

VOLUNTEER SERVICES HANDBOOK



INTRODUCTION

Thank you for joining the City of Fairfield Volunteer Program. The official City-wide Volunteer Program began in December of 1990 in an effort to provide assistance to employees while affording citizens an opportunity to become more familiar with their city government.

We are pleased to have your skills, talents, and energy. Please remember, this is your program also, and we are always interested in your suggestions for making this a more productive program. Please contact Volunteer Services at **428-7767** to share your suggestions.

This manual is designed to familiarize you with the policies, procedures, and intent of the Volunteer Program. It will describe some of the basic functions of our volunteers, what we hope the program will give you, and what the city anticipates receiving from each program participant. You will be viewed as an extension of City staff while performing your volunteer duties and will be expected to conduct yourself in a professional, courteous, and cooperative manner.

We hope this manual will prove beneficial as well as informative.

A GENERAL HISTORY OF THE CITY OF FAIRFIELD

Solano was the last of the great California missions. Established at Sonoma by the Padres, it was named Solano (1823) for St. Solano, “Apostle of the Indies.” Sem Yeto, the Indian Chief who reigned over all the tribes between Petaluma Creek and the Sacramento River, was also bestowed the name Solano. General Vallejo, the Commandant at Sonoma, gained the confidence of Chief Solano and the two worked hand-in-hand.

Jose Armijo, a Mexican citizen and native of New Mexico, applied for a Solano land grant in 1839. On a previous trip through Suisun Valley, (Suisun is an Indian term describing the prevailing west winds) he found the potentially rich land almost deserted. The land was granted by General Vallejo, and Armijo built a small house around 1840. Armijo and his son Antonio also developed small cattle ranches on their land. The Vaca and Pena families then settled in the county in 1842. Vaca later made land available for the town of Vacaville. The current historic park between Fairfield and Vacaville, Pena



Adobe in Lagoon Valley, is the first home of the Pena family and perhaps the oldest surviving structure in the county.

In 1856, Captain Robert H. Waterman laid out the townsite of Fairfield, which he named after his hometown in Connecticut. A clipper ship captain from Connecticut who sailed around the world five times, Waterman settled in Suisun Valley with his wife, Cordelia. Two years later, in 1858, Waterman made an offer to the county government. He proposed moving the county seat from Benicia to Fairfield, and said that if it passed, he would donate 16 acres of land to the county (corner of Texas and Union streets) for new county buildings. In addition, Waterman promised four adjacent blocks for the town of Fairfield.

GENERAL POLICIES AND PROCEDURES

The following general policies and procedures are designed to make your volunteer experience as meaningful and enjoyable as possible.



- 1 Perform assignments in good spirit and seek guidance when in doubt.

- 2 Exercise caution and protect the confidentiality of information on which you may be working. If the confidentiality of the information is violated, you and the City may be subject to a lawsuit.

- 3 Do not answer questions or carry on discussions with the public regarding City business, unless that is part of your job. Refer all inquiries to staff.

- 4 Depending on your assignment, you may be issued an identification card. If you are, the I.D. must be worn and visible while performing your volunteer duties.

- 5 You have the right to refuse assignments. However, constant refusal of assignments or failure to show up for an agreed assignment, as well as excessive and continuous tardiness, are all grounds for dismissal from this program.

- 6 Attend meetings and trainings as scheduled, unless prior arrangements are made.

- 7 Keep in contact with your supervisor when you have completed a program or assignment.

- 8 Sign your personal timesheet at your work-station when reporting for duty and upon completion of duty. Fill in the timesheet and turn it into your supervisor either on your last working day of the month or by the end of the month. Remember timesheets are due to Volunteer Services by the 5th of the following month.

GENERAL POLICIES AND PROCEDURES (CONT.)

- 9** Be punctual. If you are going to be more than a few minutes late, call the office or your staff supervisor.
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- 10** Inform Volunteer Services of a change of phone number, address, or name as soon as possible.
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- 11** Keep all personal address and telephone numbers of the staff and volunteers confidential. This information is to be used for business purposes only, unless otherwise stated.
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- 12** Because you are working closely with the City staff, the public will view you, and treat you, as a member of the staff. As a result, your conduct must be calm, courteous, and professional while on duty.
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- 13** If you are asked a question and do not know the answer, say so. You can always find out the answer and get back to the person.
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- 14** Formal volunteers who do not report hours for six consecutive months without notifying their supervisor of their circumstances or have requested a leave of absence, or short-term project volunteers who do not report hours for one year will be placed in the inactive files for one year. If, after that year, the individual has not returned to work or notified their supervisor of a need to take a leave of absence, they will be terminated from the Volunteer Program. Volunteers may reapply and return to work if they desire. However, a new background check may be required for certain positions.

CITY SMOKING POLICY

This policy governs smoking by City employees or volunteers on City premises. No smoking will be permitted by City employees or volunteers in any City of Fairfield facilities.



USE OF TELEPHONES

City volunteers may be required to make considerable use of the telephone in the course of their job. The same, if not more, tact and courtesy used in face-to-face conversations is required over the phone. The tone of voice, nuances or inflections, and choice words all contribute to the caller's impression of City employees and volunteers.



Here are some helpful ideas on phone procedure and etiquette that should be observed:

- 1 Answer promptly.
- 2 Identify your office and yourself (identify yourself as a volunteer).
- 3 Speak directly into the phone.
- 4 Put a smile in your voice talk, as if you were face-to-face.
- 5 Keep calls as brief as possible.
- 6 Clearly write down messages.
- 7 Always be courteous.
- 8 Refer the call to staff if you are unable to provide the caller with the information they need.

PERSONAL CALLS (USE YOUR CELL PHONES)

Volunteers may need to use a telephone during breaks for local calls of a personal nature. Provided this use is kept to a minimum and in no way infringes upon City use of telephones, no specific prohibition of such calls will be made. This privilege will continue to be allowed, as long as it is not abused. No personal long-distance calls will be made from a City phone.

SEXUAL HARASSMENT POLICY

Sexual harassment is defined as:



- 1 Unwelcome conduct of a sexual nature.
- 2 Sexual attention imposed on someone who is not in a position to refuse it.
- 3 Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature.
- 4 Deliberate or repeated unsolicited verbal comments, gestures or physical contact of a sexual nature which are unwelcomed.
- 5 Any repeated or unwarranted verbal or physical sexual advances, sexually explicit derogatory statements, or sexually discriminatory remarks made by someone in the workplace, which is offensive or objectionable to the recipient or which causes the recipient discomfort or humiliation, or which interferes with the recipient's job performance. It need not be so blatant as sexual assault or a demand for sexual favors. This includes sexual innuendos.
- 6 Subtle pressure for sexual activity or sexist remarks.
- 7 Unnecessary touching, patting or pinching, leering or ogling, sexual teasing, sexual objectionable photographs, drawings, cartoons, or posters and other unwelcomed visual or verbal conduct of a sexual nature.

Both federal and state laws prohibit sexual harassment in the workplace. Employers and their supervisors are held responsible for preventing sexual harassment in the workplace and for taking appropriate disciplinary action if it does occur.

CITY OF FAIRFIELD ANTI-HARASSMENT AND NON-DISCRIMINATION POLICY

It is the policy of the City of Fairfield to provide an environment free from unlawful harassment and discrimination for all City employees and volunteers and to ensure that all employees and volunteers are treated with dignity and respect. The entire POLICY containing information about dissemination of Policy, Definitions, Retaliation, Enforcement, Harassment or Discrimination Complaints Procedure, responsibility of supervisor/manager, responsibility of Human Resources Department, Investigation, Reporting, Sanctions, and Acts of Non-Employees can be viewed, or a copy obtained, from the Volunteer Services office.

CONDUCT

All volunteers will be entitled to no more than one 15-minute break during any 4-hour shift. Common courtesy will be exercised at all times, especially during breaks. Volunteers are not to accept donations intended for the Volunteer Program, the City, or their job site unless authorized by their supervisor. City of Fairfield employees/volunteers are not to accept any form of gratuity. Graciously refuse the gift. Refer the individual to your supervisor if necessary. Do not use your volunteer position in an attempt to



receive any special consideration from any department personnel, neighbors, or persons in authority.

DRUG/ALCOHOL ABUSE

Employees/volunteers are prohibited from driving a personal or City vehicle while under the influence of alcohol, illegal drugs, or controlled substances. The odor of alcohol shall be considered presumptive evidence. Possession or use of an illegal or controlled substance, or being under influence of an illegal or controlled substance while volunteering is prohibited. The use of any medication causing drowsiness or which in any way hampers duties is not to be used. No volunteer should try to perform duties while taking these medications.



WORKER'S COMPENSATION

The City of Fairfield recognizes two classifications of volunteers:

Formal volunteers

Individuals who agree to volunteer a minimum of 8 hours per month for at least 6 months. Formal volunteers are covered by Worker's Compensation and are required to submit a time sheet each month.

Short-term project volunteers

Individuals who commit to a particular project or volunteer 53 or fewer hours in a consecutive six-month period. Short-term project volunteers submit a time sheet at the end of their project or on a quarterly basis and are not covered under Worker's Compensation.

CITY OF FAIRFIELD

RESOLUTION NO. 94-18

A Resolution Designating Persons Performing Voluntary Services Eligible for Worker's Compensation Benefits (Repealing Resolution No. 90-129)

Whereas, the services of volunteers has supplemented existing departmental services for some time. These volunteers free city staff, to perform other necessary duties as well as providing the volunteers with the satisfaction of knowing that, while developing new job skills, they are assisting in making the community a better place for all to live.

Whereas, the City Council of the City of Fairfield on May 20, 1990, adopted Resolution No. 90-129 declaring certain classes of volunteers performing services for the City of Fairfield without pay as employees of the City for purposes of worker's compensation coverage pursuant to Labor Code Section 3363.5. One of the classes listed is "City of Fairfield Volunteers;" and

Whereas, over the years the classes of volunteers listed in Resolution No. 90-29 has changed. Some of the classes no longer exist, the structure and criteria of others has changed; and

Whereas, Volunteer Services, a program of the Community Services Department, was established in January 1991 to streamline the volunteer process and enhance the program. Volunteer Services has identified two different classes of City of Fairfield volunteers: formal and short-term project volunteers, as more fully described on the attached Exhibit A. The City of Fairfield wishes to extend worker's compensation coverage to only the formal volunteers; and

EXHIBIT A

NOW, THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE CITY OF FAIRFIELD:

SECTION 1. Pursuant to Labor Code Section 3363.5 persons performing voluntary services without pay in the following classes shall be deemed by employees of the City of Fairfield for the purposes of Division 4 of the Labor Code while performing such service.

- a) Police Cadets
- b) Police Reserves
- c) Fire Association Volunteers
- d) Formal Volunteers (as described in the attached Exhibit A).

SECTION 2. Resolution No. 90-129 designating persons performing voluntary services eligible for worker's compensation benefits is hereby repealed.

PASSED AND ADOPTED this 1st day of March, 1994, by the following vote:

AYES: Councilmembers LESSLER/O'REGAN/PETTYGROVE/POLK/HAMMOND

NOES: Councilmembers None

ABSTAIN: None

Attest:

Chuck Hammond, Mayor

City Clerk

DUTY TO REPORT ACCIDENTS/INJURIES



All volunteers shall immediately notify their supervisor or Volunteer Services of any accident and/or injury, even if the volunteer views the injury as a non-serious injury. City policy requires the completion and submission of an Accident Report Form within 24 hours of the incident.

If an injury is life threatening, immediately dial 9-1-1.

Formal volunteers covered by the City's Workers' Compensation program

needing medical treatment that is not life threatening will be referred to NorthBay Occupational Health for treatment, located at:

**NorthBay Occupational Health
2470 Hillborn Road, Suite 100
Fairfield, CA 94534
(707) 646-4600**

All volunteers are required to request a police report if they are involved in a traffic accident while on city business, while performing their volunteer duties.

MEDIA CONTACT

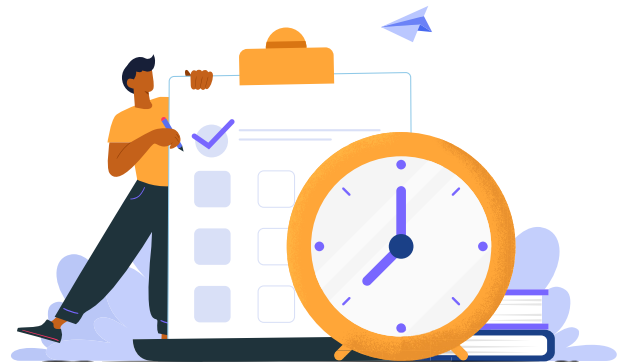
You may find yourself approached by a member of the media wanting to ask questions of you as a City of Fairfield volunteer. Do not answer any questions or provide information. Refer the individual to your supervisor or Communications. Volunteers are prohibited from distributing literature or expressing their personal views that are unrelated to their



volunteer position while performing as a City of Fairfield volunteer. Violation of this policy may result in termination.

STAFF/VOLUNTEER HOURS

The majority of City staff work between 7:30 a.m. and 5:30 p.m. There are few exceptions: the Police and Fire Departments are 24-hour operations with the majority of employees working between 7 a.m. and 6 p.m. However, dispatch, patrol and fire suppression are always staffed. City offices are closed the first and third Fridays of the month. Public Works is closed every other Friday.



DRESS CODE

Always be neat and clean when working. Proper hygiene and appearance are a must. Remember, you are a representative of the City while performing your volunteer duties. Any individual who repeatedly reports to work failing to have used proper hygiene may be asked to leave. Repeated lack of hygiene may be grounds for termination from the Volunteer Program.



PARKING

Volunteers may use any parking surrounding the City Hall Complex, except restricted areas, while performing their volunteer duties. Volunteers are required to observe all posted parking regulations. No special compensation will be made for parking or traffic tickets received as a result of performing volunteer duties. Volunteers are responsible for providing their own transportation to and from their designated assignment.



TIMESHEETS

Sign your timesheet at the beginning and end of each volunteer workday to track your hours. Your supervisor must sign the timesheet at the end of the month and forward it to the Volunteer Services (VS) coordinator. If you are classified as a formal volunteer (a volunteer who works a minimum of 8 hours per month for at least 6 months), your timesheet is due to VS by the 5th of the following month. Short-term project volunteers submit



a time sheet to VS at the end of their project or on a quarterly basis.