.
- ❖ Foster cooperation between the public and private sector for the benefit of the community.

These objectives are important for guiding the volunteer program.

The Medford Parks and Recreation Department administration is committed to this Volunteer Management Program and acknowledge that it is an important element in conducting business.

The success of the program rests within the individual department divisions which work with and utilize volunteers. The support each division gives to the Volunteer Management Program is crucial to the overall success. With this support the program can function effectively, serving as a viable resource to City staff, and at the same time, provide substantial added value to Medford taxpayers.

Value of Volunteers to the City of Medford

Value to the Parks & Recreation Department

Volunteers:

Enhance services delivered to citizens.

Provide resources to help make dream projects a reality

Create effective partnerships

Bring expertise and diverse skills in a cost – effective way

Provide the opportunity to test new ideas and initiate new services

Provide Added-Value to the Community

Value to our Parks & Recreation Services Volunteers

Volunteers:

Gain valuable experience and references.

Acquire new skills & Explore new careers

Meet fun, energetic and dedicated people

Receive personal satisfaction by helping others

Work for a better Medford

Feel useful and important to the community

Learn about City government and services

VOLUNTEER MANAGEMENT PROGRAM

At A Glance

Part I

Creating a Volunteer Position

Completed by the Volunteer Coordinator and Division/Program Manager

- ❖ Establish volunteer opportunities. These may be for ongoing needs, seasonal needs, special events, programming, or one time drop in volunteer opportunities.
- ❖ Complete a Volunteer Opportunity Form on type of work needed

Part II

Administrative Procedures

Completed by the Volunteer Coordinator or Division/Program Manager

- ❖ Volunteer completes a City of Medford Human Resources Volunteer Form. Other documents may be required for some programs, particularly those who work with youth. Additional document needs will be outlined in the Volunteer Opportunity Form
- ❖ Preliminary interview takes place with contact person outlined in Volunteer Opportunity Form to ensure understanding of code of conduct, scope of work and reporting process.

Part III

Division/Program Mgr Follow-up

Completed by the Division/Program Manager and/or Volunteer Coordinator

- ❖ Interview
- ❖ Accept/Refuse/Assign Supervisor
- ❖ Schedule start date/volunteer schedule
- ❖ Review assignment with volunteer, conduct department and work area orientation
- ❖ Train volunteer

Part IV

Volunteer Tracking

Performed on an-going basis

- ❖ Division/Program Manager/ Supervisor collects volunteer monthly time sheets, forwards to Volunteer Coordinator who then enters the data into the volunteer software program. The Volunteer Coordinator assembles information and reports to Finance Department quarterly.

The Volunteer Coordinator will maintain volunteer packets with necessary documents for staff and volunteers in order to expedite processes.

Volunteer Opportunities At a Glance!

“Working together to build a stronger Community”

We offer a wide range of interesting volunteer opportunities that serve people of all ages and abilities.

COMMUNITY SERVICE

- ◆ Scout Projects
- ◆ Schools/Civic Organizations
- ◆ Business/Leadership Training
- ◆ Individuals/Families

YOUTH/TEENS OPPORTUNITIES

- ◆ Leaders In Training
- ◆ Jr. Lifeguard program
- ◆ Mayors Youth Advisory Committee

DEPARTMENT SUPPORT

- ◆ Cemetery Commission
- ◆ Arts Commission
- ◆ Tree Committee
- ◆ Parks and Recreation Commisison
- ◆ Parks and Recreation Foundation

EVENTS/SUPPORT NEEDS

- ◆ Candy Cane Hunt
- ◆ Daddy Daughter Dinner Dance
- ◆ Concert/Movie Programs
- ◆ Cardboard Boat Races
- ◆ Youth Track Meets
- ◆ Medford Winter Lights
- ◆ Adult Sport Tournaments
- ◆ Breakfast With Santa
- ◆ Family Fun Days
- ◆ Park N Play
- ◆ Cemetery Tours/Events
- ◆ Youth Sports Coaches
- ◆ Senior Day Trips
- ◆ Punt, Pass and Kick
- ◆ Pitch, Hit and Run
- ◆ Summer Day Camps
- ◆ School Vacation Day Camps
- ◆ Youth Sport Tournaments
- ◆ Discovery Preschool Helper

ENVIRONMENT

- ◆ Environmental Education
- ◆ Horticultural Assistant
- ◆ Weed Abatement

COMMUNITY SITES

- ◆ Jackson Aquatic Center
- ◆ Santo Community Center
- ◆ Prescott Park
- ◆ Bear Creek Park
- ◆ IOOF/Eastwood Cemetery
- ◆ U.S. Cellular Community Park
- ◆ Hawthorne Park
- ◆ Other smaller park sites

Volunteer opportunity tasks will be outlined in the “Volunteer Opportunities” document. The document shall be updated as needed by the Volunteer Coordinator and/or program/project staff.

The purpose of the Volunteer Opportunities document is to develop a comprehensive listing of needs per site/program as well as other pertinent information.



Volunteers can assist the Parks and Recreation Department by providing skills, expertise, fresh ideas, objective viewpoints, and /or extra hands.

MISSION

Through providing diverse volunteer opportunities, the Medford Parks and Recreation Department Volunteer Program seeks to develop relationships that foster support, and facilitate citizen involvement, in the stewardship of community parks, natural areas, community recreation opportunities and cultural resources.

GOALS

- *Provide meaningful volunteer opportunities that instill a sense of pride, ownership, and shared responsibility of resources.*
- *Encourage and facilitate diverse and widespread citizen participation in the on-going stewardship of park sites, facilities and programs.*
- *Provide a comprehensive management structure of policies and procedures that ensures meaningful, safe, and effective community involvement.*
- *Provide added value to the Medford community.*
- *Educate the community on the range and scope of Medford Parks and Recreation programs & services.*
- *Ensure management support of volunteers through administering recognition, training and administrative strategies to facilitate efficient, safe, and rewarding volunteer experiences.*
- *Create a social atmosphere of mutual cooperation and trust where citizens and staff work together to plan, implement and celebrate successful delivery of Parks and Recreation Department's services.*

ROLES and RESPONSIBILITIES

Volunteer Coordinator

- ◆ Assist in development & implementation of policy, procedures and protocol related to effective volunteer management practices.
- ◆ May assist Division/Program Managers in developing Volunteer Opportunity Form.
- ◆ Assist with the recruitment, screening, and interviewing procedures of prospective volunteers to determine skills and interests.
- ◆ Assist in matching prospective volunteers with Volunteer Opportunities available.
- ◆ Supports volunteer recognition activities.
- ◆ Stays in contact with key staff in each Division to determine volunteer needs for new volunteer opportunities.
- ◆ Enters volunteer data and hours into software program and reports quarterly to Finance Department.

Division/Program Manager/Supervisor

- ◆ Assign direct supervisor/staff contact for volunteer.
- ◆ Analyze needs and write Volunteer Opportunity descriptions.
- ◆ Ensure completion and submission of paperwork for volunteers prior to placement.
- ◆ Interview volunteers and assign volunteer position.
- ◆ Provide appropriate on-site orientation for volunteers.
- ◆ Provide volunteers with a descriptive volunteer task/duties list
- ◆ Schedule, supervise and train volunteers.
- ◆ Maintain accurate records of volunteer hours for monthly submission to the Office Administrator or Volunteer Coordinator.

Volunteer Supervisor

- ◆ Provide supplies and workspace needed before the volunteer starts work or as needed for projects.
- ◆ Introduce the volunteer to the staff by mentioning the volunteer's background, department relationships and to whom the volunteer will be responsible. Include a tour of the office or work site and of any other facility the volunteer may use.
- ◆ Explain department policy that effects what equipment the volunteer may use.
- ◆ Explain department policy that affects the volunteer (e.g., personal use of the telephone and notification when unable to report to work).
- ◆ Explain the volunteer's assignment thoroughly and demonstrate the skills to be used.
- ◆ Demonstrate and explain the equipment to be used, especially if the equipment is new to the volunteer. Obtain required training documents and signatures.
- ◆ Assure ongoing accessibility for questions and quittance.

The performance level expected of the volunteer should be the same as that expected of paid staff.

Volunteers' Rights & Responsibilities



Volunteers have the right to expect:

- ◆ Meaningful assignments.
- ◆ Clear and specific directions.
- ◆ On-going training and supervision.
- ◆ Recognition of accomplishments.
- ◆ A working partnership with staff.

Volunteers agree to:

- ◆ Perform assignments effectively, with no monetary compensation.
- ◆ Notify their supervisor when unable to report.
- ◆ Participate in training and accept supervision
- ◆ Provide constructive feedback.
- ◆ Maintain confidentiality.
- ◆ Turn in volunteer time in the manner requested.
- ◆ Observe the organization's safety & policy guidelines & procedures.
- ◆ Stop work and report any unsafe work conditions to supervisor immediately.
- ◆ Give adequate notice of volunteer position resignation.

USE OF VOLUNTEERS

Opportunity to use of volunteers should be given every consideration, however, creating and offering volunteer opportunities is discretionary and depends on the availability of staff, their workload & project resources available.

1. *Consistent Work Overload*

Situations in which a series of small tasks have been added over time, with a net result of consistent overloads for current staff levels.

2. *Cycle Workloads*

These situations might include extended employee absence or medical leave, or cyclic special events requiring planning and coordination.

3. *Projects & Events*

Opportunities to assist at events, work on projects that may require data entry, conducting surveys, park site maintenance projects, etc. Utilization of volunteers in these situations may require special skills to participate in the execution of the project.

4. *Civic Service Requirements*

Providing opportunities for individuals seeking community service credit to fulfill a specific requirement. For example, graduating students, Scout projects or court ordered community service work.

5. *Corporate & Community Involvement*

Planning and coordinating volunteer projects for local business, civic or school organizations.

Providing meaningful volunteer projects requires pre-planning, strong project management & supervision skills.

CREATING A VOLUNTEER OPPORTUNITY

Each volunteer opportunity shall have a detailed description and be updated as needed by Volunteer Coordinator and/or program/project staff. A sample is included in appendix.

1. *Conduct A Needs Assessment*

To determine the Division/Program Manager's needs consider what projects/services would be aided by the assistance of volunteers.

2. *Design a Volunteer Opportunity*

A Volunteer opportunity can be determined by answering the following questions:

- Can the needs for the job be explained to a volunteer?
- Can the work be done by a volunteer?
- Can it reasonably be split into tasks that can be done in 4-hour periods?
- Are the skills needed likely to be available from volunteers, or can a volunteer be easily trained in the knowledge and background required?
- Will it be cost effective to have the work performed by volunteers?

- Will the department spend more time, energy, and money to recruit, orient, and train volunteers than it would if staff were used?
- Are you looking at volunteer use on a long-term or short-term basis?
- Will people want to do this volunteer job?

The answers to these questions will aid in the preparation of the volunteer job opportunity and must be detailed enough to recruit and provide an understanding of training requirements to the volunteer and staff.

3. Designate a Supervisor

The Division/Program Manager must designate someone to supervise each volunteer person or group. This person should see the benefit the volunteer will provide to the department and have a good knowledge of the position being filled. Volunteer supervision should not be left to chance. Volunteers should have a phone number to enable them to contact this person.

Placement of volunteers is unpredictable and uncertain. Contrary to the impression of some, there is not a “pool” of volunteers to draw from instantly. A request for a volunteer may be filled in a week, or it could take months.

VOLUNTEER RECRUITMENT

Recruitment can be done by all Parks and Recreation Department staff and current volunteers simply by encouraging staff and volunteers to share the opportunity and their experience with family members and/or civic organizations they may associate with.

The Volunteer Coordinator and Program Division/Program Manager shall make themselves available to talk with organizations and/or individuals in an attempt to encourage and promote volunteerism. This may be initiated by City contacting agencies or visa versa.

Refer calls offering volunteering opportunities to the Volunteer Coordinator. This person will work with all divisions to develop and update comprehensive needs and can begin the steps outlined earlier.

VOLUNTEER APPLICATION

Potential volunteers will complete a Volunteer Application form (with parent signature if required) and Medford Human Resources Background Check form (if required). Some positions may require additional forms (to be outlined in volunteer opportunity form); if so they will be provided. If a one time project for an individual or group steps outlined here may need to be modified to better address those needs.

Volunteer application and all required documents are to be completed and submitted prior to start date. For group drop in programs, where no program youth contact takes place, the volunteer forms may be completed and submitted the first working day after the event.

Ongoing Volunteers

1. Volunteer application
2. Background checks for those 18 and older – Human Resources process
3. DMV check if driving City Vehicle – Human Resources process
4. Equipment Use Worksheet (if volunteer is to use City owned small equipment)
5. General Safety and Information document
6. Volunteer calendar or access to software online program for reporting

Drop in/one time project individual or group

1. Volunteer application – Individual or Family forms available
2. Background checks for adults if working at City program with youth - Human Resources process
3. Volunteer sign in sheet at site each day of work taking place
4. General Safety and Information document

1. Application Form and Interview

Based on the information provided on the volunteer application, and the results of the background check, the Volunteer Coordinator or Division/Program Manager will interview the applicant regarding his/her/their interests and qualifications. The purpose of an interview is to determine the motivation, values, and competencies of the volunteer and to discuss possible opportunities mutually beneficial to both parties.

2. Interview Guidelines

Using the Volunteer Opportunity description as a guide, the following questions may be helpful in assessing a good match with a volunteer:

- Does volunteer have a location in mind?
- What type of assignment are they available to volunteer for? (weeding, etc.)
- What experience do they have that relates to this position? Is it required?
- If youth, adult must accompany to interview and agree to be the youth's main contact and additional contact for the Department.
- What are volunteers goals relative to volunteering?
- IF APPROPRIATE: Can volunteer make a weekly/monthly commitment to a position? If so, what hours/days are they available?
- Provide time for the volunteer to ask questions about any specific position/task.

3. Volunteer Placement

The interviewer should be the one to contact volunteer if they are selected for a position, or not, and should schedule a start date and time, and introduce the volunteer to his/her supervisor.

Volunteers need and deserve the consideration of clear, courteous, and fair directions. Efforts should be made to show volunteers how their work will benefit the Parks and Recreation Department and community.

For one time group project it may be best to meet at the site and talk about the project. This should be done with all supervisors of the adult volunteer group at one time. To iron out what is expected of both the volunteer group and the City.

VOLUNTEER ORIENTATION/TRAINING AND SUPERVISION

All volunteers should receive the following where applicable. For drop in or one time projects this may need to be modified.

1. Department Orientation

Volunteers should be provided comprehensive information about City functions, organizational structures, and their responsibilities as a Parks and Recreation Department volunteer. The information will include range of services, roles volunteers can fill, and acquainting the volunteers with basic knowledge regarding program activities involving them. This orientation must stress department customer service standards and safety.

2. Division Orientation

Division orientation will be the responsibility of the designated volunteer Supervisor.

3. Training

The Division/Program Manager/Supervisor has the responsibility for supervising and developing specific skills that the volunteers will need in their assignments.

TIPS FOR SUPERVISION

- Designate a supervisor who truly wants to work with volunteers.
- Ensure that the volunteer supervisor and the department manager understand the time required for adequate supervision.
- Give complete instructions to the volunteer.
- Make expectations clear.
- Show appreciation regularly and often.
- Confront inappropriate behavior when it occurs.
- Be readily available to your volunteers

Staff time spent to adequately train and supervise volunteers will be amply repaid by satisfactory volunteer work performance.

- Explain the assignment. Be specific. Give your volunteer a duty/task list.
- Discussing expectations. Consider setting up a trial period.
- Demonstrating and explaining the use of equipment (e.g., telephone, copier, and computer, tools, etc.)
- Familiarizing the volunteer, where applicable, with the appropriate forms and files.

3. *Supervision/Evaluation*

Supervision is the responsibility of the volunteer supervisor. They are responsible for ensuring that the volunteer have the resources needed and that they understand the scope of the work asked of them.

Ongoing volunteers can be contacted at random or planned visits to maintain a sense of connection. Drop in volunteers should have a volunteer supervisor at site or immediately available after the event at the site. Since the volunteer is not paid, other ways must be found to compensate and motivate the individual. The most effective means of accomplishing this is to let volunteers know that their work is respected and appreciated.

Respect and appreciation can be shown in the following ways:

- Giving proper credit to the volunteer
- Include the volunteer in staff meetings or activities, and in staff training.
- Solicit advice from the volunteer.
- Call administration's attention to the work of the volunteer.
- Make sure the volunteer has the information, supplies, equipment, and other support necessary to perform well.
- Say "THANK YOU" for efforts and services rendered. (thank you notes, certificates of appreciation, letters, etc).

Volunteers shall be evaluated. This provides an opportunity in a casual setting for the supervisor to check in on the volunteer, ascertain needs or challenges. An evaluation form shall be completed by supervisor and forwarded to Volunteer Coordinator upon completion.

4. *Problem Resolution*

Immediate identification & resolution of problems are important. Supervisor shall endeavor to:

- Clearly identify and understand the problem.
- Explore alternatives.
- Put facts in writing.
- Keep attitude positive-recall positive events.
- Speak in private when a difficult issue must be addressed.

It's even more important to keep issues from becoming problems. Some suggestions for issue management are:

- *Absenteeism/Tardiness* – Explain to the volunteer why punctuality and regular attendance are important to the work of the department. Determine if Department action (volunteer neglect, or unpleasant assignment) have decreased the motivation of the volunteer, and change those actions accordingly.
- *Change of Assignment* – If the nature of the position or duties of assignment change substantially from the initial description, discuss the change with the volunteer to ascertain whether the change is appropriate.

- *Non-task Problems* (e.g., dress, safety, behavior) – Explain City or Department policy and why it is important

To ensure the continued success of the Volunteer Management Program, quarterly discussions should take place regarding volunteer policy, performance, and changes in volunteer opportunity functions.

5. *Record Keeping*

Accurate up-to-date records are important to the Human Resources Department, Medford Parks and Recreation Department, and the volunteer. Obtaining monthly hours worked from volunteers is required of Divisions/Program Managers using those volunteers. These are to be forwarded to the Office Administrator.

6. *Risk Management*

Volunteers are under the same risk management procedures as paid employees. It is the responsibility of the Division/Program Manager/Supervisor to ensure that volunteers have been properly trained on safety and are familiar with accident reporting procedures.

All injuries must be immediately reported to the volunteer's supervisor. The supervisor should follow City of Medford Risk Manager reporting criteria in filing such reports.

Train volunteers appropriately so accidents will be eliminated.

Be sure to address:

- Duties to be performed.
- Methods for proper performance of the duties.
- Tasks to be undertaken only with specific instruction or with paid staff
- Dangers to be aware of and avoided.
- Procedures for emergencies.
- Make certain that staff who will be working with volunteers are trained in the same elements.

7. *Resignation/Termination*

Placements are not permanent. Either the City or the volunteer may terminate the arrangement at will. When volunteers terminate their assignment the Office Administrator should be informed.

Building Volunteer Commitment

Clarity – Does the volunteer:

- Clearly understand what is expected?
- Have a description outlining responsibilities?
- Understand the mission and where the assignment fits?
- Understand the reasons for procedures and proposed tasks?

Influence – is the volunteer afforded an:

- Opportunity to participate in the planning of the task?
- Latitude to be creative in approaching a task?
- Opportunity to evaluate the program and his/her experience?

Appreciation – is the volunteer provided with:

- A regular communication with the supervisor?

5. *Rate Yourself As A Volunteer Motivator*

When was the last time you...

- Asked about a volunteer's health or how he/she enjoying his/her work?
- Updated your volunteers on current developments in the Parks and Recreation Department?
- Invited a volunteer to attend a staff meeting?
- Had your supervisor visit with a volunteer?
- Gave a volunteer a special thank you, such as a thank you note or commendation letter?
- Asked a volunteer for advice on a decision involving the volunteer or his/her assignment?
- Honestly confronted a volunteer about a problem you were having with him/her?
- Asked a volunteer for input about his/her position responsibilities?
- Did an evaluation or exit interview to determine how they volunteer felt about the assignment?

Adequate supervision must be provided, not only to ensure high Department standards, but also to furnish the volunteers with the guidance and stimulation to which they are entitled. Efforts should be made to show the volunteers how important they are to the department and that they are appreciated by the staff.

Volunteer Recognition



PROGRESS CHECK-INS

Volunteer progress check-ins are an important management tool and positive instrument for growth and success. The goal is to foster open communication between the volunteer and supervisor and help volunteers feel successful by acknowledging their progress.

Good “Coaching” Techniques

- Provide praise for behavior and performance.
- Provide opportunities for corrections.
- Ask, “How are things going?”
- Take time to really listen.
- Encourage personal remarks.
- Provide opportunities for any needed changes in assignments/duties.
- Make volunteers feel comfortable.

Through this contact, volunteers and supervisors have an opportunity to measure Volunteer Management Program effectiveness and efficiency.

EVALUATION

Volunteer Supervisor/Volunteer Coordinator and/or Program Manager shall conduct a personal interview at the work site, staff office, or via the phone with volunteers. It is preferable that this be done in person, however, realizing the hectic nature of season workloads the phone is an acceptable method. At site visits can be scheduled beforehand or performed as a “drop in” visit by staff.

One time drop in volunteer group or individual

As soon as possible after volunteer work takes place.

Ongoing group or individual

Quarterly

EVENTS / AWARDS / RECOGNITION

The Department should conduct both formal and informal types of recognition for volunteers. Below are recommended methods of recognition for various levels of volunteers.

One time or single project volunteers

Should be rewarded at the end of their project or their one time volunteer day with a thank you card sent to the individual, or their coordinator. The Division/Program Manager, Volunteer Supervisor or the Volunteer Coordinator can perform this task.

On going volunteers

Some volunteers stay with agencies for months or years. These volunteers are wonderful assets as they continue to increase their knowledge base of projects or needs for the Department. Often, these types of volunteers can offer insight into processes and provide solutions to challenges. Inviting these types of persons to meetings and other functions relative to their interests and work on behalf of the department is imperative. Occasionally recognizing them in print material, such as the Community Connection Guide and/or the quarterly Parks and Recreation Department report to City Council is suggested.

Volunteers are nominated by staff for this annual presentation which takes place in front of City Council during July (Parks and Recreation Month). Categories are: individual, company, service group and youth. Volunteers are asked to be present for the recognition ceremony where each is given a plaque. Photos taken are placed in the department quarterly report that is available to view online and distributed to City Administration and City Council members.

APPENDIX A

Volunteer Opportunity Sample

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MEDFORD PARKS AND RECREATION DEPARTMENT

Volunteer Opportunity

Park Assistance Year Round

The Department works to provide clean, safe, attractive and functional parks, open space and municipal recreation facilities. With 581 acres of parks, pathways, trails, and lawns volunteer opportunities abound.

Volunteer may be asked to perform the following:

- ◆ Trash Pick Up
- ◆ Graffiti Removal
- ◆ Weeding/Raking
- ◆ Planting
- ◆ Noxious Weed Abatement
- ◆ Painting Shelters/Other Items
- ◆ Bench Repair
- ◆ Minor projects

Desirable Qualifications:

- ◆ Follow written and verbal instruction
- ◆ Perform physical labor safely
- ◆ Work with minimal supervision
- ◆ Relate to general public in a positive manner

Equipment:

- ◆ Volunteer to provide/carry a charged cell phone
- ◆ Other necessary equipment and materials to be provided by the Department

Special Requirements:

Volunteer needs to complete the Volunteer Application and pass a City of Medford background check; does not apply to organized clubs or groups planning a one time drop in work day.

Volunteer must follow all safety guidelines as demonstrated by City and outlined in Illness and Injury Prevention Plan and be willing to submit to training if necessary. If volunteer cannot perform any duty at the site they need to notify staff prior to work day(s). This will not disqualify them from volunteering, only from getting an injury.

Assigned equipment to be returned in working order as well as and unused materials after completion of tasks.

Forms:

- ◆ Volunteer Application for individuals
- ◆ Group one time volunteers must complete check in documents at the site

Primary Contact: parks@cityofmedford.org

Phone: 541-774-2691

Note: This is a general guideline to assist interested parties in reviewing available volunteer opportunities. To discuss specifics of the opportunity and what you and/or your organization can offer call or email the primary contact.

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APPENDIX B

FORMS

Application Packets; Youth, Adult, Groups

Monthly Status Report

Equipment Use Worksheet

Evaluation

These documents are updated by the Volunteer Coordinator as needed and can be found at
P:\Administration\Volunteers\Forms.

Volunteer packets shall be available in a common area easily accessible to staff to expedite processing..

ADULT VOLUNTEER PACKET

- 1) Service Application
Applicant completes top part, program manager completes the bottom part.
- 2) Insurance Memo From Human Resources
To be kept by applicant.
- 3) Background Check Form: Optional
If the Applicant completes if they do not have an email address,

Procedure:

- 1) Collect and affirm document(s) are complete.
- 2) Keep a copy of the Service Application; Volunteer Coordinator maintains files
- 3) Volunteer Coordinator files and routes to Human Resources.
- 4) If a Background Check Form is used place completed original documents in routing envelope immediately and hand to Volunteer Coordinator or place in Office Administrators area for next mail run. The background check form is a document that has information that should not be available to the general public.
- 4) The Human Resources Department will email the Parks Department program coordinator and Volunteer coordinator with information on whether the background check has been approved or not. This email is printed and kept with copy of the Service Application in the Parks Department.

The Human Resources Department maintains a spreadsheet on volunteers with status of approval. This spreadsheet is made available to the department and is password protected by Human Resources.

**CITY OF MEDFORD
VOLUNTEER SERVICE APPLICATION -- ADULT**

Name _____ Home Phone _____
e-mail _____ Cell Phone _____

Background check link will be emailed; please print legibly. It will come from a company called Sterling. If you don't have an email account ask for a paper form of the background check document.

 **The Volunteer Insurance Information page is yours to keep.**

Street Address City State Zip Code

Date of Birth _____ Male _____ Female _____

Health Restrictions _____

VEHICLE: If I use my personal automobile in volunteer service for the City of Medford, I will maintain automobile liability insurance equal to the limits required by the State of Oregon.

Signature Date

In event of emergency, please notify: _____
Name Phone

The City of Medford does not discriminate based on race, color, religion, sex, age, marital status, national origin, mental or physical disability. If you require reasonable accommodation to perform volunteer tasks please be sure to inform your supervisor.

Anything you would like to share about volunteering time/dates/other items?

CITY PLACEMENT

Department: _____ Job Assignment _____

Work Site _____ Work Supervisor _____

Comments

Staff: Complete this section and route originals (including background check if applicable) to Volunteer Coordinator for processing.



To: **Volunteers for the City of Medford**

From: **Bonnie Huard, Risk Manager, 541-774-2039**

Subject: **Volunteer Insurance Information**

Thank you for volunteering at the City of Medford. We appreciate your willingness to contribute your time to our community and hope that this experience will be rewarding for you. The City of Medford has an excellent safety record for its volunteer programs. However, it is important that you understand the extent to which your volunteer activities are covered by the City's insurance. Please read the following information carefully. If you have any questions, feel free to ask for clarification.

Reporting Requirements

Any hazardous condition, injury, or damage to you or to members of the public should be reported to your supervisor immediately, or as soon as reasonably possible. Ask if you are unsure. If you see something, say something.

Insurance for Injury to you

You are encouraged to have your own health insurance to cover any injury you could experience during your volunteer activities. If you are injured in a vehicle accident (regardless of whose vehicle you are in) you may also consult with your own Auto Insurance Policy's PIP coverage (personal injury protection) to see if that applies. If you are injured in a vehicle accident that is the fault of another party, then after you are entirely recovered, the responsible third party's insurance would be a source of potential pay-back (subrogation) to your health insurance or PIP coverage.

The City has a modest amount of accident insurance coverage that can help reimburse your eligible out of pocket medical expenses incurred to treat an accidental injury that happened while performing volunteer duties in a formal City volunteer program, if those expenses are not covered by any other insurance. Volunteers are NOT covered by the City's Workers Compensation Insurance.

General Liability Insurance

While you are performing duties within the scope of your volunteer assignment for the City of Medford, your activity would be covered by the City's general liability insurance program for any property damage or injury to members of the general public that result from your authorized volunteer actions.

Automobile Insurance

If you use your own vehicle to perform your volunteer duties, you must carry your own automobile liability insurance, as well as insurance to cover any physical damage to your own vehicle. The City does not assume responsibility for any damage to your personal vehicle. Should you be asked to drive a City vehicle as a part of your volunteer duties, you would be covered in that City vehicle by the City's liability insurance program for property damage or injury to another party.

YOUTH VOLUNTEER PACKET

- 2) Service Application
Youth completes top part, program manager completes the bottom part
- 2) Parent Consent Form
Parents/Guardians to complete the document
- 3) Insurance Memo From Human Resources
To be kept by volunteer
- 4) Background Check Form
Youth information is required on the document

Procedure:

- 1) Collect and affirm all documents are complete.
- 2) Keep copy of the Service Application and Parent Consent Form; Volunteer Coordinator maintains files.
- 3) Place completed documents in routing envelope immediately and hand to Volunteer Coordinator or in Office Administrators area for next mail run. The background check form is a document that has information that should not be available to the general public.
- 4) The Human Resources Department will email the Parks Department program coordinator and Volunteer coordinator with information on whether the background check has been approved or not. This email is printed and kept with copy of the Service Application in the Parks Department.

The Human Resources Department maintains a spreadsheet on volunteers with status of approval. This spreadsheet is made available to the department and is password protected by Human Resources.



Human Resources Department

PARENT CONSENT FORM

A minor, _____, is requesting to volunteer with the City of Medford at the _____ operation/location. Part of the volunteer process includes a background investigation. The purpose of this screen is to ensure the safety of City of Medford employees, citizens and others who may participate in our programs.

Volunteers will have access to, contact with, and assist a wide variety of people, including minors.

The background investigation will consist of the following:

- Criminal background check
- Social security number trace/address locator
- Sex offender search

I understand that my consent will permit the City to conduct a single background investigation. Any further background investigations will require the City to obtain my signature on an additional parental consent form.

As the parent/guardian of the above-referenced minor, I understand the purpose of the background investigation and hereby provide my consent for the background investigation for my minor child. I understand if I do not consent, the application will not be considered further and my child will not be able to volunteer.

Signature: _____ Date: _____

Print Name: _____

Relationship to Minor: _____



To: **Volunteers for the City of Medford**

From: **Bonnie Huard, Risk Manager, 541-774-2039**

Subject: **Volunteer Insurance Information**

Thank you for volunteering at the City of Medford. We appreciate your willingness to contribute your time to our community and hope that this experience will be rewarding for you. The City of Medford has an excellent safety record for its volunteer programs. However, it is important that you understand the extent to which your volunteer activities are covered by the City's insurance. Please read the following information carefully. If you have any questions, feel free to ask for clarification.

Reporting Requirements

Any hazardous condition, injury, or damage to you or to members of the public should be reported to your supervisor immediately, or as soon as reasonably possible. Ask if you are unsure. If you see something, say something.

Insurance for Injury to you

You are encouraged to have your own health insurance to cover any injury you could experience during your volunteer activities. If you are injured in a vehicle accident (regardless of whose vehicle you are in) you may also consult with your own Auto Insurance Policy's PIP coverage (personal injury protection) to see if that applies. If you are injured in a vehicle accident that is the fault of another party, then after you are entirely recovered, the responsible third party's insurance would be a source of potential pay-back (subrogation) to your health insurance or PIP coverage.

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Human Resources Form

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PRINT CHARACTERS LIKE THIS
ABCDE 98765

CORREC INCORREC

Consent to Request Consumer Report & Investigative Consumer Report Information

Grid for Applicant's First Name or Initial and Last Name

I understand that _____ ("COMPANY") will use Sterling Infosystems Inc., 1 State Street, New York, NY 10004, (877) 424-2457 to obtain a consumer report and/or investigative consumer report ("Report") for employment purposes. I also understand that if hired, to the extent permitted by law, COMPANY may obtain further Reports throughout my employment for an employment purpose from Sterling.

I understand Sterling Infosystems Inc.'s ("STERLING") investigation may include obtaining information regarding my credit background, bankruptcies, lawsuits, judgments, paid tax liens, unlawful detainer actions, failure to pay spousal or child support, accounts placed for collection, character, general reputation, personal characteristics and standard of living, driving record and criminal record, subject to any limitations imposed by applicable federal and state law. I understand such information may be obtained through direct or indirect contact with former employers, schools, financial institutions, landlords and public agencies or other persons who may have such knowledge. If an investigative consumer report is being requested, I understand such information may be obtained through any means, including but not limited to personal interviews with my acquaintances and/or associates or with others whom I am acquainted.

The nature and scope of the investigation sought is indicated by the selected services below: (Employer Use Only)

- Crimes Background Check, Education Verification, Sex Offender Search, SSN Trace/Address Locator, Employment Verification, OFAC/Terrorist Watch List, Motor Vehicle Report, Personal Reference Verification, Fraud & Abuse Control Info System (FACIS®), Employment Credit Report, Professional License/Certification, Office of Inspector General Sanctions (OIG), Other Please List:

I acknowledge receipt of the attached summary of my rights under the Fair Credit Reporting Act and, as required by law, any related state summary of rights (collectively "Summaries of Rights").

This consent will not affect my ability to question or dispute the accuracy of any information contained in a Report. I understand if COMPANY makes a conditional decision to disqualify me based all or in part on my Report, I will be provided with a copy of the Report and another copy of the Summaries of Rights, and if I disagree with the accuracy of the purported disqualifying information in the Report, I must notify COMPANY within five business days of my receipt of the Report that I am challenging the accuracy of such information with STERLING.

I hereby consent to this investigation and authorize COMPANY to procure a Report on my background.

In order to verify my identity for the purposes of Report preparation, I am voluntarily releasing my date of birth, social security number and the other information and fully understand that all employment decisions are based on legitimate non-discriminatory reasons.

The name, address and telephone number of the nearest unit of the consumer reporting agency designated to handle inquiries regarding the investigative consumer report is:

Sterling Infosystems, Inc. | 1 State Street, 24th Floor, New York, NY 10004 | 877-424-2457 | or | 5750 West Oaks Boulevard, Ste. 100 Rocklin, CA 95765 | 800-943-2589 | or | 6111 Oak Tree Boulevard, Independence, OH 44131 | 800-853-3228

California, Maine, Massachusetts, Minnesota, New Jersey & Oklahoma Applicants Only: I have the right to request a copy of any Report obtained by COMPANY from STERLING by checking the box. (Check only if you wish to receive a copy)

California, Colorado, Connecticut, Maryland, Oregon, Vermont and Washington State Applicants Only (AS APPLICABLE): I further understand that COMPANY will not obtain information about my credit history, credit worthiness, credit standing, or credit



Please note: These sample documents should NOT be construed as legal advice, guidance or counsel. Employers should consult their own attorney about their compliance responsibilities under the FCRA and applicable state law. Sterling Infosystems expressly disclaims any warranties or responsibility or damages associated with or arising out of information provided.



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ABCDE 98765

CORREC INCORREC

capacity unless: (i) the information is required by law; (ii) I am seeking employment with a financial institution (California, Colorado, Connecticut and Vermont only - in California the financial institution must be subject to Sections 6801-6809 of the U.S. Code and in Vermont it must be a financial institution as defined in 8 V.S.A. § 11101(32) or a credit union as defined in 8 V.S.A. § 30101(5)); (iii) I am seeking employment with a financial institution that accepts deposits that are insured by a federal agency, or an affiliate or subsidiary of the financial institution or a credit union share guaranty corporation that is approved by the Maryland Commissioner of Financial Regulation or an entity or an affiliate of the entity that is registered as an investment advisor with the United States Securities and Exchange Commission (Maryland only); (iv) I am seeking employment in a position which involves access to confidential financial information (Vermont only); (v) I am seeking employment in a position which requires a financial fiduciary responsibility to the employer or a client of the employer, including the authority to issue payments, collect debts, transfer money, or enter into contracts (Vermont only); (vi) COMPANY can demonstrate that the information is a valid and reliable predictor of employee performance in the specific position being sought or held; (vii) I am seeking employment in a position that involves access to an employer's payroll information (Vermont only); (viii) the information is substantially job related, and the bona fide reasons for using the information are disclosed to me in writing, (complete the question below) (Colorado, Connecticut, Maryland, Oregon and Washington only); (ix) I am seeking employment as a covered law enforcement officer, emergency medical personnel, firefighter police officer, peace officer or other law enforcement position (California, Oregon and Vermont only - in Oregon the police or peace officer position must be sought with a federally insured bank or credit union and in Vermont the law enforcement officer position must be as defined in 20 V.S.A. § 2358, the emergency medical personnel must be as defined in 24 V.S.A. § 2651(6), and the firefighter position must be as defined in 20 V.S.A. § 3151(3)); (x) the COMPANY reasonably believes I have engaged in specific activity that constitutes a violation of law related to my employment (Connecticut only); (xi) I am seeking a position with the state Department of Justice (California only); (xii) I am seeking a position as an exempt managerial employee (California only); and/or (xiii) I am seeking employment in a position (other than regular solicitation of credit card applications at a retail establishment) that involves regular access to all of the following personal information of any one person: bank or credit card account information, social security number, and date of birth,, I am seeking employment in a position that requires me to be a named signatory on the employer's bank or credit card or otherwise authorized to enter into financial contracts on behalf of the employer, I am seeking employment in a position that involves access to confidential or proprietary information of the Company or regular access to \$10,000 or more in cash (California only).

Bona fide reasons why COMPANY considers credit information substantially job related (complete if this is the sole basis for obtaining credit information) or in California and Vermont the COMPANY'S basis for the credit check.

NY Applicants Only: I also acknowledge that I have received the attached copy of Article 23A of New York's Correction Law. I further understand that I may request a copy of any investigative consumer report by contacting STERLING. I further understand that I will be advised if any further checks are requested and provided the name and address of the consumer reporting agency.

California Applicants and Residents: If I am applying for employment in California or reside in California, I understand I have the right to visually inspect the files concerning me maintained by an investigative consumer reporting agency during normal business hours and upon reasonable notice. The inspection can be done in person, and, if I appear in person and furnish proper identification; I am entitled to a copy of the file for a fee not to exceed the actual costs of duplication. I am entitled to be accompanied by one person of my choosing, who shall furnish reasonable identification. The inspection can also be done via certified mail if I make a written request, with proper identification, for copies to be sent to a specified addressee. I can also request a summary of the information to be provided by telephone if I make a written request, with proper identification for telephone disclosure, and the toll charge, if any, for the telephone call is prepaid by or directly charged to me. I further understand that the investigative consumer reporting agency shall provide trained personnel to explain to me any of the information furnished to me; I shall receive from the investigative consumer reporting agency a written explanation of any coded information contained in files maintained on me. "Proper identification" as used in this paragraph means information generally deemed sufficient to identify a person, including documents such as a valid driver's license, social security account number, military identification card and credit cards. I understand that I can access the following website <http://sterlinginfosystems.com/privacy> to view STERLING'S privacy practices, including information with respect to STERLING'S preparation and processing of investigative consumer reports and guidance as to whether my personal information will be sent outside the United States or its territories.

Washington State applicants or employees only: You also have the right to request from the consumer reporting agency a written summary of your rights and remedies under the Washington Fair Credit Reporting Act.

Signature:

Today's Date:



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CORREC INCORREC

[Barcode area]

For Office Use Only - Group ID (optional)

[Barcode area]

For Office Use Only - User ID (optional)

[Barcode area]

For Office Use Only - Location / Store # (optional)

[Barcode area]

First Name

Middle Name or Initial

[Form fields for First Name and Middle Name or Initial]

Last Name

Date of Birth (MMDDYYYY)

[Form fields for Last Name and Date of Birth]

Other Names Known By

Male Female

[Form fields for Other Names Known By and Gender]

Social Security Number

Primary Telephone Number (no dashes)

[Form fields for Social Security Number and Primary Telephone Number]

Current Address

Apt # #yrs at this address

[Form fields for Current Address, Apt #, and #yrs at this address]

City

State Zip Code

[Form fields for City, State, and Zip Code]

Previous Address

Apt # #yrs at this address

[Form fields for Previous Address, Apt #, and #yrs at this address]

City

State Zip Code

[Form fields for City, State, and Zip Code]

Driver's License Number (no dashes)

License State

[Form fields for Driver's License Number and License State]

Email Address

[Form fields for Email Address]

Signature

Today's Date (MMDDYYYY)

[Form fields for Signature and Today's Date]

[Human Resources email to Department on status of volunteer application and a copy of their excel spreadsheet](#), available to the department, to view status of all volunteer applications.



DROP IN EVENT SIGN IN SHEET
At site, drop in group sign in/out

Date: _____ **Location:** _____

To work at this site you **MUST** have completed a volunteer form first. If you haven't please check with park personnel or your volunteer supervisor.

Print Name	Time In	Time Out	Total Hours Worked
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Print Name	Time In	Time Out	Total Hours Worked
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Print Name	Time In	Time Out	Total Hours Worked
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Print Name	Time In	Time Out	Total Hours Worked
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Print Name	Time In	Time Out	Total Hours Worked
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Print Name	Time In	Time Out	Total Hours Worked
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Print Name	Time In	Time Out	Total Hours Worked
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Print Name	Time In	Time Out	Total Hours Worked
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**CITY OF MEDFORD
VOLUNTEER MONTHLY STATUS REPORT**

Month _____ Year _____

Name _____ Department: Parks and Recreation

Job Assignment _____

Time sheet to be completed for each day worked and provided to Parks and Recreation or given to your supervisor the first/second working day of the following month.

If you prefer, you can fax completed forms to 541-774-2560 or email to parks@cityofmedford.org

			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Total Monthly Hours _____

Volunteer Service Status _____ Active
 _____ Terminated _____ (date)

Comments:

 Volunteer Signature Date Supervisor Signature Date

This form is for ongoing, recurring volunteers. This information is kept by Volunteer Coordinator for recording volunteer hours.

Equipment Use Worksheet for Volunteer Staff
(5 pages)

Volunteer Name: _____ Date: _____

Volunteer Supervisor: Review and complete attached Volunteer Equipment Use of Understanding and General Safety Information with Volunteer.

Did You:

____ Review General and Safety Information

____ Volunteer signs and dates document

____ Staff provide contact name and phone number to volunteer

____ Volunteer given personal protection equipment, or shown where these are stored at site. Volunteer has access to storage of such items. Describe:

____ Copy of completed Equipment Use of Understanding and General Safety Information documents provided to volunteer on date: _____

____ File document with Volunteer Coordinator.

VOLUNTEER EQUIPMENT USE UNDERSTANDING

Volunteer staff to review and have volunteer initial
Information highlighted in red will be changed according to need.

This program provides procedures and policies to 1) properly use City equipment “WEED EATER” at IOOF/EASTWOOD CEMETERY and 2) protect volunteers from hazards that could cause injury to themselves or others while operating said equipment. Only volunteers 18 yr and older may participate in this program.

• Proper Use of Equipment and Assessment of Work Area

Volunteer shall be given hands on instruction by a staff person, after which they will observe volunteer use and correct as needed.

Volunteer Initial:

- _____ How to assess area to ascertain which piece of equipment to use
- _____ When not to use equipment
 - Based on condition of area and/or condition of equipment
- _____ How to check surroundings for possible hazards prior to use
 - Hazards to volunteers, equipment or other persons that might enter the area during use
- _____ How to start equipment
- _____ How to stop equipment
- _____ How to fuel equipment (mixed for weed eater, regular for walk behind)
- _____ How to store equipment
- _____ When to stop use and report item for possible maintenance issues
- _____ When and what personal protection equipment (PPE) is necessary

The volunteer is responsible for immediately ceasing use of equipment and reporting need for maintenance to staff contact. Volunteer is responsible to store the equipment: at the site in the locked storage compartment in the Volunteer Maintenance Shed at the site.
Volunteer has been given keys to access storage.

• Personal Protective Equipment

Personal protective equipment (PPE) is designed to protect operator from bodily injury during proper use of equipment. Volunteer will be provided goggles and gloves by the City, shall keep them in good working order and shall report need for replacement of those items and discontinue use until replacements are available.

The selection of the proper PPE shall be made by the City after hazard assessment of the job is made. The choice of type of PPE will be made jointly by the volunteer and City so long as the choice is adequate for the purpose.

The volunteer is responsible for maintenance, care and storage of PPE as required in the manufacturer, supplier or user instructions or as the training requires.

The volunteer shall demonstrate an understanding of the above before being allowed to perform work. If the volunteer does not understand the above, retraining by the designated training person is required.

Volunteer agrees to abide by procedures and policies as demonstrated and as outlined in this document.

Volunteer Print _____ Date: _____
Signature _____

Work Site: **IIOOF/Eastwood Cemetery**

Work Dates: **On Going**

Staff Trainer: **Bill Harrington** Date: **06/15/2011**

Staff Contact Name and Phone:
Bill Harrington, 541-292-6365 and/or Bev Power, 541-951-2722

GENERAL AND SAFETY INFORMATION

This is not a comprehensive list of all safety information available to a volunteer. Information provided will include this list and any other needed information dependent on the type of work or work site the volunteer will be involved with. Volunteers are responsible for helping ensure a safe workplace and to obtain training if they feel it is needed. Volunteer should not perform any task that the feel is beyond their scope of knowledge or physical ability to perform safely.

Volunteers must complete a City Volunteer form prior to work. For group drop in programs this can be done at the site.

Volunteers must have a working, fully charged, cell phone prior to starting work at any City site. Staff contact will provide their phone number(s) to volunteers.

Volunteers working during the day should use safety orange or safety green vests when working within the road right-of way, when exposed to traffic hazards.

Volunteers who work at night where there is danger of moving vehicle traffic must have safety vests or clothing with reflective material designed for high nighttime visibility.

Seat belt use is mandatory when driving a City motor vehicle. Volunteers must use seat belts when machines or equipment are factory equipped with the devices.

Media and Public Contact

Volunteers are considered representatives of the City. When approached by the public to address issues, concerns, or requests for purchases, volunteers are to refer to the appropriate City staff person.

While volunteering you will be perceived by the media and the public as representing the whole of the volunteer force of the site and therefore should not be engaging media. Refer all media requests to the appropriate City staff person.

Eye and face protection

Suitable eye protectors (safety glasses, goggles, face shields, wire mesh masks, etc.) must be provided where there is potential for injury to the eyes or face from flying particles, molten metal, liquid chemicals, acids or caustic liquids, chemical gases or vapors, body fluids, potentially injurious light radiation or a combination of these.

Respiratory Protection

Devices such as dust masks, canister respirators, self-contained breathing apparatus or other such apparatus must be provided to volunteers that are exposed to harmful dust, fogs, fumes, mists, gases, smoke, sprays, or vapors. Persons working in oxygen deficient or oxygen enhanced atmospheres must also be protected. Persons using the devices must be

fit-tested to the device, tested to see if they are physically able to use the devices, and trained in the use and care of the devices.

Head Protection

Volunteers working in a location where there is danger of being struck in the head by falling objects or other dangers from above such as electrical hazards must wear head protection. The head protection must meet the requirements of American National Standards Institute (ANSI) Z89.1-1986.

Foot and Leg Protection

Persons must have foot and leg protection if their feet are subject to crushing foot injury. The feet must also be protected from puncture by sharp objects, molten metal, hot surfaces, wet and slippery surfaces. When City equipment is in use volunteers are required to wear pants with fabric that reaches their shoes (not shorts or short pants). Pants with thick jean type material is preferred.

When working at a park site volunteers must wear shoes that are sturdy and be aware of uneven surfaces. This is particularly true at the IOOF/Eastwood Cemetery where most of the road system is loose gravel and there is an abundance of squirrel and gopher holes.

Also at the cemetery there may be a danger of falling monuments if working on or around them. Staff and/or volunteer should visually inspect a site area and be aware of any such hazard and take appropriate precautions.

Electrical Protective Equipment

Persons involved in power generating or power distribution construction and maintenance must be protected from shock, electrocution and burn hazards.

Hand Protection

Hands and arms must be protected from cuts, burns, chemicals, bodily fluids and other recognized hazards. Proper hand wear must be selected for the task.

Occupational Noise Exposure – Hearing Conservation

City will furnish ear protection that will diminish the noise to acceptable levels. Foam earplugs, ear “muffs”, or other suitable method may be used to reduce noise exposure when no other way to reduce the noise level is possible.

Volunteer Name: _____ Date: _____

Location of interview:

Staff Person

Print Name: _____

Dept: _____ Phone: _____

1. How well were your volunteer position and responsibilities explained to you?

- | | |
|--|--|
| <input type="checkbox"/> Fully explained | <input type="checkbox"/> Explained |
| <input type="checkbox"/> Partially explained | <input type="checkbox"/> Not explained |

2. How well did our volunteer training prepare you to meet the responsibilities of your position?

- | | |
|--|---|
| <input type="checkbox"/> Very adequately | <input type="checkbox"/> Adequately |
| <input type="checkbox"/> Fairly adequately | <input type="checkbox"/> Not adequately |

3. How well do feel you have been able to fulfill your volunteer responsibilities?

- | | |
|--|---|
| <input type="checkbox"/> Fully fulfilled | <input type="checkbox"/> Adequately fulfilled |
| <input type="checkbox"/> Partially fulfilled | <input type="checkbox"/> Not at all fulfilled |

4. Do you feel our volunteer program was well organized?

- | | |
|---|---|
| <input type="checkbox"/> Very organized | <input type="checkbox"/> Organized |
| <input type="checkbox"/> Fairly organized | <input type="checkbox"/> Not at all organized |

5. Do you find the staff coordinator is approachable?

- | | |
|--|--|
| <input type="checkbox"/> Very approachable | <input type="checkbox"/> Approachable |
| <input type="checkbox"/> Somewhat approachable | <input type="checkbox"/> Not at all approachable |

6. Do you feel supported by the staff?

- | | |
|---|---|
| <input type="checkbox"/> Very supported | <input type="checkbox"/> Supported |
| <input type="checkbox"/> Somewhat supported | <input type="checkbox"/> Not at all supported |

7. Do you feel you were provided adequate resources to accomplish your tasks?

Very adequate

Adequate

Somehow adequate

Not at all adequate

8. Would you recommend that your friends or family members volunteer?

Yes No

If no, please explain: _____

9. Overall, are you satisfied with your volunteer experience?

Very satisfied

Satisfied

Somewhat satisfied

Not at all satisfied

10. What could we improve to make your volunteer experience more enjoyable?

11. What do you enjoy most about volunteering?
