TOWN OF YUCCA VALLEY
VOLUNTEER POLICY STATEMENT

General Subject:

Volunteer Program and Guidelines

Policy Number: 2 - 9

Date Issued: 5/05/2015

Revision Date: 6/03/2025

Town Manager Signature

INTRODUCTION:

Volunteers are a key resource for the Town of Yucca Valley ("Town"). These individuals bring a broad spectrum of skills and knowledge in a variety of areas. Volunteers expand and improve services provided to the community, enable the Town of Yucca Valley to stretch tax dollars to improve the lives of its citizens, and encourage participation in Town government. The Town of Yucca Valley understands that individuals choose to volunteer for many reasons, and the Town values the contribution, commitment, and participation of the community.

PURPOSE:

This policy establishes procedures for an effective Volunteer Program that encourages citizens to contribute their time and talents to public service while minimizing associated risks to the Town.

The Town of Yucca Valley Volunteer Program is designed to coordinate and manage all volunteer efforts which support the Town services provided to the community. The program addresses community service needs, while placing special emphasis on the Town of Yucca Valley's priorities. The Program is designed to effectively match individuals to departments that have volunteer opportunities.

SCOPE:

This policy applies to all individuals who provide volunteer services to the Town of Yucca Valley without compensation. It does not apply to employees or contractors.

VOLUNTEER DEFINITION:

A volunteer is an individual who willingly provides services without financial compensation or expectation of future employment. Volunteers supplement but do not replace the work of paid staff.

RECRUITMENT and ELIGIBILITY:

- Volunteers must be at least (16) eighteen years old.

- Volunteers must complete an application, background clearance process, and orientation before starting.
- The Town of Yucca Valley reserves the right to decline or terminate volunteer services at any time.

RIGHTS AND RESPONSIBILITIES:

Volunteers have the right to:

- Be treated with respect and dignity.
- Receive training and supervision appropriate to their role.
- Work in a safe and inclusive environment.
- Be recognized for their contributions.

Volunteers agree to:

- Follow the Town of Yucca Valley policies, procedures, and ethical guidelines.
- Maintain confidentiality regarding sensitive information.
- Be reliable and notify their department supervisor of any schedule changes.
- Represent the Town of Yucca Valley in a professional and respectful manner.

STAFF ASSIGNMENT OF RESPONSIBILITY:

1) **Human Resources:** Manages the Volunteer Program, providing oversight for the recruitment, selection, and screening of all volunteers. Assigns volunteers to departments based on skills, experience, and need. Ensure that the volunteer candidate goes through the required clearance process before placement is approved. Also responsible for maintaining records and working with the respective department liaison to enforce volunteer policies and procedures to ensure a successful program.
2) **Volunteer Liaison:** Designee at the department level that serves as the main contact for each volunteer.
3) **Department Heads/Supervisors:** Educates the volunteer on safe work practices, identifies requirements of each task, develops schedules, monitors use of equipment, and provides necessary training. All Department Heads are responsible for supervising volunteers, ensuring that policies and procedures are followed, and reporting all incidents which may expose the Town to liability.

SUPERVISION AND TRAINING:

- Volunteers will be assigned a liaison who will provide guidance and support.
- Orientation and ongoing training will be provided to ensure volunteers can perform their duties effectively.

CODE OF CONDUCT:

- Volunteers must adhere to the same ethical and professional standards as town staff.
- Discriminatory, harassing, or inappropriate behavior will not be tolerated.

    - All volunteers are protected from harassment based on their protected category(s) as required under the Fair Employment Housing Act.
- Any conflict of interest must be disclosed directly to the assigned supervisor.

SAFETY AND LIABILITY:

- Volunteers must follow all safety procedures and report any hazards or incidents to their assigned supervisors immediately.
- Volunteer injuries will be covered under the town workers compensation policy (See resolution.)
- Volunteers are responsible for their personal property.

RESOLUTION:

Workers' Compensation shall be the exclusive remedy for all volunteer injuries and illnesses. The Town of Yucca Valley has adopted Resolution 92-33 (See attachment) naming volunteers as employees for the purpose of providing workers' compensation benefits while acting in the course and scope of the authorized services of the Town under the direction and control of the Town.

PROCEDURE:

Recruitment:

Volunteers shall be recruited without regard to race, color, religion, gender, age, sex, marital status, gender identity, national origin, veteran status, disability, medical condition, pregnancy, childbirth and related medical conditions, military service, genetic information or testing, sexual orientation or any other classification protected by federal, state and local law and ordinances. Volunteers may be recruited either through an interest in specific functions or through a general interest in volunteering for a specific department, which the agency will do their best to match their experience or interests by department.

Application:

All volunteers must complete a Town volunteer application. The application shall be used to identify special skills, interests, background, and qualifications. Applications for the Fall/Winter Youth Basketball program are completed online only. All other applications are completed in person and turned into the Human Resources department for further processing. It is important for the Town to know of any medical conditions which may affect the individual's ability to perform certain tasks.

No one may volunteer until they are fully cleared through the Human Resources department, which will entail all necessary forms completed and submitted, background results received and any other designated requirements.

SCREENING:

The Town of Yucca Valley shall obtain the volunteer's authorization to conduct an appropriate screening and background check. The scope of these activities will vary depending on the volunteer position. For example, the requirement for a seasonal volunteer to coach during the Town's Basketball program may be more inclusive than a volunteer to maintain the native plant garden. Depending on the nature of the position, use of any or all the following screening techniques may be appropriate:

- Criminal background check;
- A copy of the original current state driver's license or identification card.
- If necessary, verification of education, training, certifications, and licenses.

All positions require a criminal background check. Potential volunteers have the right to refuse to have a criminal background conducted. In doing so, such individuals **will not be eligible to volunteer**. Human Resources is to provide a Fingerprint Scan Request (Live Scan) to volunteers for which fingerprinting is required. The individual will be directed to the San Bernardino County Sheriff's Department in Joshua Tree, CA to have their fingerprints completed. Volunteers **may not begin** his/her position until the results from the Department of Justice and/or FBI have been received, and the Human Resources Department has given the Department Head and the volunteer candidate the clearance to begin.

Protection of Privacy:
The Town of Yucca Valley recognizes that it may collect and maintain a copy of original current state driver's license or identification card, birth date, and Social Security numbers (SSN) as part of the volunteer selection process. This information is legally protected data and is highly confidential. The Town of Yucca Valley is dedicated to ensuring the privacy and proper handling of this information in accordance with State and Federal Regulations.

Positions:
Some of the opportunities available within the Town of Yucca Valley are:

Community Services
Youth Basketball Coach
Summer Camp
Museum

Animal Services
Administrative Assistance
Adoption Services
Animal Socialization
Community Outreach
Event Coordination
Laundry
Photographer
Social Media outreach

).

ORIENTATION AND TRAINING:
Each volunteer shall receive an orientation with the Department designee on or before the first day of service. This orientation session shall assist the volunteers in their new roles with the Town. The orientation shall include:

- Town policies, such as those addressing safety, customer service, accident reporting, non-discrimination, sexual harassment, drug and/or alcohol, code of conduct, etc.
- Information procedures and responsibilities, when, how and to whom issues should be reported.

Training shall be specific to the type of work the volunteer will be performing. The Department designee will review position risk assessment to determine the type of training needed.

SUPERVISION:
Each volunteer must have a clearly identified supervisor who is responsible for direct management of that volunteer. This supervisor shall be responsible for day-to-day management and guidance in the work of the volunteer and shall be available to the volunteer for consultation and assistance.

VOLUNTEER RECOGNITION:
The Town of Yucca Valley views volunteers as a valuable resource and an integral part of the Town of Yucca Valley's ability to provide and enhance services. The Town of Yucca Valley appreciates volunteer contributions. Recognition of volunteers may include awards, activities or a simple "Thank You" for their efforts in helping make our community a better place to live.

VOLUNTEER LIABILITY:
The Volunteer Protection Act of 1997 provides that no volunteer of a public entity is liable for harm caused by the volunteer on behalf of the entity when certain requirements are satisfied. The Town of Yucca Valley will ensure all the requirements are satisfied to limit the volunteer's and agency's liability.

INJURY TO VOLUNTEERS:
The policy and procedures for reporting employee work related injuries shall be applied to volunteers as well. The supervisor shall follow the Town's standard workers compensation process. The Town will attempt to immediately notify the parent or guardian of an injured minor.

The supervisor will inform Human Resources of any injury. Human Resources will conduct an initial investigation, determine cause, recommendations to prevent future occurrences, and document all findings.

SERVICE AT THE DISCRETION OF THE TOWN

A volunteer may be dismissed at any time, for any or for no reason, at the complete discretion of the Town. The Town of Yucca Valley reserves the right to request that a volunteer leave immediately. No prior notification is necessary to release a volunteer of their services.

APPROVAL, REVISION & CANCELLATION:
All revision requests will be forwarded to the Town Manager.