

USE OF VOLUNTEERS

Effective Date: 06/01/2010

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I. POLICY STATEMENT

The Authority welcomes and encourages members of the public to serve as volunteers, providing valuable assistance to enhance and improve our transit programs and services. Volunteers, in turn, can receive valuable work experience that enhances their skills and self-fulfillment by serving others.

II. PURPOSE OF THE POLICY

The purposes of this policy are:

- To provide opportunities and meaningful tasks for members of the community who wish to contribute their time and talents to support their local public transportation system;
- To provide guidelines to Authority personnel for the recruitment, screening, acceptance, training, supervision, monitoring and recognition of volunteers; and
- To provide clear expectations and responsibilities for citizens wishing to volunteer their services.

III. APPLICATION

This Policy applies to all Authority employees who direct or supervise volunteers as well as individuals and groups who volunteer their services and who are authorized to act for or on behalf the Authority.

IV. DEFINITION OF A 'VOLUNTEER'

Volunteers are individuals, groups, or student interns who are acting for or on behalf of the Authority and who freely choose to perform services, tasks or functions without any compensation or expectation of compensation or any financial reward.

V. EMPLOYEES AND FAMILY MEMBERS AS VOLUNTEERS

Authority employees may serve as volunteers provided that the volunteer service is: 1) initiated by the employee; 2) offered voluntarily without the expectation of compensation; and; 3) involves work that is outside their normal scope of duties and outside their normal work hours with the Authority.

Family members of staff are allowed to volunteer with the Authority as long as their service is offered freely and voluntarily. Minor children (under 18 years) must have the consent of their employee parent/guardian.

VI. RECRUITMENT AND SELECTION OF VOLUNTEERS

Volunteer opportunities will be identified, developed and publicized by the Authority. Descriptions of volunteer positions will be developed and provided to volunteers that describe the tasks and activities, skills, work hours and conditions, and hopes and expectations. Every effort will be made to match volunteers to their interests and skills.

Application Process

Prospective volunteers will be required to complete and submit a Volunteer Application to the Authority. All volunteer applicants must pass a criminal background check before they are cleared for service. Volunteers who do not agree to the background check may be refused assignment. This cost will be paid by the Authority.

Consent for Minors

Volunteers under the age of 18 must have their parent/guardian's written consent and approval before being accepted as volunteers.

Equal Opportunity

The Authority selects volunteers without regard to race, color, religion, gender, age, national origin, veteran status, disability or other protected status under state and federal laws.

VII. VOLUNTEER RESPONSIBILITIES AND AGREEMENT**Authority**

Volunteers are only permitted to perform services, tasks or functions that are approved in writing by the Authority so that they are acting for or on behalf of the Authority. Failure to have written authority to perform any services, tasks or function will expose a volunteer to liability that they would not be protected for.

Length of Service

The Authority accepts the services of volunteers with the understanding that such service is at the sole discretion of the Authority. Volunteers typically are asked to commit to a volunteer project for a minimum period of 12 months (1 year). The length of service for student interns shall be defined by the sponsoring college's or university's internship program. In certain circumstances and at the discretion of the Authority, volunteers may serve for a shorter duration for special projects or one-time events.

Confidentiality

Volunteers may be given Confidential Information. "Confidential Information" is defined as any and all information concerning the transit operations of the Authority, its manner of operation, its plans, procedures, and data, including but not limited to customer and financial information. Volunteers shall not directly or indirectly disclose or communicate the Confidential Information to any person, firm, or corporation in any manner whatsoever.

Assigned Worksite and Workspace

Supervisors of volunteers will be responsible for establishing an appropriate workstation for volunteer use prior to the enrollment of volunteers. This workstation should contain necessary facilities, equipment, and space to enable volunteers to perform their duties.

Dress Code

As volunteers for the Authority, persons are responsible for presenting a good public image. Volunteers shall dress appropriately for the conditions and performance of their duties in accordance with Authority's Appearance and Dress Policy. Volunteers are required to wear their Authority-issued photo ID while working on their volunteer assignment.

Safety

The safety of volunteers is important to the Authority. Volunteers are expected to comply with the Authority's Workplace Safety Policy, and their supervisors are responsible for ensuring they receive proper training and instructions on safety measures as they relate to their tasks. Volunteers who are injured or who are involved in an accident during their volunteer assignment must report the accident immediately to their supervisor.

Volunteer Services Acknowledgement

All accepted volunteers will be required to sign a Volunteer Services Acknowledgement, which outlines intentions, expectations and conditions of both the Authority and the volunteer to avoid any misunderstandings or disputes. Volunteers under the age of 18 must have a Volunteer Services Acknowledgement signed by their parent/guardian.

Resignation or Termination

Volunteers understand that either they or the Authority may, at any time and for whatever reason, decide to end the volunteer relationship. As a courtesy, the party terminating the volunteer relationship should give at least 10 business days notice.

VIII. ASSIGNMENT, TRAINING AND ORIENTATION

Volunteers will be assigned to a supervisor or manager, who is responsible for coordinating, monitoring and overseeing volunteer activities. The manager or supervisor is responsible for ensuring volunteers assigned to their area are given instructions, training and orientation. Orientation will include an overview of Authority policies and procedures that are applicable to them.

IX. OVERSIGHT OF VOLUNTEERS

Managers and supervisors with volunteers assigned to them will be responsible for monitoring volunteer activities and performance, and tracking and reporting service hours logged on a weekly basis. Volunteers should be given regular, ongoing feedback on their performance. Volunteers should feel free to approach their supervisor to discuss any problems or areas of concern, and supervisors should work to resolve any issues.

Volunteers also have a responsibility to the Authority. They are expected to adhere to all Authority policies and procedures, perform their assignments to the best of their abilities, report at the specified times, and adhere to all Authority policies.

By signing the Volunteer Services Acknowledgment, they acknowledge receiving and reviewing all Authority policies and procedures and agree to comply in all respects with such policies and procedures.

Volunteers are prohibited from taking any action or making statements which might affect or obligate the Authority without prior approval from the appropriate manager or their supervisor. These actions may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations, the donating of goods or services, or any agreements involving contractual or other financial obligations.

X. REPORTING OF VOLUNTEER HOURS

Authority employees with volunteers assigned to them will be responsible for tracking and reporting volunteer hours on a weekly basis. A Volunteer Time Sheet will be completed weekly by the volunteer and submitted to their supervisor. The supervisor will keep a record of all hours logged by each volunteer and will submit quarterly reports to the Transit Director. Volunteer records shall be accorded the same confidentiality as staff personnel records.

XI. RECOGNITION

The Authority recognizes the valuable gifts that volunteers provide by contributing their time and talent to better our transit system. To celebrate their contributions, Authority volunteers will be recognized at least annually to highlight their service. Authority employees responsible for volunteer supervision also are encouraged to undertake ongoing methods of recognition on a regular basis throughout the year. Recognition efforts can range from verbal and written letters of thanks to presenting volunteers with service award certificates and/or token gifts of appreciation and public recognition.

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