

Town of Loxahatchee Groves Volunteer Policy and Procedures

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INTRODUCTION

PURPOSE OF THIS MANUAL

This manual is intended to be used by the Town's staff as well as volunteers as a guideline and reference source for legal and administrative advice. It does not provide technical guidance or job descriptions related to a particular department or program. Questions regarding policy or practice are to be directed to the Town Manager.

VOLUNTEER ELIGIBILITY

Only Individuals over the age of sixteen (16) years are eligible to participate in the Town's Volunteer programs.

Volunteers are not considered employees because they are volunteering or donating services:

- Freely for public service, religious, or humanitarian objectives.
- Usually on a part-time basis.
- Without contemplation or receipt of compensation.

The work performed by the volunteer shall not:

- Displace regularly employed workers.
- Be work otherwise performed by regular employees.

PLACEMENT INTERVIEWS AND SELECTION PROCESS

All volunteer candidates will have a placement interview with the supervisor and Town Manager prior to assignment and must meet the required minimal skill sets.

Selected volunteer candidates will also be required to pass our civil and criminal background checks. Approval for final selection will rest with the Town Manager. Upon meeting all requirements, the volunteer will be scheduled for the onboarding process.

VOLUNTEER POLICIES

The following are basic policies that apply to all of volunteers. Volunteers:

- Must perform duties within the rules set by the responsible Town employee.
- Must perform tasks assigned by their supervisor and approved by the Town Manager.
- Must maintain strict confidentiality concerning any information to which they may have access within their volunteer duties. If asked for records or information under the Public Records Act, must promptly refer such requests to their supervisor.
- May not use information generally unavailable to the public or obtained as a result of their volunteer position for their personal benefit or for the benefit of others.
- Shall sign in and out on a log sheet, as provided by the Town. This record will be maintained by the Town and include the volunteer's name, dates of service, hours of service and tasks assigned.
- All service volunteers must pass a civil and criminal background check.
- Individuals who are Town employees cannot volunteer to perform services at

the Town.

- Must read and agree to abide by the Town's Workers' Compensation Program.

All Town volunteers must be able to perform the duties on all tasks assigned.

COMPLIANCE ACKNOWLEDGEMENT FOR VOLUNTEERS

- Review and acknowledgement of the Town's Volunteer Manual.

VOLUNTEER MANAGEMENT

ASSIGNMENT AND TRAINING

The Town will provide appropriate training for the volunteer services, expected schedule, safety procedures to be followed, and any Town administrative guidelines that apply.

SIGN-IN AND SIGN-OUT DOCUMENTATION

All volunteers are required to sign in and sign out when performing duties for the Town. This may be done either electronically or by utilizing a log sheet and turning it in to their supervisor.

PERFORMANCE AND DISCIPLINE

As representatives of the Town, volunteers are expected to maintain a suitable level of behavior and appearance. Volunteers will be expected to comply with all Town policies and procedures.

Additional standards may be established by a department as long as it does not conflict with the Town's directives.

Supervisors are encouraged to provide volunteers with explicit expectations of required performance and to review levels of performance to ensure that quality work is recognized, and that inferior work is corrected and improved as the incidence occurs.

RESPONSE TO UNFAVORABLE VOLUNTEER PERFORMANCE OR BEHAVIOR

If a problem should arise in the volunteer's assignment, we encourage the volunteer to first work with their supervisor to resolve the issue. If the problem still cannot be resolved, they are encouraged to contact the Town Manager who can serve as a liaison and provide various options for improving communication and/or performance concerns for all parties.

In the event the unfavorable performance or behavior cannot be resolved, the Town Manager will either provide additional assistance in correcting the performance/behavior or to terminate the volunteer service relationship.

ENDING VOLUNTEER ASSIGNMENTS

While notice of ending a volunteer assignment is appreciated, it is not required. Consistent with this rule, the Town also reserves the right to end a volunteer's service at any time with or without cause or notice.

ANTI DISCRIMINATION, HARASSMENT, AND RETALIATION POLICY

The Town does not tolerate unlawful discrimination, harassment, or retaliation of any of our employees, customers, vendors, suppliers, **volunteers**, or independent contractors. Any form of discrimination, harassment, or retaliation which violates applicable federal, state, or local law, including, but not limited to discrimination or harassment related to same sex harassment or an individual's race, color, religion, sex, age, national origin, ancestry, marital, veterans or military status, disability, genetic information, sexual orientation, gender identity or expression, pregnancy, or any other protected status in accordance with applicable law is a violation of this policy and will be treated as a disciplinary matter. For these purposes the term "harassment" is based upon any categories protected by law and generally includes (without limitation): slurs and any other offensive remarks; jokes other verbal, graphic, or physical conduct; leering, making offensive gestures, display objects or pictures, cartoons, or posters degrading a protected category; sexual advances, propositions, or requests; verbal abuse, graphic verbal commentaries or degrading words used to describe an individual's protected category; suggestive or obscene letters, notes or invitations; physical conduct, such as touching, assault, battery, impeding, or blocking movements. Concerns about what constitutes harassing or discriminatory behavior should be directed to the Town Clerk or Town Manager.

Violation of this policy will subject an employee to disciplinary action, up to and including discharge. Violation of this policy by a volunteer may result in ending the volunteer assignment. If you feel that you are being discriminated against, harassed, or retaliated against by another employee, you must immediately contact Town Clerk or the Town Manager. You may be assured that you will not be penalized in any way for reporting a harassment problem in good faith.

All complaints of unlawful discrimination, harassment, or retaliation which are reported to management will be investigated as promptly as possible and corrective action will be taken where warranted. The Town prohibits employees or volunteers from hindering internal investigations and internal complaint procedure. All complaints of unlawful harassment, discrimination, or retaliation which are reported as provided herein will be treated with as much confidentiality as possible, consistent with the need to conduct an adequate investigation.

Discrimination, harassment, or retaliation of employees in connection with their work or volunteers by non-employees may also be a violation of this policy. Any employee or volunteer who experiences harassment by a non-employee, or who observes harassment of an employee or volunteer by a non-employee must immediately report such discrimination or harassment to the Town Clerk or the Town Manager. Appropriate action will be taken against violation of this policy by any non-employee.

Discrimination or harassment of our customers or employees of our customers, vendors, suppliers, or independent contractors, by our employees or volunteers is also strictly prohibited. Such harassment includes sexual advances, offensive verbal or physical conduct based on a protected category, inappropriate comments based on a protected category, and insults based on a protected category. Any such harassment will subject an employee to disciplinary action, up to and including immediate discharge, and may result in ending a volunteer assignment.

Your notification of the problem is essential. The Town cannot resolve a discrimination or harassment problem without becoming aware of the situation. Therefore, it is your responsibility to bring those kinds of problems to our attention immediately so that the Town can take appropriate steps to correct the problem.

Allegations of discrimination, harassment, or retaliation against the Town Clerk shall be reported to the Town Manager. Allegations of discrimination or harassment against the Town Manager shall be reported to the Town Attorney who shall notify the Town Council.

If the Town finds that an employee or volunteer has violated the Town policy, appropriate disciplinary action will be taken, up to and including termination of employment or ending a volunteer assignment.

AMERICANS WITH DISABILITIES ACT GRIEVANCE PROCEDURE

The Town encourages qualified individuals with disabilities to participate in the volunteer program. If a volunteer believes they have been excluded from participation or subjected to discrimination in the volunteer program, the volunteer may initiate a formal complaint.

Complaints should be addressed to:

The Town Clerk, 155 F Road, Loxahatchee Groves, FL 33470 (561-793-2418).

1. A complaint may be filed in writing or verbally. It must contain the name and address of the person filing it and a brief description of the alleged violation of the regulations.
2. A complaint must be filed within ten (10) calendar days after the complainant becomes aware of the alleged violation.
3. An investigation, as may be appropriate, shall follow the filing of a complaint. The Town Manager shall select the appropriate party to conduct the investigation. These rules contemplate informal but thorough investigation, affording all interested persons and their representatives, if any, an opportunity to submit information and/or documents relevant to a complaint.
4. A written determination as to validity of the complaint and a description of the resolution shall be issued by the Town Clerk and a copy forwarded to the complainant no later than thirty (30) calendar days after its filing.
5. The Town Clerk shall maintain the files and records relating to the complaints filed.
6. The complainant may request a reconsideration of the case in instances where he or she is dissatisfied with the resolution. The request for reconsideration should be made in writing within five (5) working days to the Town Clerk.
7. The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as the filing of an ADA complaint with the responsible federal department or agency. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.
8. These rules shall be construed to protect the substantive rights of interested persons to meet appropriate due process standards, and to assure that the

Town of Loxahatchee Groves complies with the Americans with Disabilities Act and all implementing regulations.

RETALIATION

No person shall be retaliated against, harassed, intimidated, threatened, coerced or discriminated against for making a charge, testifying, assisting, or participating in any manner in an investigation, proceeding or hearing, or opposing alleged unlawful discriminatory practices prohibited by relevant federal, state and local laws, ordinances, regulations, and statutes.

SAFETY AND LOSS CONTROL PROCEDURES

Volunteers **are not** permitted to operate Town of Loxahatchee Groves equipment that requires a license or skill, including but not limited to: motor vehicles, trucks, tractors, mowers, loaders, graders, excavators, table saw, hedge trimmer, etc.

WORKERS' COMPENSATION FOR VOLUNTEERS

Volunteers may be eligible for workers' compensation medical benefits only, in accordance with Chapter 440, Florida Statutes. If an injury occurs, the department supervisor must be notified immediately. The supervisor will direct the volunteer to an approved medical emergency facility in order to receive prompt medical attention.

REPORTING AN INJURY OF A VOLUNTEER

If a volunteer is injured while performing their assigned task:

- The supervisor shall be notified immediately.
- The supervisor and volunteer must document the injury in writing to the Town's Human Resources Department and the Town Manager within twenty-four (24) hours by submitting a First Report of Injury form.
- Even if the volunteer does not think medical attention is needed, written documentation of the incident must still be submitted. If the volunteer should require medical attention at a later date, the volunteer must utilize the Town's preferred medical facility. The only exception is in the case of an emergency situation where the volunteer needs to seek immediate medical treatment from the nearest hospital.

DRUG-FREE WORKPLACE

Volunteers are expected and required to report to work on time and in an appropriate mental and physical condition for work. The Town strictly prohibits the illicit use, possession, sale, conveyance, distribution, or manufacture of illegal drugs, intoxicants, or controlled substances in any amount or in any manner. In addition, the Town strictly prohibits the abuse of alcohol or prescription drugs. Any violation of this policy will result in termination of the volunteer. Volunteers should read the Town's Drug-Free Workplace Policy for more information.

VOLUNTEER IN PUBLIC SERVICE RECEIPT OF UNDERSTANDING

I have received a copy of the Town of Loxahatchee Groves Volunteer Manual, and I agree to its conditions and terms. I also understand that the Manual is a statement of policies and is not an express or implied contract of employment. I understand that both the Town and I are free to terminate the volunteer service arrangement at our discretion, and that no supervisor or other employee of the Town has the authority to alter this relationship. I recognize that the Town is a public employer under the laws of the State of Florida.

I hereby authorize the Town to verify any and all information contained in my application including, but not limited to, a criminal background check and to inquire about my ability and qualifications from former employers and others. In addition, I understand that should I be considered for the opportunity to provide volunteer services with the Town, I will be required to provide my social security number and date of birth for the purposes of conducting a criminal background check. As such, I hereby release all concerned from any liability in connection with the gathering of such information. I understand that any falsification of information provided by me herein may cause the Town to immediately end the volunteer service or halt the onboarding process.

I understand that the provisions that are outlined are not conditions of employment and that the policies and procedures may be modified, revoked, or changed at any time with or without notice. Nothing in this Manual is intended to create nor is it to be construed to constitute a contract between the Town and any of its volunteers. I also understand that occasions may arise where the Town will revise or change rules or give existing rules a different interpretation than was previously made and that the Town retains the sole right to take such action at any time.

In consideration of my volunteer service, I agree to abide by all of the policies, procedures, regulations, practices, and directives of the Town of Loxahatchee Groves. I also understand that my volunteer service may and can be ended with or without cause and with or without notice, by myself, or at any time at the discretion of the Town.

Volunteer Full Name (please print)

Volunteer Signature

Date Signed

Witness (print & sign)

Date Signed