



## CITY OF CAMAS MISSION STATEMENT

The City of Camas is committed to preserving its heritage, sustaining and enhancing a high quality of life for all of 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.

## INTRODUCTION

This Volunteer Handbook has been prepared to assist you as you volunteer with the City of Camas.

The Handbook provides some general information about the City of Camas that you may find useful and some specific information about your volunteer service, including the volunteer policy, our mutual responsibilities and expectations, and procedures for recording and reporting volunteer hours.

As a volunteer, your primary contacts with the City will be your department supervisor. This person will be happy to answer any question you have regarding your particular assignment or regarding the Camas Volunteer Program in general. If you have any suggestions about how we may more effectively support your volunteer service, we hope you will share them with us.

The City of Camas officially recognized the Volunteer Program and its volunteers on February 14, 2000 with the adoption of Resolution # 893.

# WORKPLACE POLICIES

## ***Drug & Alcohol 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 of alcohol or drugs while on the City of Camas' premises or volunteer time, or while representing the City of Camas, will be subject to corrective action, up to and including separation from the volunteer role. The use, sale or possession of alcohol or illegal drugs while on the City of Camas' property or volunteer time will subject the employee or volunteer to corrective action, up to and including separation from volunteer role.

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.

Violations of this policy could result in immediate separation from volunteer service.

*For more information on the City of Camas' Drug and Alcohol Policy, please contact your volunteer supervisor.*

## ***No Smoking Policy***

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

*For more information on the City of Camas' No Smoking Policy, please contact your volunteer supervisor.*

## ***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 volunteer 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 Program***

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.

We are concerned with protecting your safety and health. You are one of the main contributors to this safety effort. If you notice any hazards or unsafe conditions, please report them to your volunteer supervisor immediately so that potential accidents can be prevented. Should any actual accident or injury occur on the job, notify your volunteer supervisor immediately so that proper aid may be given

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*Joy increases as you give it, diminishes as you try to keep it for yourself. In giving it, you will accumulate a deposit of joy greater than you ever believed possible.*

- Norman Vincent Peale

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and 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.

*For more information on Safety Procedures, contact your volunteer supervisor.*

### ***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 show respect for one another and the public at all times, 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 situation, please contact your volunteer supervisor at the phone number listed on page 2 or the City's Human Resource Department at 817-1530.

*For more information on the Anti-Harassment Policy, please contact your volunteer supervisor.*

### ***Reporting and Recording of Hours***

Volunteer work hours: Hours 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.

Volunteer hours reporting: Contact your department volunteer supervisor for instructions.

### ***Other Policies, Procedures and Guidelines***

Each department will have additional policies, procedures and guidelines to follow depending upon individual assignments. Your volunteer supervisor will be covering information specific to your particular assignment. If you have any questions in this area, 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.*

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*Be a light, not a judge. Be a model, not a critic.  
Be part of the solution, Not part of the problem.*

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## VOLUNTEER RESPONSIBILITIES

- Obey applicable State and Federal laws.
- Obey and support City policies, procedures and guidelines.
- 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.
- Maintain confidentiality appropriate to the 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.
- Keep your supervisor informed of hours served.
- Attend volunteer meetings and training 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.
- Be prompt and reliable when volunteering.
- Dress appropriately and according to the assignment.
- 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.

## CITY RESPONSIBILITIES

- 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.
- Provide recognition and acknowledgment for your accomplishments.
- To screen and interview volunteers, and to accept those who match the requirements of the available assignments.

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*Hide not your talents, They for use were made.  
What's a sundial in the shade?*

- Benjamin Franklin

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