



*City of Napavine*

# **Volunteer Handbook**

## **Welcome!**

Thank you so much for agreeing to volunteer for the City of Napavine. The city is delighted to have citizens willing to support city programs by their active participation. Our policy is to look for and promote meaningful and productive roles for volunteers. Volunteers help us provide important services and programs. We hope that you will benefit from your volunteer service, too, by meeting and serving with fellow citizens, learning about the city, perhaps learning some new skills, and getting the satisfaction of knowing you are making an important contribution to the city.

This Volunteer Handbook is provided to you so that you can be aware of our policies and procedures and so that you can have an easy reference guide to information and forms that you may need during your time with us. The city may make changes to this information from time to time, so please check with your supervisor to be sure you have the most current version of the Handbook.

We hope that your volunteer service with the city is a good experience for you. Please let us know if you have any questions or concerns.

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Shawn O'Neill Mayor

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Rachelle Denham, City Clerk

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**Volunteer**

## History and Organization

The City of Napavine incorporated September 1913, since that time the residents, City Council and City Hall staff have worked diligently to develop the City's first Comprehensive Plan, adopted November 22, 1999, and to craft the Development Regulations, adopted December 13, 1999, to implement the Plan. These two instruments lay the groundwork for meeting the City of Napavine's vision for the future. Amendments to these documents have been adopted from time to time since their initial implementation, to meet the changing needs of our growing community. Late in 1997, after much public input, the City Council adopted the following vision statement:

*Napavine will be a well-planned City with a safe, healthy, and aesthetically pleasing environment. A strong sense of community will develop through effective partnerships with community organizations, maintaining historic connections with the area's rural past, and embracing the positive aspects of modern technology. The community will be economically vital with quality education and recreation opportunities.*

Napavine has its roots in a rural lifestyle with the many wonders of nature close at hand. Mounts Rainier and St. Helens beckon in the near distance. Lakes and Wilderness provide residents and guests with canoeing, fishing, swimming, baseball, tennis, and numerous other activities. The area is rich with trails. You can hike, bike, or horseback or take a shorter walk through the trails.

Napavine has adopted a Council-Mayor form of government. Six (5) council members are elected at large by the citizens of the City for four (4) year terms. The mayor is elected by the citizens and serves a four (4) year term. The mayor presides over council meetings. The Department Heads report to the Mayor and are responsible for the staff and activities within their departments.

The City is organized into five (5) departments, each run by a department head. These departments are:

<u>Department</u>	<u>Director</u>
City Clerk	Rachelle Denham
PW / CD Director	Bryan Morris
Police Chief	John Brockmueller
Municipal Court	Allen Unzelman
Treasurer	Michelle Whitten

## **Office Locations**

Any City staff member can be reached by dialing 360-262-3547, and all mail should be directed to:  
City of Napavine  
P.O. Box 810  
Napavine, WA 98565

Most City employees work at City Hall, located at:  
407 Birch Ave SW Napavine, WA 98565

## **Council Members**

The current council members are:  
Shawn O'Neill, Mayor  
Brian Watson – Position #1  
Ivan Wiediger – Position #2  
Don Webster – Position #3  
Heather Stewart – Position #4  
Duane Crouse – Position #5

## **Definitions and Roles**

*Volunteer:* A volunteer is anyone who performs a task for the city without compensation. A volunteer must be enrolled with the city prior to performance of any tasks. These policies and procedures do not generally apply to elected or appointed officials of the City, however.

*Minor Volunteer:* A minor volunteer is a volunteer who is under the age of eighteen (18). Minor volunteers must have the written consent of a parent or legal guardian prior to volunteering.

*Employee Volunteer:* An employee of the City may volunteer services under the following conditions:

- They are freely donating their services, without coercion; and
- The volunteer services are totally outside the scope of their normal staff duties; and
- The volunteer services are performed outside the employee's normal workday.

*Volunteer Coordinator:* The Volunteer Coordinator is the staff member assigned to coordinate the City's volunteer program.

*Supervisor:* Each volunteer will be assigned to a supervisor who will be a staff member.

## **Volunteer Recruitment, Placement and Training**

The city will pro-actively recruit volunteers. Volunteers will be recruited and placed without regard to race, color, national origin, gender, age, marital status, and/or disability. Volunteers may be recruited either through an interest in specific functions or through a general interest in volunteering which will later be matched with a specific assignment.

Each prospective volunteer will be asked to complete a "Volunteer Enrollment Form," documenting contact information, availability, and other information that may be used to properly place a volunteer with the city. This requirement may be waived for one-time, event volunteers.

The city will normally not accept as an *individual* volunteer anyone less than 15 years of age. Individual minors (15 - 18) may volunteer to accomplish service hour requirements for school. Individual minor volunteers are assigned to an appropriate supervisor who may be staff or an adult volunteer. Each volunteer who has not reached the age of 18 must have the written consent of a parent or legal guardian to volunteer. Individual minor volunteer scheduling and assignments will be restricted as they would be if they were working, consistent with state and federal labor laws.

Groups and organizations whose members consist of children under age 15 shall be allowed to volunteer with appropriate projects, provided their independent sponsoring group or organization adequately provides all the adult supervision necessary for all minors to perform the activity safely. The City shall not be responsible for providing adequate adult supervision for groups including minor volunteers. Groups and organizations volunteering on projects must complete the "Agreement for Organizational Volunteer Service."

The City will facilitate, whenever possible, volunteer opportunities for persons who are directed by a legal authority to complete community service hours. There must be adequate City resources to

provide appropriate supervision of such a volunteer. Supervisor(s) of such a volunteer shall be informed of the volunteer's legal requirement. Court-ordered community service volunteers must read and sign the "Community Service Contract" before commencing volunteer service.

All individuals interested in volunteering will be interviewed to ascertain their suitability for and interest in volunteer assignments, their availability, and to answer any questions they may have. Supervisors with prospective volunteer assignments will participate in interviews whenever possible and will be responsible for approving final placement of volunteers in their areas. Assignments will be made when the needs of the prospective volunteer are aligned with the needs of the city. The requirement for an intake interview may be waived for one-time, event volunteers.

If a volunteer's assignment will require that they drive a city vehicle, they will be asked to provide an official abstract of their driving record. If the volunteer will be in contact with youth or other vulnerable persons, working with confidential information, or handling city funds, they will be asked to sign a release so that the city may conduct a criminal history check. These records checks will be part of the placement process for volunteers whose assignments warrant them and may be updated from time to time. The city will not consider for placement with youth or other vulnerable persons (as defined in RCW 43.43.830(9)), those individuals who have been convicted of a crime against children or other persons, as defined in RCW 43.43.830(5).

Each volunteer will be given a copy of this Handbook and must sign an "Agreement for Volunteer Services." Supervisors will ensure that appropriate orientation and training has been conducted for each volunteer assigned to their areas, including a written volunteer job description whenever possible. If a volunteer is reassigned to new duties, they will be given any additional training needed.

### **Volunteer Rights and Responsibilities**

Volunteers have a right to meaningful assignments, to be treated as respected co-workers, to effective supervision, appropriate involvement and participation, and recognition for work done. Volunteers are asked to perform their duties as assigned and to abide by the City's policies and procedures.

Volunteers will be asked to complete and submit bi-monthly timesheets documenting their hours of service. They are asked to give their supervisors timely notification of any inability to serve as scheduled. If they find they can no longer serve, the city requests that they give as much advance notice as possible, and a reason for their decision to leave.

Volunteers are entitled to periodic feedback from their supervisors regarding the performance of their duties. Volunteers are encouraged to discuss any workplace concerns with their supervisor or the Volunteer Coordinator. The city will make a concerted effort to include volunteers as full participants in program decision-making and implementation.

The city may need to make adjustments in volunteer assignments from time to time. The City must reserve the right to terminate services with any individual volunteer when any of the following conditions exist:

- The services being performed are no longer needed,
- A background check comes back as unacceptable,

- The volunteer violates the City's policies regarding conduct or,
- The volunteer is unable to satisfactorily perform the duties to which they are assigned.

However, it must be understood by volunteers that volunteering for the city does not in any way constitute nor create an employer/employee relationship between the city and the volunteer. Additionally, volunteers must understand that their services are being volunteered at will and the city reserves the right to ask a volunteer to discontinue such services without prior notice or reason.

As the city is interested in ensuring that the Volunteer Program operates effectively, volunteers and their supervisors will be asked to periodically provide feedback on the Volunteer Program.

### **Volunteer Support and Recognition**

Volunteers will be given on-the-job training in their assignments. Additional training and educational opportunities may be made available to volunteers during their service with the city.

As requested by any volunteer, the city will document the experience and training that a volunteer receives while at the city, such as in letters of recommendation for college and/or employment.

The city is very thankful for the services of its volunteers and will find both formal and informal ways of communicating our appreciation. An annual recognition event will be one of the formal methods of acknowledging the important contribution our volunteers make to the city.

## **Attachment A: City of Napavine General Policies and Practices**

The city places a high value on its volunteers and their well-being. The *City of Napavine Employee Handbook* sets forth personnel policies that serve as a general guide to the City's current policies and practices. To help volunteers better understand how the city operates and what is expected of everyone, the city's general policies and practices as excerpted from the *Employee Handbook* are provided herein. The city encourages volunteers to become familiar with the city's personnel policies and believes such familiarity increases opportunities for more effective working relationships. Volunteers are expected to abide by the City's general policies and practices in their interactions with city customers, employees and other volunteers.

- **Disability Discrimination Prohibited**

In accordance with State and federal law, the city will make reasonable accommodations if a volunteer has a disability that affects his/her ability to work. Although all volunteers must be able to properly perform his/her job duties, the city may be able to adjust work schedules, make other modifications or accommodations to permit the volunteer to perform the essential functions of his/her job and to continue working, or transfer the volunteer to a vacant position for which he/she is qualified.

If a volunteer has a disability that affects his/her ability to work and needs accommodation, the employee is strongly encouraged to discuss the circumstances with either the Department Head or the Mayor. The city will treat such information as confidential, except to the extent that other employees need to know to evaluate the volunteer request for accommodation or to accommodate the disability.

The city may request medical opinions to verify a volunteer's disability, identify potential reasonable accommodations, or to determine whether the volunteer's continued work would pose a safety or health risk.

- **Anti-Harassment Policy**

It is the City's policy to foster and maintain a work environment that is free from harassment, discrimination, and intimidation. Toward this end, the city will not tolerate harassment, discrimination or intimidation of any kind that is made by volunteers or employees toward co-workers or members of the public. Volunteers and Employees are expected to always show respect for each other and the public.

In addition, it is the City's policy to avoid harassment of City employees and volunteers by members of the public or other third parties, such as vendors. Harassment demonstrated toward volunteers or employees by members of the public or other third parties may result in termination of all contact, communication, contract rights or city services with the harassing party.

"Harassment, discrimination and intimidation" refers to verbal or physical conduct that demeans or shows hostility or aversion toward a volunteer, employee or members of the public based on their race, gender, religion, or other status protected under anti-discrimination laws. Examples of prohibited conduct include but are not limited to slurs or demeaning comments relating to race, ethnic background, gender, religion, sexual orientation, age, or disability.

- **Sexual Harassment Prohibited**

It is the policy of the city to provide a work environment for its volunteer and employees which is free from discrimination and intimidation. The city will not tolerate any form of harassment, sexual or otherwise. Prompt disciplinary action will be taken against a volunteer or employee who commits or participates in any form of sexual harassment.

Sexual harassment is defined as unwanted, unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct which has the effect of creating offensive, intimidating, degrading or hostile work environment, or adversely interferes or affects a volunteer or employee's work performance.

Any volunteer or employee who believes he or she is being sexually harassed by supervisors or co-workers should immediately notify his/her department head. In the event that the harassment involves the department head, he/she should notify the mayor. The city will not retaliate against a volunteer or employee who complains of sexual harassment.

- **Discrimination Complaint Procedure**

Each member of management is responsible for creating an atmosphere free of discrimination and harassment, sexual or otherwise. All volunteers or employees are responsible for respecting the rights of their co-workers and others, including the citizens they serve. The following procedure outlines the steps to follow if you believe you have experienced harassment or discrimination on the job.

1. Should you believe that you have been harassed or are the victim of discrimination, you should try, if possible, to identify the offensive behavior to the harasser and request that it stop.
2. In the event such informal direct communication is either ineffective or impossible, you should discuss your concern immediately with the Department Head or the Mayor. No volunteer or employee will suffer retaliation for reporting such concern. To the extent possible, complaints will be handled as confidentially as possible consistent with the need to investigate and take appropriate corrective action.

If a review of the circumstances shows the accused volunteer or employee did engage in improper harassment or discrimination, appropriate action will be taken, as in the case of any other serious volunteer or employee misconduct. Such actions may include written warnings; written reprimand with a copy of the reprimand placed in the employee's file; a referral to the Employee Assistance Program, mandatory sexual harassment training, or an employee transfer, demotion, suspension, or termination.

- **General Code of Conduct**

All volunteers or employees are expected to represent the city to the public in a professional manner, which is courteous, efficient, and helpful. Volunteers or employees must maintain a clean and neat appearance appropriate to their work assignment, as determined by their position and their department head.

Since the proper working relationship between volunteers or employees and the city depends on each volunteer's or employee's on-going job performance, professional conduct and behavior, the city has established minimum standards of personal conduct. Among the city's expectations are: Basic tact and courtesy towards the public and fellow volunteers or

employees; adherence to city policies, procedures, safety rules and safe work practices; compliance with directions from supervisors; preserving and protecting the City's equipment, grounds, facilities and resources; and providing orderly and cost efficient services to its citizens.

- **Political Activities**

Volunteer or employees may participate in political or partisan activities of their choosing provided that city resources and property are not utilized, and the activity does not adversely affect the responsibilities of the volunteers or employees in their positions. Volunteers or employees may not campaign on city time or in a city uniform or while representing the city in any way. Volunteers or employees may not allow others to use city facilities or funds for political activities.

Any volunteer or employee who meets with, or may be observed by the public, or otherwise represents the city, while performing his/her regular duties may not wear or display any button, badge, or sticker relevant to any candidate or ballot issue during working hours. Volunteers or employees shall not solicit, on city property or city time, for a contribution for a partisan political cause.

Except noted in this policy, volunteers or employees are otherwise free to fully exercise their constitutional First Amendment rights.

- **Tobacco**

Designated smoking areas will be established in each city facility. Volunteers or employees may use said designated smoking areas only during their rest breaks and lunch hours or before and after their work shifts. Smoking is prohibited in all city owned vehicles.

- **Use of City Equipment and Supplies**

Use of city phones for local personal phone calls should be kept to a minimum; long distance personal use is prohibited. Other city equipment, including vehicles, should be used by volunteers or employees for city business only. A volunteer or employees' misuse of city services, telephones, vehicles, equipment, or supplies can result in disciplinary action including termination.

- **Bulletin Boards**

Information of special interest to all volunteers or employees is posted regularly on the city bulletin boards. Volunteers or employees may not post any information on these bulletin boards without the authorization of the mayor.

- **Contact with News Media**

Media contacts will be handled in the following manner:

- 1) The Mayor or Department Head shall be responsible for all official contacts with the news media, including answering questions from the media.
- 2) The mayor may refer police matters of a criminal sensitive nature to the Chief of Police or City Attorney.
- 3) The mayor may refer issues of a legal nature to the City Attorney.
- 4) The Mayor or Department Head may designate specific employees to give out procedural, factual, or historical information on particular subjects.

It is not the intent of the city that the department head act as a spokesman for the city on policy matters but will act as a contact to refer them to the mayor.

5) Volunteers are not allowed to speak to News Media regarding any city business.

- **Safety**

Every volunteer or employee is responsible for maintaining a safe work environment and following the city's safety rules. Each volunteer or employee shall promptly report all unsafe or potentially hazardous conditions to his/her department head. The department head shall record each such report. The city will address such problems within three (3) working days.

In case of an accident involving a personal injury, regardless of how serious, volunteers or employees shall immediately notify their department head, or mayor.

- **Substance Abuse**

The city may discipline or terminate a volunteers or employee possessing, consuming, controlling, selling, or using alcohol, drugs, or other controlled substances during work hours. The city may also discipline or terminate a volunteer or employee who exhibits an on-going dependence on alcohol, drugs, or other controlled substances which in the city's opinion, impairs the volunteers or employee's work performance, poses a threat to the public confidence, or is a safety risk the city or others. The city is committed to supporting employees who undergo treatment and rehabilitation for alcohol or other chemical dependency.

- **Violence in the Workplace**

The city is committed to providing employees with a safe environment in which to work. It is with this in mind that the City Council has adopted a policy which strictly prohibits threatened or actual violence by volunteers or city employees, on city premises, or on a work site.

Any volunteer or employee who exhibits violence in the workplace may be disciplined up to and including termination. The city may also choose to bring formal charges against anyone who endangers its employees.

Violence in the workplace may be described as verbal or physical threats, intimidation, and/or aggressive physical contact. Prohibited conduct includes, but is not limited to the following:

- Inflicting or threatening injury or damage to another person's life, health, wellbeing, family or property; or
- Possessing a firearm, explosive or other dangerous weapon on city premises or using an object as a weapon, except as needed to meet a job requirement as approved by the mayor; or
- Abusing or damaging city or employee property; or
- Using obscene or abusive language or gestures in a threatening manner; or
- Raising voices in a threatening manner.

Because of the potential for misunderstanding, joking about any of the above conduct is also prohibited.

Volunteers or employees are encouraged to be proactive in maintaining a safe working environment by reporting violent or harassing behavior. If a volunteer or employee observes or

experiences these types of behavior, the volunteer or employee must immediately report such behavior to their department head, the mayor, or by calling emergency 911, when appropriate.

Volunteers or Employees who experience violent behavior when working at a remote location or in a client's workplace should report it immediately to the appropriate authorities.