

# Delaware County Volunteer Handbook

## SECTION I

### DEFINITION

A Volunteer is one who enters into service of their own free will without remuneration.
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### PURPOSE

The purpose of this handbook is to provide overall direction to volunteers and staff involved with volunteer and management efforts. Delaware County reserves the right to change any of these guidelines.

### VOLUNTEER REGISTRATION

Only registered volunteers may participate in the Volunteer Programs for Delaware County.

- All volunteers must complete a *Volunteer Application* Form during the interview process and then again each year during the month of January.
- Volunteers must be at least 18 years of age.
- Recognized organizations and individuals who participate in volunteer activities must sign and submit a *Hold Harmless Agreement* before beginning the activity, and the individuals of recognized organizations must be registered volunteers.

### VOLUNTEER PROTECTION LAWS

The Federal Volunteer Protection Act of 1997 provides immunity for harm caused by the volunteer's acts or omissions if 1) the volunteer was acting within the scope of his/her responsibility at the time of act/omission, 2) the harm was not caused by willful or criminal misconduct, gross negligence, reckless misconduct or a "conscious, flagrant indifference" to the rights or safety of the individual harmed by the volunteer and 3) the harm was not caused by the operation of a motor vehicle, aircraft, or other vehicle for which an operator's license or insurance is required by the state.

State law provides civil immunity for volunteers unless the volunteer actively and knowingly participates with the action or omission of an officer, employee, trustee, or other volunteer, or if the volunteer ratifies the act or omission of another after it is done, or if the act or omission of the volunteer constitutes willful or wanton misconduct or intentionally tortuous conduct.

Federal and state laws allow criminal records check of volunteers who work with older adults or children.

### VOLUNTEER RIGHTS

Delaware County will provide information needed for successful completion of the assignment.

- Volunteers who feel they have not been given the proper amount of instruction or the information needed in order to perform the job assignment have the right to request more training and guidance.
- Volunteers have the right at anytime to request an evaluation of their service performance by contacting the volunteer coordinator.
- Volunteers have the right to express ideas and comments to any staff member regarding their service.

## **SECTION II**

### **INTERVIEWING AND PLACEMENT**

Interviewing potential volunteers helps determine interest and abilities of the potential volunteer and their suitability to a particular job. Volunteers will be placed in an assignment that utilizes skills, interests, abilities and experience, and will be provided with a job description of the accepted assignment.

### **TRAINING**

Volunteers will be provided the training necessary for the volunteer to successfully fulfill the volunteer job duties to which they are assigned.

### **CONDUCT**

Volunteers are required to maintain high standards of good behavior and efficient service in the performance of their assignments, based on reasonable standards of performance and conduct.

Volunteers must:

- follow all applicable policies and procedures as indicated in this volunteer handbook as well as applicable policies and procedures within the Delaware County Handbook and Standard Operating Procedures Manual
- be willing to be trained and guided during their time of service
- remain objective with customer and other community members when representing Delaware County as a volunteer
- be careful not to solicit political, religious or other personal opinions
- be on time
- do their best to complete all accepted assignments and if for any reason are unable to do so, to advise a program supervisor
- contact the program supervisor or department staff member, informing them of any absences (supervisor contact information will be provided).

### **CODE OF ETHICS**

All volunteers are expected to maintain the highest ethical standards and to conduct themselves in a manner above reproach at all times following the Delaware County adopted Code of Ethics / Standard of Conduct policy.

Volunteers who have direct dealings with customers shall treat those individuals with courtesy and in a respectful manner.

Volunteers must:

- communicate any concern or questions to a staff member as soon as possible, especially on matters of personal or customer safety;
- respect all property belonging to Delaware County, special event sites, and property belonging to other volunteers, staff, and customers;
- wear proper clothing appropriate to the assignment for health and safety practices, as approved by the program supervisor and within the adopted dress code policy.

The above list is not intended to be all inclusive.

#### HEALTH AND MEDICAL

On a scheduled day, volunteers who are unable to complete their assignments are requested to notify the program supervisor as soon as possible to ensure continuity of the program. Continued or prolonged absence may result in discontinuation of the assignment. In addition,

- Communicable health conditions must be reported to the program supervisor and/or volunteer coordinator before reporting for service.
- Personal injuries occurring while volunteering must be reported immediately to the program supervisor utilizing the county incident reporting form.
- Witnessing an injury or accident must be reported immediately to the program supervisor. Witness statements may also be requested and obtained through the county incident reporting form.

#### CONFIDENTIALITY

To the extent permitted by law, volunteers are responsible for maintaining the confidentiality of all information to which they are exposed while serving as a volunteer for Delaware County, whether this information involves a customer, the customer's family, staff member, volunteer or other person or program business.

Volunteers may not use or release information acquired as a result of their volunteer service if it is confidential by statutory provision or officially designated as confidential.

Upon leaving a voluntary position for any reason, all property of the county, including, but not limited to, all proprietary and confidential information, must be returned.

#### EVALUATIONS

Volunteers are assigned jobs and provided with job descriptions, and will be evaluated on their performance of their assigned job.

Evaluation on volunteer performance will be given at least once per year to maintain the most positive work environment for the volunteer, staff and clients.

## TERMINATION

- Delaware County reserves the right to determine when a volunteer assignment has been completed.
- Any volunteer found to have violated any portion of the Volunteer Code of Conduct may be terminated from the volunteer program.

## SECTION III

### SAFETY

Delaware County has adopted methods and procedures reasonably necessary to protect the life, health, safety and welfare of the employees, volunteers and general public working in or on or frequenting county buildings and property.

It is the responsibility of all volunteers to properly use the safety equipment provided by the county and to report unsafe working conditions or practices to the program supervisor.

### NON-HARASSMENT

The Delaware County does not tolerate discrimination or harassment by anyone towards the staff, volunteers, or customers. Any concern should be reported to the department director, volunteer coordinator or program supervisor immediately.

All volunteers are subject to the Discrimination Prohibited policy adopted by the Board of Commissioners. All volunteers must read and sign the applicable policy receipt form

Corrective actions will be taken against the offender if the complaint is determined to be founded, or against anyone knowingly filing a false complaint.

### DRIVER ELIGIBILITY GUIDELINES

Generally, volunteers shall not operate a county vehicle in the course of their assignment. If a documented operational need exists for a volunteer, including unpaid interns, to operate a county vehicle in the course and scope of their assignment, the volunteer, including the unpaid intern, must follow all Delaware County Motor Vehicle Use and Delaware County Self Insurance and Risk Program policies. Volunteers are not authorized to drive their own vehicle or any other type of motorized equipment in the course and scope of their county assignment. Volunteers and unpaid interns may ride as a passenger in county owned vehicles for legitimate business purposes only.

### INCIDENT/ACCIDENT REPORTING

All incidents and accidents are to be reported immediately to the department director, program supervisor, or volunteer coordinator.

Incidents and accidents include:

- Injury to the volunteer or another person
- Vehicle accidents
- Damaged, lost or stolen property
- Other occurrences, no matter how minor

Volunteers are covered under Delaware County's Self Insured Workers' Compensation program while performing their volunteer assignment.



### IDENTIFICATION OF VOLUNTEERS

Volunteers may be issued an identification card which will distinguish them as a volunteer for Delaware County.

### CLOSING OF COUNTY BUILDINGS

Volunteers notified that a building or site is closed shall not report to work and shall leave the building if a closing is announced. Emergency announcements during non-working hours are broadcast on social media, television stations and radio stations throughout the area as well as through the County's text alert notification system. If in doubt, telephone the program supervisor before attempting to travel.

## **SECTION IV**

### FORMS

1. Verification of Receipt of Volunteer Handbook
2. Delaware County Consent and Release Form (Volunteer)

**VERIFICATION OF RECEIPT OF *VOLUNTEER HANDBOOK***

Delaware County

VERIFICATION OF RECEIPT

I ACKNOWLEDGE THAT I HAVE RECEIVED A COPY OF THE DELAWARE COUNTY *VOLUNTEER HANDBOOK* AND READ ITS CONTENTS. I UNDERSTAND THAT IT IS MY RESPONSIBILITY TO COMPLY WITH THE POLICIES, PRACTICES AND RULES OF THE VOLUNTEER HANDBOOK AND APPLICABLE DELAWARE COUNTY POLICIES / PROCEDURES. I UNDERSTAND THAT THE DELAWARE COUNTY HANDBOOK AND STANDARD OPERATING PROCEDURES MANUAL FOR WHICH I AM EXPECTED TO FOLLOW ARE AVAILABLE ON THE DELAWARE COUNTY WEBSITE AT [www.co.delaware.oh.us](http://www.co.delaware.oh.us).

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Volunteer Name (Please Print)

\_\_\_\_\_  
Date

**DELAWARE COUNTY  
VOLUNTEER  
CONSENT AND RELEASE**

**IN CONSIDERATION** of being given the opportunity to participate as a volunteer in volunteer activities (hereinafter referred to as "Activity") with Delaware County, on behalf of myself and my heirs, dependents, assigns and personal representatives, THE UNDERSIGNED:

1. HEREBY COVENANTS NOT TO SUE AND RELEASES, WAIVES, DISCHARGES Delaware County, its officials, and any other employees, personnel or volunteers of Delaware County (the "Releasees") from all liability to THE UNDERSIGNED for any and all losses or damages and any claims demands on account of injury to the person or property or resulting in death of THE UNDERSIGNED, whether caused by the negligence of the Releasees or otherwise while THE UNDERSIGNED is participating in the Activity;

2. HEREBY ASSUMES FULL RESPONSIBILITY FOR ANY RISK OF BODILY INJURY, DEATH OR PROPERTY DAMAGE due to the negligence of the Releasees or otherwise while participating in the Activity; and

3. HEREBY AGREES TO HOLD HARMLESS AND INDEMNIFY the Releasees for any liability sustained by the Releasees as a result of any negligent, willful or intentional acts of THE UNDERSIGNED, including any costs, expenses or attorney fees incurred as a result of such acts.

THE UNDERSIGNED consents to and authorizes the Releasees to photograph and/or videotape THE UNDERSIGNED while participating in the Activity. THE UNDERSIGNED waives any and all rights to such photographs and/or videotapes and waives any and all rights to privacy of the images captured on such photographs and/or videotapes.

THE UNDERSIGNED expressly agrees that the foregoing Consent and Release is intended to be as broad and inclusive as is permitted by the law of the State of Ohio and that if any portion of this Consent and Release is held invalid, it is agreed that the balance shall, notwithstanding, continue in full legal force and effect.

THE UNDERSIGNED HAS CAREFULLY READ AND, AFTER HAVING THE OPPORTUNITY TO DISCUSS WITH COUNSEL OF MY CHOOSING, VOLUNTARILY SIGNS THE CONSENT AND RELEASE, and further agrees that no oral representations, statements or inducements apart from the foregoing written agreement have been made.

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Signature

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Name (Please Print)

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Date