



Handbook for *Volunteers*

What gifts will you share



Message from the *City Manager*



Bringing a meal to a housebound citizen, clearing a trail, or reading to a child are among the countless ways volunteers make Carlsbad a better place to live. Volunteers also help the City offer programs that enhance the quality of life in Carlsbad. Vacation home checks, youth sports leagues, and adult literacy courses are some of the value-added services provided by the city thanks to the efforts of volunteers.

Without donations of time, talent and energy by volunteers, the city would not be able to offer these services. This partnership creates a very responsible use of resources.

In addition to assisting the city, volunteering can also bring immense personal rewards. Helping a child paint a picture or teaching an adult to read can be an incredibly gratifying experience.

We encourage you to explore the many opportunities available through Carlsbad's volunteer program. If you are not certain where to start, we will assist you in finding a volunteer opportunity that matches your skills and interests.

Volunteering is truly one of the greatest acts of public service. Thank you for your interest in volunteering for Carlsbad and partnering in the efforts to continually improve the quality of life in our community.



Handbook for *Volunteers*

*“One person can make a difference,
and every person should try.”*

— John F. Kennedy



The volunteer 4

Definition of a volunteer	4
Volunteer development	4
Parameters	4

Process to become a volunteer 5

Recruitment and selection	5
Screenings	5
Position descriptions	6
Orientation and training	6

Volunteer guidelines 7

Code of conduct	7
Conflict of interest	7
Recording your time	8
Expense reimbursement policy	8
Dress code/identification	8
Use of technology	9
Scheduling	9
Youth volunteers	9
Recognition	9
Publicity/statements to the media	9

City policies 10

Respectful workplace	10
Workplace security	10
Accidents or injuries on the job	10
Ending your volunteer assignment	12
Thank you	12



The volunteer

The City of Carlsbad is committed to creating the best possible relationship with our volunteers. Part of that commitment involves establishing a clear understanding of the expectations for volunteers. Those expectations, defined below, are the natural extension of the high level of commitment Carlsbad extends to its volunteers.

Definition of a volunteer

A volunteer is an individual who, beyond the confines of paid employment and normal responsibilities, contributes time, talent and service to assist the City of Carlsbad in the accomplishment of its mission. Volunteers make a valuable contribution to the city and its mission to provide high-quality service.

Volunteer development

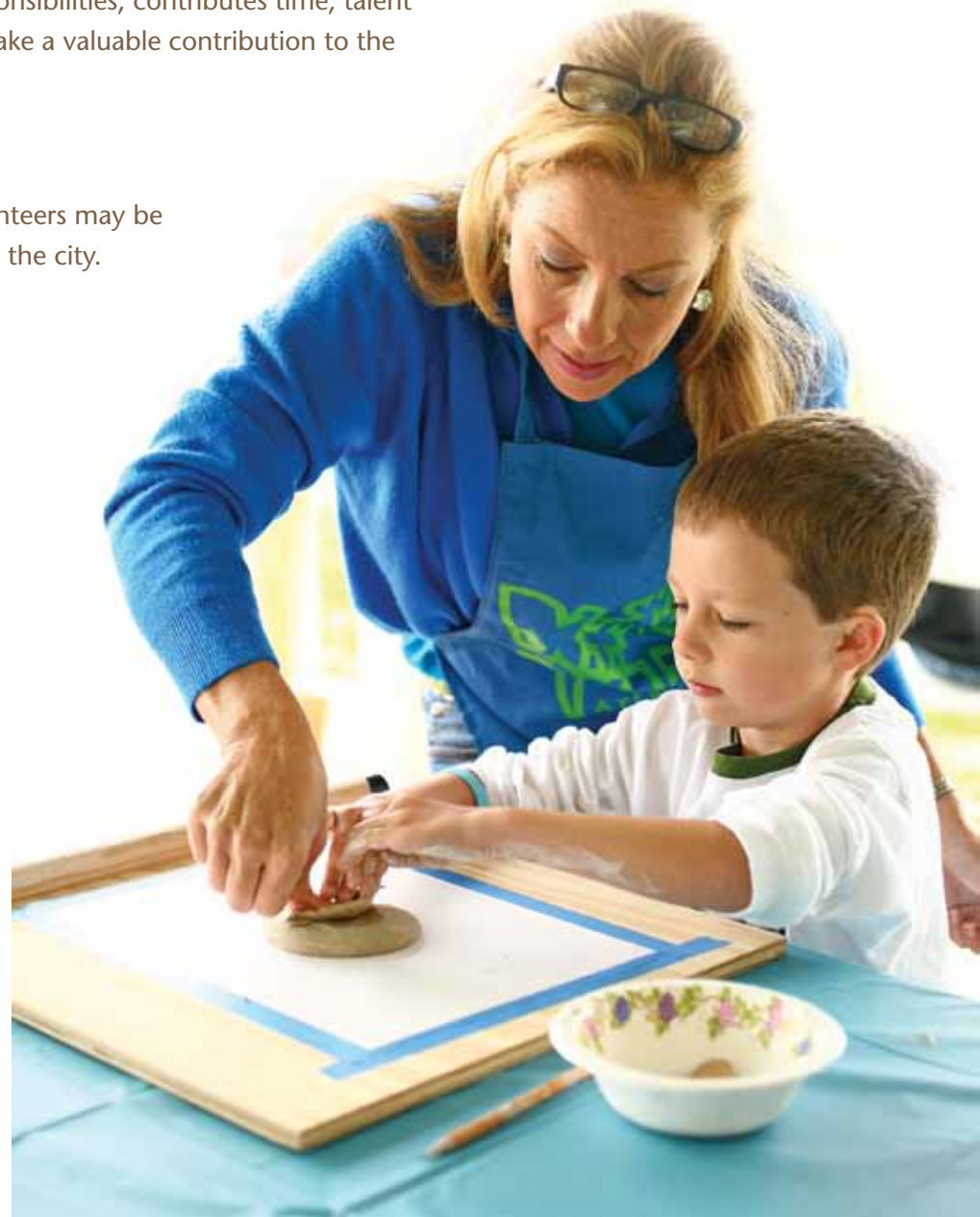
We encourage volunteers to improve their level of skill and understanding. Periodically, volunteers may be offered the opportunity to participate in development opportunities while volunteering with the city.

Parameters

In harmony with its mission to provide top-quality service that enhances the quality of life in Carlsbad, the city is committed to maintaining a workplace that respects all individuals and is free from discrimination and harassment in any form. The City of Carlsbad complies with all federal and state laws. Unacceptable or illegal conduct by a volunteer will result in termination of the volunteer assignment.

“The value of a man resides in what he gives and not in what he is capable of receiving.”

— **Albert Einstein**



Process to become a volunteer

We appreciate your willingness to join with the City of Carlsbad in our quest to expand our services and enhance the quality of life in our community. Let's walk through the steps necessary to become a volunteer.

Recruitment and selection

All prospective volunteers will be asked to attend an orientation, fill out an application, sign a waiver, agree to a background check and have an initial interview. The orientation will help potential volunteers understand the mission and role of the City of Carlsbad's volunteer program. You will be given an overview of all the volunteer opportunities within the city.

The full range of opportunities is offered to help you find the best match for your skills and interests. Once you pick your volunteer assignment, the supervisor of that area will interview you.

Screenings

We respect and value our volunteers; however, for the safety of our residents as well as our volunteers, we may require volunteers to submit to a background check. Volunteers may be "fingerprinted" using Livescan technology. The search will look for criminal convictions, arrests that indicate active prosecutions and outstanding warrants. A health screening, such as a TB test, may be required prior to volunteer assignment. For positions with specific physical requirements, a test may be required to ascertain the volunteer's ability to safely perform the task. Once you have successfully completed all necessary screening and paperwork, you will be considered for acceptance as a volunteer.

*"Love stretches your heart
and makes you big inside."*

— Margaret Walker.

"Be the change you want to see in the world."

— Mahatma Gandhi



Process to becoming a volunteer

Position descriptions

Your supervisor will give you a position description of duties and responsibilities, if available. All position descriptions include an outline of responsibilities and listing of qualifications. The supervisor will show you your work area, if applicable, and give you a general overview of the local government functions handled by that department.

Orientation and training

If needed, you will receive specific, on-the-job training to provide you with the information and skills necessary to perform your volunteer assignment. Every attempt will be made to be sure the training methods are appropriate to the demands of the position and your capabilities and interest.



“Don’t judge each day by the harvest you reap, but by the seeds you plant.”

— Robert Louis Stevenson



Volunteer guidelines

At the City of Carlsbad we feel strongly that the relationship between the volunteer and the city should be mutually beneficial, helping both the volunteer and the city fulfill their goals through a synergy that enhances all efforts. Following are some parameters that have been set to help establish that relationship and track our volunteer program initiatives.

Code of conduct

Each of us is responsible, every day, for our own behavior and the decisions we make. As a volunteer for the city, you directly affect the residents and the community. We ask you to be responsible for conducting yourself with the highest standards of professional and ethical conduct while representing the City of Carlsbad.

Activities that could raise questions as to the City of Carlsbad's honesty and impartiality are strictly reviewed. In an effort to maintain its high standards of conduct, the City of Carlsbad operates under the following Code of Conduct:

No volunteer shall: for personal benefit, use the name, emblem, endorsement, services or property of the city, nor seek any financial advantage or gain as a result of city affiliation. Volunteers may not utilize any city affiliation in connection with the promotion of partisan policies, religious matters or positions on any issue not in conformity with the position of the city. Disclosure of confidential city information that is available solely as a result of your volunteer efforts is prohibited.

Conflict of interest

The city has a legal obligation to operate in the best interests of our residents. If you have an affiliation or financial interest with an organization that may present a conflict with those interests, disclose that conflict to the volunteer coordinator at **760-434-2906**. Refrain from being involved in any decision-making process relating to the other organization.

“Nothing’s stronger than the heart of a volunteer.”

— **General Doolittle in the movie, Pearl Harbor**



Volunteer guidelines

In addition, do not knowingly take action or make any statement intended to influence the conduct of the city in such a way as to confer any financial benefit to a person or corporation or entity in which you have a significant interest or affiliation.

After acceptance and assignment by the City of Carlsbad, a volunteer who enters a course of health-related treatment that might adversely impact the performance of volunteer duties should consult with his or her immediate supervisor and/or the coordinator of volunteer resources.

Recording your time

A valid record of volunteer hours is one of the clearest ways to show the benefits of your volunteer efforts. Volunteers are responsible for keeping track of their own hours including those given off-site. Please give your total hours to your supervisor or enter them on www.VolunteerinCarlsbad.net on a regular basis.

Expense reimbursement policy

Some of the costs related to volunteering for the City of Carlsbad may be deductible from your income tax and may include: automobile mileage to and from your volunteer work; parking fees and purchase and care of special uniforms. A complete description of federal tax deductions for volunteers can be obtained from your local IRS office or your tax advisor. Ask for Publication #526: "Charitable Contributions."

*"You make a living by what you get.
You make a life by what you give."*

— Sir Winston Churchill

Dress code/identification

As a representative of the city, volunteers are responsible for presenting a positive and professional image to the community. Please dress appropriately for the conditions and tasks involved.

Volunteers may be issued some type of volunteer identification, such as a badge. ID badges or other identification are property of the city and must be returned upon resignation. Volunteers are asked to wear this badge only while volunteering.



Volunteer guidelines

Use of technology

Volunteers must use information technology and all city communication systems in a lawful, ethical, and professional manner. Use the capabilities of the IT system to transmit information that is for city business only. For further clarification, ask your supervisor for Administrative Order 53. Because we all have to share the computer resources, we appreciate your efficient use of those resources. There is no expectation of privacy in anything created, stored, sent, or received on the computer system that is the property of the City of Carlsbad.

Scheduling

Volunteers are typically assigned duties that require a regular schedule. If expecting to be absent from a scheduled assignment, please notify your supervisor as far in advance as possible. If you are off on a long vacation, your supervisor will need time to make other arrangements to cover the loss of your services. Unexpected absenteeism limits our ability to provide needed services to the community. The City of Carlsbad will be closed on major holidays. Please check with your supervisor and/or the volunteer coordinator for the holiday schedule.

Youth volunteers

Volunteers who are not yet 18 years old must have the written consent of a parent or guardian prior to volunteering. The volunteer work assigned to a minor shall be performed in a non-hazardous environment and will comply with all appropriate requirements. Special care is taken to assure the safety of volunteers under the age of 15.

Recognition

Recognition of the many and varied contributions of volunteer staff is accomplished both formally and informally. Informal recognition, including positive feedback for a job well done, is the responsibility of your supervisor. Formal activities may be coordinated in cooperation with designated staff



at individual departments and/or as a citywide event. Please let your supervisor know how you personally like to be acknowledged for your service. If you do not feel appreciated, please let your supervisor or the volunteer coordinator know.

Publicity/statements to the media

All media inquiries regarding the City of Carlsbad and its operations must be referred to your supervisor or the volunteer coordinator. No volunteer, unless specifically designated, is authorized to make public statements on behalf of the city, its departments, programs, etc.

“For it is in giving that we receive.”

— St. Francis of Assisi

City policies

Each volunteer for the City of Carlsbad is considered a valued and important member of the team. The city extends every effort to ensure volunteers will have a positive experience in a considerate environment. Please review the following items that have been put in place to provide a respectful workplace.

“Our worth is determined by the good deeds we do.”

— Elias L. Maggoon

Respectful workplace

The city values respectfulness, collaboration and teamwork in the workplace and prohibits any form of discrimination or harassment that would otherwise conflict with these values. The city also values a diverse workforce and is committed to providing equal volunteer opportunities to all.

Workplace security

It is the policy of the city to promote a safe work environment for all. In support of this policy, the city takes the position that a threat of violence or any violent act within the workplace is not permitted. All threats or acts of violence will be taken seriously and acted upon.

Your personal safety is important to us. We never want to put our volunteers in harms way. If you feel the situation is unsafe in any way, please remove yourself from the danger. Site supervisors are expected to educate and enforce the safety rules with volunteers. You should receive training before using equipment new to you. Please request this training. Safety is everyone’s responsibility.

Accidents or injuries on the job

You are covered under the City of Carlsbad’s workers’ compensation program for injuries received while volunteering for the city. If you are injured, report the accident immediately to your supervisor. If you require medical treatment, go to one of the designated providers below. Be sure to notify them that you are there for a work-related injury through the City of Carlsbad.

US HEALTHWORKS

5810 El Camino Real, A
Carlsbad 92008
760-929-8269

TRI-CITY WORK PARTNERS

2095 W Vista Way, Suite 111
Vista 92083
760-940-3952

TRI-CITY HEALTH

6260 El Camino Real
Carlsbad 92009
760-476-2961

Or you may choose to use your own physician if you have a Pre-Injury Personal Physician Designation form on file in Human Resources. For questions or assistance, call the Human Resources Department at **760-602-2440**.





City policies

Ending your volunteer assignment

If you need to end your volunteer relationship with the city, please tell your supervisor or the volunteer coordinator with as much advance warning as possible. All city property, such as identification badge, keys, etc. must be returned at that time. If desired, any volunteer may request an official copy of his/her volunteer hours. The City of Carlsbad accepts the services of all volunteers with the understanding that such service is at the sole discretion of the city. At any time and for whatever reason, the city of Carlsbad may decide to end a volunteer's relationship.

When possible, interviews will be conducted with volunteers who are leaving their positions. The city is interested in learning why you are leaving the position, eliciting your suggestions to improve the volunteer program and examining the possibility of involving you in some other capacity with the City of Carlsbad.

Thank you

Thank you for your generous gift of time and interest in serving the City of Carlsbad. We hope you have an enjoyable volunteer experience. If you have questions about the information in this handbook, please ask your supervisor or feel free to call Sue Irey, the volunteer coordinator for the City of Carlsbad, at 760-434-2906. Enjoy!

"The time is always ripe to do what is right."

— Dr. Martin Luther King, Jr.



*"If you want others to be happy,
practice compassion. If you want
to be happy, practice compassion."*

— **The Dalai Lama**



www.VolunteerinCarlsbad.net