Resolution No. 316

A RESOLUTION OF THE CITY OF WOODINVILLE, WASHINGTON, REPEALING RESOLUTION NO. 274 AND ESTABLISHING REVISED VOLUNTEER POLICIES AND PROCEDURES.

WHEREAS, the City of Woodinville Volunteer Program was established in 1999 with the original mission to "promote Council goals by recruiting, training, managing and celebrating the efforts of community volunteers who offer their skills and their hearts to making Woodinville a better place to live and work"; and

WHEREAS, the City of Woodinville "Volunteer Policies and Procedures" were adopted by the City Council in April 2001 via Resolution No. 193 and amended in August 2004 via Resolution No. 274 and have been revised to incorporate the "Volunteer Milestones Recognition" Program, to add language to the policies and Volunteer Intake Form regarding criminal background screening, to provide new guidelines regarding volunteers non-use and restricted use of power tools and to add a new "Eagle Scout Project Statement of Commitment" form to formalize such service projects.

WHEREAS, the City of Woodinville is committed to the effective, safe, and meaningful use of community volunteers in order to build community spirit, engage citizens in local government, meet civic objectives, provide efficient and expanded service delivery to the City organization and community; and

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF WOODINVILLE, WASHINGTON, DOES RESOLVE AS FOLLOWS:

Section 1. Adoption of the Plan. The City Council hereby adopts the Volunteer Policies and Procedures of the City of Woodinville, as set forth in Attachment A.

Section 2. Review. The City Council hereby directs the staff to regularly review the plan and recommend to the City Council any necessary changes.

Section 3. Resolution No. 274 is hereby repealed in its entirety.

ADOPTED BY THE CITY COUNCIL AND SIGNED IN AUTHENTICATION OF ITS PASSAGE THIS 12th DAY OF JUNE, 2006.

APPROVED:

CATHY VONWALD
MAYOR

ATTEST/AUTHENTICATED:

SANDRA C. PARKER
CITY CLERK/MMC

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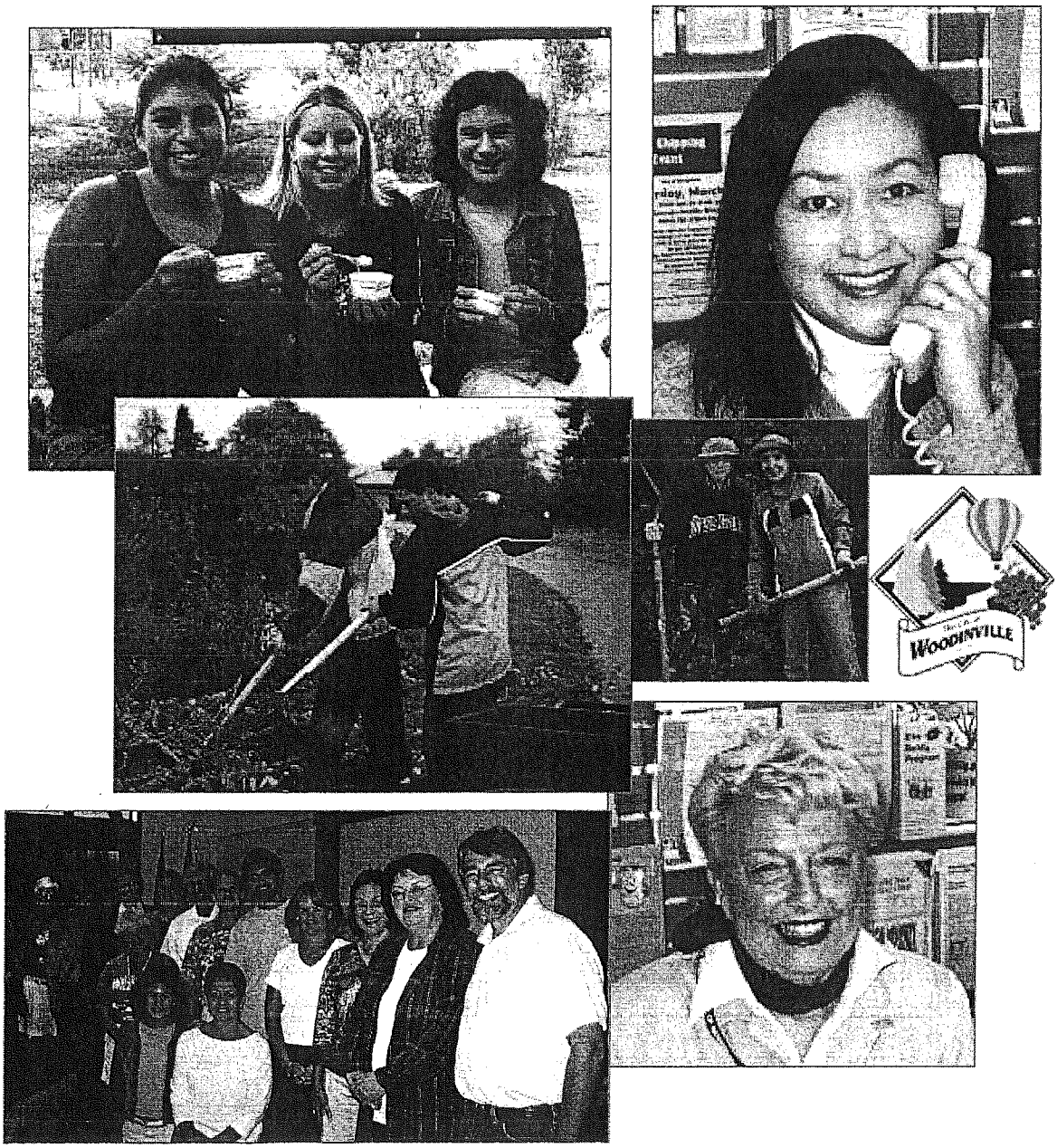
VOLUNTEER POLICIES AND PROCEDURES

of the

CITY OF WOODINVILLE, WASHINGTON



ADOPTED 6/12/2006
ADOPTED 8/16/2004
ADOPTED 4/9/2001

VOLUNTEER POLICIES AND PROCEDURES OF THE CITY OF WOODINVILLE, WASHINGTON

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Volunteer Policies & Procedures: Legislative History

The City of Woodinville is best served by the active participation of community citizens as volunteers. Volunteers learn more about their City and contribute to its effectiveness, thereby fostering increased cooperation and understanding.

The purpose of this document is to provide guidance and direction to staff engaged in volunteer management and volunteers who participate in the City's program. Specifically, these policies address volunteer recruitment, eligibility and screening, orientation and training, utilization and placement, supervision, development, recognition and retention, and evaluation.

On April 8, 2001, the City Council adopted its Volunteer Policies and Procedures (Resolution 193). Revisions to the document (to better follow the volunteer process and reflect updated practices) were made in May 2004 and reviewed by the City Attorney and the City's insurance agency, Washington Cities Insurance Authority (WCIA). This revised Volunteer Policies and Procedures (VP&P) were presented to and adopted by City Council on August 16, 2004 via Resolution 274.

On June 12, 2006, the City Council considered Resolution No. 316 that proposes the following amendments to the VP&P

- incorporate a formal "Volunteer Hours Milestones Recognition Program" (Appendix L)
- additional language regarding background screening (Appendix C & 3.01)
- Additional language regarding volunteer use & non-use of power tools (5.08)
- incorporate a "Eagle Scout Project Statement of Commitment (Appendix M)

VOLUNTEER POLICIES AND PROCEDURES OF THE CITY OF WOODINVILLE, WASHINGTON

The mission of the City of Woodinville Volunteer Program is to promote Council goals and enhance Woodinville's quality of life by encouraging citizens to volunteer. Volunteers are to be provided with meaningful, challenging opportunities to further their development, while supporting their community.

Section I - Overview

1.01 City of Woodinville voluntarism

The City of Woodinville is best served by the active participation of community citizens: citizens of all ages learn more about their City and their fellow citizens, fostering increased cooperation and understanding. To this end, the City encourages the involvement of volunteers within all appropriate programs and activities. City Council members, commission and board members, and staff members are encouraged to support productive roles and meaningful experiences for City volunteers.

1.02 Statement of purpose

The purpose of these policies is to provide overall guidance and direction to staff and volunteers engaged in volunteer management. These policies are intended for internal management guidance only, and do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. The City reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy. The Volunteer Coordinator, upon approval of the City Manager, shall determine areas not specifically covered by these policies.

These policies and procedures (including appendices) are available on the City's employee intranet.

1.03 Scope

Unless specifically stated, these policies apply to all City of Woodinville volunteers in all programs and projects undertaken on behalf of the City, and to all departments and sites of operation of the City. The sole exception is elected officials, for whom these policies do <u>not</u> apply.

1.04 Definitions

"At-risk" – any child under sixteen (16) years of age, developmentally disabled persons, and "vulnerable adults" as that term is defined in RCW 43.43.830(9)

"Court-ordered" -- any community service ordered by a legal entity

"Minor" -- any individual under eighteen (18) years of age

"One-time event volunteer" – A volunteer who contributes his/her time ONLY to a once-per-year event lasting one day or less. Examples include the Fourth of July Fireworks Celebration and Woodinville Light Festival.

"Supervisor of volunteer" – a designated City staff or volunteer charged with the initial training, then ongoing support and management of one or more City volunteers. Supervisors of minor volunteers must be adults.

"Volunteer" - anyone who without compensation performs a task at the direction of and on behalf of the City. A "volunteer" must be officially accepted and enrolled by the City prior to performance of the task. Unless specifically stated in the Personnel Policies of the City of Woodinville, volunteers shall not be considered as "employees" of the City of Woodinville.

"Volunteer Coordinator" – a paid staff person who is charged with overseeing the City's management of volunteers.

1.05 Role of the Volunteer Coordinator

The productive utilization and management of volunteers requires a planned and organized effort. The function of the Volunteer Coordinator is to provide a central coordinating contact for effective volunteer recruitment and management within the City, and to support and assist staff and volunteer efforts to provide more productive services.

The Volunteer Coordinator shall bear primary responsibility for recruiting suitable volunteers, assessing and responding to needs for volunteers, planning effective volunteer utilization, supporting the meaningful and productive roles of volunteers, facilitating opportunities for honoring and recognizing volunteers, and for tracking and evaluating volunteer contributions to the City.

1.06 Volunteer rights and responsibilities

Volunteers are a valuable resource to the City, its staff, and its residents. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated as respected "co-workers," the right to effective supervision, the right to feedback on performance, the right to appropriate involvement and participation, and the right to recognition for accomplishments.

In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the goals, policies, and procedures of the City. Volunteers shall agree to act in a prompt and professional manner, and to adequately inform staff of planned and unexpected absences.

1.07 Scope of volunteer involvement

Utilization of volunteer resources shall be considered for all applicable programs and activities of the City.

1.08 Right to reject services

The City reserves the right to limit the use of volunteers, adjust the hours of any volunteer or to reject services as it, in its sole discretion, deems fit, in order to best achieve its public purpose and policy. No employment or any other contractual right is created by these policies. The City is grateful for the volunteer services of the community, but nothing in these policies should be interpreted as a right to participate in any program, nor to assure the continuance of any volunteer position.

Grounds for rejecting services may include, but are not limited to: misrepresentation of information on required paperwork, unsatisfactory background check, gross

misconduct or insubordination, being under the influence of alcohol or drugs, theft of property, misuse of City equipment or materials, mistreatment of clients or co-workers, failure to abide by City policies and procedures, failure to meet the standards of performance relating to the essential functions of the volunteer position, and/or failure to satisfactorily perform assigned duties.

Section 2 – Volunteer Recruitment

2.01 General recruitment

Volunteers shall be recruited by the City on a pro-active basis, with the intent of broadening and expanding the volunteer involvement of the community. Volunteers shall be recruited without regard to any individual's sex, race, color, religion, national origin, pregnancy, age, marital status, medical condition, disability, or any other basis prohibited by local, state, or federal law. Volunteers may be recruited either through an interest in specific functions or through a general interest in volunteering.

The City will use its usual means of communication to recruit volunteers, including the public website, publications and public outreach.

2.02 Reasonable accommodation

The City will provide reasonable accommodation to qualified, disabled volunteers.

2.03 Recruitment of minors

Generally speaking, the City of Woodinville will not accept as an *individual* volunteer anyone less than 14 years of age, but encourages participation of all ages in event-related and other group appropriate projects (such as Sammamish ReLeaf).

The City encourages individual minors (14-18) participation as volunteers so that these volunteer can accomplish their service hour requirements for school. Individual minor volunteers are assigned to an appropriate supervisor who may be staff or an adult volunteer.

Groups and organizations (including families) whose members consists of children under age 14 shall be allowed to volunteer with appropriate projects, provided their independent sponsoring group or organization adequately provides all of 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.

Each volunteer who has not reached the age of 18 must have the written consent of a parent or legal guardian prior to volunteering. (See **Appendix A:** *Volunteer Agreement*)

2.04 Court-ordered community service

The City will facilitate, whenever possible, volunteer opportunities for persons who are directed by a legal authority to complete community service hours. Most referrals for court-ordered community service for minors come through the Accountability Board (formerly Juvenile Diversion).

Volunteers must meet conviction record requirements as set forth in Section 3.01.04 of these Policies. 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, but shall not be provided the details. Court-ordered community service volunteers must read and sign the Community Service Contract (**Appendix B**) before commencing volunteer service.

2.05 City employees as volunteers

The City accepts and encourages the services of its staff as volunteers. This service is accepted provided that the volunteer service is:

a) provided totally without any coercive nature,
b) involves tasks which are outside the scope of normal staff duties, and
c) is provided outside of usual working hours.

Additionally, the City supports its employees in volunteering with other community organizations, outside work hours.

2.06 Eagle Scout volunteer service projects

The City may work with Eagle Scout award candidates in supporting a service project that benefits the City and assists the Scout in attaining his Eagle Scout Award. The "Eagle Scout Project Statement of Commitment" (**Appendix M**) is to be used to formalize such projects and to clarify role & responsibilities. This form must be completed by a designated City representative, the Scout and the Scout's parent prior to commitment of resources and any implementation.

Section 3 – Volunteer Eligibility, Acceptance, Placement & Orientation

3.01 Requirements for eligibility

To be eligible to become a City of Woodinville volunteer, each prospective volunteer must initially complete the following requirements (chart below). All required forms should be completed, signed and returned to appropriate staff, then forwarded to the Volunteer Coordinator.

Requirement	**All Volunteers**	**Exception:** one-time event volunteers
Volunteer Agreement form (Appendix A)	Required	Required
Volunteer Intake form (Appendix C)	Required	Not required
Community Service Contract (Appendix B)	Required only for court-ordered service	Required only for court-ordered service
Criminal history screening	Required only for volunteers placed in unsupervised, direct contact with at-risk populations	Required only for volunteers placed in unsupervised, direct contact with at-risk populations
Face-to-face interview	Required	Not required

Description of requirements:

3.01.01 Agreement *Regarding Individual Volunteer Service within the City Form* (aka Volunteer Agreement) (**Appendix A**)

3.01.02 Community Service Contract (**Appendix B**):

Required for anyone wishing to complete court-ordered community service hours.

3.01.03 Volunteer Intake *Form* (**Appendix C**):

The purpose of this document is to elicit information helpful in screening and finding an appropriate placement for volunteer applicants, as well as necessary information regarding criminal background checks and references.

3.01.04 Screening for placement with at-risk populations

For the purposes of this section "at-risk clients" shall include children under sixteen years of age, developmentally disabled persons, and "vulnerable adults" as that term is defined in RCW 43.43.830(9).

Where volunteers are to be placed in direct contact with at-risk clients, screening procedures will be instituted. These procedures may include reference checks, direct background investigation, criminal investigation, etc. All volunteers to be placed with at-risk clients shall submit adequate information to allow the City to conduct a background check. The prospective volunteer is required to make the disclosures set forth in RCW 43.43.834(2). Volunteers who refuse permission to conduct these checks or who fail to submit the proper information will not be accepted for placement with these clients.

The City of Woodinville will **NOT** consider for placement with at-risk populations any volunteer applicant who has been convicted of committing a "crime against children or other persons," as defined by RCW 43.43.830(5):

> "Crime against children or other persons" means a conviction of any of the following offenses: Aggravated murder; first or second degree murder; first or second degree kidnapping; first, second, or third degree assault; first, second, or third degree assault of a child; first, second, or third degree rape; first, second, or third degree rape of a child; first or second degree robbery; first degree arson; first degree burglary; first or second degree manslaughter; first or second degree extortion; indecent liberties; incest; vehicular homicide; first degree promoting prostitution; communication with a minor; unlawful imprisonment; simple assault; sexual exploitation of minors; first or second degree criminal mistreatment; endangerment with a controlled substance; child abuse or neglect as defined in RCW 26.44.020; first or second degree custodial interference; first or second degree custodial sexual misconduct; malicious harassment; first, second, or third degree child molestation; first or second degree sexual misconduct with a minor; patronizing a juvenile prostitute; child abandonment; promoting pornography; selling or distributing erotic material to a minor; custodial assault; violation of child abuse restraining order; child buying or selling; prostitution; felony indecent exposure; criminal abandonment; or any of these crimes as they may be renamed in the future.

For volunteer applicants who have one or more convictions (for crimes other than "crime against children or others") and five or more years have passed between the most recent conviction and date of application, the City of Woodinville, may, at its discretion, consider applicants for non-at-risk placement only.

The City shall notify the volunteer applicant of the result a Washington State Patrol check, and shall provide a copy to the prospective volunteer, within ten (10) days of receiving the result/response.

Criminal background checks will be renewed every year for volunteers in contact with at-risk populations.

The City shall not make the distinction between "supervised" and "unsupervised" volunteer assignments when considering potential placement with at-risk populations. **ALL** volunteer applicants with potential contact with at-risk populations are to receive background screening prior to placement decisions.

In the event that a volunteer requests to transfer from a volunteer position that has not required a criminal background screening to a volunteer position that is with at-risk clients, an appropriate screening will be conducted on that volunteer, with no deference to their length of service or status.

3.01.05 Face-to-face interview

Prior to being assigned or appointed to a position, all prospective volunteers shall receive a face-to-face interview to ascertain their suitability for and interest in that position. Interviews may be conducted by any member of the Community Relations Division or other trained staff. Interviews may be waived for one-time event volunteers. The interview should determine the qualifications and goals of the volunteer, his or her commitment to fulfill the requirements of the position, and provide an opportunity for the volunteer to ask questions.

3.02 Acceptance by the City

For all City of Woodinville volunteers - the City may accept a volunteer upon completion of requirements as outlined in the Section 3.01 Table.

In most cases, acceptance will be communicated verbally or in writing by the Volunteer Coordinator, or other appropriate staff. No volunteer shall begin any placement nor orientation until he or she has been officially accepted for that position and has completed all necessary screening and paperwork:

3.03 Placement

In placing a volunteer, consideration shall be paid to the interests and capabilities of the volunteer and to the requirements of the volunteer position, as well as priority of need. Every effort is made to provide the best match between the needs of the volunteer and the placement/supervising staff. No position should be given to an unqualified volunteer. The supervising staff should be given adequate confirmation of the placement and/or arrival of a newly placed volunteer, by the Volunteer Coordinator, or appropriate staff.

3.04 Acceptance of volunteer placement by staff

No volunteer will be assigned to work with a staff person without the consent of that staff person. Since volunteers are considered a valuable resource in performing the City's work, staffs are encouraged to seriously consider creative ways in which volunteers can be of service and to consult with the Volunteer Coordinator if in need of assistance.

3.05 Volunteer General Orientation

Each volunteers shall receive the City of Woodinville Volunteer General Orientation (**Appendix D1**) which includes an overview of City of Woodinville information and history, City policies, the City's customer service standards, City communications, the nature and operation of the volunteer's function, and volunteer recognition opportunities.

At the completion of the Volunteer General Orientation, each volunteer must sign a Volunteer General Orientation Agreement (page 52 of the PowerPoint file or **Appendix D2**), indicating they have read/received the information, understand it, and agree to abide.

The Volunteer General Orientation is in PowerPoint format and is accessible to all City staff at file location, determined by the Volunteer Coordinator in cooperation with IS Division.

The Volunteer General Orientation is required for all City volunteers, with exception of one-time event volunteers who may be waived from the Orientation. Volunteers may choose the most suitable Orientation format.

Volunteer General Orientation format	**All Volunteers**	**Exception:** one-time event volunteers
Self-guided, on City computer	Format available	Not required
Hard-copy format (take home or mailed)	Format available	Not required
One-on-one presentation by trained staff	Format available	Not required

If a "one-time event" volunteer also volunteers for the City in any other regular or extended capacity, then said volunteer must complete a Volunteer General Orientation before commencing regular volunteer service.

The self-guided computer format or hard-copy format should take most volunteers 20 minutes to complete. In the event that a volunteer may highly benefit from a one-on-one presentation-style Volunteer General Orientation, arrangements may be made with the Volunteer Coordinator.

The Volunteer General Orientation must be completed before volunteer service may begin. For convenience sake, this orientation may be completed the volunteer's first day, but must be done before beginning assigned duties.

3.06 Supplemental Orientation for Appointed Officials

WCIA suggests that appointed officials (Planning Commission, Parks & Recreation Commission, Tree Board and Public Arts Advisory Committee) also complete a supplemental section to the Volunteer General Orientation that addresses responsibilities and roles specific to that appointed office. Each appointed volunteer must indicate on the Volunteer General Orientation Agreement that they have completed the supplemental material (by initialing a check box).

Under current policy, registering as a City volunteer and recording volunteer hours, appointed volunteers are provided liability coverage through WCIA and medical aid coverage through State Labor and Industries coverage.

3.07 Placement-specific training

Staffs who supervise volunteers shall have primary responsibility for design and delivery of on-the-job training to volunteers assigned to them.

Volunteers shall receive from their assigned Supervisor specific on-the-job training to provide the information and skills necessary to perform volunteer assignments. The timing and methods for delivery of such training should be appropriate to the complexity and demands of the positions and the capabilities of the volunteers. If volunteer duties change during the course of the volunteer's service, then the Supervisor shall provide additional training on necessary skills or knowledge.

Placement-specific training will likely occur on the volunteer's first day of assignment, but must take place before the volunteer begins their duties.

Section 4 – Request for Volunteers

4.01 Staff requests for volunteers

Requests for volunteers may be submitted by phone or by email to the Volunteer Coordinator by providing the following information:

a) date/duration of need,
b) number of volunteers needed,
c) name and phone number of contact/supervisor,
d) a brief description of volunteer duties and
e) degree of urgency.

The recruitment of volunteers is enhanced by developing meaningful duties, and by providing a two-week advance notice of the request.

4.02 Volunteer work descriptions

Formal volunteer work descriptions for most existing volunteer placements have been developed and shall be used for the purposes of educating the community on volunteer opportunities, assisting prospective volunteers to determine a placement and clarifying volunteer duties. Volunteer work descriptions may be used for performance evaluations of volunteers. It will be the responsibility of the Volunteer Coordinator to create any necessary formal work descriptions for new volunteer placements, based upon staff input and expressed need.

4.03 Placement confirmation

Final assignment of a potential volunteer should be approved by the appropriate supervisor. The volunteer will then be informed of the placement confirmation. It may be necessary for the volunteer him/herself to contact the Supervisor directly to arrange scheduling, in which case the volunteer will be provided with Supervisor contact information.

Section 5 – Supervision and Performance of Volunteers

5.01 Requirements of a supervisor

Each volunteer with the City must have a clearly identified supervisor who is responsible for direct management of that volunteer. This supervisor may be a City staff person, a trained adult volunteer, or other designated person. This supervisor shall be responsible for initial placement-specific training of the volunteer, day-to-day management and guidance of the work, and shall be available to the volunteer for consultation and assistance.

The Supervisor of Volunteer Checklist (**Appendix E**) is intended as a resource to those who supervise volunteers to insure consistency in screening, placement, training and supervision. Volunteer forms and policies are available on the City's employee intranet.

Individual minor (age 14-18) volunteers must have an adult supervisor. For groups of minor volunteers (any age under 18), arrangements must be made within the independent sponsoring organization or group to provide adequate adult supervision. Generally, adequate adult supervision of minor volunteers means no greater than a 1-4 ratio of adults to youth.

5.02 Volunteer / staff relationships

Volunteers and staff are considered to be partners in implementing the mission and programs of the City, with each having a complementary role to play. It is essential for the proper operation of this relationship that each partner understands and respects the needs and abilities of the other.

5.03 Staff training on volunteer management and resources

An orientation on working with and managing volunteers will be provided to all staff, generally, once a year. In-service training on effective volunteer utilization may be provided to those staff members that are highly involved in volunteer management.

5.04 Worksite

An appropriate worksite shall be established by the supervisor for each volunteer. This worksite shall contain necessary facilities, equipment, and space to enable the volunteer to effectively and comfortably perform his or her duties. Volunteer work sites are subject to the same safety requirements as are all City work sites.

5.05 Dress code and identification

As representatives of the City, volunteers, like staff, are responsible for presenting a good image to clients and to the community. Volunteers shall dress appropriately for

the conditions and performance of their duties. Volunteers are to be identified by wearing approved nametags or other methods provided by the City of Woodinville.

5.06 Timesheets
Individual volunteers are responsible for the accurate completion and timely submission of timesheets (**Appendix F**). All volunteers shall sign in when beginning service and sign out when service is completed for that day. Timesheets should be initialed by the Supervisor each day of volunteer service. At the end of each month, Supervisors are asked for their assistance in submitting timely volunteer timesheets to the Volunteer Coordinator, for data entry.

5.07 Access to City property and materials
As appropriate, volunteers shall have access to City of Woodinville property and materials necessary to fulfill their duties, and shall receive training in the operation of any equipment. At no time shall a volunteer operate City vehicles.

5.08 Use of power tools and motorized equipment
'Manual tools' are defined as having no automated moving, motorized or pressurized parts. 'Simple power tools' include only power, hand-held drills, electric or gas weed-eaters and pressure washers. All other power tools shall be considered 'Advanced power tools', such as wood saws, chainsaws, woodworking equipment, nail guns, etc.

Minor volunteers may use only manual tools (with adult supervision) and are prohibited from using simple power tools or advanced power tools (see table below).

Individual adult volunteers may use manual tools and simple power tools (with staff supervision), but are prohibited from use of advanced power tools.

An exception for the use of advanced power tools by adult volunteers may be made for volunteer service groups who have an established relationship with the City (i.e. Rotary Club, Lion's Club) and whose project directly benefits the City. In such cases, the volunteer service group agrees to complete a Volunteer Agreement and time log for each participating member.

In situations where the volunteer service group provides their own (simple and/or advanced) power tools, the group must attest in writing to their training and ability to operate them. In rare situations where the City would provide the select group with City-owned or rented power tools, the City shall arrange for a) training on the proper use of power tools, b) supervision during use and c) provision of proper personal protective equipment (PPE).

Type of tool	**Minor Volunteer**	**Adult Volunteer** (individual)	**Adult Vol.** (service group membership)
Manual tools	ALLOWED City provides tools only	ALLOWED City provides or volunteer provides	ALLOWED City provides or volunteer provides
Simple power tools (drill, weed-eater & pressure washer)	PROHIBITED	ALLOWED City provides or volunteer provides	ALLOWED City provides or volunteer provides

Advanced power tools	PROHIBITED	PROHIBITED	ALLOWED (provisional)

5.09 Drug-free workplace
Volunteers are expected to show up to their assignments free of alcohol, drugs or other controlled substance. The City may discipline or terminate a volunteer possessing, consuming, selling or using alcohol, drugs or other controlled substances during volunteer hours, or in any manner which impedes performance.

5.10 Transportation
Volunteers are responsible for securing their own transportation to and from their primary assignment location. Free-of-charge parking is available at City Hall and the Community Center.

Volunteers may **not** drive or operate City of Woodinville vehicles. Volunteers may accompany a City staff person in a City vehicle. Should it become necessary, at the request of staff, for a volunteer to transport non-hazardous items using the volunteer's vehicle (i.e. supplies, tools, signs), not persons, to another volunteer worksite, the volunteer must first receive approval from her/his Supervisor. Also a copy of the volunteer's driver's license and proof of vehicle insurance must be on file with the Volunteer Coordinator.

Volunteers should consult their tax advisor regarding the deduction of volunteer mileage.

5.11 Professional services
Volunteers shall not perform professional services for which certification or licensing is required unless currently certified or licensed to do so, and has received City approval. Such a volunteer must also be a participating member of an established volunteer service group (not an individual volunteer) and his/her use of tools shall be guided by policy (see 5.08).In such approved cases, a copy of such certificate or license must be on file with the Volunteer Coordinator.

5.12 Representation of the City
Prior to any action or statement that might significantly affect or obligate the City; volunteers should seek prior consultation and approval from their supervisor. These actions may include, but are not limited to, public statements to the media, coalition or lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations. Volunteers may speak with media only after receiving authorization from the City's Public Information Officer (PIO). [Refer to Administrative Policy 2.1, Media Relations Policy]

5.13 Absenteeism
Volunteers are expected to perform their duties on an agreed-upon schedule. If expecting to be absent from a scheduled duty, volunteers shall inform the supervising staff member and/or Volunteer Coordinator as far in advance as possible so that alternative arrangements may be made. Court-ordered participants will be remanded back to the court (the court monitor will be contacted) after two unexcused absences or chronic tardiness.

5.14 Standards of performance

Standards of performance may be established for on-going volunteer positions. These standards may list the work to be done in that position, measurable indicators of whether the work was accomplished, and appropriate timelines for accomplishment of the work. Volunteers are to be held to the city's adopted customer service standards.

5.15 Safety and welfare of volunteers

Of paramount importance is the safety and welfare of volunteers.

In the event of an injury or accident involving a volunteer:

1) The volunteer should immediately report it to her/his Supervisor, or if not possible report it to an appropriate staff member.
2) The volunteer's Supervisor should complete a "WCIA Supervisor's Report of an Accident" (**Appendix G**) and submit a copy to the Volunteer Coordinator, as soon as possible.

In the event of a non-injury "close-call" accident, the volunteer should still report it to her/his Supervisor, who will determine whether or not to complete a "WCIA Incident Report" (**Appendix H**). If a "WCIA Incident Report" is completed then a copy must be submitted to the Volunteer Coordinator, as well.

Access to a telephone and/or radio communication should be available at all events and work parties, either through City resources, or if not possible, then by confirming cell phone access of at least one adult supervisor.

All minors are to be directly supervised by an adult. Organizations whose membership consists of those less than 14 years of age may participate as volunteer only if their independent sponsoring organization (i.e. school, Boy Scouts, family) provides adequate adult supervision necessary to perform the activity safely (usually no greater than a 1:4 adult/youth ratio). No power tools are to be used by minor volunteers under the age of eighteen.

5.16 Liability

Under current policy, all City volunteers are provided liability coverage through WCIA and medical aid coverage through State Labor and Industries coverage. It is required that each volunteer record and report his/her hours with the City in order to qualify for L&I coverage. Coverage does not include gross acts of misconduct or negligence. Additional information regarding such insurance is available from the City Finance Department.

5.17 Changes in volunteer status

Supervisors of volunteers are responsible for regular communication with the Volunteer Coordinator on the status of volunteers, and are responsible for the timely provision of all necessary paperwork. The Volunteer Coordinator shall be informed immediately of any substantial change in the work or status (such as approved leave of absence) of a volunteer and shall be informed of any proposed corrective action.

5.18 Re-assignment

Occasionally, an initial volunteer placement does not work out for the volunteer or Supervisor, or both. If such a situation arises, the Volunteer Coordinator should be notified.

If the placement cannot continue, then an assessment will be made of any issues and problems and whether the volunteer has the skills or knowledge to receive a subsequent placement. The City cannot guarantee availability of placement, and has the right to refuse future or additional placement of any volunteer.

A volunteer who is re-assigned to a new position shall receive appropriate orientation and training for that position before he or she begins work.

Section 6: Volunteer Development, Recognition and Retention

6.01 Continuing education

Volunteers are encouraged to improve their levels of skill during their terms of service, and when appropriate should be allowed to assume additional and greater responsibilities. Additional training and educational opportunities may be made available to volunteers during their service with the City. This continuing education may include performance feedback, shadowing opportunities, informal or formal training. Such may be provided either by the City or by assisting the volunteer to participate in educational programs provided by other entities.

6.02 Letters of reference

Letters of reference may be provided to volunteers who have performed satisfactorily, as a means to assist their study, scholarship or employment goals. Volunteers may request such a letter from their direct supervisor, or the Volunteer Coordinator. The content of a letter of reference shall follow City of Woodinville Personnel Policies.

6.03 Recognition and appreciation

Thank you letters emails, and/or verbal thanks are to be given to all volunteers within three weeks after any event longer than two hours.

Special event volunteers may be recognized by the City Council for the *City's Anniversary Celebration* (part of *Celebrate Woodinville!)*, *Fourth of July Fireworks Celebration* and *Light Festival*. Regular recognition events will be held to highlight the contributions of volunteers to the City of Woodinville and to demonstrate the City's appreciation.

The "Volunteer Milestones Recognition Program" shall provide formal recognition of City volunteers who accrue a total of 100, 200, 500, 1000 and 5000 volunteer hours (see Guidelines, **Appendix L**). Each eligible volunteer shall be awarded a certificate of appreciation and a token gift at each of their milestone achievements. Volunteers accruing 100 and 200 hours shall be recognized at a regular appreciation event; those accruing 500 and more hours shall be recognized by City Council during one of their regular scheduled meetings.

All staff and volunteers responsible for volunteer supervision are encouraged to undertake on-going methods of recognition of volunteer service on a regular basis throughout the year. These methods of informal recognition should range from a simple "Thank You" to a concerted effort to include volunteers as full participants in program decision-making and implementation.

6.04 Food and drink

Pursuant to City policy (**Appendix I**), the City of Woodinville may provide refreshments for volunteer work parties/projects lasting longer than two hours. There will be no refreshments purchased for efforts of less than two hours.

6.05 Service terminated by volunteer and possible retention

The volunteer may at any time, for whatever reason, decide to sever his or her relationship with the City. Volunteers are asked, however, to provide two-week notice to their supervisor. Notice of such a decision should be communicated immediately to the Volunteer Coordinator.

Efforts shall be made to determine whether a change in volunteer assignment, schedule or supervision would facilitate or allow their continued service. If not, then efforts shall be made to determine whether the volunteer would like to resume their service at a later time.

Section 7 – Volunteer Records

7.01 Maintenance of records

A system of records will be maintained on each volunteer with the City, including all required forms, dates and hours of service, and positions held. Volunteers and appropriate staff shall be responsible for submitting all appropriate records and information to the Volunteer Coordinator in a timely and accurate manner.

7.02 Retention of records

In accordance with State archive mandates, volunteer records shall be retained for the time period at least six (6) years beyond the termination of the volunteer's service. After such time, records may be destroyed.

7.03 Reports of volunteer activity

Timely quarterly reports of volunteer activity shall be provided to the Finance Department for use in submitting required L&I reports (and to insure L&I coverage for volunteers). This shall be the responsibility of the Volunteer Coordinator. These quarterly reports include total volunteers hours and total volunteer count.

Section 8 - Evaluation

8.01 Request for volunteer feedback

The City may seek feedback from its volunteers (generally volunteers who contribute more than 25 hours) in an effort to improve its volunteer programs (see **Appendix J**).

8.02 Annual evaluation of volunteer

Each active volunteer should receive an annual evaluation (**Appendix K**) from her or his direct supervisor. This evaluation should be completed on the anniversary of the volunteer's start date. Volunteers who provide service only for a time-limited event

may be exempted from formal evaluation. The completed evaluation should be forwarded to the Volunteer Coordinator in a timely manner.

Supervising staff shall be involved in all evaluation and work assignments of volunteers with whom they are connected.

8.03 Evaluation of volunteer utilization

The Volunteer Coordinator shall conduct an annual evaluation of the utilization of volunteers by the City, which will comprise a) evaluation of volunteer experience and b) evaluation of supply/demand. This evaluation shall include information gathered from volunteers, staff, and clients. The evaluation report will be submitted to the City Manager.

CITY OF WOODINVILLE
AGREEMENT FOR INDIVIDUAL VOLUNTEER SERVICE

PURPOSE: The purpose of this Agreement is to outline the responsibilities of the City of Woodinville in providing volunteer opportunities, and to create an understanding between the City and the volunteer. This Agreement shall apply to persons voluntarily performing non-compensated services for the City.

Volunteer Name: First, Middle, Last (Please Print)	Home Phone (with area code):	Date of Birth (DOB) _____/_____/_____
Parent/Guardian (if under 18) Name (Please Print)	Cell Phone (with area code):	
Address	Work Phone (with area code):	Emergency Contact:
City, State, Zip	Email:	Emergency Contact Phone:

AGREEMENT FOR NON-COMPENSATED SERVICES: I hereby volunteer my services to the City of Woodinville. The Volunteer agrees to abide by all relevant City policies and procedures and to perform the volunteer services in a safe, responsible manner in accordance with the descriptions of service.

It is further understood that this Agreement shall not in any way constitute nor create an employer/employee relationship between the City and the Volunteer. The City shall not be responsible for, nor liable for, nor shall the applicant be eligible to receive, any compensation or benefits as a result of this Agreement EXCEPT for State Labor and Industries Industrial Insurance medical aid coverage.

I further understand that: *(Please initial the following)*

_____ I am not to appear for volunteer service under the influence of any illegal drugs or alcohol. I agree to inform the supervisor at the beginning of the shift if taking any over-the-counter or prescription medications which may impair the ability to perform volunteer duties.

_____ I will abide by all City policies regarding personal conduct while performing volunteer services.

_____ I agree not to go beyond the scope of volunteer work agreed to without authorization.

_____ I am to be trained on any activity that I am unfamiliar with, learn the corresponding policies, and it is my responsibility to understand them completely or ask questions until I feel confident to perform them.

_____ I hereby identify that I am capable of performing duties without accommodation, or with the following accommodation(s): _____.

_____ Depending on the scope of volunteer work, the following policies may apply: Driving, Safety Procedures, Computer Operation, Dress Code, Anti Harassment, Confidentiality, Code of Ethics, Workplace Violence Prevention and Drug-Free Workplace.

_____ Should an injury occur during the scope of my service the City has included my hours of volunteer service in the State Labor and Industries coverage for volunteer workers. I am responsible for recording and reporting my hours to the City.

_____ I understand that I am to report any on-the-job injury or illness, no matter how minor, to my supervisor. I authorize emergency medical care if it should become necessary.

_____ I grant full permission to use any photographs, videotapes, motion pictures or recordings for publicity purposes by the City.

(Continued on reverse)

City of Woodinville Agreement for Individual Volunteer Service, continued

BACKGROUND CHECKS: I consent to the City performing a background check into my history in accordance with RCW 43.43.830–839 and waive any right of privacy I may have in such information for the limited purpose of the City considering it for determining my suitability as a volunteer. (To be used for volunteers who will have unsupervised access to children, developmentally disabled persons, or vulnerable adults or who will be working with confidential information.) [Your full legal name and birth date are required to perform this background check.]

TERMINATION: I understand that I or the City may terminate this agreement at any time without cause, and that I am volunteering my services at will and may be asked to discontinue such without prior notice or reason.

WAIVER & HOLD HARMLESS: I am fully aware that the work associated with being a City Volunteer involves certain risks of physical injury or death. Being fully informed as to these risks and in consideration of my being allowed to participate in the City's Volunteer Program, I hereby assume all risk of injury, damage and harm to myself arising from such activities or use of City facilities. I also hereby individually and on behalf of my heirs, executors and assignees, release and hold harmless the City, its officials, employees and agents and waive any right of recovery that I might have to bring a claim or a lawsuit against them for any personal injury, death or other consequences occurring to me arising out of my volunteer activities.

LIABILITY COVERAGE: I understand that the City is self insured through the Washington Cities Insurance Authority (WCIA) for liability coverage. Volunteers performing within the scope of their assigned duties as authorized by the City are afforded the same coverage as City employees under the City's liability coverage with WCIA. I am fully aware that a volunteer's intentional misconduct is not protected or covered by the City or WCIA.

This agreement will be in effect for the duration of my volunteer services beginning this date.
Dated this _____ day of _____, 20 _____

_____
Volunteer's Signature

_____
Signature of Parent or Guardian (if volunteer is less than 18 years old)

City of Woodinville
17301 133rd Avenue NE
Woodinville, WA 98072

For Office Use Only

Form checked by:	Initials:	Date:	WSP check:	Initials:	Date:
DL checked by:	Initials:	Date:	WSP accepted:	Yes: ( )	No: ( )
Assigned to:			WSP mailed:	Initials:	Date:
Agreed:	Method:	Date:	EDP:	Initials:	Date:
Volunteer General Orientation completed: _____ yes					

Appendix B

City of Woodinville

Community Service Contract

This is required of any person needing to complete court-ordered or mandated community service hours. This contract must be read and signed before consideration and/or placement may be made.

If accepted and placed as a City of Woodinville volunteer…

I can expect from City of Woodinville:

- ☐ To receive volunteer assignments allowing me to complete my mandated community service hours.
- ☐ That most assignments will occur Monday through Friday, 8 a.m. to 5 p.m.
- ☐ Where appropriate, special projects or weekend assignments may be made available.
- ☐ Documentation of completed hours that will meet court requirements.

The City of Woodinville can expect from me:

- ☐ To be punctual and show up to assignments when expected.
- ☐ To demonstrate a professional attitude, cooperate and comply with Supervisors, staff and other volunteers.
- ☐ To abide by the City's rules and policies.
- ☐ To not possess, consume, sell or use alcohol or any controlled substance during volunteer hours, or in any manner which impedes performance.
- ☐ To not engage in any illegal behavior.
- ☐ To not carry weapons of any kind.
- ☐ To sign in upon arrival and sign out before departing, each day.

Your volunteer service may be terminated for two or more unexcused absences, chronic tardiness, possession or influence of alcohol or controlled substances, behavior that endangers self or others, damaging or taking property belonging to others, hostile or uncooperative attitude to Supervisor, staff or volunteers, or failure to abide by specific site rules. In such cases, you will be remanded back to the court.

If you need to contact your Supervisor in the event of illness, or to change your schedule in advance:

_____ _____

Name of Supervisor *Phone*

The City cannot give credit for hours that have not been worked for good performance, good behavior or any other reason.

In consideration of my being permitted to perform my community service at the City of Woodinville, I hereby agree on behalf of myself and my heirs, to hold harmless the City of Woodinville, its officials, employees and agents and waive any and all claims or legal causes of action for damages or injury occurring to me or arising out of or in any way connected with my performance of the volunteer community service hours. I further agree to defend, indemnify and hold harmless the City of Woodinville, its officials, employees and agents for any claims for liability or lawsuits of any kind by any other person or entity that arise out of my performance of the volunteer community service hours except for those claims for injuries or damages by third parties caused by the sole negligence of the City.

(continued on reverse side)

I understand, if I am injured during scope of service, that the Court having jurisdiction has included my hours of volunteer community service in the State Labor and Industries coverage for volunteer workers, and any costs and administrative fees shall be borne solely by me.

I authorize the Court having jurisdiction, Probation Services Department, to exchange prior record and nature of offense information with the community service project for the purpose of assignment of actual work. I agree the community service site shall verify my compliance or non-compliance regarding completion of the number of hours assigned. I will notify the Probation Department of any change of address.

This agreement will be in effect for the duration of the community service project beginning _____.

_____	_____
Witness	Signature
_____	_____
Date	Date of Birth
	_____
	Address
	_____
	Telephone

###

City of Woodinville
Volunteer Intake Form

Thank you for your interest in the City of Woodinville Volunteer Program.
Your responses below will help us to match your talents and interests to our needs.

It is the policy of the City of Woodinville to provide volunteer opportunities without regard to any individual's sex, race, color, religion, national origin, pregnancy, age, marital status, medical condition, or disability.

PERSONAL INFORMATION (Please print a complete response to each item)			Date of Birth (DOB):
First Name:	Middle Initial:	Last Name:	Primary phone:

A1: Please check **all** areas that interest you:

Office Assistance	Special Event Support +	Environmental Stewardship	Recreation	Government
__ Concierge __ Data entry __ Filing/archives __ Computer __ Bilingual translation __ Phone __ Customer service __ General office **Media/Cable TV** __ Audio __ Visual/graphics	__ Project management __ Emcee __ Setup/Breakdown __ Registration __ Arts/Crafts __ Music/Audio __ Photographer __ Crowd/Parking __ Other: *+ for list of City special events go to http://www.ci.woodinville.wa.us/opportunities/volunteers.asp*	__ Sammamish River restoration __ Salmon Watcher __ Habitat restoration __ Parks enhancem't __ Plant monitor __ Storm drain stenciling __ Other:	__Concierge/reception __ Teens (tutor, chaperone, etc) __ Youth (coach, etc) __ Preschool age __ Seniors __ Bilingual translation __ Instructor (class type:_____) __ Instructor assistant __ Off-site afterschool programs __ Other:	__ Parks & Recreation Commission __ Planning Commission __ Tree Board __ Public Art Advisory Committee __ Teen representation __ Other:

A2: Please list any accommodations you need to perform volunteer duties:

_____

A3: Please list your hobbies, skills or special knowledge you think would help in your volunteering, including proficiency in languages:

_____

A4: Please give your current status (student, worker, retired, homemaker): _____

A5: Please indicate the days and times you are available to volunteer:

Day of the Week	Morning	Afternoon	Evening
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			

B: Do you need to fulfill a specific requirement for service hours? ____ Yes ____ No
____ for school or college Name of school: _____
____ for court mandate Name/type of offense: _____
Total number of hours required: _____ Deadline for Hours: _____

C: Please list any previous work and/or volunteer experiences:

Organization	Start Date (mo/yr)	End Date (mo/yr)	Position/responsibilities
1.			
2.			
3.			

D: Please list two references (who are not relatives) we may call on:

Name: _____ Relationship: _____ Phone: _____

Name: _____ Relationship: _____ Phone: _____

E: Background Investigation Disclosure Statement

Pursuant to the requirements of RCW 43.43.830-844 as amended 2005 Washington Legis. Serv. Ch. 421, we must ask you to complete the following disclosure statement:
NOTICE: The City of Woodinville ("City") may make an inquiry with the Washington State Patrol and/or an equivalent inquiry to a federal law enforcement agency. Pursuant to RCW 43.43.834(5) this information will be kept confidential. The City will provide you with the law enforcement agency's response within ten (10) days of receipt of that response as required by RCW 43.43.834(4). A conviction record is not necessarily a bar to acceptance.

Have you ever been convicted of a crime? _____ yes _____ no
If yes, please describe and provide the date(s) of conviction(s) and the sentence(s) imposed:

_____

Have findings been made against you in any "civil adjudicative proceeding" as defined in RCW 43.43.830? _____ yes _____ no

The definition of "civil adjudicative proceeding" is defined as follows: "Civil adjudication proceeding" is a judicial or administrative adjudicative proceeding that results in a finding of, or upholds an agency finding of, domestic violence, abuse, sexual abuse, neglect, or exploitation or financial exploitation of a child or vulnerable adult under chapter 13.34, 26.44, or 74.34 RCW, or rules adopted under chapters 18.51 and 74.42 RCW. "Civil adjudication proceeding" also includes judicial or administrative orders that become final due to the failure of the alleged perpetrator to timely exercise a right afforded to him or her to administratively challenge findings made by the department of social and health services or the department of health under chapter 13.34, 26.44, or 74.34 RCW, or rules adopted under chapters 18.51 and 74.42 RCW.

If your answer is "yes" to any of the above, please describe and provide the date(s) of all such findings and/or upheld findings: _____

Has your permanent residence been in the State of Washington during the past 12 months?
____ yes ____ no If "no", then in what state did you most recently reside? _____

F: How did you hear about volunteer opportunities with the City of Woodinville?

___ Word of mouth
___ Newspaper: _____
___ Other publication: _____
___ Internet
___ Email
___ Regular mail
___ Display/flier, location: _____
___ Other means: _____

Notice to applicant: Pursuant to the Washington Public Disclosure Act, this form constitutes a public record and is subject to public release upon request. Under RCW 42.17.310(1)(u), the residential addresses and telephone numbers of the volunteers may be redacted from any such disclosure.

To the best of my knowledge, the information herein is true and complete. I understand that falsification of this application is grounds for dismissal as a volunteer. Further, I give permission for an authorized representative of the City to conduct a state patrol criminal background check in accordance with RCW and to inquire of individuals about my ability to perform all aspects of the volunteer position for which I am being considered and I release the City of Woodinville and those individuals/institutions that provide information from any liability that may arise from the provision of this information.

Volunteer Signature: _____ ***Date:*** _____/_____/_____

City of Woodinville

Volunteer General Orientation

Revised 4/23/2008

Appendix D1

Welcome to the City of Woodinville Volunteer Program!

- This Volunteer General Orientation is required of City of Woodinville volunteers
- This orientation is designed to familiarize you with City policies and procedures that affect volunteers
- You are responsible for knowing the information contained in this orientation
- If you ever have a question or concern while volunteering, please don't hesitate to ask a staff person

Woodinville History

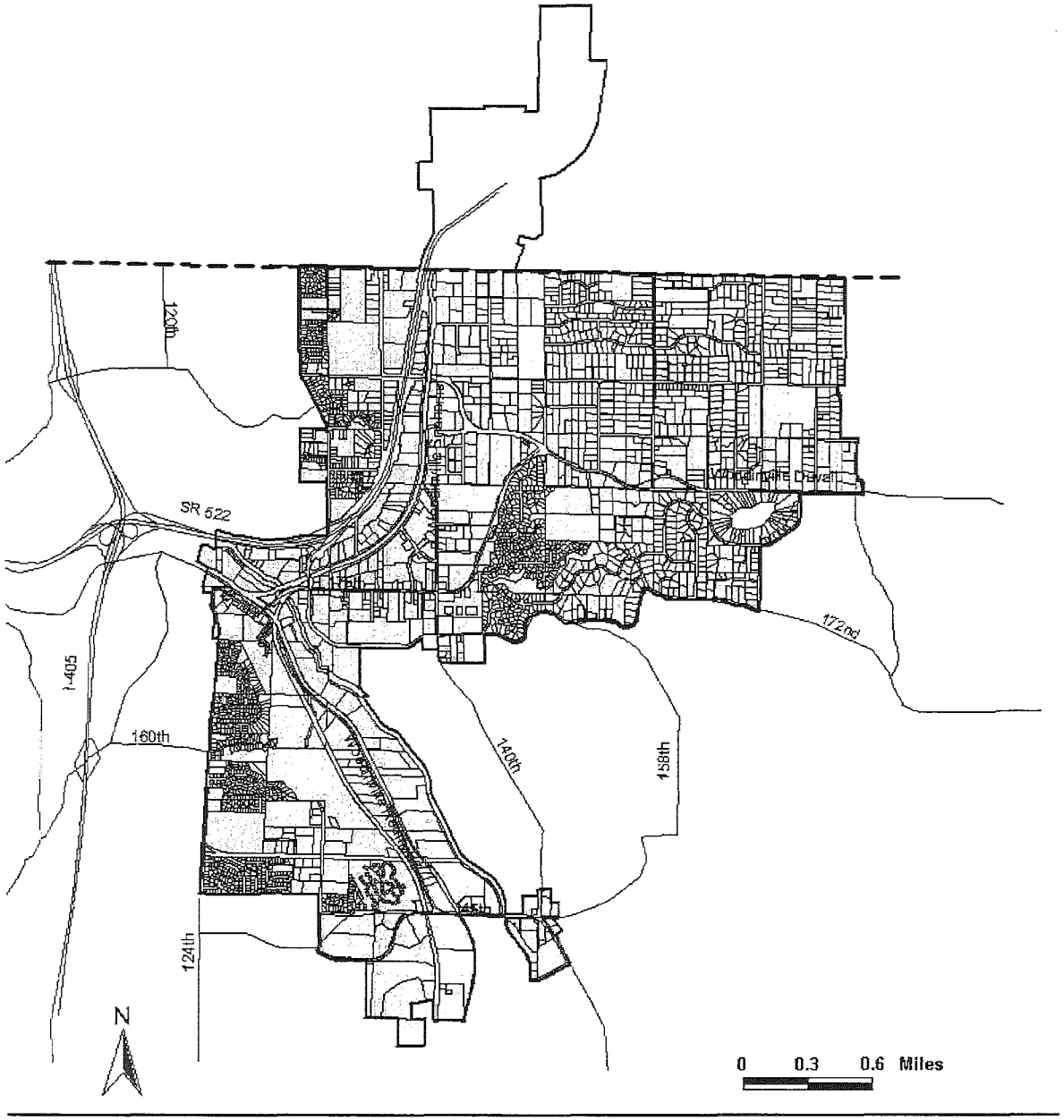
- Ira & Susan Woodin settled in the Sammamish River Valley in 1896
- Woodinville was a small rural community until the 1980's, when residential and commercial development started in areas around downtown
- Through citizen efforts in the early 1990's, the incorporation of the City of Woodinville as the 32nd King County city (out of 39 cities) became effective March 31, 1993.
- Incorporation required a "vote of the people" which passed its third time on the ballot in May 1992.
- Woodinville became the 270th Washington city to incorporate.

Woodinville Demographics

- Woodinville is six square miles and has a population of 10.350 residents*
- About 37% of Woodinville residents live in apartments; 63% in single-family homes.
- Woodinville addresses include unincorporated (non-City) areas in King and Snohomish counties
  - It is possible for someone to have a Woodinville address and not live within the City limits

** Census estimate 4/01/06*

Woodinville City Limits



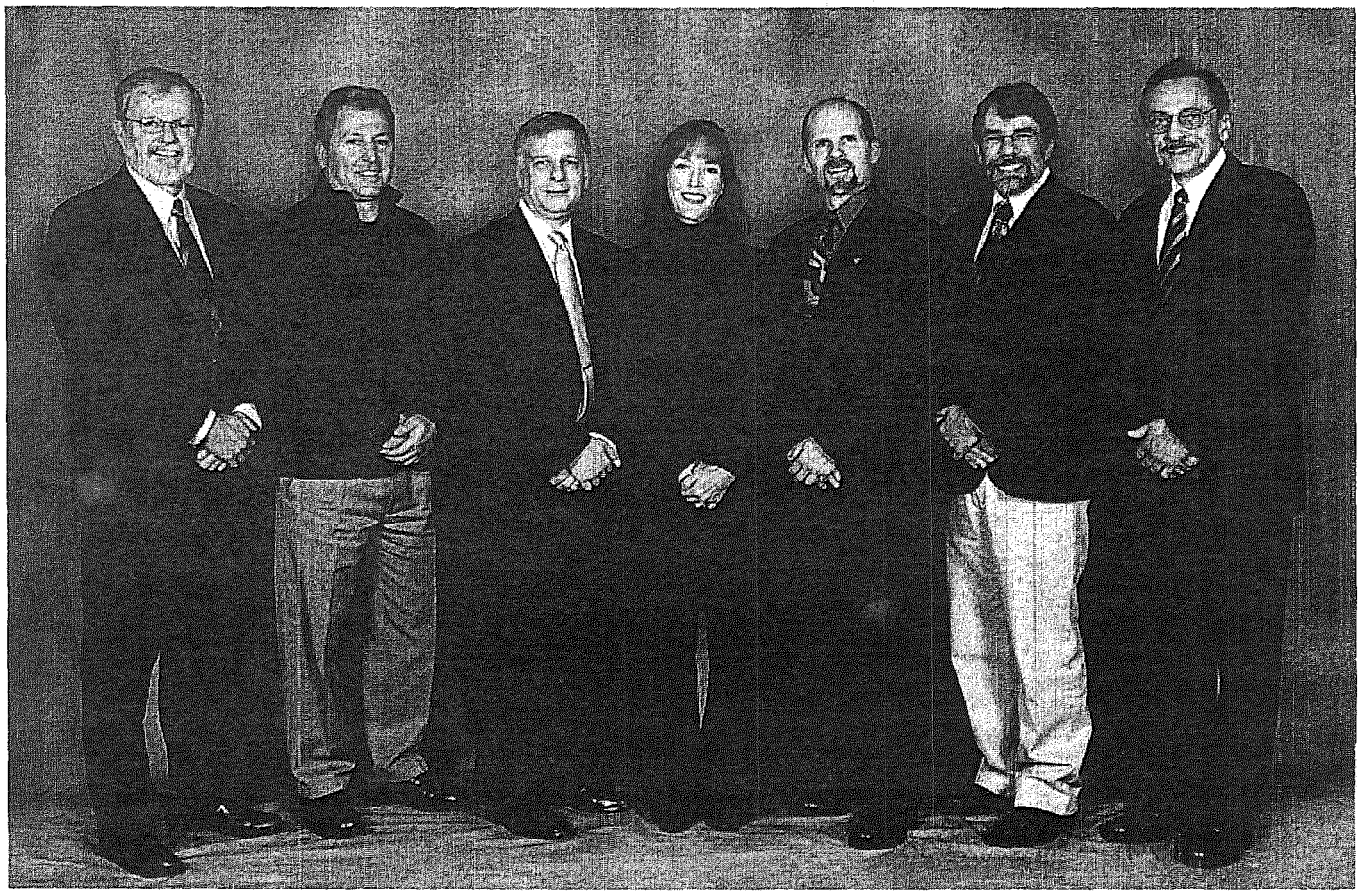
City Government

- The City operates under the Council-Manager form of government.
- The City Manager is hired by the City Council as the chief executive officer and the City Manager is responsible for the day-to-day operations of the City through managing the directors of each city department and ensuring the business of the City is conducted in accordance with policies set by the City Council.
- The City Manager is Rich Leahy

Woodinville City Council

- City Council members are:
  - Scott Hageman, Mayor (Position No. 4)
  - Bob Vogt, Deputy Mayor (Position No. 5)
  - Chuck Price (Position No. 1)
  - Jeff Glickman (Position No. 2)
  - Hank Stecker (Position No. 3)
  - Liz Aspen (Position No. 6)
  - Don Brocha (Position No. 7)

Woodinville City Council



(from l to r) Councilmembers Chuck Price, Hank Stecker, Jeff Glickman, Liz Aspen, Scott Hageman, Don Brocha, Bob Vogt

Woodinville City Council

- Each of the seven nonpartisan Council members is elected directly by the people for staggered four-year terms
- Council members represent the community at large rather than individual districts of the City
- Council sets the policy direction of the City. The City Manager executes those policies through staff
- Council reviews and adopts Goals and Objectives
- The Council is supported by volunteer boards and commissions that make recommendations to the City Council on various issues, projects and proposed regulations and guidelines

Volunteer Commissions & Boards

The City is supported by vital volunteer Commissions and Boards of the City Council:

- Planning Commission
- Parks & Recreation Commission
- Tree Board
- Public Art Advisory Board
- Emergency Preparedness Commission

Members of the Commissions are appointed by City Council

Citizen members volunteer their time to support the future vision of Woodinville in the areas of development, parks, recreation and open space and tree preservation. Each entity makes recommendations to the City Council on policy issues, regulations and projects.

In addition, there are many subcommittees and Citizen Advisory Panels (CAPs) that assist the Boards & Commissions. These members are not appointed.

Volunteer Commissions & Boards

- Each commission/board typically holds monthly public meetings. This is a great opportunity for the community to see "work of the city" begin at ground level. Meeting agendas are available by contacting the appropriate department.

- From time to time, vacancies occur on these volunteer commissions. If you are interested in serving your community this way, contact the City Clerk at (425) 489-2700 ext. 2262.

City Services (Departments)

- Public Works
- Long-range Planning & Emergency Mgmt.
- Planning & Development Services
- Permit & Land Use
- Plan Review & Inspection
- Parks and Recreation
- Finance
- Executive/Administrative
- Police

Public Services

- The City contracts with King County Sheriff's Office for police protection services
- Fire and medical services (911) are provided by the Woodinville Fire and Life Safety District
- Water and sewer services are provided by Woodinville Water District, a separate entity

Public Services

- Results from a resident (telephone) survey conducted in early 2002 reflect an above average satisfaction with Woodinville government services and quality of life

- Woodinville was most frequently described by survey respondents as “friendly,” “pleasant,” “nice” and “comfortable.”

- To view the full survey, you may visit the City of Woodinville website at www.ci.woodinville.wa.us

Customer Service

- Since our beginning, the City of Woodinville has focused on providing excellent customer service
- The City adopted a Customer Service Policy (#3.01) in 2001
- Volunteers, as well as staff, are expected to uphold these Customer Service Standards
- A copy of the full Customer Service Policy is available upon request

Customer Service

- The City of Woodinville Customer Service Goals are:
  - Be customer-focused
  - Give personal attention
  - Show leadership in a team environment
  - Be accountable
  - Present a professional and positive image
  - Be courteous
  - Be educators about City programs, services, policies and procedures

Volunteer Opportunities

- Other City of Woodinville volunteer opportunities include:
  - Concierges (at both City Hall and the Community Center)
  - Office assistance
  - Special events (Light Festival, Cityhood Celebration, etc.)
  - Recreation programs
    - Instructors and assistants
    - Teen, youth and senior programs
    - After school programs
  - Environmental stewardship
    - Sammamish River restoration
    - Park restoration & maintenance
  - Citizen representation in government

Volunteer Recruitment Policy

- Volunteers shall be recruited without regard to any individual's sex, race, color, religion, national origin, pregnancy, age, marital status, medical condition, disability, or any other basis prohibited by local, state or federal law
- Reasonable Accommodation
  - The City will provide reasonable accommodation to qualified volunteers
  - Volunteers needing accommodation must make these accommodation requests clear to the Volunteer Coordinator prior to their volunteer assignment

Volunteer Eligibility

In order for a prospective volunteer to be considered, s/he must:

- Complete a Volunteer Intake Form
- Complete and sign a Volunteer Agreement
- Read and sign a Community Service Contract (for those needing court-ordered service, only)
- Arrange for a face-to-face interview with qualified staff
- Complete Volunteer General Orientation and sign form
- Volunteers may be asked to submit to a criminal history check (applicable to those placed with at-risk populations)

Volunteer Eligibility

- Those who need the following are also encouraged to apply:
  - Students (age 14 and up) who need service hours for school requirements
  - Those needing to fulfill court-ordered community service hours requirements

Volunteer Placement

- Consideration will be given to a volunteer's skills and interests
- Efforts are made to make the best possible match between volunteer's wishes and the City's needs
- The City reserves the right to limit its use of volunteers, adjust the hours of any volunteer or to reject services as it deems fit in order to achieve its public purpose and policy

Volunteer Orientation

- Volunteers must complete a General Volunteer Orientation before commencing (this document) and sign a Volunteer General Orientation Agreement
- In addition, your direct Supervisor will provide a unit-specific or duty-specific orientation (usually your first day of service)

Volunteer Expectations

- Volunteers are a valuable resource to the City, its staff and its residents
- Volunteers can expect:
  - To be treated as respected “co-workers”
  - To be given meaningful assignments
  - To effective supervision
  - To performance feedback
  - To appropriate involvement
  - To be recognized for accomplishments

Volunteer Expectations

- In return, volunteers agree to:
  - Perform to the best of their abilities
  - Learn and follow City goals and policies
  - Act in a prompt and professional manner
  - Adequately inform staff of schedule changes, planned absences and unexpected absences due to illness

Attendance

- Volunteers must provide appropriate advance notice to their Supervisor of planned absences, such as vacations
- In the event of unexpected absence, such as illness, the volunteer must contact their Supervisor immediately
- If a volunteer needs to take an extended leave of absence, arrangements may be made with his/her Supervisor and the Volunteer Coordinator

Volunteer Dress Code

- Volunteers are responsible for presenting a good image to clients and the community
- Volunteers shall dress appropriately for the conditions and performance of their duties
- Volunteers are to be identified by wearing approved nametags or other methods of identification provided by the City

Volunteer Time Sheets

- Volunteers are responsible for the accurate completion and timely submission of timesheets
- Volunteers should submit their time sheet to the Volunteer Coordinator at the end of each month [or log in the Recreation volunteer book]
- Volunteers should sign in each time s/he arrives to volunteer, and sign out each time s/he leaves

Volunteer Transportation

- Volunteers are responsible for securing their own transportation to and from their volunteer assignment
- Volunteer parking is available at Woodinville City Hall and at Carol Edwards Center
- Volunteers should consult their tax advisors regarding possible deduction of volunteer mileage
- Volunteers may NOT <u>drive</u> a City of Woodinville vehicle, but may accompany staff in a City vehicle

Workplace Safety

- Please use caution when lifting objects. Lift with the legs, and ask help if you need it
- Remember, as a volunteer, you do not need to lift anything you do not feel comfortable lifting
- Wear appropriate safety gear (check w/ your supervisor)
- Please keep your workplace free from hazards and obstacles that could be tripped on
- Report any hazardous situations or conditions to your Supervisor

Workplace Safety

- Medical aid coverage is provided for volunteers engaged in City of Woodinville business, through State of Washington Labor and Industries
- If a volunteer is injured while performing volunteer duties, s/he should notify the Supervisor immediately
- The Supervisor will determine whether Accident Reports should be completed and filed
- Coverage does not, however, cover acts of gross misconduct or negligence

Workplace Hazards

Please keep in mind that some everyday office and building products are considered hazardous materials (such as white-out, rubber cement, ammonia cleaners)

As a volunteer, if you should spill or drop a hazardous material, notify a staff person—DO NOT clean it up

If you come across an unknown spilled substance, again, notify staff, but DO NOT clean it up

Workplace Hazards

- MSDS, or Material Safety Data Sheet, is a document that describes the physical and chemical properties of products, their health hazards and precautions for handling and use

- As a volunteer, you need to know the location of the City's MSDS notebook, nearest to your work area:
  - Administrative: 2nd Floor copy room, above standard papers
  - Executive: Bench bookcase by City Manager's Office
  - Permit Center: Cabinet by 1st floor kitchen sink
  - Custodial: Custodian office
  - Community Development: Bookshelf by Director's office
  - Parks & Recreation: Community Center front desk
  - Public Works: (same as Permit & Parks)
  - Police: Patrol officer work area
  - Community Center: Parks Counter area main floor

Workplace Safety

- In the event of an emergency, please report to your regular Supervisor
- For emergency information, please consult the “Emergency Procedures-City of Woodinville” multi-colored flipchart
- Please note the location of the Emergency Response Manual in your work area

Workplace Safety

- Volunteers are expected to conduct themselves in a professional manner, consistent with City policy, that contributes to a safe work environment
  - Anti-Harassment Policy
  - Policy Against Workplace Violence
  - Policy on Internet Access by Non-City Personnel, Including Minors

Policy

- Please familiarize yourself with City of Woodinville personnel policies on the following pages:
  - Code of Ethics
  - Anti-Harassment
  - Policy Against Workplace Violence
  - Internet Access
  - Drug-free Workplace
- Each policy should be interpreted as encompassing employees (paid) and volunteers (unpaid), despite a policy's use of the term "employee"

Code of Ethics

- Ethics among public officials and employees are essential to gain and maintain the public's confidence and trust.
- Public officials, employees and volunteers are agents of the people.
- The City of Woodinville expects volunteers to be aware of its Code of Ethics and to abide by its standards.
- Any volunteer violating this code is subject to civil penalties and terminator

Code of Ethics, cont'd

- A volunteer is in violation of the ethics code if he or she:
  - Receives or has any financial interest in any sale of service or property with prior knowledge
  - Accepts or seeks more favorable terms than those granted to the public generally
  - Accepts any gift or favor from any person, firm or corporation having dealings with the City
  - Influences the selection of or the conduct of business with a party having business with the City
  - Is a party of interest of any corporation or firm having business with the City, unless disclosed
  - Engages or accepts private employment that is incompatible with the proper discharge or his or her duties or disclose confidential information

Code of Ethics, cont'd

A volunteer is in violation of the ethics code if he or she:

- Appears in behalf of a private interest against the interest of the City
- Directly or indirectly possess a substantial or controlling interest in any business entity which conducts business or contracts with the City
- Violates any ordinance or resolution of the City
- Discloses confidential information gained by official position, or otherwise uses such information for his or her personal gain.
- Makes a false statement or representation of any public record or document in willful disregard of the truth
- Requests or permits the use of City-owned vehicles, equipment, materials or property for personal convenience or gain
- Grants any special consideration treatment or advantage beyond that which is available to every other citizen in similar circumstances

Anti-Harassment Policy

- The City of Woodinville's policy on anti-harassment stipulates that all employees are expected to accomplish their work in a professional and business-like manner. As a standard of behavior, employees and supervisors are expected to treat each other with respect and common dignity.

- Harassment includes unsolicited remarks, gestures, or physical contact; displays or circulation of written materials or pictures derogatory to either gender, racial, ethnic, or religious groups or individuals; or basing personnel decisions on an employee's response to sexually-oriented requests.

- The City will not tolerate any employee who engages in any act which discriminates against another employee because of race, color, national origin, sex, religion, creed, marital or veteran's status, age, the presence of a physical, mental, or sensory disability, or any other basis prohibited by local, state, or federal laws.

- Sexual harassment is defined as unwanted, unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct which has effect of creating an offensive, intimidating, degrading or hostile work environment, or adversely interferes with or affects an employee's work performance. Sexual harassment is improper and illegal, and is grounds for immediate dismissal.

Anti-Harassment Policy, *cont'd*

Any employee who experiences conduct of this sort or feels that his/her work environment has become a hostile or offensive place to work, should immediately notify his/her department director, or any member of the management team. The department director or management team member should immediately notify the City Manager. If the City Manager is implicated in the alleged harassment, the Mayor should be immediately notified instead.

The City will not retaliate against an employee who complains of harassment in any form, nor permit such retaliation. It is important to the City that an employee's concerns be thoroughly reviewed and investigated so that appropriate steps can be taken as necessary. It is the duty of each employee to assist in the maintenance of a discrimination-free workplace.

Employees are expected and supervisors are obligated to report to the City Manager any questionable instance that has become known to them which might constitute harassment or discrimination.

Policy Against Workplace Violence

Purpose

- Reduce the potential for violence in and around the workplace;
- Encourage and foster a work environment that is characterized by respect and healthy conflict resolution; and
- Mitigate the negative consequences for employees who experience or encounter violence in their work lives.

Policy Against Workplace Violence, cont'd

Policy

- The City of Woodinville is committed to providing, in so far as reasonably possible, a safe environment for working and conducting business.

- The City will not tolerate acts of violence committed by either regular status employees or hourly workers while on City of Woodinville property or while performing City of Woodinville business at other locations.

- Any unlawful act of violence committed by employees, members of the public, or others while on City property or while using City facilities will be prosecuted as appropriate.

- Violent actions committed by regular employees, temporary workers, casual workers or interns will not be tolerated or ignored. The City intends to use reasonable legal, managerial, administrative, and/or disciplinary procedures to secure the workplace from violence and to reasonably protect employees.

Policy Against Workplace Violence, cont'd

- **Definition:** the word "violence" in this policy shall mean an act or behavior that:
  - Is physically assaultive;
  - Consists of communicated or reasonable perceived threat to harm another individual or in any way endanger the safety of an employee;
  - Would be interpreted by a reasonable person as carrying potential for physical harm to an individual;
  - Is behavior, or action, that a reasonable person would perceive as menacing;
  - Involves carrying or displaying weapons, destroying property, or throwing objects in a manner reasonably perceived as threatening; or
  - Consists of a communicated or reasonable perceived threat to destroy property.

Policy Against Workplace Violence, cont'd

Possession and Use of Dangerous Weapons

Definition: A dangerous weapon is any instrument capable of producing bodily harm, in a manner, under circumstances, and at a time and place that manifests an intent to intimidate another person or that warrants alarm for the safety of another person. Dangerous weapons are defined by RCW 9.41.

Prohibition: In the interest of maintaining a workplace that is safe and free of violence, except as hereinafter provided, possession or use of dangerous weapons is prohibited on City property, in City vehicles or in any personal vehicle which is used for City business.

Policy Against Workplace Violence, cont'd

- **Employee Responsibilities:**
  - Refraining from acts of violence and for seeking outside assistance to resolve personal issues that may lead to acts of violence in the workplace; and
  - Reporting to managers and supervisors any dangerous or threatening situations that occur in the workplace.
  - Employees are encouraged to report to their department directors/supervisors situations that occur outside of the workplace which may affect workplace safety (e.g. instances where protection orders have been issued, etc.).

Policy Against Workplace Violence, cont'd

Procedures and Guidelines

- If a violent act or altercation constitutes an emergency, CALL 911. When 911 is contacted, contact your immediate supervisor or department director. In instances that are not emergency situations, contact your immediate supervisor or department director as soon as reasonably possible.
- If the altercation involves two or more parties, try and separate the parties involved. If the parties cannot be separated, or it would be too dangerous to the employee or department director to attempt to separate the parties, CALL 911.
- Contact the appropriate department director.
- The department director will contact the City Manager who will take responsibility for coordinating a response to the incident.

Internet Access
for City Business Only

- If you will be utilizing City computers or the Internet as part of your volunteer duties, please read the policy, via this link:
  I:\Employee Resources\Policies & Procedures\7.09 Internet Access by Non-City Personnel Including Minors.pdf
  - If you are taking this Orientation by hard-copy, please see attachment

- By signing the final page of this orientation it is assumed you have read, and agree to abide by this policy.

Drug-Free Workplace

- Volunteers are expected to show up to their assignments free of alcohol, drugs or other controlled substance

- The City may discipline or terminate a volunteer possessing, consuming, selling or using alcohol, drugs or other controlled substances during volunteer hours, or in any manner which impedes performance

Public Resources

- The City of Woodinville, its staff and volunteers must be stewards of public resources
- Volunteers are encouraged to be mindful of their use of paper, office supplies, utilities, etc.
- Volunteers may not take home any City supplies or resources, or use such resources outside their approved assignments

Public Resources

- Volunteers (just as staff) may NOT use City computers for personal use:
  - No surfing the net
  - No checking personal email
  - No downloading music files
- Volunteers may NOT use fax machines or other means of transmission for personal use

Public Communication

- Volunteers must be mindful that all communication on behalf of the City should be approved by their Supervisor
- Certain forms of communication, such as email are public record
- Volunteers may not communicate with the press, unless they receive specific approval from the Public Information Officer (PIO)

Volunteer Recognition

- Volunteers are a valuable resource to the City, its staff and residents
- Every effort should be made by staff to extend appreciation for volunteer accomplishments
- Forms of appreciation may include verbal or written thanks, event food and drink, small tokens of appreciation
- Regular recognition events, such as ice cream social, are held for volunteers and their families to attend

Questions?

You have covered a lot of information and material in a short time. Thank you.

Please take this opportunity to ask any questions you may have regarding any of the Volunteer General Orientation, including links

You may consult your Supervisor, or the Volunteer Coordinator at 425-877-2289 or patrickt@ci.woodinville.wa.us

Final Steps

- [For computer-version users]: Now, please print out a hard copy of the following page (the final slide)
- Sign and date the Volunteer General Orientation Agreement
- Be sure this signed agreement is forwarded (along with *Volunteer Agreement* and/or Volunteer *Intake Form*) to the Volunteer Coordinator
  - 17301 133rd Avenue N
    Woodinville, WA 98072
    Attn: Patrick Tefft
  - Fax: 425-489-2705
- When you begin volunteering, be sure to establish and maintain a time sheet of your hours

Thank you.

Volunteer General Orientation
Agreement

Name: _____
DOB: _____

I hereby attest that I have read, understand, and agree to uphold the policies and procedures of the City of Woodinville.

I further understand that I or the City may terminate this agreement at any time without cause, and that I am volunteering my services at will and may be asked to discontinue such for violation of these policies/procedures, or without notice or reason.

_____ _____

Signature *Date*

Notice to applicant: Pursuant to the Washington Public Disclosure Act, this form constitutes a public record and is subject to public release upon request. Under RCW 42.17.310(1)(u), the residential addresses and telephone numbers of the volunteers may be redacted from any such disclosure.

Supervisor of Volunteers
CHECKLIST

BEFORE:

Things the ***Volunteer Coordinator*** should complete prior to assigning you a volunteer:

- ☐ Confirm your need for volunteer(s), duties to be performed, and schedule
- ☐ Create a new job description (if needed)
- ☐ Confirm a match with a prospective volunteer
- ☐ Confirm the volunteer assignment with you, upon the volunteer's acceptance

Things the ***volunteer*** should complete before s/he is assigned to you, and before s/he begins:

- ☐ Volunteer Agreement form (Appendix A of Volunteer Policies and Procedures
- ☐ Volunteer Intake Form (Appendix C)
- ☐ Criminal history check (for placement with at-risk populations)
- ☐ Community Service Contract (for court-ordered service only)
- ☐ Face-to-face interview

Things the ***volunteer*** should complete prior to or no later than their first day:

- ☐ General Volunteer Orientation Summary Sheet: Sign this sheet after completing the General Volunteer Orientation via one of these means:
  - o Computer, at City Hall
  - o Computer, at home
  - o Verbal presentation by properly trained staff

FIRST DAY:

Things the ***Supervisor*** of volunteer needs to complete on the volunteer's first day:

- ☐ An assignment-specific orientation including:
  - o Introductions to staff
  - o Tasks and duties
  - o Use of machines (including phone, copier, fax, etc)
- ☐ Determine the volunteers shift schedule
- ☐ Provide the volunteer with means to contact you directly

DURING:

Things the ***Supervisor*** of volunteer needs to perform after the volunteer begins:

- ☐ Provide direct supervision, including making assignments
- ☐ Provide any additional training necessary to perform duties
- ☐ Recognize the accomplishments of the volunteer (i.e. verbal thanks, thank-you notes)
- ☐ Complete an annual performance evaluation of the volunteer

Please direct questions to Patrick Tefft, Volunteer Coordinator
425-877-2289 or patrickt@ci.woodinville.wa.us

Appendix F

City of Woodinville
Individual Volunteer Timesheet

Staff initial which forms submitted:

____ Volunteer Agreement
____ Volunteer Intake
____ Vol. General Orientation

Name_____ **Phone**_____

Emergency Contact _____ **Phone** _____

Sign in and out *each day*.

TODAY'S DATE (m/d/y)	TIME IN	TIME OUT	TOTAL HOURS (round to nearest *quarter* hour)	PROJECT or EVENT	SUPERVISOR SIGNATURE

Please forward your volunteer hours to the Volunteer Coordinator at the end of each month.
Brenda Eriksen, Volunteer Coordinator
425-489-2700 phone / 425-489-2705 fax

Appendix G

THIS IS YOUR RECORD—KEEP IN YOUR FILE

SUPERVISOR'S REPORT OF AN ACCIDENT

NAME OF INJURED EMPLOYEE: _____ DATE OF REPORT _____

	LENGTH OF EMPLOYMENT AT PLANT	LENGTH OF EMPLOYMENT ON JOB	DEPARTMENT	SECTION

☐ HEAD	☐ HANDS	☐ WOUNDS	☐ AMPUTATION	☐ DEATH ☐ LOST TIME
☐ EYES	☐ LEGS	☐ STRAIN & SPRAIN	☐ BURNS	☐ FIRST AID ONLY
☐ TRUNK	☐ TOES	☐ HERNIA	☐ FOREIGN BODY	
☐ ARMS	☐ INTERNAL	☐ FRACTURE	☐ SKIN (occupational)	☐ DUE TO DELAYED MEDICAL TREATMENT
REMARKS:		REMARKS:		REMARKS:

DATE OF INJURY	HOUR	DEPARTMENT	EXACT LOCATION

EYEWITNESSES _____

DESCRIBE ACCIDENT; INCLUDE THE MACHINE, EQUIPMENT, OBJECT OR SUBSTANCE INVOLVED . . . ALL DETAILS . . . USE BACK SPACE IF NECESSARY _____

CAUSE: Mark basic cause ☒ Mark contributing cause, if any ○

UNSAFE CONDITIONS

1 ☐ INADEQUATELY GUARDED
2 ☐ UNGUARDED
3 ☐ DEFECTIVE TOOLS, EQUIPMENT, OR SUBSTANCE
4 ☐ UNSAFE DESIGN OR CONSTRUCTION
5 ☐ HAZARDOUS ARRANGEMENT
6 ☐ UNSAFE ILLUMINATION
7 ☐ UNSAFE VENTILATION
8 ☐ UNSAFE CLOTHING
9 ☐ INSUFFICIENT INSTRUCTION

UNSAFE ACTS

1 ☐ OPERATING WITHOUT AUTHORITY
2 ☐ OPERATING AT UNSAFE SPEED
3 ☐ MAKING SAFETY DEVICES INOPERATIVE
4 ☐ USING UNSAFE EQUIPMENT OR EQUIPMENT UNSAFELY
5 ☐ UNSAFE LOADING, PLACING, MIXING
6 ☐ TAKING UNSAFE POSITION
7 ☐ WORKING ON MOVING OR DANGEROUS EQUIPMENT
8 ☐ DISTRACTION, TEASING, HORSE PLAY
9 ☐ FAILURE TO USE PERSONAL PROTECTIVE DEVICES

WHY WAS THE UNSAFE ACT COMMITTED? _____ WHY DID THE UNSAFE CONDITION EXIST? _____

ANY PHYSICAL DISABILITIES? _____

NUMBER OF PREVIOUS DISABLING INJURIES? _____

GUIDES TO CORRECTIVE ACTION

BASED ON THE CAUSE CHECKED ABOVE, I AM TAKING THE FOLLOWING CORRECTIVE ACTION:

UNSAFE ACT

☐ 1 STOP THE WORKER
☐ 2 STUDY THE JOB
☐ 3 INSTRUCT (tell—show—try—check)
☐ 4 FOLLOW UP
☐ 5 ENFORCE

UNSAFE CONDITION

☐ 1 REMOVE
☐ 2 GUARD
☐ 3 WARN
☐ 4 SUPERVISORY TRAINING

If Supervisor Can't Handle, Then

5 RECOMMEND TO:
(a) ☐ OWN BOSS, OR
(b) ☐ SAFETY COMMITTEE, OR
(c) ☐ MAINTENANCE DEPT., OR
(d) ☐ _____

6 FOLLOW UP

WHAT I AM ACTUALLY DOING TO PREVENT SIMILAR INJURIES _____

WHAT FURTHER RECOMMENDATIONS? _____

SIGNATURES

_____ IMMEDIATE SUPERVISOR OR FOREMAN

_____ REC. BY PLANT MANAGER OR SUPT.

DEPARTMENT OF LABOR AND INDUSTRIES
WISA SERVICES DIVISION

1. Describe the accident in your own words just as you saw it happen. Describe the surroundings or setting before the accident and the position of the injured party in relation to the surroundings, then describe the steps in proper sequence leading to the accident that happened. If possible attach a picture or make a drawing.

2. Describe any near accidents you have observed in the past week.

3. Report any unsafe procedures you have observed in the past week. (Physical hazards are classed as unsafe procedures as well as human acts.)

City of Woodinville
INCIDENT REPORT
(Volunteer)

Organization: __City of Woodinville_____ Date: _____

This report shall be completed by a person who was present at the time incident occurred or was discovered. Information is to be recorded immediately and the form forwarded to both:

- **Volunteer Coordinator**
- **City Clerk, who will then forward a copy to Washington Cities Insurance Authority (WCIA).**

Name(s) of employees/volunteers involved

_____

_____

_____

Department

_____

_____

_____

Phone

_____

_____

Name(s) of Other Involved

_____

_____

_____

Phone numbers and Addresses of "Others"

_____

_____

_____

Date of Incident _____ **Time** _____

Description (be specific)

_____
_____
_____
_____
_____
_____

Describe all acts resulting conditions in detail

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

What active measures, assistance (if any) did employees/volunteers take?

_____
_____
_____
_____
_____
_____
_____
_____
_____

Reported by _____ **Date** _____

Signature of Reporter _____

Food or Beverage Request for Authorization

Food or beverage costs that are not associated with traveling for a class or conference, require pre-approval by the City Manager. Please provide the information that is requested below, and route to the City Manager for his signature, at least three working days prior to the event (see policy on reverse side).

Today's Date:

Date of Event:

Department:

Description of Event (include who will be provided food/drink; how it relates to City business; what public purpose was served):

Estimated Costs (please provide detail of what will be purchased at what cost):

_____

Department Director signature

_____

City Manager signature

Route to Finance for attachment to claims voucher

REQUEST FOR VOLUNTEER FEEDBACK

Dear Volunteer,

We are monitoring the City of Woodinville volunteer program and seeking comments from you to help us improve our efforts. Please take a few minutes to complete this questionnaire and return it to City Hall.

Are you currently active with our volunteer program? Yes No

When did you begin volunteering with the City of Woodinville? _____ (mo/yr)

What events/tasks have you assisted with? _____

_____

Why did you originally sign up to volunteer with City of Woodinville? Choose all that apply.

___ I want to make a difference
___ Civic responsibility or involvement
___ School requirement
___ Court-ordered service requirement
___ Trying to stay active in community
___ Scouting project
___ Get experience for employment
___ It sounded interesting and fun

How can we improve the volunteer experience for you? _____

_____

...Improve the volunteer experience in general? _____

_____

Please return this form to:
Patrick Tefft, Volunteer Coordinator
City of Woodinville
17301 133rd Avenue NE
Woodinville, WA 98072
patrickt@ci.woodinville.wa.us

Appendix K

VOLUNTEER PERFORMANCE REVIEW

(To be completed by supervisor and returned to Volunteer Coordinator)

Volunteer's Name: _____

Tasks Completed: _____

_____

Department: _____ Supervisor: _____

Review Period: From_____ To_____

Please fill out all applicable sections of this form.

	Excellent	Good	Fair	Poor	N/A
Reliability/Timeliness: (explain any absence or tardiness) _____ _____	1	2	3	4	5
Initiative: (takes responsibility)	1	2	3	4	5
Teamwork: (works well with staff members, youth, teens, volunteers & others)	1	2	3	4	5
Judgment: (uses sound judgment in decision making, follows instructions appropriately)	1	2	3	4	5
Attitude: (attitude towards project and supervision)	1	2	3	4	5
Positive Role Model:	1	2	3	4	5

Observations/Concerns:

_____

_____

_____

Would you have this volunteer work for you again? ___Yes ___No

If no, reason: _____

Volunteer Milestones Recognition Award Guidelines

- For their efforts and contributions, City of Woodinville volunteers achieving each of the volunteer hours milestones (see table below), may be presented with a small reward, as a token of the City's appreciation.
- In order to be eligible, the volunteer must at the time of award be registered with the City of Woodinville, have all necessary paperwork on file, and must be in good standing.
- Volunteer hours count shall be based upon official City of Woodinville records
- Volunteers who have contributed her/his hours as part of an internship, work-training or related purpose are not eligible. Court-ordered volunteers may qualify for rewards only for volunteer hours beyond those required for court.
- The value of the reward may not exceed the value designated for each milestone (see below).
- Generally, rewards will be presented/awarded to the recipient volunteer in the venue listed below (see chart). Alternative arrangements may be made.
- Additional promotion of these awards may be made using internal & external media.
- Volunteers may choose to decline receipt of any reward.
- This volunteer reward program is enacted beginning 11/1/05. The City will make every effort to present/award the appropriate reward as close to the time the milestone is achieved as possible. Beyond a necessary delay of six months, generally, volunteers will not be awarded retroactively.

	Volunteer Hours Milestone				
	100	200	500	1000	5000
Presentation Venue	Quarterly appreciation	Quarterly appreciation	Council meeting	Council meeting	Council meeting
Value of Reward	$1	$5	$10	$20	$50
Reward Item	Signed certificate + lapel pin*	Coffeehouse gift card	Coffeehouse gift card	Coffee/book gift card	Coffee/book gift card
Reward Item (alternate)	--	WA Native plant guide	Bookstore gift card	Garden tool	Restaurant gift card

EAGLE SCOUT PROJECT STATEMENT OF COMMITMENT

CITY OF WOODINVILLE

PURPOSE: This form is for confirming and finalizing the commitment of both parties to an Eagle Scout or Senior Project benefiting the City of Woodinville (CoW).

This section to be completed by Scout:

Scout's Name: First, Middle, Last (Please Print)	Home Phone (with area code):	Date of Birth (DOB) _____/_____/_____
Parent/Guardian Name (Please Print)	Cell Phone (with area code):	
Address	Email:	Emergency Contact:
City, State, Zip	Date Scout turns 18: _____/_____/_____	Emergency Contact Phone:

This section to be completed by City of Woodinville staff:

Supervising CoW Staff Name:	Phone:	Email:
Project Title:	Project Description:	
Project Location:		
Project Implementation Timeframe: Between _____mo./_____day and _____mo./_____day		
Ultimate Project Deadline (of City): _____/_____/_____	Ultimate Project Deadline (of Scout): _____/_____/_____	
Materials/Resource to be provided by City:	Materials/Resources to be provided/recruited by Scout:	

Date of initial consultation with CoW Staff: ____/_____/_____ Name of CoW Staff: _____

Date of additional consultation with CoW Staff: ____/_____/_____ Name of CoW Staff: _____

For Scout: *(Please initial the following)*

_____ I agree to "lock in" an official assignment to this particular project. I understand that by doing so, it will be my project exclusively, and therefore eliminate the possibility of it being assigned to another interested Scout.

_____ I agree to provide all necessary volunteer labor (recruitment of additional Scouts and volunteers)

_____ I agree to complete all necessary City of Woodinville volunteer paperwork for myself and all participating volunteers (youth and adult) and return the paperwork to the City of Woodinville.

_____ I agree that no youth volunteer will operate power tools, vehicles or machinery. Adults will do so only with prior CoW authorization.

_____ I agree not to go beyond the scope of volunteer work agreed to without authorization.

_____ I agree that if I run into any difficulties or challenges during the planning or implementation of my project, that I will inform and/or consult my CoW contact in a timely manner

_____ _____

Scout's Signature Date Signature of Authorized CoW Staff Date

_____

Signature of Parent or Guardian Date