



HANDBOOK

REVISED 3/15/21

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MAYOR'S WELCOME

One of the many things that sets Camas apart from other cities is the commitment our community members have to making this the best City in Washington, and one of the best in the country. Our people are what make us different. It's the Camas way for our community members to provide their time and talent to the City, and for that, we are grateful. So, from all of us in the City, thank you for your willingness to participate as a volunteer. The programs and activities we're able to offer our community members - supported by your efforts as a volunteer - provide opportunities and enhance our quality of life. Thank you for serving and for helping set Camas apart!

Barry McDonnell
Mayor, City of Camas

CITY OF CAMAS MISSION STATEMENT

The City of Camas commits to preserving its heritage, sustaining, and enhancing a high quality of life for all its citizens, and developing the community to meet the challenges of the future. We take pride in preserving a healthful environment while promoting economic growth. We encourage citizens to participate in government and community, assisting the City in its efforts to provide quality services consistent with their desires and needs.

WHAT ARE THE BENEFITS OF VOLUNTEERING?

- Receive letters of recommendation and/or verification.
- Learn the inner workings of the department in which you volunteer.
- Meet interesting people who also love the department in which you volunteer.
- Provide valuable services to your community.
- Build self-esteem and self-confidence.
- Make valuable networking connections.
- Be recognized for your service.
- You may be eligible for tax deductions; several tax deductions are available for volunteers under the IRS code. For more information, check the IRS publication on Charitable Contributions.

VOLUNTEER RIGHTS AND RESPONSIBILITIES

As a volunteer with the City of Camas, here are some important things to be aware of:

Expectations

- Obey applicable State and Federal laws.
- Obey and support City policies, procedures, and guidelines.
- Practice professional work behaviors (be punctual, refrain from obscenities, exercise standard grooming).
- Exercise appropriate use, reasonable care and prompt return of City equipment and supplies.
- Act in a safe manner and only in accordance with the scope of your assignment.
- Consult with a supervisor when you have questions or concerns, comments, or suggestions.
- Be professional and courteous to staff, other volunteers, and the public.

- Remember that you represent the City, and in the eyes of the public you are considered staff.
- Keep track of hours served.
- Attend volunteer meetings and trainings if scheduled.
- Report to your supervisor any on-the-job injuries or illnesses, no matter how minor.
- Report to your supervisor any problems or unusual situations.
- Notify supervisor as soon as possible if unable to report on time or fulfill an assignment.
- Fulfill the assignment as agreed upon or notify the supervisor if you cannot complete it.
- Discuss with your supervisor and agree upon appropriate dress for your work assignment (closed-toe shoes where applicable, etc.).
- Keep your supervisor updated if you have a change of contact information.
- Follow through on your volunteer commitment.

Hours

Volunteers may be asked to work any day of the week, including weekends and evenings, depending on the assignment. Shifts will be established and agreed to by the City and the volunteer prior to the beginning of the assignment. Every volunteer is expected to be at his/her designated site on time and to be at the location during the agreed time. If the volunteer must be absent, it is the volunteer's responsibility to notify the department supervisor and/or volunteer coordinator as far ahead of time as possible. Each City of Camas department has different procedures for reporting volunteer hours, and it is important volunteers take initiative when recording their hours.

Inclement Weather

If working conditions are unsafe for volunteers due to inclement weather or other unforeseen circumstances, the volunteer's supervisor will notify you of cancellation or schedule changes.

CITY OF CAMAS RESPONSIBILITIES

Our volunteers are valued members of our team, and we will treat you with respect and show you appreciation. Our role is to:

- Screen and interview volunteers.
- Provide recognition and acknowledgment for your accomplishments.
- Assign you to volunteer opportunities that match your ability, interest, experience, and skill, when available.
- Provide orientation and training related to assignment.
- Communicate a clear understanding of assignment responsibilities including dates, times, locations, and other pertinent materials.
- Communicate information on policies, procedures, and guidelines that affect your assignment.
- Provide instruction and work direction from your assigned supervisor.
- Promote courteous, professional, and supportive treatment from City staff.

APPLICATIONS AND BACKGROUND CHECKS

All City of Camas volunteers need to fill out an “Interest Form” and a City of Camas Volunteer Application. Active volunteers may also need to have a background check and/or fingerprinting, depending on the assignment.

CONFIDENTIALITY

Volunteers are expected to keep all personal information acquired while volunteering at the City private and confidential. Also, the City will keep all volunteer personal information private.

YOUTH VOLUNTEERS

All volunteers age 17 or younger must have a parent or guardian sign their volunteer application. Depending on the assignment and/or department, there may be additional age requirements.

DEPARTING FROM YOUR VOLUNTEER POSITION

Life happens, and your availability to volunteer with us may change over time. We absolutely value and appreciate our volunteers and understand if you need to step away. Some volunteer positions do require a commitment of a certain length of time, but we will remain flexible if special circumstances arise.

Volunteers that do not adhere to the rules and procedures of the City and/or the department they are assigned to, or fail to satisfactorily perform their volunteer assignments, are subject to dismissal. Volunteers will not be terminated before the volunteer’s supervisor has communicated with them and tried to resolve the issue.

WORKPLACE POLICIES

Here is a summary of relevant policies and procedures. Please refer to the City of Camas website or to the appendices of this handbook for the complete policies. Violation of these policies can result in immediate separation from volunteer service.

Substance Abuse Policy

It is City policy to maintain a drug and alcohol-free workplace. The possession, use, or trafficking of alcohol or drugs in the workplace poses unacceptable risks to the safe, secure, and efficient operation of our organization, and is strictly prohibited.

Volunteers who are under the influence, use, sell, or possess alcohol or illegal drugs while on the City of Camas’ premises or volunteer time, or while representing the City of Camas, will be subject to dismissal.

Any volunteer who is using over the counter or prescription drugs during volunteer time that may impair his or her ability to perform the job must notify his or her supervisor prior to beginning volunteer work.

Anti-Harassment Policy, Including Sexual Harassment

It is City policy to foster and maintain a work environment that is free from discrimination and intimidation. The City will not tolerate racial, ethnic, religious, disability or sexually-oriented behaviors, jokes, comments, or other forms of harassment made by its employees, volunteers, or members of the public. Employees and volunteers are expected to always show respect for one another and the public, despite individual differences.

Harassment is defined as verbal or physical conduct that demeans or shows hostility or aversion toward another employee, volunteer, or members of the public. Examples of prohibited conduct include slurs or demeaning comments to employees, volunteers or members of the public relating to race, ethnic background, gender, sexual orientation, age, or disability.

If you experience any harassment, please contact your supervisor and/or the City's Human Resource Department.

No Smoking Policy

The City has adopted a no smoking policy which applies to all buildings, facilities, and vehicles.

Technology Resources Usage Policy

City computers, internet, and network are City property and intended for authorized use only. As such, the City reserves the right to monitor use of these services. At no time may any volunteer use the computers, email system, or the internet in ways that are disruptive or offensive to others.

Workplace Violence Prevention Policy

The City of Camas strictly prohibits threatened or actual workplace violence. This includes, but is not limited to, any of the following conduct associated in or around the workplace and on City premises: bullying, threatening, fighting, abusing, or damaging another person or property, using obscene language or gestures, and raising voices in a threatening manner. Any incidents are to be reported to a supervisor as soon as possible and will be thoroughly investigated.

Equal Employment Opportunity Policy

Equal employment opportunity: the City of Camas Equal Employment Opportunity Policy applies to volunteers as well as paid employees. Volunteer Services upholds this policy, giving consideration to all qualified applicants without regard to race, religion, color, national origin, sex, age, marital status, physical or mental disability, political affiliations, sexual orientation, gender identity, source of income, familial status or any other basis prohibited by applicable federal, state and local laws or internal rules. Reasonable accommodation and/or assistance will be provided for individuals with disabilities who meet volunteer qualifications.

The City of Camas values diversity in the workplace, therefore people of all ethnic backgrounds, persons with disabilities, and veterans are encouraged to apply for volunteer opportunities. In accordance with the Americans with Disabilities Act, reasonable accommodation for persons with disabilities will be provided for participation in the application and selection process, if requested.

WORKPLACE PROCEDURES

Problem-Review Procedure

In any organization, problems or differences of opinion over volunteer work matters may occasionally arise between you and your supervisor, employees, or the organization in general. We encourage you to bring any problem you might have to your supervisor first. If your supervisor is unable to resolve the problem to your satisfaction and you wish to pursue the matter, speak to the next level of supervision in the department. This problem-review procedure is designed to resolve problems quickly and fairly and is based on the principles that: 1) your problem will be thoroughly discussed and evaluated on its merits and 2) there will be no retaliation against you for exploring any questions or problems you might have.

Safety

It is our policy to provide the maximum degree of safety for our personnel, volunteers, and property and to comply with all OSHA (Occupational Safety and Health Administration) and Washington Department of Labor and Industries regulations. When you are performing official City business you are covered by the City's insurance.

We are concerned with protecting your safety and health, and you are an important contributor to this effort. If you notice any hazards or unsafe conditions, please report them to your supervisor immediately so that potential accidents can be prevented. Should any actual accident or injury occur on the job, notify your supervisor immediately so that proper aid may be given and the reporting procedure can be followed. All accidents involving property damage or injury, no matter how minor, should be reported.

Volunteers are not permitted to operate City-owned vehicles. There is no insurance in place to cover accidents, damage or injury involving a City vehicle operated by a volunteer. A volunteer may use their own personal vehicle to conduct authorized City business. If an accident occurs while the volunteer is driving his or her personal vehicle, the volunteer's automobile insurance policy will apply.

In an effort to provide and maintain a safe workplace, the City of Camas will supply personal protective equipment (such as gloves, safety glasses, etc.) to volunteers when performing assignments where such devices are necessary.

COVID-19 Safety

All volunteers must wear a face covering at all times while present within any City facility. Volunteers are encouraged to regularly wash their hands, and must do so before and after using the restroom, eating, or engaging in any activity that involves exposing their hands to other bodily fluids (i.e. coughing, sneezing, blowing nose, etc.). Volunteers will be provided disinfectant and sanitation products to clean their workspace, equipment, tools, and common areas, as well as personal protective equipment (PPE) such as gloves, goggles, face shields and facemasks as appropriate or required for the activity being performed. Alcohol-based hand sanitizers with greater than 60% ethanol or 70% isopropanol must be provided and utilized, but should not supplant regular hand-washing.

Volunteers must maintain a minimum of six-feet physical distancing in all interactions at all times. When strict physical distancing is not feasible for a specific task, other prevention measures may be

required, such as the use of barriers, minimizing the number of people in narrow or enclosed areas, staggered breaks, and work shift starts.

All volunteers will be asked to complete the “COVID Self-Screening Form” at the start of their shift. Sick volunteers should stay home, or immediately go home if they feel or appear sick.

Other Policies, Procedures and Guidelines

Each department will have additional policies, procedures, and guidelines to follow depending upon individual assignments. Your supervisor will give you information specific to your particular department and assignment. If you have any questions, be sure to ask your supervisor before starting the assignment.

The City expects all volunteers to be aware of, and support, these policies. Violations of these policies may be cause for immediate termination of volunteer service.