

CITY OF GRAND PRAIRIE

HUMAN RESOURCES POLICIES AND PROCEDURES

Section A: **EMPLOYMENT**
No. 08 **Volunteer Program**
Revised and Approved: **1/23/20**

1.0 Purpose:

- 1.1 This policy provides guidance on the departmental use of volunteers within city departments.

2.0 Scope:

- 2.1 This policy applies to all city departments.

3.0 Volunteer Definition:

- 3.1 A volunteer is an individual or group who freely decide, without coercion, to provide their time, talent, and abilities to perform tasks in the department without expectation of compensation or “in kind” reward for service.
- 3.2 Any individual providing services to City departments, on an unpaid basis, are classified as volunteers.
- 3.3 No contract of employment or any other contractual rights are created by this policy. Volunteers are not employees of the City as defined by City policy or federal legislation or regulation.

4.0 Volunteer Policies:

- 4.1 Human Resources’ Volunteer Coordinator is responsible for all City departments, other than Police, in regards to volunteer recruitment and management.
 - a. Volunteer recruitment and management for the Police Department is handled by the Police Volunteer Coordinator. The Police Coordinator shall ensure general compliance with this policy for organizational consistency, although their background and volunteer checks are more rigid and extensive than those defined herein. Exceptions or deviations should be communicated and agreed upon between Police and Human Resources volunteer coordinators for consistency.
- 4.2 Volunteers are subject to City and departmental expectations and policies as applicable, in addition to any policies created specifically for volunteer management.
- 4.3 A Volunteer Handbook is available to each volunteer and outlines certain key City policies.
- 4.4 Each department is responsible for overseeing its own volunteers on a day-to-day basis and to provide volunteers with meaningful assignments, reasonable oversight, respectful treatment and appropriate recognition.
- 4.5 Participation in any volunteer position of the City shall be open to any individual qualified to perform the activity.
- 4.6 The City reserves the right to limit or adjust the hours of any volunteer or duties in order to best achieve its public purpose and policy.
- 4.7 Volunteer services or the volunteer may be terminated by the City/Department for any reason or no reason, or at any time, with or without notice.

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5.0 Volunteer Restrictions:

- 5.1 **Age:** Generally, volunteers under the age of 14 are not allowed unless the City has a sponsored event or activity for groups that allow such, and are accompanied by an adult at all times.
- 5.2 **Required Forms:**
 - a. Individuals under the age of 18 require a signed Parent Consent Form prior to serving as a volunteer.
 - b. Volunteer groups must complete a City issued Group Liability Waiver prior to serving as volunteers.
- 5.3 **Confidential Information:** Volunteer access to confidential information should be very restricted. If the department feels access is needed to perform duties expected of the volunteer, the department must thoroughly discuss expectations of confidentiality and the consequences of violating any confidentiality obligation.
- 5.4 **Driving:**
 - a. Volunteers are not allowed to operate City vehicles, unless specifically authorized to do so, in writing, by the Human Resources Director. Except where use of a City vehicle has been authorized, volunteers are expected to provide their own transportation to reach the project site.
 - b. Volunteers may only operate certain mobile equipment, such as golf carts, that are limited to City grounds and not driven on public streets or highways.
 - c. The volunteer's auto insurance will be considered primary coverage and must remain current/active.
- 5.5 **Money Handling:** Volunteers should be restricted from handling money. If the department strongly desires this duty by a volunteer, the volunteer must attend a cash-handling training by City staff.
- 5.6 **City Employees as Volunteers:** The City encourages employees to volunteer so long as their volunteer service is:
 - a. Provided totally without a coercive nature or requirement to participate;
 - b. Involves duties/tasks which are clearly different and outside the scope of their normal full-time/part-time duties of their City position; and
 - c. Provided outside of usual working hours, unless volunteerism is authorized by the employee's manager during work hours.
- 5.7 **Court-Ordered Volunteers:** Court-ordered volunteers may only work at designated City sites authorized by Human Resources and mutually agreed upon by the host department. Court-ordered volunteers may not work with/near individuals who are under the age of 18, or the elderly. These volunteers must identify themselves as court ordered volunteers when completing an online volunteer application, and will automatically be subject to a background check.

6.0 Volunteer Application and Onboarding:

- 6.1 Contact the Human Resources Volunteer Coordinator to recruit volunteers for your department. ***Steps are below:***
 - a. Identify the employee on staff that will manage volunteers in your division, the 'departmental liaison'; and
 - b. The Volunteer Coordinator will post the opportunity and refer candidates.
- 6.2 All volunteers must be processed and on-boarded by Human Resources prior to serving as volunteers. ***Individuals interested in volunteering for the City must:***

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- a. Complete an online volunteer application in the City's volunteer management system that is inclusive of the City's Waiver of Liability;
- b. Complete a volunteer orientation (varies depending upon the department or event for which the volunteer is participating);
- c. Complete any required pre-volunteer checks (varies based upon duration or event):
 - (1) **A Background Check per every three years for:**
 - i. Volunteers working more than 5 days (or less than 5 days if required by the department), OR
 - ii. Volunteers working with animals, individuals under the age of 18, or the elderly. Exceptions may include participation in one-time or one-day special events.
 - (2) **Drug Test:** Required if the volunteer may be handling money or other such activity that the department desires a drug test prior to volunteering.
 - (3) **Driver's License Check:** If authorized to drive City vehicles under 5.4 herein:
 - i. A driver's license check must be performed initially and then quarterly to ensure compliance with the City's Motor Vehicle Policy;
 - ii. The department must communicate the requirements of the City's Motor Vehicle Policy to ensure the volunteer reports any moving violation or arrest to the departmental supervisor within 24 hours.
 - iii. Volunteers may not drive on City business until cleared by Human Resources.

6.3 Departments should provide volunteers with an overview of basic expectations. Samples available on Raving Fans: Resources > Forms > Human Resources > Volunteer Forms.

7.0 Volunteer Tracking:

- 7.1 Each department must ensure volunteer hours are timely and accurately reported in the City's volunteer management system for reporting purposes, through either method below:
 - a. Manual entry of volunteer hours by department volunteer liaisons, OR
 - b. Requiring volunteers to enter their own hours in the system.
- 7.2 Contact the City's Volunteer Coordinator for volunteer system tracking, procedures, setup, or training. Guided tutorials will also be available to direct both departmental staff and volunteers on these processes.

8.0 Appendices:

- 8.1 Volunteer Request Form and Volunteer Assignment are available on Raving Fans.