



CITY OF BONNEY LAKE

VOLUNTEER HANDBOOK

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INTRODUCTION AND PURPOSE

The City of Bonney Lake welcomes you as a volunteer and hopes your service with the City will be a satisfying experience. Your contribution, you is making a positive difference in the lives of others. The purpose of the volunteer handbook is to provide overall guidance and direction so that you will be an effective and well-informed volunteer.

The information contained in the handbook is intended for guidance only, and does not constitute, either implicitly or explicitly, a binding contract or personnel agreement. The City reserves the right, at any time, to change/revise terms and conditions of voluntary service. As such, the contents of this handbook are subject to change. Areas not specifically covered by the policies will be addressed by management or supervising staff. However, your questions are always welcome

Those Bonney Lake Administrative Policies & Procedures particularly applicable to your volunteer service as determined by the appropriate department volunteer coordinator have been attached to your copy of this handbook. You will be asked to acknowledge with your signature the receipt, reading and understanding of those policies. Copies of all the Bonney Lake Administrative Policies and Procedures are located in the Administrative Services Department as well as in the administrative offices of all other departments. Ask your employee supervisor if you want to review these policies.

The City also reserves the right to utilize, or not utilize, services of volunteers. Volunteers are not considered to be City employees and being a volunteer is not a guarantee of later employment with the City.

Please feel free to contact the director of the department within which you will be serving or a manager in the Administrative Services Department/Human Resources Office with any further questions about your volunteer status.

CORE VALUES

The City of Bonney Lake has adopted the following statement summarizing the core values of its employees. This statement applies to City volunteers as well—

“We are a team of dedicated professionals/volunteers who respect our community and one another. We serve the public need with integrity, and will be held accountable for our actions.”

VOLUNTEER EXPECTATIONS

The following expectations and rules must be followed while volunteering for the City:

1. Volunteers obey all applicable City, County, State and Federal laws.
2. Volunteers will sign a volunteer agreement.
3. Volunteers will follow all of the policies, procedures, guidelines or directives of the City, whether stated in this volunteer handbook, in the City's Administrative Policies and Procedures Manual and/or as outlined in a department's standard operating procedures. Volunteers will not commit any acts which constitute a violation of those same policies and procedures or city/state/federal law.
4. Volunteers will promptly comply with any lawful orders of supervisors.
5. Volunteers will conduct themselves in a manner as to reflect most favorably on the City. Volunteers will not engage in any conduct which is unbecoming of persons associated with the City.
6. While on duty, the volunteer will not use his or her volunteer status to obtain any goods, products or services, or to avoid the consequences of illegal acts.
7. Volunteers will not solicit or accept any gift or gratuity from any person, business or organization for the benefit of the volunteer, City or others if it may reasonably be inferred that the person, business or organization: (a) seeks to influence action of an official nature; (b) seeks to affect the performance or non-performance of an official duty (c) has an interest which may be affected directly or indirectly by the performance of the volunteer's duty; or (d) creates an appearance of fairness issue.
8. Volunteer identification should only be used in the performance of volunteer duties.
9. Volunteers acting in an official capacity will not recommend or suggest in any manner the use or procurement of any particular product, or private, professional or commercial service.
10. Volunteers will not possess or store alcoholic beverages or prescription drugs or substances in any City vehicle or facility that affect one's ability to function in the volunteer's capacity. Volunteers will not report for duty while under the influence of alcohol or drugs, including medications that may cause drowsiness or affect one's ability to perform assigned duties.
11. Volunteers will perform their duties without damaging, defacing, or deliberately mishandling City equipment, property or supplies.
12. Volunteers or volunteer organizations will sign the appropriate volunteer agreement before commencing the volunteer service.

CUSTOMER SERVICE

Serving our customers is the number one priority of all City volunteers and regular employees. Volunteers will be called upon to provide the public with the high quality customer service they have come to expect. It is important to keep in mind that ‘customer’ includes everyone the volunteer comes in contact with while representing the City, including citizens, patrons, City and contract employees, and representatives from other agencies and organizations. The City is dedicated to providing quality customer service and as part of our commitment to customer service, it is important to keep the following points in mind when serving customers:

1. Listen actively to determine the customer’s needs.
2. Always remain courteous, calm and professional.
3. Make an extra effort to help the customer solve his/her problem.

VOLUNTEER HOURS

The City will be relying on your consistent and diligent service. If a specific service schedule has been assigned and you are unable to fulfill that assignment or find you must excuse yourself early, please coordinate your absence in advance with your supervising employee.

Employees of the City of Bonney Lake may not volunteer for service that is similar to those duties performed in their regular employment with the City. Exceptions may only be approved in writing by the employing department with acknowledgement that volunteer hours will be considered as hours worked for computation of wages and any applicable overtime.

MEDICAL-AID-ONLY WORKERS COMPENSATION COVERAGE

The City has elected to provide “medical aid only” workers compensation coverage for its volunteers. Volunteer Labor and Industries coverage applies only for injury incurred during the performance of duties as a City volunteer. Medical-aid-only coverage does not include the other usual benefits of workers’ compensation such as wage replacement, vocational and retraining costs, permanent partial disability payments or death benefits. The City provides no independent benefits and does not ensure the provision of any benefit by a third party.

IDENTIFICATION

When deemed necessary, the Bonney Lake Police Department will issue volunteers a photo identification badge. If assigned an identification badge and while performing duties for the City, volunteers must wear the volunteer identification badge. There are no exceptions to this rule. The identification badge must be worn on the outermost garment, in an easily visible manner. Volunteers shall protect their badge and not reproduce or give it to anyone for any purpose. If the identification badge is lost, immediately report the loss to the volunteer supervisor.

Volunteers shall furnish their name and show their identification badge to any person requesting this information when on duty or while representing the City in any capacity.

Volunteers are responsible for returning ID cards and other assigned City-equipment or property to the supervising employee when ending volunteer status with the City.

RESIGNATION/TERMINATION

Volunteer placements are made on a conditional basis. Either the City or the volunteer may terminate the arrangement, at any time, if it is not agreeable or acceptable to either party and/or when the assignment has been completed.

Volunteers are requested to give as much notice as possible if resigning from or interrupting the volunteer assignment for an extended period of time. Should a volunteer desire reassignment, he/she should notify his/her supervising employee.

All City-provided equipment, materials, clothing and personal protective equipment are property of the City and shall be returned when the period of service is completed/terminated or upon demand by the supervising employee.

POLICIES AND PROCEDURES

Listed below are policy statements and/or standard operating procedures provided for your information and safety. In your volunteer orientation, you will be told which ones are specifically applicable to your volunteer position. Some of the policies require your signature documenting that you have read and understand them. Signature pages should be returned to your supervisor. There may be additional standard operating procedures provided by the department in which you volunteer. If you have any questions, please ask your supervising employee. (*- Policies with an asterisk are mandatory elements of the volunteer orientation.)

- *Accident Prevention Program
- *Incidents, Claims and Lawsuits Policy
- *Drug Free Workplace Policy
- *Anti-Harassment Policy
- *Official No Smoking Policy
- ___ Background Checks/Applicant (Volunteer) Screening
- ___ Technology Resource Usage
- ___ Cell Phone Usage
- ___ Sports Concussions and Sudden Cardiac Arrest
- ___ Lightning and Thunder at Outdoor Events/Workplaces
- ___ Personal Protective Equipment
- ___ Use of Vehicles
- ___ Workplace Medical Emergency
- ___ Workplace Violence Prevention

[Department—Check written policies, procedures or standards from the list above by which the volunteer will be expected to abide. Write in the space provided below any additional written policies, procedures or standards from the assigned department by which the volunteer will be expected to abide, and provide them a copy.]

Assigned Department: _____

Supervising Employee: _____

RECEIPT OF VOLUNTEER HANDBOOK

I have received a copy of the Volunteer Handbook with specific Administrative Policies & Procedures and department standard operating procedures as identified below, which outlines the policies and procedures of the City applicable to volunteers in my assignment.

The handbook does not constitute a contractual arrangement or agreement between the City and its volunteers of any kind including, but not limited to, the terms and conditions of volunteering. The City reserves the right to utilize, or not utilize, the services of volunteers.

I understand that it is my responsibility to secure information from my supervisor if I have questions or concerns about any of the information outlined in this Volunteer Handbook or regarding my specific volunteer assignment. I understand that these policies and procedures are continually evaluated and may be amended, modified or terminated at any time and at the sole discretion of the City with or without notice. I agree the information marked below has been provided. I have read and understand the information and agree to abide by these policies and procedures while volunteering.

List of Policies & Procedures provided for this volunteer assignment:

- Accident Prevention Program
- Incidents, Claims and Lawsuits Policy
- Drug Free Workplace Policy
- Anti-Harassment Policy
- Official No Smoking Policy
- Background Checks/Applicant (Volunteer) Screening
- Technology Resource Usage
- Cell Phone Usage
- Sports Concussions and Sudden Cardiac Arrest
- Lightning and Thunder at Outdoor Events/Workplaces
- Personal Protective Equipment
- Official No Smoking Policy
- Use of Vehicles
- Workplace Medical Emergency
- Workplace Violence Prevention
- Other policies, procedures, standards required by department (please write below):

Print Name

Signature of Volunteer

Date

**CITY OF BONNEY LAKE
VOLUNTEER SERVICE AGREEMENT**

I _____ hereby volunteer my services to perform only the services as outlined in the attached scope of volunteer work for the _____ Department of Bonney Lake. I understand I will not be compensated for my work but I will complete my volunteer duties in a responsible manner. If I decide to discontinue my volunteer service I will notify the above named Department.

Further, I hereby certify that I am capable of performing the duties as outlined in the attached scope of volunteer work [check which applies] () without accommodation or () with the following accommodations:

In consideration of the City of Bonney Lake giving me permission to perform these volunteer services, I agree to the following terms (volunteer, please initial each):

1. _____ I am fully aware that the work associated with being a Volunteer involves certain risks of physical injury or death. Being fully informed as to these risks and in consideration of my being allowed to participate in the City of Bonney Lake Volunteer Program, I hereby assume all risk of injury, damage and harm to myself arising from such activities or use of assigned equipment or facilities. I also hereby individually and on behalf of my heirs, executors and assignees, release and hold harmless the City of Bonney Lake, its officials, employees, volunteers and agents and waive any right of recovery that I might have to bring a claim or a lawsuit against them for any personal injury, death or other consequences occurring to me arising out of my volunteer activities, except for those caused by the sole negligence of the City of Bonney Lake.
2. _____ I understand that I am not to appear for volunteer service under the influence of any illegal drugs or alcohol. I agree to inform the department volunteer coordinator at the beginning of my shift if I am taking any herbal, over-the-counter or prescription medications which may impair my ability to safely perform the volunteer duties.
3. _____ I will abide by all of City's/Department's policies or guidelines regarding personal conduct while performing volunteer services.
4. _____ I agree not to go beyond the scope of volunteer work agreed to without authorization. I understand that my intentional acts of misconduct are not protected by the City or its insurer.
5. _____ Should an injury occur during the scope of my service, I understand that:
the City of Bonney Lake has included my hours of volunteer service in the
Washington State Department of Labor and Industries coverage for volunteer workers.
6. _____ I understand that I am to report any on-the-job injury or illness, no matter how minor, to my Department volunteer coordinator as soon as possible.

7. _____ I reaffirm that I have read and understand the policies and procedures provided with the Volunteer Handbook and any other policies/procedures provided by the specific department through which I am volunteering.

8. _____ I consent to the City of Bonney Lake performing a background check into my history in accordance with RCW 43.43.830–839 and waive any right of privacy I may have in such information for the limited purpose of the City in considering it for determining my suitability as a volunteer. (To be used for volunteers who will have regularly scheduled, unsupervised access to children under sixteen years of age, developmentally disabled persons, or vulnerable adults; and for Police Department criminal background check if required for volunteer service with the Police Department. Please complete a separate authorization for Police Department volunteers. See attachments.)

9. _____ I understand that I or the City of Bonney Lake may terminate this agreement at any time without cause, that I am volunteering my services at will and may be asked to discontinue such without prior notice or reason.

10. _____ I understand that I am not to have any child(ren) with me during my volunteer activities that are under the age of 14 years of age. If I do bring with me any child(ren) under 14 years of age (which is a violation of this agreement), I understand I will be held solely liable and assume all risk of liability for my child(ren)'s actions and agree to hold the City harmless from any and all such related claims against the City; except for injuries and damages caused by the sole negligence of the City.

11. _____ I give permission for photos/videos taken of myself during volunteer activities to be used for publicity purposes, without recompense.

I authorize any necessary emergency medical treatment that might be required for me in the event of physical injury and/or accident to me while participating in this program. YES____ NO____

This agreement will be in effect for the duration of my volunteer services beginning this date.

Dated this _____ day of _____, 20 _____.

Chief Contracting Officer

Volunteer's Signature

Authorized Department Representative

Address

Name of Department

Phone Number

Email

Parent/Legal Guardian (If applicable)

CITY OF BONNEY LAKE
VOLUNTEER SERVICE AGREEMENT FOR ORGANIZATIONS

Our organization, the _____, will provide volunteers to perform only the services as outlined in the attached scope of volunteer work for The City of Bonney Lake. We understand that we will not be compensated for our work but we will complete our volunteer duties in a responsible manner. If we decide to discontinue our volunteer services, our contact person (designated below) will notify the Director of the _____ Department or his/her authorized designee (see below).

We understand and agree that:

- None of the group is to appear for volunteer service under the influence of any drugs or alcohol;
- The City of Bonney Lake has included our hours of volunteer service in the Washington State Department of Labor and Industries coverage for volunteer workers.
- Our organization will provide the [Member] with a roster of individual participants including the names, ages and hours worked.
- Our organization will report any injuries sustained by participants during their volunteer activities to the City of Bonney Lake immediately upon occurrence. Notice will be provided on the Incident/Accident Report Form furnished by the City of Bonney Lake.
- Our organization is responsible for directly supervising the activities of all the individuals in our group who will be doing volunteer work, and therefore, in consideration of our organization and members being permitted to perform services on City of Bonney Lake property, our organization agrees to defend, indemnify and hold harmless the City of Bonney Lake and its officials, employees and agents from any damage claim or lawsuit for injury, illness, damage or other loss of any kind to anyone including members of our organization that might arise out of our activities or the actions of any individuals of our group, except for injuries or damages caused by the sole negligence of the City of Bonney Lake.
- Our organization has commercial general liability insurance of at least one million dollars to cover our activities. A copy of the certificate of insurance and the additional insured endorsement, naming the City of Bonney Lake as an “additional insured,” is attached.

[_____] With the Chief Contracting Officers initials, the requirement for commercial general liability insurance is waived.

- The City of Bonney Lake may terminate this agreement at any time without cause, and we agree that we are volunteering our services at will and may be asked to discontinue such without prior notice or reason.

This agreement will be in effect for the duration of our volunteer services or one year, whichever is less, beginning on this date.

Dated this _____ day of _____, _____.

Bonney Lake Chief Contracting Officer

Print Name of Organization

Bonney Lake Authorized Representative

Authorized Signature on behalf of Organization

Name of Department

Printed Name

Title

Address

Phone Number

Email Address