



Volunteer Policy

MISSION:

The Kempner City Volunteer Program is committed to encouraging community participation and the efficient coordination of volunteers to enhance community programs and services.

OVERVIEW

In Kempner, City organizations and residents have a long tradition of working together to enhance the quality of life of our community. The Kempner City Volunteer Program provides a wide range of expertise, skills, and support for city programs as well as an opportunity for residents to participate in making measurable differences on the local level.

These policies and procedures are intended to help provide a general overview of the City's volunteer program and provide information necessary to help make volunteering for the City of Kempner a positive experience.

Kempner City Volunteer Program Objectives:

- ❖ To develop a reliable and varied skilled network of Volunteers to support the delivery of quality services to the community.
- ❖ To provide opportunities for the community to participate in local government.
- ❖ To bring together volunteer resources to augment city services.

DEFINITIONS & ROLES

Volunteer – volunteers are individuals or groups who give their time, talent, and skills to meet a need or to further a mission without being paid for their services. Volunteers serve at the will of the city, and their assignments can be altered or terminated by the city at any time and for any reason not prohibited by law.

Kempner City Volunteer Coordinator (CVC) – supports the City of Kempner’s departments and staff as well as local community organizations by linking volunteers to Kempner City resources and programs and is the administrator of the Kempner City Volunteer Database. The CVC the City Manager or his/her designee.

KEMPNER CITY VOLUNTEER PROCEDURES

The following Kempner City Volunteer Procedures are recommended guidelines for all volunteers and can be supplemented with additional departmental procedures.

- **Recruitment**

Volunteers will be sought on a proactive basis, with the intent of broadening and expanding the volunteer involvement of the community. They will be utilized for specific functions or needs within city programs and services. The recruitment process is executed without regard to race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status. Volunteers under the age of 18 require a parental consent form to participate. A parent or guardian may sign for the youth volunteer.

Departments are encouraged to contact the Kempner City Volunteer Coordinator (CVC) for support with advertising volunteer opportunities more effectively through the City’s Volunteer Source at <https://kempnertx.gov/volunteer-1> and at other targeted resources.

- **Application**

A completed Kempner City Volunteer Application is required for all volunteers. The application information will assist in evaluating applicants’ talents, qualifications, and other areas of interest. This also includes a Background Check Authorization and Confidentiality agreement.

- **Volunteer Records**

A record for each volunteer will be maintained by the City of Kempner. Volunteer records are kept private and confidential and may only be used for volunteer purposes that pertain to the City, or if they are required to be released by law. These records are to enhance future volunteer opportunities and City services.

- **Interview**

The purpose of an interview is to determine any additional skills or experiences that may help in the proper placement of the volunteer. Interviews may be conducted in accordance with city policies. Questions that volunteers may have about the assignment can be answered at this time.

- **Orientation and Training Sessions**

Once volunteers have been selected for their volunteer assignment, they will participate in an orientation session designed to inform volunteers about the City and Department, its policies, procedures, programs and safety regulations. This is designed to assist the volunteer in adjusting to their new role. The volunteer will also be provided with specific assignment training and on-the-job training by the supervising staff.

- **Scheduling**

Scheduling aims to achieve the best possible match between the volunteer and the volunteering assignment needs. Volunteers should work with their supervisor to set a schedule that is mutually acceptable. If a volunteer cannot make it to their assignment, the volunteer will notify their supervisor as soon as possible. The City has the right to alter a volunteer's schedule at any time.

- **Assignment Description**

Volunteers will have a clearly defined description of duties and responsibilities of the assignment. Descriptions should include a purpose of the assignment, a title, a listing of responsibilities and qualifications, any training requirement, and any time commitment needed. One-time special event volunteers will receive on-the-job training and a clear description of their role at the function.

- **Criminal/Background Checks**

Volunteers may be required to submit to a background and fingerprint check and the required training for placement in some positions. Volunteers who do not agree to the required checks may be refused assignment.

- **Non-Disclosure Agreement (NDA)**

The City of Kempner collects and maintains private and confidential information while carrying out its functions and operations. Volunteers are responsible for maintaining the confidentiality of information they are exposed to while serving as volunteers, whether this information involves staff, volunteers, other persons, or involves city business. Volunteers may be required to sign a Non-Disclosure Agreement (NDA) found on the city website.

- **Waiver of Liability Form**

Volunteers will sign a waiver of liability approved by the City Attorney's office before performing any services.

- **Appearance**

Volunteers should dress professionally and appropriately to their volunteer assignment. Should a volunteer have any questions, or need more specific information about the dress code, the volunteer should speak with their supervisor. Failure to comply may lead up to dismissal.

- **Attendance**

Volunteers are expected to report on time to their assignments. In the event that a volunteer will be late, is ill, or unable to work, they must contact their supervisor in advance. Failure to do so may end the volunteer assignment. Volunteers are expected to officially sign in and out with staff upon arrival and departure, so that accurate time may be recorded.

- **Dismissal**

Volunteers who do not follow the rules, regulations, and policies set forth by the City of Kempner or fail to perform their assignments satisfactorily may be released from their volunteer assignment at any time and for any reason not prohibited by law. The City of Kempner reserves the right to request that a volunteer to leave immediately if the circumstances call for such action.

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KEMPNER CITY VOLUNTEER POLICIES

- **Data Protection**

Access rights to the City’s information technology systems and resources, including the accessing of internet and email, are provided in order to perform volunteer assignments associated to the City. All who use City computers cannot assume any right to privacy in such use. If a volunteer assignment requires the use of information technology, its use must be in compliance with all City policies, including but not limited to, prohibiting the use of unauthorized copies of software on City computers; prohibiting the installation of software on City computers that was not purchased through appropriate City policies; and understanding that all computers, software and computer information are City property.

- **Computer Use**

Notify the Kempner City Volunteer Coordinator if you have a volunteer who requires computer network access for their assignment. The CVC will approve.

- **Emergency Procedures**

Emergency exits in all City buildings should be identified as part of the Volunteer Orientation. In the event of an emergency, volunteers should immediately report to their staff supervisor or Department Volunteer Coordinator and follow his or her instructions. The emergency number for outside Police, Fire, or medical services is 9-1-1.

- **Telephone Use**

Telephones are to be used only for City business. Long distance calls for personal use are prohibited. Flexibility may be provided in circumstances demanding immediate attention.

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KEMPNER CITY CONDUCT POLICIES

- **Conduct**

Volunteers will treat staff, fellow volunteers, and customers with respect. Volunteers are encouraged to work to settle problems or issues by contacting City Volunteer Coordinator (CVC). If they feel unsatisfied with the results, then they should notify the City Manger or Mayor who will attempt to work with all parties to solve any problems and issues.

- **Equal Employment Opportunity**

The City of Kempner is committed to providing equal opportunity for all volunteers. The City's policy is to provide a safe and inviting work environment for all, free from discrimination and harassment. The City of Kempner will attempt to make reasonable accommodations for all volunteers with disabilities. Please contact the City Volunteer Coordinator to discuss these arrangements beforehand.

- **Motor Vehicle Use**

City vehicles are intended for use in the course and scope of City activity. No volunteer shall drive any vehicle in the performance of their duties as a volunteer without prior, written approval by the Department Head of the department for whom they are assigned. Before authorizing a volunteer to drive, the Department Head shall verify the volunteer is properly licensed and has supplied proof of insurance.

- All drivers need to be aware that they are representing the City and will drive in compliance with all traffic laws, including but not limited to, the prohibition of using a cellular phone and/or texting.
- Vehicles will be locked when not in use or view of the driver.
- Any traffic citation or accident will be immediately reported to the supervisor.
- Seat belts must be worn by all drivers and at all times while in the vehicle.

- **Safety**

Safety is of primary importance in every aspect of volunteer activities. Volunteers are expected to obey safety rules, follow safe work practices and procedures, and exercise caution in all activities. Volunteers must immediately report any injury, unsafe conditions and any equipment or situation that may pose a safety hazard immediately to their supervisor.

- **Political Activity**

All volunteer activities will be free from political affiliations, i.e. no volunteer shall solicit money, influence, service, or any other thing of value; no volunteer shall promote or oppose any political committee, nomination or candidate, nor gather signatures.

- **Harassment**

All volunteers have a right to work in an environment free from all forms of discrimination, coercive or disruptive activity, and harassment of any kind. Any form of harassment or discrimination based on, but not limited to race, color, religion, sex, national origin, age, disability, sexual orientation, or any other protected characteristic will not be tolerated.

- **Sexual Harassment**

Volunteers will be free from any kind of sexual harassment. If a volunteer feels like he/she has been sexually harassed please contact the City Volunteer Coordinator right away.

- **Workplace Violence**

Violence or the threat of violence against or by any volunteer is unacceptable. Volunteers should report any incident of violence to the City Volunteer Coordinator and City Manager right away.

- **Alcohol and Illegal Drugs**

Alcohol and drug use is prohibited. This includes anyone who brings, possesses or is suspected of being under the influence of any form of narcotic, drug, or alcohol; or anyone who transfers, sells, or attempts to sell.

- **Smoking**

The City of Kempner prohibits all volunteers and employees from smoking in all public places of employment including, but not limited to: offices, public buildings, enclosed parking garages, elevators, restrooms, and City vehicles and machinery.