

DELAWARE COUNTY VOLUNTEER & UNPAID INTERNSHIP HANDBOOK



2025

Table of Contents

SECTION I.....	2
DEFINITION.....	2
PURPOSE	2
VOLUNTEER REGISTRATION	2
VOLUNTEER PROTECTION LAWS.....	2
VOLUNTEER RIGHTS.....	2
SECTION II.....	3
INTERVIEWING AND PLACEMENT	3
TRAINING.....	3
CONDUCT	3
CODE OF ETHICS.....	4
HEALTH AND MEDICAL	4
CONFIDENTIALITY	4
EVALUATIONS	5
TERMINATION	5
SECTION III.....	5
SAFETY	5
NON-HARASSMENT	5
DRIVER ELIGIBILITY GUIDELINES.....	5
INCIDENT/ACCIDENT REPORTING.....	6
IDENTIFICATION OF VOLUNTEERS	6
CLOSING OF COUNTY BUILDINGS.....	6
SECTION IV	6
FORMS	6

SECTION I

DEFINITION

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

An Unpaid Intern is one who enters into service without remuneration while receiving educational credit through a college, university or another educational institution.

For purposes of this Handbook, “volunteer” will be used to described both a volunteer and unpaid intern.

PURPOSE

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

VOLUNTEER REGISTRATION

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

- All volunteers must complete an application through the County website prior to the interview process.
- Volunteers will generally be at least 18 years of age. A volunteer under the age of 18 years of age may be considered if the volunteer is a candidate and selected for the County’s student internship program. The student must meet the criteria of the Student Internship program including but not limited to parental or guardianship authorization.
- 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. Parents or guardians must complete the Hold Harmless Agreement for any volunteer under the age of 18.

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 believe they have not been given the proper amount of instruction or the information needed to perform the job assignment(s) have the right to request more training and guidance.
- Volunteers have the right at any time to request an evaluation of their service performance by contacting the department supervisor, director, volunteer coordinator, or Human Resources.
- Volunteers have the right to express appropriate position related 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 Personnel Policy Manual and other stand-alone policies or standard operating guidelines or procedures.
- be willing to be trained and guided during their time of service;
- remain objective and professional with employees, customers, 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; and
- contact the program supervisor, 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 Professional Conduct policy and all other applicable policies of Delaware County.

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

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; and
- 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 the volunteer 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 customers.

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 immediately.

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 the 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

Delaware County does not tolerate discrimination or harassment by anyone towards the staff, volunteers, or customers.

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 before a volunteer assignment will commence. Any concern must be reported to the department director, volunteer program supervisor, or Human Resources immediately as identified in the County's Discrimination Prohibited policy.

Per the Discrimination Prohibited policy, proper corrective action 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.

Volunteers and unpaid interns under the age of 18 may ride as a passenger in county owned vehicles for legitimate business purposes only after written authorization is granted by the volunteer's parent or legal guardian.

INCIDENT/ACCIDENT REPORTING

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

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

Incidents and accidents may include but are not limited to:

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

All incidents or accidents occurring while volunteering must be reported immediately to the program supervisor utilizing the county incident reporting form.

Any volunteer who is a witness to an incident or accident will be required to complete the county incident reporting form.

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 during business or assigned hours shall not report to their volunteer assignment and shall leave the building if a closing is announced. Emergency announcements during non-working hours are broadcast through the County's text alert notification system. If in doubt, contact the program supervisor before attempting to travel.

SECTION IV

FORMS

- Verification of Receipt of Volunteer & Unpaid Internship Handbook
- Volunteer/Intern Consent and Release Form
- Release of Liability and Indemnification Agreement Volunteers/Unpaid Interns Under the Age of 18
- Job Shadowing / Ride-Along Agreement Form
- Job Shadowing Hold Harmless Agreement

**DELAWARE COUNTY
VERIFICATION OF RECEIPT OF VOLUNTEER HANDBOOK**

VERIFICATION OF RECEIPT

I acknowledge that I have received a copy of the Delaware County Volunteer & Unpaid Internship Handbook and read its contents. I understand that it is my responsibility to comply with the policies, practices and rules of the Volunteer & Unpaid Internship Handbook and applicable Delaware County policies / procedures. I understand that the Delaware County Volunteer and Unpaid Internship Handbook, the Delaware County Personnel Policy Manual, and other applicable policies, all of which I am expected to follow, are available on the Delaware County website at: <https://humanresources.co.delaware.oh.us/policies/>.

If Volunteer/Intern under 18 years old:

Volunteer/Intern Signature

Parent or Guardian Signature

Volunteer/Intern Name (Please Print)

Parent or Guardian Name (Please Print)

Date

Date

**DELAWARE COUNTY
VOLUNTEER & UNPAID INTERN 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.

If Volunteer/Intern under 18 years old:

Volunteer/Intern Signature

Parent or Guardian Signature

Volunteer/Intern Name (Please Print)

Parent or Guardian Name (Please Print)

Date

Date

**DELAWARE COUNTY
RELEASE OF LIABILITY AND INDEMNIFICATION AGREEMENT
VOLUNTEERS/UNPAID INTERNS UNDER THE AGE OF 18**

As the parent/legal guardian of the minor child listed below, a minor child (hereinafter, "Child"), and in consideration of allowing the Child to participate in job shadowing, volunteering, and/or internship opportunities with Delaware County, I hereby waive, release and discharge Delaware County, its officers, agents, employees, volunteers and representatives (hereinafter, the "Released Parties") from any and all liability for any loss, injury or damage to persons or property, including liability arising from theft or any act of negligence or want of ordinary care on the part of the Released Parties, arising out of or otherwise relating to my or my Child's participation in job shadowing, volunteering, and/or internship opportunities.

I further agree that I will defend, indemnify and hold harmless the Released Parties from all claims, demands and causes of action, including court costs and attorney's fees, arising from any proceeding or lawsuit, brought by a third party or brought by me or prosecuted for my benefit or the benefit of my Child, arising out of my Child's conduct or actions in connection with job shadowing, volunteering, and/or internship opportunities.

I hereby acknowledge that my Child is aware that he/she will be entering a worksite, which could contain potential safety hazards. I hereby acknowledge that my Child will follow all safety protocol information for the worksite and will follow all safety procedures outlined in the protocols, for example, wearing protective gear and riding in vehicles according to Ohio law and Delaware County's policies.

This Agreement shall be construed in accordance with the laws of the State of Ohio, and any and all disputes arising hereunder shall be filed in and heard before the courts of Delaware County, Ohio. If any provision of this Agreement shall be determined or adjudged to be unenforceable, all remaining provisions shall continue in full force and effect.

I acknowledge that I have read this Release of Liability and Indemnification Agreement, understand its contents, and agree to its terms and conditions.

Parent/Legal Guardian Name: _____

Parent/Legal Guardian Email: _____

Parent/Legal Guardian Phone: _____

Parent/Legal Guardian Signature: _____

Date Signed: _____

Minor Child Full Name: _____

Minor Child Signature _____

Date Signed: _____



Delaware County

Job Shadowing / Ride-Along Agreement Form

Purpose:

Delaware County is pleased to offer opportunities for individuals to participate in job shadowing or ride-along experiences to learn more about public service roles. To ensure safety, professionalism, and a positive experience for all involved, we ask participants (and parent/guardian, if under 18) to review and acknowledge the following expectations.

Participant Expectations

1. Appropriate Attire

- Dress in a clean, neat, and professional manner appropriate for the department and the nature of the job shadow or ride-along.
- Closed-toe shoes are required. Additional attire guidance may be provided by the hosting department (e.g., no shorts, reflective vest, etc.).

2. Professional Conduct

- Be respectful, courteous, and cooperative with all County staff and members of the public.
- Maintain confidentiality regarding any sensitive or personal information observed.
- Refrain from using cell phones, headphones, or recording devices during the experience unless explicitly approved.

3. Participation Requirements

- Follow all instructions and safety guidance given by the County staff hosting the experience.
- Remain with your assigned employee or supervisor at all times.
- Do not engage in any physical activity or operation of County equipment unless specifically directed and supervised.

4. Reporting Concerns or Incidents

- Immediately report any injury, unsafe condition, or inappropriate behavior to your assigned supervisor or the department representative.
- In the event of an emergency, follow the directions of County personnel without delay.

5. Duration and Termination

- Participation is limited to the pre-approved date and time. The County reserves the right to end the experience at any time for any reason, including failure to follow expectations.

Acknowledgment

By signing below, I acknowledge that I have read and understand the expectations listed above. I agree to follow all guidelines and understand that failure to do so may result in the termination of my job shadowing or ride-along experience. I also understand that I may be required to sign a separate **Hold Harmless Agreement**.

If under 18, my parent/legal guardian has reviewed this form with me and agrees to the terms on my behalf.

Participant Name (Printed): _____

Date of Birth: _____

Phone Number: _____

Email: _____

Signature of Participant: _____

Date: _____

If under 18, Parent/Guardian Information is required below.

Parent/Guadian Name (Printed): _____

Relationship to Participant: _____

Phone Number: _____

Email: _____

Signature of Parent/Guadian: _____

Date: _____

Department Use Only

Department Hosting Experience: _____

County Supervisor/Contact Name: _____

Date(s) of Shadow/Ride-Along: _____



DELAWARE COUNTY JOB SHADOWING / RIDE-ALONG HOLD HARMLESS AND INDEMNIFICATION AGREEMENT

In consideration of being allowed to participate in a job shadowing or ride-along experience with Delaware County, I hereby voluntarily waive, release, and discharge Delaware County, its officers, agents, employees, volunteers, and representatives (hereinafter referred to as the "Released Parties") from any and all liability for any loss, injury, or damage to persons or property, including liability arising from theft or any act of negligence or want of ordinary care on the part of the Released Parties, that arises out of or is in any way connected to my participation in the job shadowing or ride-along experience.

I further agree to defend, indemnify, and hold harmless the Released Parties from any and all claims, demands, and causes of action, including court costs and attorney's fees, arising from any proceeding or lawsuit brought by a third party or brought by or on behalf of myself, related to my actions or conduct in connection with my participation in the job shadowing or ride-along.

I understand and acknowledge that I may be present in an active work environment that may include potential hazards. I agree to comply with all safety protocols and procedures, including but not limited to wearing appropriate protective gear and following all applicable laws and County policies, including those related to vehicle safety during any ride-along.

This Agreement shall be governed by and construed in accordance with the laws of the State of Ohio. Any and all claims or disputes arising under or relating to this Agreement shall be brought exclusively in the courts located in Delaware County, Ohio. If any provision of this Agreement is found to be invalid or unenforceable, the remaining provisions shall continue in full force and effect.

Participant Acknowledgment

I have read and understand this Hold Harmless and Indemnification Agreement and voluntarily agree to its terms.

Participant Name (Printed): _____

Signature of Participant: _____

Date: _____

If Participant is Under Age 18: Parent/Guardian Authorization Required

As the parent or legal guardian of the minor named above, I acknowledge that I have read and understand this Agreement, and I consent to my child's participation in the job shadowing or ride-along experience. I voluntarily agree to the terms of this Agreement on behalf of my child and agree to be bound by its provisions.

Parent/Guardian Name (Printed): _____

Relationship to Participant: _____

Signature of Parent/Guardian: _____

Date: _____