



City of Dallas Volunteer Management Policy

Effective Date: February 1, 2015
Revision Date: July 1, 2020

I. INTRODUCTION:

The City of Dallas recognizes the important role volunteers have in the community, and we value each volunteer's time and contributions. This document establishes the City's Volunteer Program policies and procedures to ensure the City offers a volunteer program that benefits both the volunteer and the Dallas community.

The Dallas Fire Department and Dallas Police Department have volunteer programs requiring more training than our general volunteer program. These departments have Standard Operating Guidelines (SOGs) and other policies in addition to the general City of Dallas Volunteer Management Policy. To the extent that there is any conflict between any of the provisions of this policy and any provision of these Fire and Police programs, the program provision alone will control.

II. DEFINITIONS:

A. Volunteers:

A volunteer is any person, approved by the City of Dallas, who donates service in a City sponsored volunteer program without expectation of pay or remuneration, other than reimbursement of approved incidental expenses for those services rendered.

B. Emergency Volunteers

In the event emergency operations and procedures have been activated, a volunteer may be assigned to perform emergency volunteer duties authorized by the City. Emergency volunteers will work only at approved sites, and under the direction and supervision of the requesting department.

C. City Employees as Volunteers:

City employees may volunteer in other departments if:

- The volunteer position is with an established City volunteer program.
- Duties of the position are outside the employee's normal work duties.
- No work time is used to perform the volunteer duties.
- The volunteer duties are performed solely at the option of the employee and there is no expectation, direct or implied, that the employee performs volunteer service.

- The employee signs a waiver indicating the decision to volunteer is entirely his/her own and no payment for the work will be rendered.

Volunteers under the age of 18 are not eligible for volunteer service unless the volunteer registration form is signed and approved by the City and a parent or guardian.

D. Not a Volunteer

- Work release inmates.
- Community service workers.
- Persons not approved by the City for volunteer service.
- Individuals under the age of 18 without a registration form signed and approved by parent or guardian.
- Individuals or groups volunteering for another agency.
- Student interns receiving college credit for work performed.

III. BECOMING A VOLUNTEER

A. Registration/Application

Potential volunteers must contact the City prior to performing a volunteer project or job. The City’s Assistant City Manager oversees the Volunteer Program and will assist potential volunteers in determining the job specifics that best meet the needs of the City and the volunteer.

In general, volunteers must complete and sign a City of Dallas *Volunteer Application* and return the completed form for approval prior to start of work. Emergency contact information will be obtained from the Volunteer Application in the event of an emergency. Volunteer firefighters and Police reserves should contact the Fire and EMS Department or the Police Department for details on applying for these volunteer positions, as their process is more involved. People interested in volunteering for an advisory committee or board must complete and sign a *Citizen Committee Interest Form*. Anyone interested in being a Councilor or Mayor should meet with the City Recorder to discuss the election process, as these volunteer positions are filled every two years at the general election under the process outlined in Dallas City Code.

B. Screening Process

Interviews may be conducted for certain positions prior to selection. Background, experience, and skills are carefully reviewed to match volunteers to appropriate assignments. Certain volunteer positions may require an additional Authorization to Release information to be completed for a background check.

C. Approval

Volunteers will receive approval of acceptance in the City’s Volunteer Program prior to starting work.

IV. JOB DESCRIPTION and PHYSICAL REQUIREMENTS

A job description for each volunteer position or project will be provided detailing the duties, scope, and physical requirements of the work. Volunteers should carefully review the requirements and check with

their personal physician if there any questions about their physical ability to perform the duties. Some positions may require medical release prior to volunteer work.

V. VEHICLE POLICY

Volunteers may be cleared to drive as part of their volunteer work. The volunteer must complete and submit an approved driving history release form (in some departments the DMV Motor Vehicle check is performed as part of the criminal history check) prior to driving for the City. A valid driver's license and an acceptable driving record are required before a volunteer will be permitted to drive while performing duties as a volunteer on behalf of the City.

Volunteers operating public vehicles must have an acceptable driving record that meets the City's requirements for acceptable driving (or as outlined in the City's *Driving and Vehicle Use Policy*). Accidents must be reported immediately to the Assistant City Manager and an incident report and accident investigation form should be completed as soon as possible.

Volunteers who drive personal vehicles are required to provide proof of insurance that meets statutory requirements.

VI. ORIENTATION

A. Pre-Work Orientation

After approval and prior to the onset of volunteer work, the volunteer receives a departmental and job-specific review of procedures, duties, and scope of volunteer activities from supervisor. Any required personal protective equipment will be reviewed and provided. Safe work rules and rules of conduct are reviewed along with the Volunteer Policy and Fleet Policy, if applicable. All personnel and safety rules apply to volunteer workers. Failure to comply with safety and personnel rules can terminate the volunteer relationship.

B. Safety Requirements

No volunteer will be required to perform work he or she believes to be unsafe or likely to cause injury or health risk to themselves or others. Volunteers are encouraged to report unsafe conditions or hazards and must report incidents/accidents immediately to supervisor. Training, if required, will be provided for operation of specific equipment, machinery, or tools. Additionally, OR-OSHA training may be required to perform some volunteer duties.

Volunteers are required to follow all safety and security procedures while performing volunteer duties, on or off the City's premises. Volunteers are required to wear appropriate protective equipment, clothing, and footwear at all times.

C. Emergency Procedures

Emergency procedures for each volunteer worksite will be documented and provided to supervisors and to volunteer staff at time of orientation. Procedures will include:

- Emergency contact numbers for Fire/Police/Ambulance (especially if 911 service is not available in the area),

- A map showing the location and routes to emergency exits,
- The location of first aid supplies and equipment, and
- Actions to take in the event of a medical emergency or accident.

D. Incident and Accident Reporting

Injuries and accidents must be reported immediately to a supervisor and an incident and accident investigation form completed, if applicable. If appropriate, secure the scene for investigation and documentation of the incident.

E. Insurance Coverage

Normally, volunteers are considered “agents” and are covered by the City’s general liability insurance while they are acting within the scope of their duties. Insurance coverage is not provided for personal property, equipment, or vehicles owned by volunteer workers. For work related injuries, the City of Dallas provides workers compensation insurance.

F. Record Keeping

Volunteer workers must track and submit hours on a weekly basis to their supervisor using the approved form provided by the City. This is an Oregon statutory requirement. A record of volunteer hours is used to demonstrate when a volunteer is on the job for accident claims, and can be used to verify work experience for job references. It is required to compile the City’s annual workers’ compensation premium audit.

VII. PERFORMANCE MEASUREMENT

Evaluation and feedback of the performance of volunteer duties should be provided regularly, including recognition for volunteer service. Supervisors should monitor and take disciplinary action including and up to termination of volunteer relationship when policy or work practices are unacceptable.

VIII. FORMS

The forms listed below are required to be retained in the office of the Assistant City Manager.

- Volunteer Application and waiver form
- Release for driving record (if applicable)
- Job description
- Proof of vehicle insurance (if applicable)
- Volunteer orientation check list (for non-public safety volunteers)
- Driving and Vehicle Use Policy (if applicable)

Approved: _____
City Manager

Date: _____