



VOLUNTEER HANDBOOK QUICK GUIDE

Welcome to the Windsor Volunteer Experience! We are so glad you're here. Now that you're part of the team, we would like to share the expectations that guide our volunteer program.

The Town expects volunteers to follow the standards of conduct that are necessary to protect the interests and safety of all volunteers and the Town. The complete code of conduct, policies, and procedures can be found in the [Volunteer Handbook](#). This 'Quick Guide' serves as a summary of expectations.

Madeline Cheek
Volunteer Coordinator

Communication

Volunteers who have questions regarding their position, suggestions, and/or complaints should discuss them frankly and fully with their site supervisor. Volunteers should communicate with their site supervisor about any scheduling changes or shift cancellations in a timely manner. Volunteers may contact the Volunteer Coordinator for information about the volunteer program or to discuss their volunteer experience.

Problem Resolution

At times, volunteers may feel that situations have arisen with their job, other volunteers, or the Town employees with which they do not feel comfortable. A frank, open discussion between a volunteer and their site supervisor is the best way to resolve these situations, problems, or misunderstandings. The Volunteer Coordinator is available as an additional resource and can be contacted for support.

Sexual Harassment

The Town does not tolerate sexual harassment or inappropriate sexual conduct. Each complaint of sexual harassment will be assessed on a case-by-case basis.

Non-Discrimination

The Town is committed to a workplace free of discrimination based on race, color, religion, national origin, gender, age, military status, sexual orientation, marital status, or physical or mental disability or any other protected status in accordance with all federal, state or local laws.

Complaint Procedure

If a volunteer believes there has been a violation of the EEO policy or harassment based on the protected classes defined by state and federal law, including sexual harassment, they should use the following complaint procedure. The Town expects volunteers to make a timely complaint to enable the Town to investigate and correct any behavior that may be in violation of these policies. Volunteers should report the incident, in writing, to the Human Resources Director, who will investigate the matter and take corrective action. Complaints will be kept as confidential as practicable.

Prohibition of Retaliation

The Town prohibits retaliation against any volunteer for filing a complaint under this policy or for assisting in a complaint investigation. If a volunteer perceives retaliation for making a complaint or for participating in an investigation, please follow the complaint procedure outlined above. The situation will be investigated. If the Town determines a volunteer's behavior is in violation of this policy, disciplinary action will be taken, up to, and including termination of volunteer activities.

Discipline/Dismissal

Occasionally, performance and/or other behaviors fall short of Town standards and/or expectations. When this occurs, management will act, at its own discretion, however deemed appropriate. Disciplinary action can range from an informal discussion with the volunteer about the matter to suspension and/or termination. Volunteer service may be terminated at any time by either the volunteer or the Town, with or without cause or notice.

Code of Ethics

The Town expects all volunteers to act ethically in carrying out Town business. Town employees are covered by the [Code of Ethics found in Article V of the Home Rule Charter](#). Every volunteer should carefully read and understand the Code of Ethics and should refer to it from time to time. Volunteers for the Town act in the public trust. Volunteers will disclose any potential for conflict of interest or appearance thereof to their site supervisor. Complaints of ethics violations will be investigated, and appropriate action will be taken.

Anti-Bullying Policy

The Town defines bullying as repeated, health-harming mistreatment of one or more people by one or more perpetrators. Individuals who feel they have experienced bullying should report this to their site supervisor and to the Volunteer Coordinator before the conduct becomes severe or pervasive. All volunteers are strongly encouraged to report any bullying conduct they experience or witness as soon as possible to allow the Town to take appropriate and timely action.

Political Activity

Political beliefs, activities, and affiliations are the private concern of the volunteer. A volunteer's work status is not affected by participating, or not participating, in lawful civic and political activities. Volunteer activities are not an appropriate environment for discussing political beliefs or political issues. In order to maintain an inclusive environment, discussing political beliefs is discouraged during volunteer activities.

Dress Code

Volunteers should look presentable for their shift and wear workplace- appropriate clothing. Clothing with references to drugs, weapons, or explicit material is not permitted. Some volunteer opportunities require closed- toe shoes. Always wear the recommended PPE when on site. If you are provided with a name badge and/ or uniform, please wear these to your shift.

Smoking

Smoking is prohibited within all areas of the Town's buildings, parks, trails, open spaces and/or vehicles. Smoking includes tobacco products, marijuana, and vaping.

Drugs & Alcohol Program

The Town is committed to the effort of providing a safe and drug & alcohol-free working environment. The Town is further committed to protecting each volunteer's right of privacy. It is a violation of the Town's policy to use, possess, sell, trade, and/or offer for sale alcohol, illegal drugs, or intoxicants during volunteer hours or on the organization's property.

Criminal Activities

The Town may take any action they deem appropriate in response to a volunteer's criminal charge or conviction. Any regularly- serving volunteer who is convicted of a criminal violation must notify the organization in writing within five calendar days of the conviction.

Representing the Town

Volunteers may be perceived as a representative of the Town by residents and customers. Therefore, volunteers are responsible for representing the Town in a positive manner when on duty or in uniform. Volunteers may not abuse their role by purporting to represent the Town in an official capacity. If a citizen asks a volunteer for information or services that extend beyond the volunteer's role, the volunteer should direct the citizen to a paid staff person.

Media Contact

Volunteers are not authorized to speak to the media on behalf of the Town about their volunteer duties or during their volunteer activities. Volunteers may only speak on behalf of themselves.

Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer.

Customer Service Standards

Volunteers are expected to provide a high level of customer service during their service. Volunteers must conduct themselves in a manner which reflects positively on the Town and the department with which they are volunteering. Difficult visitors and customers should be directed to a paid staff member. Volunteers that find themselves in a situation where they feel uncomfortable should remove themselves from the situation and involve the site supervisor.

Attendance & Commitment

Volunteers will give as much notice as reasonably possible to the Site Supervisor if they will be late for or absent from a volunteer shift. By applying to a volunteer opportunity, volunteers agree to commit to the volunteer position for a period of time listed in the volunteer position description or shift sign up.

Youth Volunteers

Volunteers should always check the age requirements for an opportunity before attending. All volunteers under the age of 14 must be actively supervised by a parent or guardian. Volunteers under the age of 18 must have a liability waiver signed by a parent or guardian prior to beginning service. Volunteer youth groups such as scout troops and classes typically need a supervising adult to child ratio of at least 1:5.

Safety and Liability

Volunteers are responsible for their personal safety throughout their volunteer experience, including but not limited to proper body mechanics, clothing and PPE, preventing slips, trips, and falls, and avoiding hazards. Each volunteer signs a waiver, release, and indemnification of liability prior to beginning service. Any safety concerns or questions should be brought to the attention of the site supervisor.

Incident Reporting

In the event of a medical emergency, injury, near- miss situation, accident, confrontation, or unsafe working conditions, the incident should be reported to the site supervisor and the Volunteer Coordinator as soon as possible. The volunteers involved may be asked to complete an incident report with the Risk Manager. The volunteer may be asked to complete a claim with the Risk Manager if they are eligible for coverage under the Volunteer Accident Medical Plan.