

SISC RISK MANAGEMENT SERVICES

Volunteer Management



This reference material is compiled for use by SISC members to assist administrators with management of volunteers. Since this document is designed to meet the needs of the general pool membership, please note that the present form is best considered a template for use in drafting district-specific documents.

This template should not be construed as legal advice. Accordingly, any resulting policy, program or procedure that results from this template should always be reviewed and approved as is customary by your agency, including the purview of any necessary legal and/or governing body authorities to ensure the policy being developed meets the unique needs of your jurisdiction. Policies should be implemented after proper training has been provided.

This reference material is to be considered proprietary and confidential and may not be disclosed to any person without the express, prior permission of SISC Administration. This reference material is for member use only and does not apply in any criminal or civil proceeding. This reference material should not be construed as a creation of a higher legal standard of safety or care in an evidentiary sense with respect to third party claims.

Volunteer Management

Documents:

Resolution to Extend Workers' Compensation	Page 01
Risk Management Checklist.....	Page 02
Volunteer Request Form.....	Page 03
Letter to Prospective Volunteer.....	Page 06
Volunteer Application	Page 07
Minor Application	Page 09
Acknowledgement of Workers' Compensation.....	Page 11
Time Sheet	Page 12
Performance Review.....	Page 13
Volunteer Handbook	Appendix

Appreciation goes to the California JPIA for their Volunteer Manual from which this information was taken and adapted.

RESOLUTION NO. _____

BEFORE THE BOARD OF TRUSTEES OF THE
_____, DISTRICT IN THE COUNTY OF
_____, STATE OF CALIFORNIA

RESOLUTION TO EXTEND WORKERS' COMPENSATION BENEFITS
TO UNPAID VOLUNTEERS.

WHEREAS, the _____ finds its best interest will be served by
utilizing volunteers in the provision of certain District services; and

WHEREAS, said volunteers should be eligible for workers' compensation
coverage while on duty;

NOW, THEREFORE, BE IT RESOLVED that the _____
does hereby:

1. Find and determine that the public interest is best served by providing
workers' compensation coverage for District volunteer workers.

2. Provide eligibility for said volunteers for workers' compensation benefits
which will be applicable during the time the person actually performs volunteer services,
provided, however, that the rights of volunteers shall be limited as set forth in the Labor
Code.

PASSED, APPROVED AND ADOPTED THIS _____ day of _____, 20____.

Clerk of the Board of Trustees

ATTEST:

VOLUNTEER PROGRAM RISK MANAGEMENT CHECKLIST

Volunteer Name: _____

Anticipated Dates of Volunteer Service: _____

1. Volunteer Application Completed [Date:_____]
2. Volunteer Acknowledgement of Workers' Compensation Signed [Date:_____]
3. Volunteer Manual Provided to Volunteer [Date:_____]
4. License Verification Obtained [Date:_____]
5. DOJ Fingerprint Clearance and Criminal Background Check [Date:_____]
6. Applicable Certification Verification [Date:_____]

Application Guide:

Classroom/Playground (under no circumstances is volunteer to be alone with students)
1, 2, 3

Chaparone
1, 2, 3, 5 (add 4 if off-site event)

Coach
1, 2, 3, 4, 5, 6

Work Projects (one-time events)
1, 2

**VOLUNTEER PROGRAM
VOLUNTEER REQUEST FORM**

Department: _____

Contact for Volunteer Position: _____

Phone: _____

Email: _____

Person Completing this Form: _____

Check one:

Long-Term Volunteer Short-Term Volunteer Group Volunteer Project

Brief Job Description:

Volunteer's Position Title:

Volunteer will be Supervised by:

Will the volunteer supervisor be readily available to the volunteer? Yes No

Start Date: _____ Finish Date: _____

Location of Volunteer Assignment:

1. What will the volunteer be doing? Please be as clear as possible and list the activities. NOTE: You may attach your own job description for Question 1; however, Questions 2 through 12 must be completed on this form.
[Sample job descriptions are available through the Human Resources Department]

2. What are the minimal qualifications/skills needed for the volunteer position?

3. What orientation and training will the volunteer receive?

4. Will the volunteer supervise anyone else? Yes No
If yes, please explain:

5. Number Requested: _____ Minimum Hours: _____ Per (period): _____

Weekday
 Mornings
 Afternoons
 Evenings

Saturday
Mornings
Afternoons
Evenings

Sunday
Mornings
Afternoons
Evenings

Schedule details: _____

6. This Project Is Appropriate For: Individuals Groups Adults
 Youth Minimum Age Pursuant to State/Federal Child Labor Law: _____

7. Is this site accessible to people with disabilities? ____ Yes ____ No

Please list any difficult areas (e.g.: narrow hallways, stairs, no elevator, uneven walkways, long walks, non-accessible bathrooms, lifting, carrying, computer work, transportation, etc.): _____

8. What screening procedures are required for the volunteer applying for this position?

- ____ Background Check
- ____ Auto Insurance Verification
- ____ Driver's License Verification
- ____ DMV Report
- ____ References
- ____ Other (Please Specify):

Dear prospective volunteer:

We are grateful for your interest in volunteering. You and the many other volunteers at work on our various District programs and projects have the power to improve the quality of education in our District.

Attached is an application for the District volunteer program. Please complete the application so that we can make every effort to offer assignments that meet your interest and needs. Additionally, you will have an opportunity to review the job description for any assignment and interview the supervisor before you commit your time and energy.

We also want to make you aware that we have established program policies and procedures. Depending upon the type of assignment you undertake, the procedures may include fingerprinting and background checks, and DMV record review, among others. We will make you aware of any such requirements at the time of your initial interview.

Again, thank you for your willingness to work toward improving our District. We look forward to welcoming you to the volunteer program.

Sincerely,

Coordinator of Volunteer Services

VOLUNTEER PROGRAM APPLICATION

Name: _____

Address: _____

City: _____ State: _____ ZIP: _____

Daytime Phone: _____ Evening Phone: _____

Occupation: _____

Special Skills, Talents and Languages:

Emergency Contact: _____ Phone: _____

Do you have a driver's license? _____ Transportation? _____

How did you become interested in the volunteer program?

Assignments Preferred: _____

Previous Volunteer Experience: _____

Other Applicable Experience: _____

Certification or Licenses Held: _____

Hours Available:

Sunday _____ Monday _____ Tuesday _____

Wednesday _____ Thursday _____ Friday _____

Saturday _____

Applicant Signature: _____ Date: _____

Volunteer Acknowledgement and Notice of Amended Education Code Section 35021:

Have you ever been convicted of a violation or attempted violation of Section 243.4 of the Penal Code, a sex offense against a minor, or of any felony, which requires registration pursuant to Section 290 of the Penal Code? _____ Yes _____ No

I declare under penalty of perjury that I am aware of amended Education Code Section 35021 and its application and that I am not a registered sex offender nor am I required to register as a sex offender.

Signature

Criminal Record Response:

Date of Infraction: _____

Penal Code(s) if known: _____

Brief explanation of infraction(s):

A conviction will not necessarily disqualify you from volunteering.

**VOLUNTEER PROGRAM
MINOR (AGES 15-17) APPLICATION**

Name: _____

Address: _____

City: _____ State: _____ ZIP: _____

Phone: _____ Date of Birth (Month/Day/Year): _____

Names of Parents or Guardians: _____

Parents' or Guardians' Daytime Phone: _____

Emergency Contact: _____ Phone: _____

School: _____ Grade: _____

Career Interests:

Special Skills, Talents and Languages:

How did you become interested in the volunteer program?

Assignments Preferred: _____

Previous Volunteer Experience: _____

Other Applicable Experience: _____

Hours Available:

Sunday _____ Monday _____ Tuesday _____

Wednesday _____ Thursday _____ Friday _____

Saturday _____

Applicant Signature: _____ Date: _____

Parent or Guardian Signature: _____ Date: _____

Volunteer Acknowledgement and Notice of Amended Education Code Section 35021:

Have you ever been convicted of a violation or attempted violation of Section 243.4 of the Penal Code, a sex offense against a minor, or of any felony, which requires registration pursuant to Section 290 of the Penal Code? _____ Yes _____ No

I declare under penalty of perjury that I am aware of amended Education Code Section 35021 and its application and that I am not a registered sex offender nor am I required to register as a sex offender.

Applicant Signature

Parent/Guardian Signature

Criminal Record Response:

Date of Infraction: _____

Penal Code(s) if known: _____

Brief explanation of infraction(s):

A conviction will not necessarily disqualify you from volunteering.

**VOLUNTEER PROGRAM
ACKNOWLEDGEMENT OF WORKERS' COMPENSATION**

I hereby acknowledge that as a volunteer for the District in the capacity of _____, I am not an employee of the District, but that I am covered under the District's workers' compensation plan since the District has adopted a resolution extending workers' compensation coverage to certain volunteers in specified categories pursuant to Labor Code Section 3363.5.

As a volunteer who is covered under the District's workers' compensation plan, I expressly agree and acknowledge that workers' compensation is my exclusive remedy for any injury suffered while performing said volunteer duties, and that I cannot and will not seek to bring any other claim or actions of any type whatsoever against the District, its employees, officers, agencies, other volunteers and officials.

Date: _____

Signature: _____

Print Name: _____

Parent or Guardian Signature (if minor):

Witness: _____

VOLUNTEER PROGRAM TIME SHEET

Name: _____ Supervisor: _____

Assignment: _____ Department: _____

Month: _____

Enter the total number of volunteer hours worked for each day. Total all hours worked in each week, and enter it in the "Total" column.

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Total
Week 1								
Week 2								
Week 3								
Week 4								
Week 5								

Volunteer Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

VOLUNTEER PROGRAM PERFORMANCE REVIEW

Name: _____ Date: _____

Assignment: _____

How many hours has the volunteer worked in this assignment? _____

Check the level which best describes the volunteer's performance:

	Excellent	Good	Fair	Poor
Dependability	_____	_____	_____	_____
Ability to Perform Duties	_____	_____	_____	_____
Quality of Work	_____	_____	_____	_____
Initiative	_____	_____	_____	_____
Attitude Toward Job	_____	_____	_____	_____
Attitude Toward Others	_____	_____	_____	_____
Overall Suitability for the Job	_____	_____	_____	_____

Comments:

Prepared by: _____ Date: _____

Volunteer's Signature: _____ Date: _____

APPENDIX

VOLUNTEER PROGRAM VOLUNTEER HANDBOOK

(SAMPLE)

I. OVERVIEW

The volunteer program is designed to coordinate and manage volunteer efforts, which support existing services placing special emphasis on the District's priorities. With this in mind, it is important to effectively match individuals and others interested in providing volunteer services to District departments that have exciting and fun work opportunities.

The purpose of this handbook is to provide guidance and direction to staff and volunteers alike. As you begin volunteering for the District, you may have questions. This handbook is intended to help you answer those questions and to give you the information necessary to help make your time spent volunteering a positive experience.

II. MISSION

The District's volunteer program is committed to encouraging community participation and the comprehensive coordination of volunteers to enhance services.

The volunteer program objectives are:

- A. To develop a reliable and varied skilled network of human resources to support the delivery of services to students.
- B. To bring together volunteer resources and augment District services including, but not limited to the following areas: recreation and sports programs, literacy improvement, gang and substance prevention, public safety, information and service referrals, and maintenance of District facilities and grounds.

III. OFFICE OF VOLUNTEER SERVICES

The Coordinator of Volunteer Services is located within the Human Resources Department, and is responsible for coordination of staff and volunteers so that their combined efforts jointly enrich and expand opportunities for the delivery of quality services to the students. The Coordinator of Volunteer Services is responsible for planning the effective use of volunteers, assisting staff in identifying productive and creative roles, recruiting suitable volunteers, and tracking and evaluating their contribution to the District.

IV. BECOMING A VOLUNTEER

We are pleased that you have expressed interest in becoming a volunteer with the District. Others like you have volunteered for many reasons, including learning new skills, meeting new people or making a difference in our community.

Each volunteer must complete an initial application. If you are a minor, your parents must also sign these forms. No one may volunteer unless a completed application is on file with the Human Resources Department.

All volunteers go through a formal screening process and must be accepted by the District as a volunteer. The amount of screening will depend upon the type of volunteer opportunity you choose. A minimum of two references will be contacted. Also, a motor vehicle driving record check and/or a criminal record background check may occur.

Upon completion of the screening process, you will receive an orientation from the Coordinator of Volunteer Services. You will also receive specific training from the staff member to whom you will report.

V. BEING A VOLUNTEER

A. District Policies

There are several District policies that apply to volunteers. Please refer to the Section VI for highlighted information regarding these issues and policies. Complete copies of these policies are available in the Human Resources Department.

B. Insurance

Liability insurance is provided to you as a volunteer for the District. As a volunteer, you are covered by the District's general liability policy so long as you are acting within the scope and course of your assigned duties.

Automobile insurance follows the automobile. If you are driving an District vehicle, District insurance will be in effect. Likewise, if you are driving your own vehicle, even while on District business, your automobile insurance will be applicable on a primary basis per the California Vehicle Code, CVC 17152.

We conduct a motor vehicle driving record check for all volunteers who drive as part of their volunteer work, so we ask that you provide proof of insurance and a copy of your driver's license to the Human Resources Department if this applies to you.

C. Expenses

Volunteers are reimbursed for expenses which have been pre-approved by your supervisor. Mileage will also be reimbursed if pre-approved by your supervisor. You may, however, claim a mileage tax deduction instead of taking the reimbursement. Please consult with your accountant or the Internal Revenue Service for current mileage reimbursement rates or tax benefits. If you do choose to claim mileage, you will be required to complete the District's mileage reimbursement form and obtain approval from your supervisor before payment can be made to you.

You may also be eligible for a number of other tax benefits as a volunteer under the general charitable contribution deduction of the Internal Revenue Code. Deductions are explained in Internal Revenue Service Publication Number 526, Income Tax Deduction for Contributions. A copy of this document is available in the Human Resources Department. Please be sure and check with your tax advisor or the Internal Revenue Service for specific deductions allowed, as the District does not provide this service.

D. Volunteer Hours

The District must keep track of the hours you volunteer to assure coverage under our self-insured liability and workers' compensation programs. Time records are used to determine how service levels have increased and which services have been enhanced by volunteers. Timesheets are to be filled out each time a volunteer works, at the end of the month, or whenever stipulated by the supervisor. Each volunteer is asked to follow this practice. Volunteers might also want to maintain this record to document their experience and commitment.

E. Placement and Schedules

Work schedules of volunteers are diverse and varied depending on the department, program and or location of volunteers. Volunteers should work with their supervisor to set a schedule that is mutually acceptable. If a volunteer cannot make it to his or her assignment on a scheduled day, the volunteer should notify his or her job supervisor as soon as possible.

F. Volunteer Duties

A description of your assignment will be developed prior to your volunteer placement so that you are provided a clear, complete and current description of the duties and responsibilities of your assignment. In addition, a listing of volunteer assignment qualifications, a designated work space and supervisor will also be provided.

You may not perform professional services for which certification is required, unless you already hold the appropriate certificate or license, and have received approval from the Coordinator of Volunteer Services. Upon seeking approval, please make sure to provide copies of any certificates or licenses, including any special driving licenses, first aid or CPR certification.

G. Problem Solving

If a problem should arise concerning any condition of your volunteering with the District, you should attempt to reconcile the matter with your supervisor. All volunteers are encouraged to attempt to settle problems or issues requiring attention within the department to which the volunteer is assigned. However, if you feel that a workable agreement or a satisfactory solution to your problem has not been reached from discussion within the department, then notify the Coordinator of Volunteer Services.

H. Other Responsibilities

1. Keep your work commitment.
2. Inform your supervisor if you have a planned absence.
3. Accept training and participate in other job development activities.
4. Adhere to all confidential requirements in the course of carrying out duties and responsibilities.
5. Never use job knowledge or contacts for personal gain.
6. Treat students, co-workers and others with respect.
7. Be aware of procedures and rules, including safety rules.
8. Report all on-the-job accidents and injuries to your supervisor immediately.
9. Report any unsafe practices or procedures to your supervisor.
10. Cooperate and assist in the investigation of any work accident.
11. Follow personal hygiene and grooming habits, as well as manner of dress, that allow you to safely complete volunteer duties.
12. Obtain and wear/use any specialized safety clothing or equipment.
13. Wear seat belts when driving on District business.

14. Be cooperative by accepting instructions, guidance, and suggestions from staff.

If you have questions about any of this information, you should speak with your supervisor or the Coordinator of Volunteer Services.

VI. DISTRICT POLICIES

A. Risk Management

Risk management explores safety risks involved in work and volunteer tasks. The Coordinator of Volunteer Services and the Risk Manager work together to minimize any potential risks to the volunteer and District. This means that before volunteers begin their service, the supervisor is responsible for informing the volunteer of safe work practices as required for all employees. Any injury to the volunteer or losses to any third party which involved a volunteer must be reported and processed in accordance with existing District policies on matters of this nature.

B. Accidents in District Vehicles

In the event of an accident involving an District vehicle or your own vehicle, you should immediately contact the local police. You are also responsible for immediately notifying your supervisor, who will help you complete an accident investigation form along with any other required documents.

Any volunteer, during the course of volunteering, involved in a serious motor vehicle accident may be required to take a urine, blood or breath test to determine whether or not that volunteer's ability to drive was impaired by alcohol or a controlled substance as defined by state statutes.

C. Smoking

Smoking is prohibited in all District facilities, including all District vehicles. Volunteers and employees who wish to smoke may do so outside the building.

D. Alcohol

Volunteers shall not consume or possess alcoholic beverages on conducting any District business or on any district premises. Volunteers who violate this policy are subject to immediate dismissal.

E. Drugs

Any volunteer who uses, brings, possesses or is suspected of being under the influence of any form of narcotic, drug, or hallucinogen, except

prescribed drugs and under the direction of a physician, is subject to immediate dismissal. In addition, any volunteer who transfers, sells, or attempts to sell same on District property or while on District business, at any time, is subject to immediate dismissal.

F. Software Piracy

The Agency complies with all copyright laws for software programs installed and used on District-owned computers. Volunteers are expected to adhere to the District's policy, which includes prohibiting the use of unauthorized copies of software on District computers; prohibiting the installation of software on District computers that was not purchased through appropriate District policies; and understanding that all computers, software and computer information is District property. Therefore, all who use District computers cannot assume any right to privacy in such use.

G. Volunteers Serving Minors

The District will exercise appropriate care in the placement of volunteers into positions serving populations that include students. Depending on the nature of the assignment, volunteers may be required to be fingerprinted and submit to a background check. You will be informed if fingerprinting is required for your position. Volunteers who do not agree to the required screening may be refused an assignment.

H. Harassment

All District workers have a right to work in an environment free from all forms of discrimination and conduct which can be considered harassing, coercive or disruptive. Consistent with the Agency's respect for the rights and dignity of each employee and volunteer, harassment based on race, color, religion, sex, national origin, age, disability, sexual orientation or any characteristic protected by law, will not be sanctioned or tolerated.

I. Dismissal

Volunteers who do not adhere to the rules, policies and regulations of the District, or fail to perform their assignments satisfactorily, are subject to dismissal. A volunteer may be dismissed at any time. The District reserves the right to request that a volunteer leave immediately if circumstances warrant such action.

J. Attendance Policy

Volunteers are expected to always be prompt and on time in reporting for their assignment. Being late may inconvenience those who are counting on your presence. If unforeseen circumstances make you late, please notify your supervisor in advance. For those times when you are ill and

unable to work, call your supervisor or department as early in the day as possible. Failure to appear for your shift without notifying your staff supervisor may result in your dismissal from the volunteer program.

K. Use of Minor Volunteers

Because of various liability concerns, as well as several applicable state and federal child labor laws, the district does not encourage the use of volunteers who are under 15 years of age.

VII. CODE OF ETHICS

We encourage you to read and practice the following code of ethics for volunteers:

As a volunteer, I realize that I am subject to a code of ethics similar to that which binds the professionals in the fields in which I work. Like them, I assume certain responsibilities and expect to account for what I do in terms of what I am expected to do.

- A. I will keep confidential matters confidential.
- B. I interpret 'volunteer' to mean that I have agreed to work without compensation, but having been accepted as a worker, I expect to do my work according to standards.
- C. I promise to work with an attitude of open-mindedness; to be willing to be trained for the assignment; to bring to the assignment interest and attention.
- D. I realize that I may have personal and educational qualities that my co-workers may not have and that I should use these to enrich the projects which we are working on together.
- E. I realize, also, that I may lack personal or educational qualities that my co-workers have, but I will not let this make me feel inadequate, but will contribute to the team with the assets that I have.
- F. I understand that I am expected to live up to my work commitment, and I will give ample notice if I cannot fulfill it.
- G. I believe that my attitude toward volunteer work should be professional.
- H. I believe that I have an obligation to my work, to those who direct it, to my colleagues, to those for whom it is done, and to the public.
- I.

VIII. VOLUNTEER RIGHTS

Each volunteer in the District is viewed as an important part of the organization's ability to get the job done. As a volunteer you are accorded rights as individuals and volunteers. Below are some of the rights volunteers may expect during their tenure with the District.

- A. Volunteers are to be treated with respect and courtesy.
- B. Volunteers are to receive proper training for the job to be done.
- C. Volunteers are to be informed about any reimbursement policy, e.g. for the use of private cars, etc.
- D. Volunteers are not to be discriminated against because of race, ethnicity, religion, gender, age, handicap, marital status, family, or sexual orientation.
- E. Volunteers will receive information on issues regarding legal protection, liability and other concerns.
- F. Volunteers will be recognized for their efforts in providing program services.
- G. Volunteers will be treated as co-workers.
- H. Volunteers will know as much about the organization as possible.
- I. Volunteers will be evaluated and receive recognition.