

VOLUNTEERS

I. INTRODUCTION

The City of Boise believes that volunteers are a positive force within the organization and provide a tremendous service to the City. The varied talents and expertise of community volunteers greatly enhances the livability of the City. The purpose of this regulation is to establish a uniform process for on-boarding volunteers throughout all departments within the City of Boise. This regulation applies to all City departments who utilize volunteers and to those volunteers who hold a designated volunteer position and are granted some level of authority as a City worker. For the purpose of this regulation unpaid interns are also considered volunteers.

II. TYPES AND TIERS OF VOLUNTEERS

Volunteers can be individuals or organized community groups. Volunteers assist City employees with programs, special events, and service projects, and serve on various boards and committees. Volunteers may serve for a single event, or on a continual basis throughout the year. The type of volunteer used and length of service shall be determined by the volunteer program coordinator or event coordinator.

Volunteers are individuals who perform services for the City of Boise without compensation. Volunteers serve "at-will" and are not considered employees of the City. The City has the discretion to dismiss a volunteer at any time with or without cause and without prior notice or due process.

The City has three levels of volunteers that are referred to as Tier I, Tier II, and Tier III. The first two levels of volunteers, Tier I and Tier II, pertain to *individual citizens* who wish to volunteer their services to the City. The third level of volunteers, Tier III, applies to *community groups* who volunteer their services to the City.

The difference between the individual volunteers in Tier I and Tier II is the degree of their unsupervised accessibility to minors or individuals with disabilities as well as sensitive and/or confidential information. Tier II volunteers are also required to pass a background investigation in accordance with the parameters set forth in City's Background Investigations Regulation.

For the purposes of this regulation "supervised" shall mean under the direction of and, except for momentary periods of time are within sight of a City employee. The term "minor child" shall mean any unmarried person under the age of 18 years of age, who has not been emancipated by order of the court. The term "individuals with disabilities" shall mean persons with a mental or physical impairment who require assistance to perform one or more daily living tasks.

Below are the specific definitions that differentiate Tier I, Tier II, and Tier III volunteers.

A. Tier I volunteers are *individual citizens* who:

1. Work with or around minor children or individuals with disabilities, but **are supervised** by a City employee or another volunteer who has passed the City's criminal background and fingerprint check, or are working in the **presence of the parent or adult guardian** of the minor child or the individual with a disability.
2. Work with or have access to confidential information, but **are supervised** by a City employee.
3. Provide other volunteer services unrelated to the conditions identified in section A (1) or (2).

B. Tier II volunteers are *individual citizens* who:

1. Work with or around minor children or individuals with disabilities, but are **not supervised** by a City employee or another volunteer who has passed the City's criminal background and fingerprint check, or are **not working in the presence of the parent or adult guardian** of the minor child or the individual with a disability.
2. Work with or have access to confidential information, but **are not supervised** by a City employee.
3. Are required to pass a background investigation in accordance with the City's Background Investigations Regulation.

C. Tier III volunteers are *community groups* that may include:

1. Service groups such as Rotary, Lions, Boy and Girl Scouts etc.; or
2. Groups from churches, clubs, and schools; or
3. Any other organization wishing to volunteer their services in a group capacity.

III. DEPARTMENT RESPONSIBILITIES FOR TIER I VOLUNTEERS

Departments using the services of a Tier I volunteer have the following responsibilities:

- A. Provide the volunteer with a current City of Boise Volunteer Handbook. The Handbook may be in electronic form or a hard copy.
- B. After they have read the Volunteer Handbook, have the volunteer sign an Individual Volunteer Waiver. This waiver should be retained by the department for two (2) years from the last date of volunteer service.
- C. Review job duties with the volunteer(s) and provide information necessary to perform those duties as well as information on parking, appropriate attire, and citywide regulations.
- D. Provide the volunteer with a badge, t-shirt, hat or other apparel that identifies him or her as a City of Boise volunteer. This is not required for large scale events or when otherwise not practical.
- E. Provide personal protective equipment when appropriate.

In addition to these requirements, departments may choose to maintain a record of attendance for purpose of tracking individual contributions.

IV. DEPARTMENT RESPONSIBILITIES FOR TIER II VOLUNTEERS

In addition to the requirements listed above, if the individual is a Tier II volunteer the department is required to perform the following prior to permitting the volunteer to begin their volunteer service:

- A. Contact Human Resources to schedule an appointment for a criminal background and fingerprint check on the volunteer; and
- B. Send a completed Tier II Volunteer Fingerprint Notification Form (see exhibit 2.01s) to Human Resources; and
- C. Notify the volunteer of the scheduled appointment time as well as directions on how to get to Human Resources. There is no cost to the volunteer for this service. Please note that it can take up to seven work days to receive the results.

Departments **shall not** permit Tier II volunteers to begin their volunteer service until the department has been notified by Human Resources that the volunteer's criminal background and fingerprint check is acceptable.

V. DEPARTMENT RESPONSIBILITIES FOR TIER III (COMMUNITY GROUP) VOLUNTEERS

When a community group volunteers its services for an organized event the department sponsoring the event shall ensure the volunteer group complies with the following:

- A. Complete a Group Volunteer Waiver that includes a waiver and release of liability prior to beginning the volunteer service.
- B. Obtain and retain a signed Acknowledgment of the Group Volunteer Waiver. This should be kept by the department for two (2) years from the last date of volunteer service.

VI. DEPARTMENT RESPONSIBILITIES FOR CURRENT CITY EMPLOYEES WHO VOLUNTEER

Before a current City employee volunteers for a position, the following requirements shall be met:

- A. Before approving a volunteer position for a current City employee, the Department Director or designee of the volunteer position, shall ensure that the employee's volunteer position does not perform the same type of service or similar duties as those performed by the employee in his or her regular position with the City. This could create a liability for the City under the Fair Labor Standards Act (FLSA).
- B. Provide the volunteer a current City of Boise Volunteer Handbook and Individual Volunteer Waiver. The Volunteer Handbook may be in electronic or hard copy form. Send a signed copy of the Individual Volunteer Waiver to Human Resources for inclusion in the employee's personnel file.
- C. Wear a City badge, t-shirt, hat, or other apparel as required by this regulation that identifies him or her as a City of Boise volunteer, when serving as a volunteer.
- D. When volunteering in a Tier II capacity, undergo and pass the City's criminal background and fingerprint check. If the employee underwent fingerprinting and criminal background check when hired into his or her regular position, this screening is not required. The department will inform the volunteer of the necessity of these requirements.

In addition to these requirements, departments may choose to maintain a record of attendance for purpose of tracking individual contributions.

VII. WORKER'S COMPENSATION ISSUES WITH VOLUNTEERS

In the event a volunteer is injured in the course of their volunteer service the supervisor or volunteer coordinator shall contact the City's Risk and Safety Division for instruction.

VIII. VOLUNTEER SEPARATION

Departments are responsible for collecting all City property at or before the time of separation, including but not limited to:

- A. City uniforms or clothing
- B. Cell phones and/or pagers
- C. Volunteer identification badge (if applicable)
- D. Keys to City vehicles and buildings
- E. Computers, tools or other equipment
- F. City issued parking permit
- G. Any other City property in possession of the volunteer

IX. RETURNING VOLUNTEERS

Returning volunteers who underwent a fingerprint check during their previous volunteer service and are returning to the City within six (6) months are not required to undergo a fingerprint check, but are required to undergo a criminal background history check. For more information please refer to the City's Background Investigations Regulation 2.02a.