



City of Norco

Volunteer Program

Department of Parks,
Recreation and Community Services

2870 Clark Avenue, Norco CA 92860
(951) 270-5632



Volunteer Handbook

Volunteer Handbook

Handbook Purpose

The purpose of this handbook is to provide general guidance and direction to volunteers involved in the City of Norco Volunteer Program.

Orientation Topics

- ❖ Philosophy of the Volunteer Program
- ❖ Volunteer rights and expectations
- ❖ Code of Conduct
- ❖ Dress and uniform
- ❖ Assignments
- ❖ Volunteer Opportunities
- ❖ Reporting accidents/incidents
- ❖ Tracking hours
- ❖ Changes of service agreement
- ❖ Updating Volgistics account
- ❖ Completing the “Volunteer Agreement”
- ❖ Lost Password

Volunteer Program Philosophy

The philosophy of the City of Norco Volunteer Program is to strengthen and enrich the community by:

- ❖ Enhancing programs and services through volunteer involvement
- ❖ Providing unique and meaningful volunteer opportunities
- ❖ Facilitating active participation between City staff and community members

The achievement of the Volunteer Program's goals is best served by the active participation of citizens of the community. The City of Norco Volunteer Program accepts and encourages the involvement of volunteers at various levels in the City. Department staff is encouraged to assist in the creation of meaningful and productive roles in which volunteers may serve and to assist in the recruitment of volunteers from the community.

Rights and Expectations

Volunteer Rights

Volunteers are viewed as a valuable resource to the City, its staff, and its customers. Volunteers have the right to be given meaningful assignments, the right to be treated as equal co-workers, the right to effective supervision, the right to full involvement and participation, and the right to be recognized for their work.

Volunteer Expectations: *What can your supervisor expect from you?*

Volunteers must agree to actively perform their duties to the best of their abilities and to remain dedicated to the goals of the City.

- ❖ Commitment to do the best job possible.
- ❖ Be dependable and report to volunteer job as scheduled, except in cases of emergency or illness.
- ❖ Provide notification when unable to report for volunteer job.
- ❖ Follow policies and procedures.
- ❖ Deliver and receive feedback.
- ❖ Ask questions when necessary.
- ❖ Maintain confidentiality. Any information obtained while volunteering at the City must remain confidential
- ❖ Present a professional demeanor.
- ❖ Be courteous in contacts with the public and staff.
- ❖ Maintain a good working relationship with staff and the public.
- ❖ Fulfill any additional training needed for the volunteer position.
- ❖ Adhere to safety standards for use of equipment (copy machine, paper shredder, paper cutter, etc...)

Staff Expectations: *What can you expect from your supervisor?*

- ❖ Clearly defined roles, jobs and tasks.
- ❖ Jobs that are complimentary to talents, skills and interests.
- ❖ Training and supervision.
- ❖ Deliver and receive feedback.
- ❖ Fair and non-discriminating treatment. (If you experience this, please contact your supervisor right away. You can also contact the Volunteer Coordinator or Human Resources at 951-270-5655)
- ❖ Response to all questions.
- ❖ Commitment to the Volunteer Program.
- ❖ Appreciation and recognition for volunteer contributions.

Code of Conduct

In general, volunteers will exhibit similar qualities and follow City guidelines that a City Employee is expected to adhere to. They are very simple:

- ❖ Show enthusiasm, good judgment, responsibility, initiative and resourcefulness for one's assignment.
- ❖ Possess and display patience, dependability, courtesy, devotion and a sense of humor.
- ❖ Be efficient, thorough, accurate and prompt.
- ❖ Use common sense and a good attitude in approaching your task.
- ❖ Attendance is a good measure of success. Be prompt and notify to your supervisor if you are unable to attend to your duties.
- ❖ Take direction and instruction in a positive manner.

We ask that all volunteers adhere to the standard city policy regarding smoking and the use of alcohol. Smoking is allowed in some designated areas. The use of alcohol and drugs is discouraged and will not be tolerated during volunteer hours. Volunteer is subject to termination if abuse takes place.

Dress and Uniform

Volunteers shall present a neat appearance at all times. Hair is to be kept clean and neat. Your volunteer supervisor will give you additional information as to a specific dress requirement when it pertains to a safety issue.

Assignments

The City of Norco is dependent on their volunteers to supplement and enhance many of its projects and programs. All assignments should be regarded with importance. Many of the assignments are ongoing and require a dedication to provide community assistance. Some of the tasks are a one-time work detail that garnishes immediate satisfaction of a job well done.

Volunteer Opportunities

The City of Norco has several opportunities to volunteer around the city. Some of these include:

- The Norco Animal Shelter (must be 16 years of age or older)
 - Maximum 5 volunteers per day (exemption for special events)
 - Volunteers under the age of 16 **MUST** have a parent or legal guardian present at all times
 - Volunteer hours are from 4pm-6pm, unless otherwise arranged with supervisor
 - Volunteers can **ONLY** walk small to medium dogs.
 - Duties include: washing/walking dogs, cleaning kennels, feeding animal, office work, interacting with customers, etc.
 - Live Scan Required
- Youth Sports Coach
 - Minimum age:16
 - Prior experience coaching or sport knowledge is highly preferred
 - Time commitment of at least 3-5 hours week for practice and game time
 - Live Scan Required
- Gym Attendant
 - Empty trash
 - Greet visitors and gym users
- The Rose Eldridge Senior Center (must be 16 years of age or older)
 - Volunteers under the age of 16 **MUST** have a parent or legal guardian present at all times
 - Read to seniors
 - Answer phones
 - Great seniors
 - Live Scan Required
- Parks & Building Maintenance
 - Must be 18 years or older
 - Clean Driving record
 - Experience in electrical, dry wall and etc.
 - Must provide own tools (City is not responsible for tools)
 - Live Scan Required
- City Events such as: (Live Scan Required)
 - Easter Egg Hunt
 - Breakfast with Santa
 - Parade of Lights
 - National Day of the Cowboy
 - 4th of July event
 - National Make a Difference Day

Tracking Hours

You, as the volunteer, are responsible for tracking and maintaining your hours. Please see page 7 for “how to input my hours.” If you are unable to input your own hours, you must make your supervisor aware of this and have approval from the volunteer coordinator prior to volunteering. The use of the “Volunteer Timesheet” is essential to regulate and record the hours donated to the volunteer program. The volunteer coordinator uses these hours to determine a volunteer’s service and to provide proper recognition where it is due. Volunteer timesheets are also required by the City of Norco when accessing any Workman Compensation Claims that may be submitted by a volunteer. Your supervisor will explain where to sign in and out during your service.

Reporting Accidents/Incidents

The same accident and safety guidelines and procedures, which apply to regular staff members, also apply to volunteers. Although volunteers are covered by Workers’ Compensation, the utmost care should be taken to ensure that you are not working in any hazardous situations. It is your supervisor’s responsibility to instruct you on the proper use of tools and equipment, as well as, the safe method of lifting and carrying large items.

Personal Injury Accidents

If an accident does occur, the appropriate actions should be taken. Contact your supervisor to fill out an “Accident Report Form”. Any on-the-job injury NO MATTER HOW MINOR is to be reported to the Volunteer Coordinator as soon as possible, but no later than 24 hours after the injury occurs.

Non-Injury Motor Vehicle Accidents

ALL Volunteers who drive a City Vehicle or their own vehicle during the course of their volunteer assignments will be included in the City’s DMV pull notice system and **MUST** provide to the Volunteer Coordinator a DMV report stating their current driving record. These forms are to be updated yearly.

A volunteer must receive, sign and submit to the Volunteer Coordinator the City of Norco driving policy before he/she can be certified to operate a City vehicle or operate his or her own vehicle while performing a volunteer task. If the volunteer is involved in a traffic accident while on assignment, the standard City reporting procedures in this policy should be followed. A police officer should respond and complete the appropriate accident report form. Provide the Volunteer Coordinator with report number as soon as it is given. A copy of the report must be submitted as soon as it is ready.

No Hours Recorded

In an effort to maintain an affective database, the volunteer database will be reviewed annually for determination of active/inactive volunteers. The city reserves the right to archive individuals or groups that have 0 hour for the year (January 1st – December 31st). If after a 2nd year of inactivity, archived persons or groups that have not volunteered, will be contacted and notified of deletion from the volunteer program and will be given an opportunity to reapply. If you move away or do not plan on volunteering with The City of Norco, please contact the volunteer coordinator at 951-270-5632.

Changes to Service Agreement

During your volunteer service, if you need to make changes to your agreement, contact your supervisor to fill out a new “Volunteer Agreement”. If you are canceling your service, notify your supervisor immediately so your position can be recruited.

Updating Volgistics Account

Please update your Volgistics account on a regular basis. Your information may change while volunteering with the City of Norco. To access your account, visit the City of Norco website at www.norco.ca.us and click on the quick link “Volunteer Program”. Select the “My Personal Account” button and enter in your login information.

Your home screen will display these tab options:

| | |
|----------------------------|--|
| <u>Home:</u> | This is the home screen to your personal account. |
| <u>Mail:</u> | View messages and important announcements. |
| <u>Profile:</u> | Contains your personal information. PLEASE CHECK FOR ACCURACY. (name, address, working preferences, emergency contact info., etc.) |
| <u>My Schedule:</u> | Shows your current assignments as well as any available assignments that you may want to sign up for. |
| <u>My Service History:</u> | Tracks the service hours that you have worked. |
| <u>Account:</u> | Allows you to change your login password. |

If you experience any difficulty logging in, or need assistance, please contact the Department of Parks, Recreation and Community Services at (951) 270-5632.

Recognition and Awards

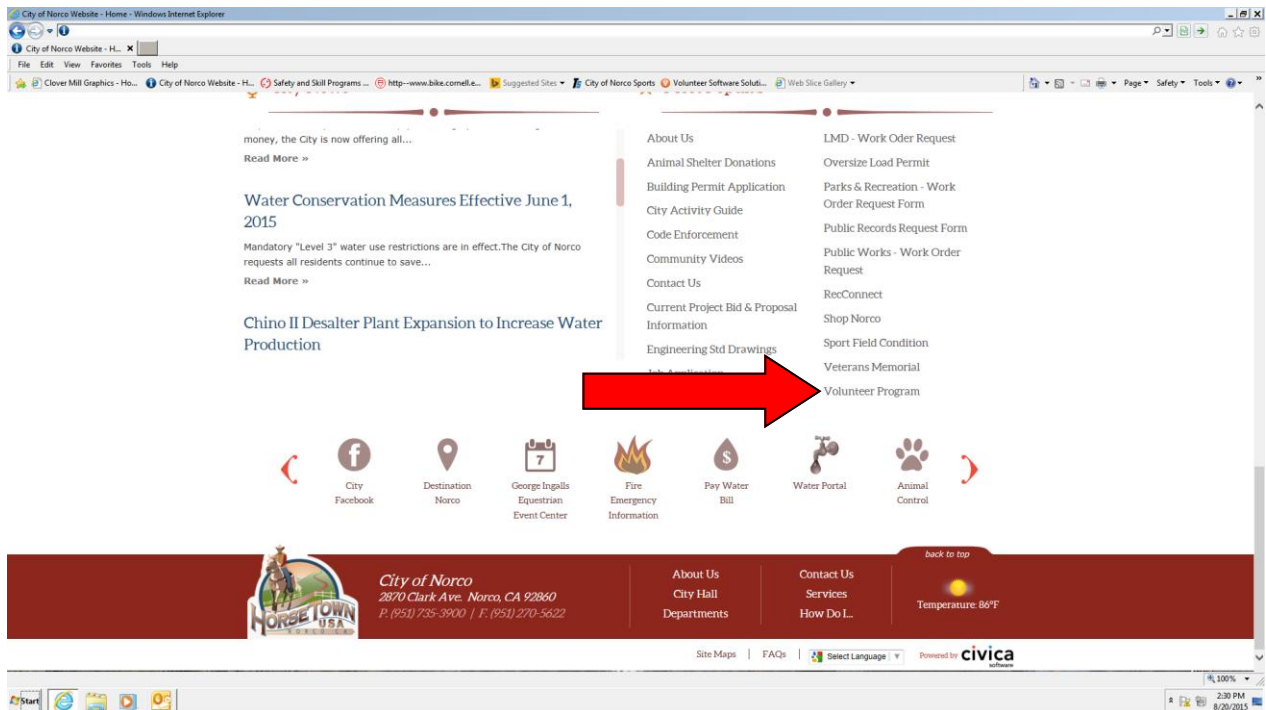
The City of Norco is always looking for ways to honor its volunteers. For every mile stone you reach in a year (January 1st – December 31st) you will receive the following:

- 100 Hours served- Thank you letter from the Director of Parks and Recreation
- 250 Hours served- Certificate presented at the City Council Meeting at the 2nd meeting in January
- 500 Hours served- Recognition Plaque presented at Volunteer Appreciation dinner
- 1000 Hours served- Name plate on Volunteer Wall of Fame

Annual Volunteer Appreciation Dinner is held every May honoring the volunteers who served during the prior year, January 1st through December 31st. Volunteers that haven't tracked hours with their supervisor will not be recognized. It is very important to track your hours every month.

How to Input Hours

Step 1



Step 2

City of Norco Website - Volunteer Program - Internet Explorer

Effective July 1, 2011, all paper volunteer applications will not be valid.

Why Volunteer

Everyone benefits when someone chooses to volunteer! Volunteers are essential to providing quality services to the residents of our community. Community members of all ages are encouraged to show pride and get involved in civic activities through volunteer work within the City of Norco.

Volunteers reap benefits such as acquiring new skills, meeting new people, gaining valuable work experience, making professional contacts, building self-confidence and improving the quality of life in the community. Volunteers give the City the ability to strengthen existing programs and services as well as develop new ones.

Becoming a Volunteer

Anyone interested in volunteering for the City must first **complete and submit an online Volunteer Application**. Additionally, potential volunteers must be live-scanned and clear background.

- **Online Volunteer Application**
- **Volunteer Handbook**

Existing Volunteers

If you are already approved as a volunteer, received your Volunteer Log-in and Password, and would like to access your Volgistics account to **view hours tracked or update your information**, please click on the link below:

- **My Personal Account**

Involvement and placement as a Volunteer remains the prerogative of the City of Norco. Position availability is not guaranteed but dependent upon the City's needs and the appropriate matching of your time, skills, and commitment.

All current volunteer opportunities are listed at the bottom of the page. Click on them for more information.

See our volunteers in action below.

For questions, please contact the Department of Parks, Recreation and Community Services at (951) 270-5632.

RESIDENTS

VISITORS

Step 3

Enter your email address and your Volunteer Information Center password, and then click the "Go" button.

Login name:

Password:

[Forget your password?](#)

Step 4



Volunteer Information Center

Volunteer information for John Starling

[Home](#) [Mail](#) [My Profile](#) [My Schedule](#) [My Service History](#) [Time Sheet](#) [Account](#)

[Check your schedule](#)

[Post your hours](#)

[Check messages](#)

Statistics

Overall

Volunteers: 987

Cumulative hours of service: 16,283.47
(as of yesterday)

News

Welcome to the Volunteer Information Center. This new online feature gives you an easy way to keep-in-touch with the volunteer program. You can check your schedule, post your volunteer service, receive messages, and much more: anytime, and from any Internet connected computer.

Watch this space for more volunteer news!

Your Assignments

Human Resources [City Departments] (Assigned)

Step 5

Time Sheet

What was the date of your service?

August 2013

| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | 30 | 31 |

September 2013

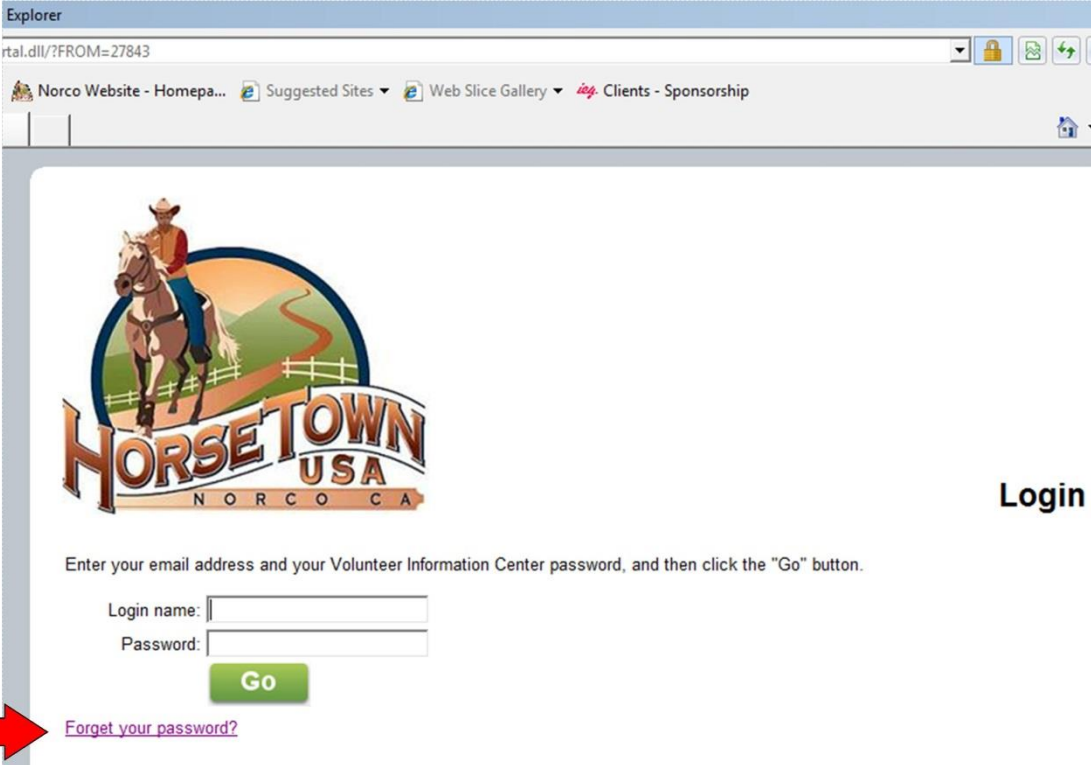
| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | | | | |

Which assignment did you serve in?

How many hours did you serve? hours, minutes

[Continue](#)


How to Find My Password



Explorer

rtal.dll/?FROM=27843

Norco Website - Homepa... Suggested Sites Web Slice Gallery Clients - Sponsorship



Login

Enter your email address and your Volunteer Information Center password, and then click the "Go" button.

Login name:

Password:

[Forget your password?](#)