

CITY OF ROSEVILLE

VOLUNTEER HANDBOOK



2660 CIVIC CENTER DRIVE
ROSEVILLE, MN 55113

Revised: 12/16/19

TABLE OF CONTENTS

Letter from the Mayor	2
Thank you for volunteering.....	3
i. Definition of a volunteer.....	3
ii. Importance of volunteers.....	3
The City of Roseville volunteer program	4
i. Responsibilities of volunteers	5
The Volunteer Process.....	5
i. Background checks.....	6
ii. Placement	6
iii. Orientation and trainings.....	6
iv. Supervision	7
v. Volunteer position descriptions	7
vi. Record keeping	7
vii. Attendance and time	7
viii. Change of placement	7
ix. Volunteer Separation	7
Volunteer Guidelines and City Policies	8
i. Customer service standards.....	8
ii. Equal Opportunity.....	8
iii. Americans with disabilities act.....	9
iv. Drug and alcohol policy.....	9
v. Tobacco free policy.....	9
vi. Weapons policy.....	9
vii. Respectful behavior policy.....	10-13
viii. Dress code.....	14
ix. Accidents or injuries.....	14
Communication.....	14



Dear City of Roseville Volunteer,

Thank you for volunteering with the City of Roseville! Roseville's volunteer program is an important part of our organization and is a key resource to support the mission and needs of the city.

Volunteering with the City of Roseville offers hundreds of opportunities to make a difference in our vibrant city and in the lives of those who visit, work and live in Roseville. Volunteering offers rich opportunities to engage with others who care about the same things you do, to utilize existing skills and build new ones, and feel the satisfaction of sharing your time and talents.

Roseville is proud to be the first city in the country certified as a Service Enterprise by Points of Light. A Service Enterprise is an organization that fundamentally leverages volunteers and their skills across all levels of the organization to successfully deliver on its mission.

Whether you are looking for one-time, on-going or project-based volunteer opportunities, there is an avenue for you to engage. We encourage individuals, families and groups, of all sizes to discover the possibilities of volunteering with the City of Roseville.

Sincerely,

Dan Roe
Mayor, City of Roseville

Thank you for volunteering!

Volunteers are a very valuable resource for the City of Roseville. They make our community a great place to work, shop, play, and live. On behalf of the entire staff of the City of Roseville, we appreciate that volunteers make Roseville the kind of place that we all take pride in.

- More than 1,500 individuals volunteer with the city each year
- Volunteers contribute more than 4,000 hours a year
- Volunteers extend resources
- Volunteers enhance services

This handbook has been developed to serve as a guide to your role and responsibilities when serving as a volunteer for the City of Roseville. If you have questions, please contact the volunteer coordinator.

Definition of a volunteer

A volunteer is an individual who contributes time, talent and service to assist the City of Roseville in the accomplishment of its mission to provide high-quality service without expectation or receipt of compensation. Volunteers will abide by the same rules as employees and volunteers. *Employees and volunteers: All employees and volunteers of the city including part time employees and volunteers and volunteers working under the direct supervision of a city employee. (Ord. 1269, 9-23-2002)*

Importance of volunteers

We want you to feel part of a team that works together to support the city. Volunteers play an important part in the success of the city.

Volunteers:

- Bring new ideas and energy
- Complement and expand the services of staff by sharing their unique skills and abilities
- Enrich and increase the quality of programs
- Offer additional services to citizens
- Bring a diversity of backgrounds and experiences
- Provide opportunities for community members to be involved
- Promote community support
- Increase community knowledge

We hope this handbook is informative and helps you quickly settle into your new role with the city. We depend on you — your success is our success. Your volunteer coordinator is prepared to answer any questions you might have. We believe you will find that the City of Roseville is a great place to volunteer.

The City of Roseville Volunteer Program

Vision

The City of Roseville's Volunteer Program shall be a key resource to the citizens, staff, elected officials and other key stakeholders in partnering to build and maintain quality of life at the highest possible standard for all members of the community. The Volunteer Program shall offer opportunities and support to create a welcoming and inclusive culture of community engagement for all stakeholders, where contributions are utilized in impactful ways and volunteer and staff commitments are valued and supported.

What a volunteer can expect from the City of Roseville:

- To be challenged with useful tasks
- To be assigned tasks that are of value to the city, citizens and stake holders
- To be provided with sufficient training in order to succeed in the role they are fulfilling
- To be provided with ongoing support and supervision from an assigned staff supervisor(s)
- To be provided with regularly scheduled feedback regarding their performance, their volunteer role(s) and the impact of their time and talents on City of Roseville goals and outcomes
- To be asked to give input into the planning and evaluation of programs in which they participate
- To know that their working environment complies with occupational health and safety regulations
- To be recognized and thanked for their contributions

The volunteer coordinator is available to answer questions, resolve problems and provide additional opportunities. The Volunteer Coordinator is responsible for:

- Recruiting volunteers
- Interviewing volunteers
- Matching volunteers' skills with opportunities
- Placing volunteers within the city

Volunteer Coordinator

Rachel Boggs

651.792.7028

Rachel.boggs@cityofroseville.com

Responsibilities of volunteers

- To carry through with their commitment(s) to the City of Roseville
- To be responsible, reliable, and supportive of the City of Roseville, the program they volunteer with, and the program participants/constituents.
- To maintain confidentiality in their activities
- To perform their agreed upon duties within the established guidelines, as outlined in their Volunteer Job Description and during the orientation and training process
- To respect the uniqueness of individuals they work with through their role as a volunteer with the City of Roseville
- To accept the leadership of the staff supervisor
- To maintain an on-going and open communication with staff regarding their needs and concerns as a volunteer
- To consult staff for clarification of policy and/or procedures
- To participate in orientation and training programs when required
- To be part of a team
- To represent the Roseville in a positive manner when dealing with the public
- To be informed about their responsibilities and limits
- To partner with Roseville staff to assure that all volunteer service time and roles are recorded as part of Volunteer Management best practices
- To ask questions if unclear of any tasks or in need of supplies
- To report any damaged or unsafe equipment or situations

Volunteer Process

Who Can Volunteer?

- Anyone, you do not have to be a Roseville resident
- You need to be at least 14 years old to assist with events unless accompanied by an adult

Volunteer Applications

- Applications are used for those seeking regular, ongoing opportunities
- Interested individuals will be asked to apply via the City's website. Upon reviewing an application, the volunteer coordinator will contact the applicant for an interview
- Only basic contact information is required for one-time-only events

Interview

- The Volunteer Coordinator will schedule an interview after your application is received
- The interview will cover your areas of interest, experience and availability
- The goal of the interview is to best match your skills with the work needed

Volunteer Opportunities

- Volunteer opportunities can be found on the city website, in the Roseville City Newsletter, and by contacting the Volunteer Coordinator. Have a special skill? We welcome new ideas for skills-based volunteer opportunities.

Reference/Background Checks

Reference Checks

- Will be made following the interview
- Can be personal or professional, but no family members

Driving Record Checks:

- For volunteers driving city-owned vehicles or their own vehicle as part of volunteer duties

Criminal Background Checks

- Required for a variety of roles, depending on the information or participants working with
- Conducted in a professional and confidential manner with volunteer's knowledge and permission
- The City recently transitioned to using a Third Party Administrator (TPA) to conduct criminal background checks for employment, volunteers and city commissioners. Previously criminal history background checks were conducted by the Roseville Police Department and included a criminal history check within the state of Minnesota. The new background check conducted by the city's TPA includes a multi-jurisdictional criminal background check from across the nation, including a county, state and federal criminal background check, an address history trace, a national sex offender registry check and a security watch database check of over 30 global agencies.
- Policy Objective: To ensure the safety and security of employees, volunteers, commissioners and those doing business with the City of Roseville.

Placement

The integrity of the volunteer program requires that individuals will only be placed in positions with the most opportunity for success. This means that candidates will be matched to positions based on the skills, personality and time commitment necessary for each position.

Orientation and Training

Most volunteer positions will require orientation. Following orientation, volunteers will be scheduled for their first shift. At the first shift, volunteers will receive on-the-job training, specific to their service assignment. This training will primarily be performed by a city staff member who supervises volunteers.

Supervision

- Supervision will be provided by a city employee either in person, over the phone, or via email
- Volunteer activities under certain circumstances may be self-directed
- Staff provides orientation, safety requirements, department procedures and necessary supervision
- Scheduling will be agreed upon between the volunteer and the supervisor (some positions have specific hours)
- Use of equipment and supplies related to the volunteer task will be made available to perform the volunteer work
- Opportunities for evaluation and feedback will be provided
- Volunteers are encouraged to offer ideas and suggestions for program improvement

Volunteer Position Descriptions

When appropriate, there will be a volunteer position description summarizing the principal duties, responsibilities, qualifications and essential work functions of the volunteer assignment. Volunteer position descriptions will be periodically updated to reflect changes in title, assignment or essential work functions.

Record Keeping

It is important to keep accurate records of your time. Your time is used to compile the city's annual volunteer report and shows program growth or change. Please check with your supervisor on how to accurately record your time.

Attendance and Time

Volunteer attendance is important to the operation of the volunteer program. Volunteers should notify their supervisor in advance if they are unable to be present on their scheduled day. Volunteers are responsible for completing and submitting their volunteer time through Volgistics or through the volunteer coordinator.

Change of Placement

Volunteers may request a change in placement anytime during their volunteer service. If a volunteer elects to be re-assigned, the volunteer must apply for the volunteer position and receive all appropriate training.

Volunteer Separation

Volunteers may leave the city's program, whether voluntarily or involuntarily.

Resignation

- If you decide to cease volunteering, please notify your supervisor and the volunteer coordinator immediately

- It is the responsibility of the volunteer to return any city property such as name or identification badge, keys, etc. promptly

Dismissal

The City of Roseville accepts the services of all volunteers with the understanding that such service is at the sole discretion of the city. Volunteers who do not adhere to the rules and procedures or who fail to satisfactorily perform their responsibilities are subject to dismissal.

The following behaviors will result in mediation or immediate dismissal:

- Theft, misusing, destroying or defacing property
- Unprofessional, inappropriate behavior toward visitors, other volunteers or staff
- Working under the influence of alcohol or illegal drugs
- Bringing weapons or illegal drugs to the volunteer work site
- Other behaviors at the discretion of the City of Roseville

Volunteer Guidelines

City of Roseville volunteers are held to high standards and will follow all policies and procedures. Volunteers will be held to the same standards as paid staff.

Customer Service Standards

The following customer service terms and definitions summarize what the City of Roseville expects from employees and volunteers. Standards should be utilized in day-to-day customer service interactions:

- **Support:** Includes collaboration, giving assistance, and supplying others with the necessary information to reach a goal.
- **Education/Active Listening:** Education is a process of information exchange that results in knowledge that is understood and that can be used. Active listening focuses on the task at hand by limiting talking, not interrupting, and listening for feeling not just words.
- **Accountability/Accepting Responsibility:** Encompasses duties and obligations, of being accountable for actions, dependability and accepting responsibility.
- **Courtesy and Respect:** Behaviors that are friendly and polite and include genuine care, concern, and appreciation for others. A cheerful, polite attitude not only makes work easier for the employee but also for customers and fellow workers. If an employee, volunteer, vendor, or customer is not displaying courtesy and respect please inform your supervisor.
- **Consistency:** Involves agreement of standards and a cohesion that allows accuracy and compatibility among ideas/acts/events.
- **Continuous Improvement:** Includes continuous learning, growth, and development. It involves correction, follow-up, enhancement, and recognition of progress.

Equal Opportunity

The city does not discriminate on the basis of race, creed, color or national origin, place of residence, disability, marital status, status with regard to public assistance, gender, sexual

orientation, veteran status, pregnancy, age or other class protected by local, state, or federal law.

Americans with Disabilities Act (ADA)

The City of Roseville will comply with all requirements of the Americans with Disabilities Act of 1990 (ADA) that ensures that qualified individuals with disabilities have equal access to all services offered by local government. The city does not discriminate on the basis of disability, in the admission or access to, treatment, or employment in its services, programs or activities. Upon request, a feasible and reasonable accommodation will be provided to allow individuals with qualified disabilities to participate in city employment, services, programs, and activities. An example of a reasonable accommodation is a modification to a job that will allow an individual with a disability to perform the job's essential functions. An individual has a disability under ADA when he or she has a physical or mental impairment that substantially limits one or more major life activities, and has a record of such an impairment or is regarded as having such impairment.

Responsibility

All employees and volunteers will ensure legal adherence to the ADA. It is the responsibility of all city employees and volunteers to make a good impression with the public, including providing feasible and reasonable accommodation in delivery of helpful and efficient service.

Grievances

Anyone who believes that he or she has been subjected to unlawful discrimination on the basis of disability may file a grievance. The deadline for filing a complaint at the local, state or federal level is no later than 180 days from the date of the alleged discrimination. The filing deadline may be extended upon showing of good cause.

Drug and Alcohol Policy

The City of Roseville maintains a healthy work force free from drugs and alcohol. While volunteering, you cannot be under the influence of/use controlled substances or possess, sell, make or transfer controlled substances.

Tobacco Free Policy

In an effort to provide and promote a healthy, comfortable and productive working environment, use of tobacco products (e.g. chewing tobacco, smoking, etc.) is prohibited in all city buildings, vehicles, and equipment.

Weapons Policy

With the exception of licensed Peace Officers, possession, use, or threat of use of an object which could be considered a dangerous weapon, including all firearms is strictly prohibited at the workplace including city property, city vehicles or in any personal vehicle being used for city business, unless such possession or use is specifically required as part of the employee's or volunteer's job duties. Any employee or volunteer using city equipment for anything other than its intended use or misuse of authority vested in them will be in violation of this policy and

subject to disciplinary action. A **Dangerous Weapon** includes any instrument capable of producing bodily harm, and that manifests intent to harm or intimidate another person or that warrants alarm for the safety of another person. The city reserves the right to search and inspect property and persons while on city premises, while operating city machinery, equipment or vehicles for work-related purposes or while engaged in city business off premises.

Respectful Behavior Policy

The City of Roseville promotes a positive and respectful workplace and public service environment that is free from harassment, violence, discrimination, or any other offensive behavior or degrading remarks or conduct. The city wishes to maintain a comfortable, safe, and productive work environment that fosters professional, collaborative, conduct and behavior. Guests, employees and volunteers must be free to exercise their duties without fear of verbal or physical intimidation or duress.

Policy

The City of Roseville maintains a respectful workplace free from violence, harassment, discrimination or other offensive behavior. The city does not condone and will not knowingly tolerate the inappropriate behavior of any city employee, volunteer, job applicant, official or member of the public with whom employees and volunteers come into contact during the course of their work duties. The city will establish preventative measures, hold perpetrators of inappropriate behavior accountable and providing assistance and support to accommodate victims where possible. The city will also use the Employee Assistance Program, law enforcement, and applicable personnel policies and procedures as appropriate. All employees and volunteers are expected to express the shared values of respect, courtesy, civility, politeness, consideration, cooperation, and tolerance toward other employees and volunteers in the workplace, despite any differences. Understanding, accepting and tolerating another's beliefs, views, or way of life, is the way we express these shared values in the workplace. When these values are practiced by all employees and volunteers, instances of offensive conduct should not occur. The city will take immediate steps to stop such behavior if it does occur. Preserving the city as a respectful environment in which to work is a shared responsibility of all staff. This policy applies to all employees and volunteers, including but not limited to, full and part-time employees and volunteers, regular, paid-on-call, seasonal or temporary employees and volunteers, as well as elected officials, members of appointed commissions and committees and persons engaged under contract to supply expert, professional, technical, or any other services including those exempt from personnel rules or regulations, along with others not directly connected to the city (e.g. outside vendor, contractor, consultant or customer). Conduct prohibited by this policy is unacceptable in the work place during all times and in all locations that the covered person is acting within the scope of duties for the city, such as during business trips, business meetings and business-related social events.

Responsibilities

All city employees and volunteers are responsible for conducting themselves in a manner consistent with the spirit and intent of this policy. Every employee and volunteer will be required to acknowledge their receipt of this policy in writing. A copy of that acknowledgement

shall be kept in each employee's personnel file in Human Resources. Supervisors shall be responsible for ensuring that all employees and volunteers under their direction are familiar with and abide by this policy. Supervisors shall establish and maintain a climate in the work unit that encourages employees and volunteers to communicate questions or concerns regarding this policy and recognize incidents of discrimination, harassment and inappropriate or disrespectful behavior. Supervisors will take immediate corrective action to eliminate such incidents and notify the department head in the event of inappropriate or disrespectful behavior, discrimination or harassment allegations so that consistent investigatory procedures may be implemented. In some personal instances employees and volunteers may have secured restraining orders or other protective orders from a court of law. The employee or volunteer may wish to inform his or her supervisor of the order and provide a description of the individual cited in the order to provide an additional safety precaution.

Categories of inappropriate behavior

Inappropriate behavior is prohibited by this policy and includes requests to engage in illegal, immoral or unethical conduct or retaliation for making a complaint under this policy. Prohibited behaviors include, but are not limited to:

1. **Discrimination:** Inappropriate remarks, conduct, or employment decisions that are made based on a person's race, creed, color, religion, national origin, gender, age, sexual preference, marital status, disability, place of residence, status with regard to public assistance, pregnancy, or veteran status.
2. **Harassment:** Unwarranted and unwanted verbal or nonverbal conduct that threatens, intimidates, or insults another person, where such conduct has the purpose or effect of creating an offensive, intimidating, degrading environment, or interferes with or adversely affects a person's work performance. *This includes attempting or creating a Hostile Work Environment* - comments or actions that have the purpose or effect of substantially interfering with the individual's employment or create a hostile, non-cooperative, intimidating or offensive employment environment. Harassment *does not include* the conduct or actions of supervisors intended to provide *employee discipline*, such as deficiency notices, performance evaluations, oral warnings, reprimands or other supervisory actions intended to promote productive performance.
3. **Sexual Harassment;** *An illegal behavior*, which can consist of a wide range of unwanted sexually directed actions, that are prohibited by Section 703 of Title VII of the Civil Rights Act of 1964 and by the MN Statute § Chapter 363, Minnesota Human Rights Act. Sexual Harassment is unwelcome sexually driven verbal, written, visual, or physical behavior that has the purpose or effect of creating an offensive, intimidating, degrading or hostile environment, , or interferes with or adversely affects a person's work performance. It may also take the form of which submission to or rejection of the sexual conduct is made implicitly or explicitly a term or condition of employment or employment related decisions affecting the individual.
4. **Violence:** The abuse of power or authority, physical force to person or property, threats of force, intimidation, or any other behavior meant to control or cause pain or duress, fear, harm, or hurt.

5. **Offensive Behavior:** Ongoing unwarranted and unwanted verbal or nonverbal conduct such as angry outbursts, inappropriate joking or gestures, name-calling, using disrespectful language or visual displays such as postures or pictures.

6. **Filing a False Complaint:** Intentional false reporting of an unfounded complaint(s) under this policy.

Reporting Claims

*If the act constitutes an emergency or there is a threat of immediate danger, **CALL 911** and alert one or more of the persons below.*

Any person who feels subjected to or has witnessed offensive or inappropriate behavior should first object to the behavior and if continued are encouraged to raise concerns and file a formal complaint. All reports will be taken seriously by the city and employees and volunteers may file the complaint with one or more of the persons listed below. Employees and volunteers are not required to report the incident to their supervisor, however reporting through the chain of command is preferred, if possible.

- Employee's or volunteer's supervisor
- Employee's Department Head
- Human Resources
- City Manager
- Member of the City Council, if the complaint is against the City Manager

Regardless of whom an employee or volunteer chooses to approach, the employee or volunteer should provide the following written information to begin an investigation:

1. A description of the incident(s), including date(s), time(s), and place(s), and any employment action or the impact that has resulted
2. Whether the complainant has previously reported or discussed such discrimination, harassment and/or inappropriate behavior and if so, when, to whom, or with whom and whether there is a written record of this report
3. Corroborating evidence
4. Witnesses to the incident(s)
5. Identification of the offender(s)

The person to whom the complaint is made will report this information to the first four reports in the chain of command, on the list above, if they are not named in the complaint. If the complaint is against the City Manager, the information will be reported to the City Council and the City Attorney, who will initiate the investigative process. All supervisors are required to report to the department head and city designee a complaint or any actions they witness which meet the policy definitions of disrespectful behavior outlined above.

Investigating Claims

All allegations of offensive or inappropriate behavior will be investigated by the City Manager or the City Manager's designee. Incidents involving emergency and/or criminal activity will be

referred to the Police Department for investigation. In the event the disrespectful behavior complaint is against the City Manager or a City Councilmember, an outside investigator will be appointed to conduct the investigation. The City Manager may appoint an outside investigator in cases when it is deemed appropriate. An investigator will provide the city with a written report of the facts and findings of the investigation and the city will keep a record of the nature of the complaint, its investigation and resolution. The facts shall determine the response to each complaint and the action that will be taken by the city. The scope and formality of the investigation will depend upon the nature of the complaint. To permit a timely and effective response to claims the city anticipates cooperation from all parties involved in the investigation. Failure to cooperate with or providing false information during an investigation may result in progressive disciplinary action.

City Action

The employee or volunteer who is accused of discrimination, harassment and/or inappropriate behavior may be placed on administrative leave while the investigation is being conducted. If it is determined that a potential for violence exists, the employee or volunteer may be required to undergo a physical or psychological assessment to determine the risk of danger. Such an assessment will be at the City's expense. If upon completion of the investigation, an employee or volunteer is found to have engaged in inappropriate or offensive behavior, the individual will be disciplined appropriately. The disciplinary action shall be consistent with the nature and severity of the offense, and any other factors deemed appropriate, including but not limited to, the effect of the offense on employee morale, public perception of the offense, and the light it casts the city. A determination of the level of disciplinary action shall also be made on a case-by-case basis. A written record of disciplinary action taken shall be kept, including verbal reprimands. In cases of inappropriate behavior committed by a non-employee against a city employee or volunteer in the work place or criminal in nature, the City will aid law enforcement in the prosecution. The City acknowledges that in some cases there may be both criminal and disciplinary investigations. In the event of a criminal investigation, all rules of criminal procedure will apply and will precede any civil disciplinary investigation.

Confidentiality

Each situation will be handled as discreetly and confidentially as possible, however confidentiality cannot be guaranteed. If the complaint results in disciplinary action, the accused may be entitled to a formal hearing, in which case information regarding the incident may become public information. Under Minnesota law, all information supporting a disciplinary action against a public employee is public after the final legal review process of non-public information redaction is completed.

No Retaliation

The City of Roseville will not tolerate any form of retaliation including intimidation, harassment, or reprisal against an employee who objects to inappropriate behavior, files a complaint, or participates in a harassment investigation. If the city determines that an employee or volunteer has retaliated, that employee or volunteer will be subject to disciplinary action up to and including termination.

Dress Code/Identification

- As a volunteer, you should dress according to the needs of your job and be well groomed
- Clothing with inappropriate messages or symbols should not be worn
- If you are issued an ID badge, name-tag or t-shirt identifying you as a volunteer please wear it while volunteering

Accidents or injuries while volunteering

If an accident or injury occurs while volunteering, it must be reported immediately to your supervisor (or as soon as reasonably possible if it is a medical emergency). The supervisor will complete a written report titled "Accident Claim Form" with all known details and circumstances related to the accident or injury, as well as the names and of all and any witnesses to the accident. If the volunteer-related injury requires medical treatment, the volunteer will be directed to seek medical attention at a provider of their choosing. In the event of a medical emergency, the volunteer should seek treatment immediately at the nearest and most appropriate medical center.

Communication

Good communication is essential for a successful volunteer experience. Volunteers and staff share this responsibility. We encourage you to communicate on a regular basis with your supervisor or volunteer coordinator. Additionally, there are several formal ways we communicate with you.

City Website: www.cityofroseville.com

We encourage you to become familiar with the city's web site. You can learn more about our volunteer programs and find out about new opportunities.

Your Feedback is Important

We welcome your comments and suggestions at any time. They help us improve our support services for volunteers. Periodically we may contact you to participate in a survey or other forms of evaluation, and volunteers are encouraged to fill out the feedback form online.

E-news from the volunteer coordinator

The City of Roseville strives to communicate adequately with our volunteers through several mediums. E-news is published as necessary to announce opportunities. You must provide your email address to receive this. Email addresses are kept confidential.

Thank You!

We want your volunteer involvement to be satisfying and rewarding. The most effective recruitment method is for satisfied volunteers to share their enthusiasm about volunteering with people they know. We hope you will tell your friends and family about your experiences and encourage them to volunteer as well.