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# **City of Westerville**

## **Volunteer Handbook**



**6/1/18**

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<b>Table of Contents</b>	<b>Page</b>
Welcome	3
Mission and Core Values	4
Volunteer Program FAQ	5
Policies and Procedures	7
The Perks!	10
Volunteer Assignments	11
Holiday Closures	12
Contacts	13
Appendix A: Volunteer Agreement & Release Form	14
Appendix B: City of Westerville Social Media Policy	15
Appendix C: Get Involved	17

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## **Welcome to the City of Westerville Volunteer Program!**

Thank you for your interest in volunteering with the City of Westerville! We hope that this handbook will provide you with the information necessary to help you have the best volunteer experience possible.

We appreciate your willingness to serve the City of Westerville. We are grateful for the time you spend serving your community. We promise to strive to make your time here pleasant, productive, and meaningful.

If you find that your current assignment isn't quite right for your skills or interests, we hope you will consider other opportunities within the City of Westerville. Our City has volunteer assignments in a variety of departments where you can learn a little more about your local government while making a difference.

However you choose to serve the City, on a committee or board, planting a tree in one of our parks, or serving meals to seniors, we will do our best to help you find an assignment that fulfills your needs and expectations.

**Laura Horton**, Program Manager  
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**David Williams**, Chief Fire Marshall  
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***Welcome and Thank You!***



David A. Collinsworth  
City Manager

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## **City of Westerville Volunteer Services Mission and Core Values**

The City of Westerville volunteer program is designed to enhance and augment the delivery of City services to the community. Volunteering is a way for people to participate in their local government and positively contribute to its effectiveness. Through serving their City, volunteers become key providers of our City's core values:

- Innovation
- Stewardship
- Excellence
- Accountability
- Integrity and Trust
- Public Safety
- Community Engagement and Collaboration
- Employee Enrichment.

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# Volunteer Program FAQs

## What should I expect as a volunteer?

As City representatives, volunteers must adhere to legal and professional standards of conduct in the fulfillment of their assigned responsibilities. These standards ensure the public's trust in government and the volunteers who deliver government services

- You will receive training;
- You will enjoy a comfortable, welcoming environment;
- You will be treated with respect and courtesy;
- You will be recognized for your contribution.

## What are my responsibilities as a volunteer?

- Follow the Volunteer Handbook;
- Remember that you are a representative of the City of Westerville while volunteering;
- Be dependable and prompt;
- Check in with your staff liaison for volunteer assignment;
- Respect others;
- Enjoy your time volunteering with us!

## Where can I find the various volunteer assignments that exist?

- Page 11 contains a listing of some volunteer roles. The City website also contains information.

## What should I do if I don't like my assignment?

- If you don't like or get bored with your assignment, let your staff liaison know so we can find you one that you will enjoy. We want you to enjoy your experience.

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## How do I report and track my volunteer hours?

- Volunteers hours may be input and tracked by volunteers using the online volunteer management program: “Get Connected” (See Appendix C);
- In the event that a volunteer does not have online access, the assigned staff liaison can input volunteer hours directly into the volunteer management software.

## What if I can't make a scheduled shift?

- Call your assigned staff liaison as soon as possible.

## What should I wear?

- All volunteers shall maintain a neat and clean appearance and shall conduct themselves in a manner that is appropriate for a volunteer in public service;
- Volunteers should wear their volunteer name badges when performing a volunteer assignment.

## Who do I go to with concerns?

- Any question regarding the operation of the department in which you serve should be directed to your staff liaison. Remember that you are not expected to deal with any kind of conflict; alert your assigned staff liaison immediately of any conflict;
- You should not communicate with the media as a volunteer representative;
- If you need help understanding your assignment you can approach your assigned staff liaison;
- Your assigned staff liaison is here to help you. Never hesitate to ask questions about your schedule.

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## **Volunteer Policies and Procedures**

This handbook contains a brief listing of the responsibilities of volunteers working in the City.

**Noted below are items to consider:**

### **Confidentiality-**

Volunteers may be required to complete an online volunteer application through the City's website. Such applications will be kept in a secure digital file. The City will protect any confidential information; however, volunteer information is subject to Ohio public records law.

### **Resources-**

City volunteers may not use City resources for personal use.

### **Training-**

Volunteers will receive an orientation and training for specific volunteer assignments.

### **Ending Your Volunteer Service-**

A volunteer assignment may end when the project is complete, when the volunteer has completed the specific time commitment, or when the volunteer or the department - for any reason - must end his/her service. A volunteer who does not adhere to the policies and procedures of the City of Westerville may be removed from volunteer service.

There is no formal appeal of termination from a volunteer appointment.

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## **Evaluations and Exit Interviews-**

The staff liaison assigned to the volunteer may conduct periodic evaluations. Volunteer evaluations are generally informal and may include the following:

1. Are you enjoying your assignment?
2. What do you consider your successes?
3. Does the time and place still work for you?
4. Address any concerns?

The volunteer's staff liaison may conduct exit interviews. This information may be used to evaluate the effectiveness of the volunteer program.

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## **Volunteer Records-**

The City uses the “Get Connected” online database to track our volunteer program. Volunteer records are subject to State of Ohio open records law and include the assignment held, the department assigned, status, record of hours served, length of service and emergency contacts. Other information considered pertinent to volunteer services may also be kept. This information will remain in electronic form and accessible only by volunteer services and approved staff.

## **Code of Conduct-**

Volunteers should always conduct themselves in a manner appropriate to a volunteer in public service. Volunteers should always be courteous, efficient and helpful to staff and patrons.

## **Social Media Activity-**

City offices are inclusive. Volunteers must be cautious when sharing opinions and views while engaged as City of Westerville volunteers. Volunteers may be removed from the program for any conduct deemed unethical or unprofessional. Please refer to Appendix B: The City of Westerville Social Media Policy.

## **Harassment-**

City of Westerville staff and volunteers are expected to treat everyone with respect. Harassment of any nature will not be tolerated. The City has a written procedure for staff to report harassment. If you are interested in reviewing the procedure; if you have concerns; or should you feel the need to report harassing behavior, consult your department representative or supervisor.

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## **The Perks!**

### **The benefits of volunteering are endless!**

- Develop new or polish current skills.
- Learn about the City of Westerville.
- Make new friends.
- Make a difference in your community.
- Be recognized for your service in multiple ways.
- Feel the gratitude of staff and guests!
- Volunteering is FUN!

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## **Volunteer Assignments**

Special Event Assistant

Citizens Auxiliary Resources Team (CART) Member

Westerville Citizens Police Academy Alumni Association (WCPAAA)  
Member

Program Instructor

Kitchen Assistant

Center Ambassador

Inclusion Assistant

Path Watch

Trail & Park Cleanup Helpers.

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## **Holiday Closures**

In accordance with City observed holidays, City offices will be closed.

- **New Years Day**
- **Memorial Day**
- **Independence Day**
- **Labor Day**
- **Thanksgiving Day**
- **Day After Thanksgiving**
- **Christmas.**

Please note that Parks and Recreation volunteers may report for some assignments (at their choosing) as the Community Center does open on some of these observed holidays.

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## Contacts

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**Appendix A**

**VOLUNTEER APPLICATION/AGREEMENT/RELEASE FORM**

- As a volunteer in this and any other program of the City of Westerville, I, for myself or the participant for whom I sign (if under 18 years of age), recognize and acknowledge that I/we may be exposed to a variety of risks and I/we agree to assume all such risks, including but not limited to, any damage resulting from physical injuries, death, loss of services of consortium, loss or damage to property, or any other loss of injury I/we may sustain as a result of participating in any and all activities connected or associated with such programs. Any special accommodations needed have been noted or will be brought to the attention of the City of Westerville.

In consideration of the City of Westerville accepting my/our registration and with the intent to be legally bound, I hereby, for myself or the participant for whom I sign (if under 18 years of age) and all heirs, executors, administrators and assigns: (1) forever release, waive and relinquish any claim I/we have or may have as a result of participating in this and all other programs of the City of Westerville and (2) promise not to sue and agree to hold harmless and defend, the City of Westerville and its officers, officials, agents, employees, volunteers, independent contractors, and other representatives (referred to collectively hereinafter as "City of Westerville") from any and all claims, liabilities, demands, actions or causes of action in any way resulting from my/our participation in this and all other volunteer programs.

- USE OF PHOTOGRAPHS/VIDEO: I do hereby grant and give the City of Westerville the right to use my photograph/image/video (or the photograph or image of the participant for whom I am signing) with or without my/our names, both single and in conjunction with other persons or objects for any and all purposes including, but not limited to, private or public presentations, advertising, publicity and promotion relating hereto. I warrant that I have the right to authorize the foregoing uses and do hereby agree to hold the City of Westerville harmless of and from any and all liability of whatever nature, which may arise out of result of such uses.

PLEASE READ CAREFULLY, BY SIGNING YOU WAIVE CERTAIN LEGAL RIGHTS.

Date \_\_\_\_\_

Signature of Participant:

\_\_\_\_\_

Printed Name:

\_\_\_\_\_

Parent/Guardian (if Participant is under 18 years old):

\_\_\_\_\_

## APPENDIX B:

### PROFESSIONAL CONDUCT AND TERMS OF USE FOR SOCIAL MEDIA (ADDED TO ADMINISTRATIVE ORDER 05.10: JUNE 1, 2011)

The City of Westerville encourages innovative ways to utilize technology, and therefore, recognizes the value and importance of social media as a mode and platform for communication. The use of social media through personal and business networking sites by City employees, City residents and those with whom the City does business is becoming more commonplace and a general business practice. Therefore, the City has developed the following policy to guide employee use of Social Media. In enacting these guidelines, the City acknowledges that Social Media is evolving at a rate which cannot be fully anticipated, and thus, employees are directed to use reasonable judgment and professionalism when communicating on a Social Media platform.

1. **Definition of Social Media.** Social Media is media for social interaction, using highly accessible and scalable communication techniques through web-based and mobile technologies to turn communication into interactive dialogue. Some Social Media platforms include, but are not limited to, Facebook, Twitter, YouTube, local blogs, photo sharing sites, or any other platform for user-generated content.
2. **Technology Policy Application.** These guidelines are governed by the principles of **ADMINISTRATIVE ORDER 05.10**, the City's Technology Policy, executed by all Employees and new hires following its enactment.
3. **Prohibited Conduct.** The Technology Policy's limitations and restrictions regarding City employee's use of the internet and personal email applies equally to City employee's access, or use, or updates to their or other's Social Media accounts with City equipment. Further, posting proprietary, confidential and/or sensitive information related to the City is prohibited on employees' Social Media accounts, which includes but is not limited to information to which employees become privy solely due to their position with the City. Further, Employees are prohibited from communicating through social media in such manner as to indicate that the communication is on behalf of the City in any official capacity or with the City's endorsement. Employees uncertain as to the appropriateness of posting certain City information through Social Media should consult the Community Affairs Administrator.
4. **Advisement regarding Personal Accounts.** City employees who communicate using Social Media platforms are expected to know and understand that the content posted to these platforms is easily connected to their employment with the City of Westerville. By nature of their public accessibility, Social Media platforms may be viewed as a reflection on the City, and therefore, the City encourages employees to give due consideration to this fact when managing the content of their Social Media accounts. General guidelines for each employee to consider include:

- a. Consider each post carefully before sending
  - b. Post meaningful, valuable information with respect to your audience.
  - c. Do not post a statement, contribute to a conversation, or make a public comment that could embarrass you, the City or a colleague.
  - d. By virtue of working for the City of Westerville, a public entity, the content you present on any Social Media platform should be consistent with the ethics and behavior considered acceptable by the City.
5. **City Authorized Users.** Departments or divisions may designate an "Authorized User" to post City-related updates and information relevant to said Department or division on approved Social Media platforms. Each Authorized User must be identified to the Community Affairs Administrator. The Community Affairs Administrator will maintain a list of City Authorized Users, provide periodic updates to each Department or division, and coordinate the exchange and publication of news, internal links and information through Social Media. Authorized Users uncertain as to the appropriateness of posting certain City information should consult with the Community Affairs Administrator and their Department Head before posting. Authorized Users posting updates and information should identify themselves as a City employee in all instances.
6. **Facebook.** The City will maintain one Facebook Fan page for official City posts. The Community Affairs Administrator will serve as the primary administrator for the page. Departments and divisions are encouraged to request posts to this Fan page or suggest content to the Community Affairs Administrator.
7. **Twitter.** Departments may maintain their own Twitter accounts with approval of the Community Affairs Administrator. If approved, each Department should follow other City accounts, including @tellwesterville, to keep informed about information disseminated by other Departments so that all messages from the City departments are consistent and accurate. Where appropriate, the City may re-tweet important facts and information posted by the Departments. Departments shall manage their own accounts and may determine relevant account settings (followers, protection on updates) but must designate an Authorized User as the contact person (see paragraph 5 above). The Community Affairs Administrator should be contacted for any questions and be used as a resource for information and advice for communicating using Twitter.



David A. Collinsworth  
City Manager



Date

# APPENDIX C: GET INVOLVED



https://www.westerville.org/i-m-looking-for

