

Contact: Sue Irey  
Community Volunteer Coordinator  
(760) 434-2906



VOLUNTEERinCarlsbad.net

## VOLUNTEER Q&A





# TIPS FOR SUCCESS

## Prepare/Plan

Think carefully about your needs, the qualifications, and time involved.

## Train

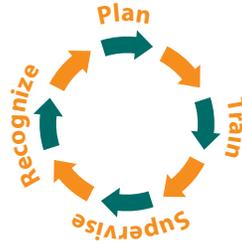
Spend the time to make sure the volunteer knows what to do.

## Supervise

Check back often and don't hesitate to make corrections

## Recognize

Say thanks with your words, actions, and occasional chocolate.



## FOR STAFF USE ONLY

the City's Community Volunteer Coordinator. Sue will contact the supervisor to tell them when the volunteer may begin driving as part of the volunteer duties.

Volunteers are covered by the City's automobile insurance policy if they are driving a City vehicle while performing their assigned volunteer duties.

If they are driving their own vehicle while volunteering, they are eligible for mileage reimbursement. Volunteers may request mileage reimbursement by using a City mileage reimbursement request form available on the Intranet and by submitting the request to their supervisor. In the case of a collision, the volunteer would be covered by their own auto insurance policy as a primary payer (including the deductible). The City's policy would be a secondary payer.

### Are volunteers covered by workers' compensation insurance?

Yes, volunteers are covered by workers' compensation insurance for medical expenses if they are injured while volunteering. Since volunteers do not receive a salary, they are not eligible for "lost wages."

If a volunteer sustains an injury or illness while volunteering, his or her supervisor needs to complete the following steps:

1. Investigate the circumstances surrounding the incident
2. Report the incident to the Human Resources Department so that the treatment of an injured volunteer may be authorized
3. Send the volunteer to seek treatment from one of the following occupational clinics:

**American Occupational Medicine (AOM) • 929-8269**  
5810 El Camino Real Suite A, Carlsbad

**U.S. Healthworks • 438-4466**  
5814 Van Allen Way, Suite 210, Carlsbad  
Islands Food Court, corner of Faraday and College

**Tri-City Medical Center • 940-3400**  
Occupational Medicine/Work Partners  
4002 Vista Way, Oceanside

4. Complete the "Supervisor's Report of Injury" and fax it to the Human Resources Department at 602-8554 by the next business day following the injury. The "Supervisor's Report of Injury" form is located on the City's Intranet site under Human Resources Department/Human Resource Forms.
5. When medical treatment has been completed, the volunteer will receive a status report from the doctor. Return the report to either the Human Resources Department or to the volunteer's supervisor because it includes information regarding whether or not the doctor authorizes the volunteer to return to his or her volunteer duties. This also applies to follow-up treatments.

## RISK MANAGEMENT ISSUES

### **Are volunteers covered by Administrative Orders?**

Volunteers are covered by the following Administrative Orders:

- Admin. Order No. 45 - Respectful Workplace and Non-Discrimination Policy
- Admin. Order No. 53 - Use of IT and Management of Electronic Records
- Admin. Order No. 63 - Workplace Security Program

### **Can volunteers handle money?**

Yes; there is no official policy stating that volunteers may not handle money. Essentially, each department or supervisor must use their discretion to determine (1) instances where it is appropriate to use a volunteer to handle money, (2) procedures that must be followed when handling money, and (3) the manner in which supervision will be provided to ensure accountability.

### **Our office deals with confidential information. Can a volunteer have access to this type of information?**

Yes, new volunteers are required to sign a City "Confidentiality Agreement" as part of the City's volunteer orientation process. This agreement explains the need to keep certain types of City information confidential and that failure to maintain confidentiality will result in a volunteer's termination. Volunteers

have successfully worked on numerous City assignments where they are given access to confidential and sensitive information on a daily basis.

### **Can volunteers use City-owned computers?**

Yes. Administrative Order No. 53 states that volunteers are allowed to process information, identify resources, and communicate efficiently and effectively on city-owned computers.

There is a standing account for City Volunteer that can be used on a temporary basis. Call Sue Irey at 434-2906 for the current password. Volunteers may receive their own login and password. Department managers/supervisors are responsible for contacting IT for setup.

### **Can volunteers drive while performing their assigned duties?**

Yes, volunteers who are asked to drive as part of their volunteer duties may drive either a City vehicle or their own vehicle. However, they must first obtain a driving report from the DMV that shows that their driver's license is valid and that there are no restrictions or suspensions on their record. Potential volunteers may go to the DMV or the DMV-sponsored Website [www.drivingrecord.com](http://www.drivingrecord.com) and request a copy of their driving record for a fee. Volunteers must send a copy of the DMV report to Sue Irey,

## RECRUITMENT, RETENTION, AND RECOGNITION

### **How do I get a volunteer?**

If you are creating an ongoing volunteer position, visit the volunteer page on the Intranet and review the Volunteer Position Descriptions. Use the template to help you think through the qualifications and time requirements of the volunteer position you are designing. If you have questions, call City Volunteer Coordinator Sue Irey at 434-2906. When finished, e-mail the position you created to Sue Irey, and she will use a variety of recruiting options to select a volunteer with the specific skills you need.

### **What if I need volunteers for a one-time job, like a big mailing?**

Just call Sue Irey at 434-2906 and she will make every attempt to find the volunteers you need. Be sure to ask as far in advance as possible. (Contrary to popular belief, there are no freeze-dried volunteers kept on the back shelf until needed!)

We have a Volunteer Pool, people who get together to do large-scale projects, such as mass mailings, during normal working hours. Special Events Volunteers are on call to help out at weekend and evening events. Call Sue Irey at 434-2906 to engage the services of these volunteers.

### **What if I need a volunteer with very specialized skills?**

Call in the SVAT Team. Carlsbad has many highly talented people willing to share their expertise for a specific project. After the project is over, these volunteers will return to the SVAT Team to wait for the next project needing their skills. Check the Volunteer Skills Ads on the Intranet for a volunteer with the skill set you need or create a Volunteer Position Description. The City's Volunteer Coordinator at 434-2906 will make every effort to find someone.

### **Are background checks done on the volunteers?**

Currently, a background check may be required before a volunteer can begin, depending on the volunteer position requirements, the department and/or the volunteer's involvement with at-risk populations. The background check is a compilation of public records, including criminal history information. If you are not sure whether the volunteer needs to be checked, call the Volunteer Coordinator at 434-2906.

Volunteers should call 921-2100 to set an appointment to be fingerprinted at the Safety Center located at 2560 Orion Way. There is no cost to the volunteer for the background check. Other screenings, such as a TB test or a DMV check, may be required.

### **Can I engage youth volunteers?**

Yes, but their parent or legal guardian must sign the one-day waiver or application for volunteers under the age of 18. This waiver can be found on the volunteer page of the Intranet. Make sure that volunteer projects for youth are safe. Our young volunteers are also covered by our workers' compensation insurance.

### **How can I be sure that my volunteer will show up?**

The volunteer screening process includes selection for reliability. However, the best way to secure retention is to provide volunteers with a variety of tasks that are interesting or challenging in addition to simple or routine assignments. If a volunteer does not come in when expected, follow up with a phone call to let the volunteer know he/she was missed and needed.

### **What if I have a mundane task that needs to be accomplished. Will a volunteer be interested?**

Many volunteers enjoy working on simple or routine assignments. You may request an ongoing volunteer for these types of activities, and the Volunteer Coordinator will recruit for that type of position.

In addition, we have a Volunteer Pool, people who get together to do occasional, large-scale projects, such as mass mailings, during normal working hours. Special Events Volunteers are on-call to help out at weekend and evening events. Call Sue Irey at 434-2906 to engage the services of these volunteers.

### **What happens if a volunteer just shows up and hasn't gone through the volunteer orientation process?**

Ongoing volunteers should have an orientation. Currently, volunteer orientations are scheduled every other week to quickly serve all potential volunteers. The Volunteer Coordinator will also make individual appointments, if requested.

Those volunteering for a one-day event do not need to go through an orientation but must sign the one-day application found on the volunteer department page of the Intranet.

### **Do we accept court-ordered volunteers?**

The City may accept court-ordered volunteers charged with misdemeanors, but not felonies. Use common sense and discretion on the type of volunteer assignment. For example, if the court-ordered volunteer was involved with shoplifting, it is not wise to give that volunteer responsibility for office supplies. Keep very careful time records of hours served. You will be asked to write a letter to the courts upon the completion of court-ordered hours. Ask the Volunteer Coordinator for advice on the proper format of that letter.

### **Does a volunteer have to work on City property?**

Managers may assign projects to volunteers to complete off-site. However, it is recommended that the manager first identify (1) the level of project oversight needed; (2) the method(s) through which oversight will be provided; and (3) the means through which feedback will be provided. Ultimately, the City is responsible for the volunteer's end product. Therefore, it is necessary for the manager to provide volunteers with an appropriate level of oversight to properly complete their assigned task(s).

### **How can city staff recognize volunteers for their work efforts?**

The best recognition is timely, immediate, and personal. Each supervisor is encouraged to think of creative ways to recognize their volunteer(s) for their work efforts. Simple ideas include gifts (available from Sue Irey), thank you cards, and recognition at staff meetings. Please contact Sue Irey for additional ideas and suggestions.



### **What if someone wanting to volunteer contacts me and I do not have any volunteer opportunities?**

Ask the potential volunteer to contact Sue Irey, Community Volunteer Coordinator at 434-2906.

### **May volunteers attend City-sponsored training courses?**

Yes, volunteers may take advantage of city-sponsored training opportunities (if space is available) in order to enhance their skills and work performance as a volunteer.

### **What if a volunteer is not working out as planned?**

Please contact the City Volunteer Coordinator at 434-2906 to discuss possible options prior to releasing a volunteer. Such options may include partnering with other volunteers or a signed statement of change with timetable.

A volunteer may be released or reassigned from their duties at any time based on the supervisor's discretion. The supervisor does not need to provide a reason for their release from duty.