

CITY OF APPLETON POLICY		TITLE: VOLUNTEER POLICY	
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I. PURPOSE

The City recognizes and supports the use of volunteers to assist in providing services and programs. This policy contains responsibilities of both the City and volunteers. Written policies and procedures will assure volunteers are suitably oriented and trained, written assignments and job duties are developed, supervision is appropriate to assigned duties and volunteers are told about safety and liability to the City.

II. POLICY

SCOPE

In order to maximize the effectiveness of volunteers, yet limit risk exposure to both volunteers and the City, this policy will apply to all City departments and volunteers.

These guidelines complement, but do not supersede, the statutory authority of the Library Board.

PROCEDURES

Prior to using volunteers, each department using volunteers will have procedures to supplement this policy which will address specific methods to recruit, interview, select, orient, train, supervise and recognize volunteers within their department. Department directors will designate an employee to be responsible for the volunteer program and who will serve as contact person. Some departments may have more stringent policies and procedures in place for use of volunteers within their department.

A. Selection Process

- **Recruitment.** Departments shall use recruiting procedures appropriate to the specific program area. Procedures shall be consistently followed. To assist in this initial process, potential volunteers will be required to complete an **on-line** application **through the City's website.**
- **Selection.** A selection process shall be established where potential volunteers are interviewed, references verified when appropriate, and a background check is completed.

B. Orientation

In order for both the City and volunteers to have a complete understanding of the conditions of volunteering, the following topics should be discussed during department volunteer orientation.

- **Policy and procedure.** Policy and procedure regulating volunteer duties should be discussed. Specific emphasis should be given to working safely, conditions of driving while as a volunteer and risk exposure to the City. The seasonal employee/volunteer "Safety for All Seasons" brochure should be furnished to and discussed with volunteers. Volunteers who will be driving need to complete the driver's license verification sign-off form.
- **Training.** Volunteers will receive an overview of their volunteer assignment ~~and, as appropriate,~~ **and** a list of duties and expectations, hours of service, supervision, confidentiality, call-in procedure, and the City Business Dress Code Policy. Volunteers should be issued ID badges when working in the public eye identifying them as a City of Appleton volunteer.
- **Supervision.** Volunteers will be supervised as to assignments, work performance, activity, use of equipment, etc. Performance problems will be corrected or the volunteer service terminated.

RISK MANAGEMENT CONSIDERATIONS

It is important volunteers know what coverage the City will or will not provide.

- **Personal injury.** Volunteers are not "~~subject workers~~" **employees**, as defined by the State Workers' Compensation Act; therefore, workers' compensation coverage will not be provided.
- **Damage to volunteer property.** When volunteer's personal property is damaged while **the** volunteer is serving in **an** authorized volunteer status, the City will not be responsible to reimburse for the damage.
- **Driving.** All operators of a motor vehicle, while on City business, must be qualified to drive and **must** drive safely. This applies to both City-owned and

volunteer non-city-owned vehicles. Volunteers operating City vehicles or equipment will receive instruction from the supervisor or department regarding City vehicles and equipment before being authorized to operate them. The City does not provide insurance coverage for a volunteer's privately owned vehicle. Volunteers who use non-City-owned vehicles for City business should confirm that their personal auto insurance policy provides coverage for this use. Volunteer's auto insurance will be considered primary. All volunteers who drive non-City-owned vehicles for City business shall be required to purchase (at their own expense) and maintain auto insurance at a level that meet the standards set under the City of Appleton Conditions of Employment policy.

- **Damage to private property.** When private property is damaged by a volunteer serving in an authorized volunteer status, the City of Appleton Accident Reporting and Investigating policy should be followed.