



VOLUNTEER HANDBOOK

HENDERS^{ON}™





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INTRODUCTION

Make a difference in your life and in your community —Volunteer!

Volunteering is one of the most prevalent activities in American society; one that has a deep-rooted tradition. Presently, volunteers are the nation’s largest untapped resource. They are interested, vital individuals who are willing to contribute their time and talents to others. At the City of Henderson (“COH” or “City”), we recognize that our volunteer workforce is critical to providing services to our community. Our objective is to link volunteers from the community with City departments that can use their assistance.

Volunteering for the City can provide an opportunity to learn about various departments, while being of service to the community. Additionally, volunteering is a good way to update skills, learn about different professions in advance of entering a particular field, or remain active and challenged after retirement.



GUIDING PRINCIPLES

City Vision, Mission, Values, and Priorities

Vision

To be America's Premier Community.

Mission

Provide services and resources that enhance the quality of life for those who live, learn, work, and play in our city.

Values

We are **DRIVEN**
with **INTEGRITY**
through **COLLABORATION**
to achieve **EXCELLENCE**

Priorities

COMMUNITY SAFETY
HEALTHY, LIVABLE, SUSTAINABLE CITY
ECONOMIC VITALITY
QUALITY EDUCATION
HIGH-PERFORMANCE PUBLIC SERVICE

Volunteer Program Objectives

Volunteer Connection creatively engages resident involvement in our community and in varying departmental programs to support the City's priorities that help us strive to be America's premier community!

Objectives:

- *To encourage and provide opportunities for resident participation in City government.*
- *To enhance City services by utilizing volunteers to supplement the efforts of City staff.*
- *To increase cooperative efforts between City government and residents for the benefit of the community.*
- *To promote and assist resident understanding of municipal programs and the challenges associated with them.*
- *To provide a positive experience for volunteers, which will enhance their knowledge and skills.*

RESPONSIBILITIES OF CITY AND VOLUNTEERS

City Responsibilities

- Provide clear and specific direction to volunteers
- Provide feedback and suggestions to volunteers
- Provide a safe environment for volunteers

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Volunteer Responsibilities

- Perform your assignment effectively
- Notify the volunteer coordinator if you are unable to arrive at your scheduled time
- Notify the volunteer coordinator if you will be absent or no longer able to volunteer
- Maintain confidentiality if the assignment requires it
- Observe the organization's policies and procedures



GENERAL SAFETY

Body Mechanics

To prevent injury, take special care with how to lift, stand, sit, and move during your volunteer duties.

Clothing and Personal Protective Equipment

Wear the appropriate clothing and personal protective equipment as outlined by the Volunteer Lead.

Emergency Response

City of Henderson staff will provide instruction in the event of an emergency. If an evacuation is necessary, move as quickly and orderly as possible and proceed to the designated meeting area. Staff will also advise of the location of first aid kits and AED in case of a medical emergency. Call 911 if necessary.

Incident Reporting

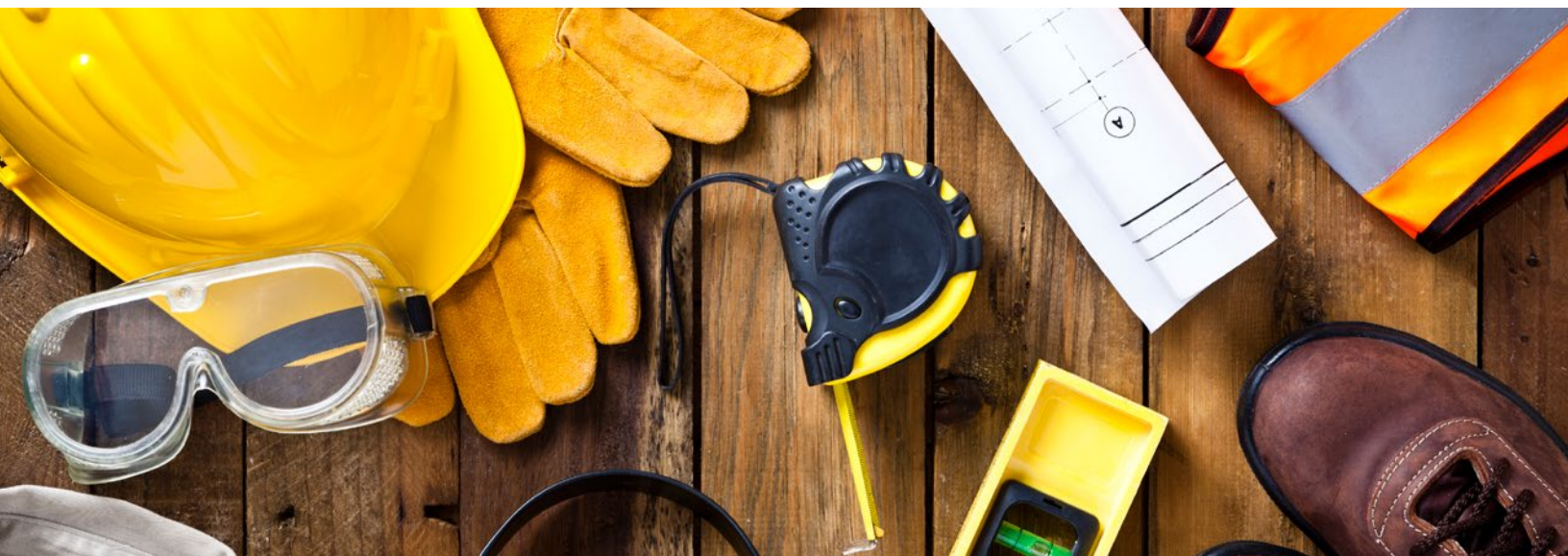
Any volunteer involved in an incident during their volunteer duties must report the incident to their department or section Volunteer Lead as soon as possible. Each volunteer must also report any unsafe working conditions, equipment, or practices to their department Volunteer Lead as soon as possible. An incident may be defined as something noteworthy or out of the ordinary that resulted in (or could potentially results in) injury and/or, property damage.

Slips, Trips, and Falls

Look on the ground for changes in flooring height, spilled liquids, and tripping hazards. Report hazards to the Volunteer Lead or city employee.

Training

City staff and Volunteer Leads will provide safety training to volunteers specific to the tasks the volunteer will be performing. Training shall include the potential hazards the volunteer may encounter and how to protect themselves from those hazards, including the issuance and use of personal protective equipment (PPE).



EXPECTATIONS AND GUIDELINES

Minimum Age Requirements (minors)

It is the discretion of each department and section volunteer program to determine minimum age requirements for volunteer positions. All volunteers under the age of 18 must have a parent or guardian sign waivers and agreements on their behalf. All volunteers under the age of 16 must be accompanied by a parent/guardian during volunteer service.

Attendance and Commitment

Volunteers should provide as much notice as reasonably possible to their coordinator or Volunteer Lead if they will be late for or absent from a volunteer shift. By applying for an opportunity, volunteers agree to commit to the volunteer position for a period listed in the volunteer description. If for any reason a volunteer becomes inactive, including for extended vacation or medical leave, volunteers must notify a Volunteer Lead. Volunteers who do not return after 6-months will be considered inactive.

Confidentiality

Volunteers must respect the confidentiality of materials, records, and information that they may encounter during their volunteer assignment. Always err on the side of caution and seek assistance from employee staff if you are not sure the information you are handling is confidential. Confidential information may include customer records, financial information, privileged communication, etc.

Customer Service Philosophy & Standards

Volunteers are expected to provide a high-level of customer service to visitors and guests of the city. Our philosophy on customer service aligns with our Core Values and drives customer service standards.

DRIVEN: Supporting premier customer service through data-driven decision making

INTEGRITY: A customer service standard that focuses on transparency and information

COLLABORATION: Share best practices and approaches via Customer Service Steering Committee

EXCELLENCE: Targets that support high performance

P.R.E.M.I.E.R. Customer Service Standard

POLITE AND PROFESSIONAL (greeting, smile, eye contact and thank you)

RELATIONSHIP-DRIVEN AND CONNECTED (we use their name, and they learn ours)

EFFICIENT (minimize wait and cycle times)

MINIMIZED HANDOFFS (one-stop shopping)

INFORMED CUSTOMERS (truthfulness and transparency in our processes)

EMPATHY AND RESPECT (understanding and care)

RIGHT THE FIRST TIME (accurate work)

Difficult Visitors

Difficult visitors and customers should be directed to a paid staff member. Volunteers that find themselves in a situation where they feel uncomfortable should involve their Department or Section Volunteer Lead.

Volunteer Relationship and Dismissal

Volunteers understand that the scope of their relationship with the City is limited to a volunteer position and that no compensation is expected in return for services provided by a volunteer. Accordingly, the City does not provide volunteers any benefits traditionally associated with employment, with the exception of workers compensation benefits pursuant to Nevada Revised Statute Chapter 616A-D.

Either a volunteer or the City may end volunteer service at any time with or without cause or advance notice.

Dress Code, Grooming, & Uniforms

Volunteers should maintain dress in accordance with the position held and consistent with the expectation that the volunteer will have direct contact with the public or may be seen by the public. Appropriate dress involves good judgment and should project an image reflecting a professional environment. Specific standards may be required by departments or sections. Department or Section Volunteer Leads will inform their volunteers of additional requirements regarding acceptable attire. Certain volunteers may be required to wear safety equipment or clothing. Volunteers must maintain good grooming and personal hygiene practices. Uniform requirements, if any, are determined at the discretion of each department and section volunteer program area.

Exit Survey

In the spirit of continuous improvement and improving your volunteer experience, the City asks that all volunteers leaving their volunteer position participate in an exit survey.

Complaints or Concerns

Promoting positive relationships between volunteers and City employees is key to the operations of the City. Volunteers are urged to discuss any complaints or concerns with their Volunteer Lead or the Human Resources Volunteer Program Coordinator.

Hours

A valid record of volunteer hours is one of the clearest ways to show the benefits of a volunteer's efforts. Volunteers are expected to keep accurate records of the days/times that they spend volunteering and report all hours using the city approved volunteer management system. **Volunteers are expected to close out their previous months volunteer service before the 5th calendar day of each new month.**

Identification Badges

Temporary badges may be issued to group volunteers and non-recurring assignment volunteers. Permanent badges will be issued to long-term and recurring assignment volunteers. All long-term and recurring assignment volunteers are required to wear their identification badge during their volunteer assignment. All volunteers must return their identification badges to their Department or Section Volunteer Lead upon resignation, completion, or termination of their volunteer status with the City.

Intellectual Property

Intellectual or physical property developed by volunteers during City of Henderson volunteer activities becomes and is the property of the City of Henderson.

Onboarding

On going and recurring assignment volunteers must attend a Volunteer Onboarding with Human Resources prior to assignment to their department or section.

Representing the City

As an affiliate of the City, volunteers are responsible for representing the City in a positive way while on duty or wearing a volunteer uniform or name badge.

Publicity Release

By registering as a volunteer, the city has the right to capture, reproduce, edit, and distribute broadcast audio or visual media of the volunteer without payment of fees.

Volunteer Records

The City will collect information about volunteers during the application process. Volunteer records will be maintained in accordance with the City retention schedule.

Volunteer Opportunities

A directory of all City of Henderson volunteer opportunities and links to online volunteer system are available at <https://cityofhenderson.com/volunteer>.

Weapons

The City strictly prohibits volunteers from possessing firearms or other weapons while performing their position duties.

Working for the Public/Conflict of Interest

Volunteers for the City act in the public trust. The City has a legal obligation to operate in the best interest of its residents. If you have an affiliation or financial interest with an organization that may present a conflict with those interests, disclose that conflict to your Department or Section Volunteer Lead or Volunteer Coordinator. Refrain from being involved in any decision-making process relating to the other organization. In addition, do not knowingly act or make any statement intended to influence the conduct of the City in such a way as to confer any financial benefit on a person or corporation or entity in which you have a financial interest or affiliation.

Background Check

All volunteers in a position of trust are required to complete a criminal background check. Positions of trust includes those with contact to youth or vulnerable populations, as well as those with access to confidential information, money, or valuable items. Volunteers conducting any business driving a city vehicle are also required to complete a motor vehicle record check.



POLICIES & PROCEDURES

Volunteers are subject to City of Henderson policies and procedures under the following categories: Employee Standards, Workplace Practices & Procedures, Technology Policies & Procedures, and Safety & Health. All policies and procedures can be found here: <https://cityofhenderson.com/volunteer>

Volunteer Coordinators will review any additional department-specific policies and procedures.

CODE OF CONDUCT

Volunteers are expected to maintain certain behavior and performance standards. The following list of prohibited conduct is intended to provide examples of behavior that can result in dismissal from the volunteer program. This list is not exhaustive – the City may determine that other acts/conduct not set forth in this list are grounds for dismissal.

- 1. Incompetency or inefficiency in performance of duties;**
- 2. Insubordination and/or failure to perform assigned duties;**
- 3. Failure to maintain the confidentiality of the City's non-public information;**
- 4. Use of obscene, profane or abusive language, and/or conduct, including malicious gossip;**
- 5. Careless, negligent or intentional misuse of City property, equipment, or funds, including use for personal reasons or incidents that result in damage or risk of damage to property;**
- 6. Violation of a safety rule or safety practice;**
- 7. Taking audio or video recordings of another individual without the explicit permission from all of the employees/volunteers who are being recorded;**
- 8. Failure to follow established procedures in reporting a work-related personal injury or damage to City property or City equipment;**
- 9. Excessive tardiness or absenteeism without notice;**
- 10. Sleeping or malingering during assignment hours;**
- 11. Failure to adhere to City and departmental policies/directives/rules and/or regulations;**
- 12. Conviction for, or entering a plea of guilty or no contest to any felony or misdemeanor that is related to the volunteer's position, violates a City policy, creates a safety concern, and/or involves actions that may diminish the public's trust;**
- 13. Discriminatory conduct, sexual harassment or harassment based on race, color, religion, national origin, gender, age, sexual orientation, covered veteran status, pregnancy, gender identity or expression, marital status, mental or physical disability, genetic information or any other basis made unlawful by any applicable law, ordinance or regulation;**
- 14. Engaging in disorderly conduct such as horseplay, scuffling, and malicious mischief;**
- 15. Provoking or instigating a physical fight or fighting at any time while on duty;**
- 16. Violation of the Drug and Alcohol-Free Workplace Policy;**
- 17. Verbal or physical conduct that is abusive, threatening, offensive, or intimidating while on duty;**
- 18. Acceptance or solicitation of a bribe, improper gift/gratuity, or any compensation intended to influence the volunteer in the performance of his/her assigned duties for the City;**
- 19. Improper use of one's assignment with the City for the volunteer's personal or financial advantage or granting improper privilege to another; or**
- 20. Misappropriation, misuse, theft, negligent, careless or unauthorized use of City property or funds and/or damage to City property;**

VOLUNTEER GROUPS

Volunteers aid in our labors, save City funds that are reapplied to improved services, and help spread the word of our mission to their families, friends, and coworkers. Every strength and benefit afforded by an individual volunteer is multiplied in impact and value when serving as a group. Volunteers working as a united group reinforce and replenish each other, challenge and encourage each other, and strive as hard for the success of their team as for the support of their cause. The City encourages and welcomes churches, companies, social clubs, etc. to join the as a group to help with special events or complete a service project.

Volunteer Groups must have at least one group coordinator/contact to correspond with city staff. The coordinator/contact(s) must attend volunteer onboarding and are expected to communicate standards to members of their group. Examples of responsibilities include, but are not limited to:

- **Coordination and supervision of group**
- **Obtaining and submitting required forms of participants**
- **Ensuring minors are accompanied by a responsible adult**
- **Ensuring adherence to volunteer, city, and department rules and guidelines**
- **Reporting problems, issues, and any/all injuries of participants in a timely manner**



VOLUNTEER RESOURCES & GUIDES

All volunteers contributing time to more than a single/non-regularly-recurring opportunity (i.e. 5K runs, festivals, etc...) must complete an online application. The following additional resources are available at <https://cityofhenderson.com/volunteer>:

- **Volunteer Management System Tutorials**
- **Digital Copy of Volunteer Handbook**
- **City Policies & Procedures**
- **Volunteer Opportunity Directory**
- **Online Application(s)**

WAIVERS & AGREEMENTS

All volunteers are required to sign a liability waiver. Volunteers under the age of 18 are required to have a parent or legal guardian consent to their volunteer service.

Volunteers may be privy to confidential information during the scope of their volunteer activities. Volunteers must agree to the terms in the Confidentiality Agreement in order to work in an area with confidential information.

Volunteers under the age of 18 must have a parent or guardian sign a publicity release for them.

Additional forms may be required by departments or sections. These forms will be provided during orientation or upon assignment by department volunteer coordinators.

VOLUNTEER BENEFITS

- ***Opportunity to work with and learn from talented and experienced City staff***
- ***Volunteer appreciation events***
- ***Letters of appreciation***
- ***Milestones Service & Performance Recognition***
- ***Professional development and training opportunities***
- ***Networking opportunities, letters of reference, and job-training***
- ***Intrinsic rewards, including helping others, giving back, and being a part of a larger community***
- ***Participating in City government***
- ***Volunteer spotlights in City newsletters and/or local media***

THANK YOU

Thank you for contributing your unique talents to the City of Henderson. On behalf of all employees at the City, we hope your experience with us is positive, productive, safe, and fun.

If you have questions about the contents of this handbook, please contact your Department or Section Volunteer Lead, or feel free to contact the City Volunteer Program Coordinator, at 702-267-1924 or email COHVolunteerConnection@cityofhenderson.com.

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