

# **CITY OF COMPTON'S VOLUNTEER PROGRAM AND POLICY MANUAL**

## **VOLUNTEER PROGRAM HANDBOOK**

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### **1 Introduction**

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#### **Welcome to the City of Compton's Volunteer Program**

We are pleased to have you as a part of our team and welcome your assistance in providing volunteer services to our City. As a new volunteer, there are probably many things you would like to know about your role as a volunteer and the policies that govern your relationship with the City. Therefore, you have been provided with this handbook. This handbook will give you a brief summary of Compton's Volunteer Program and Policy and the Rules and Regulations that govern volunteers in our City. This handbook neither supersedes, alters, nor affects the provisions of the various laws, rules and guidelines that govern the volunteers within the state of California. Please read this handbook thoroughly and retain it for future reference. Questions concerning any policies or procedures should be referred to your Department director, assigned monitor or the Human Resource Department.

This handbook is not intended to be an expressed or implied contract of employment for any duration of time or at all; nor does it create property or other rights to volunteer. Furthermore, no City staff members, monitors, or the like shall have the authority to enter into any agreements with you for employment for any specific period or make any promises or commitments contrary to the foregoing. The purpose of this handbook is to provide guidance and direction to staff and volunteers alike. As you begin volunteering for the City, you may have questions. This handbook is intended to help answer those questions and to give you the information necessary to help make your time spent volunteering a positive experience.

We are grateful for your interest in volunteering. You and the many other volunteers providing services on our various City programs and projects have the power to improve the quality of life in our community. We hope that your volunteer relationship with the City of Compton is a rewarding experience and wish you much success in volunteer experience with us.

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### **2 OVERVIEW**

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The volunteer program is designed to coordinate and manage all volunteer efforts which support existing services provided to the community. The program addresses community service needs, while placing special emphasis on the City's priorities. With this in mind, it is important to effectively match individuals and others interested in providing volunteer services to City departments that have exciting and fun work opportunities.

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### 3 ABOUT OUR CITY

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Compton is located in the center of the southern coastal plain---thereby, affording it an ideal situation for commerce and industry. Compton is served by railroads and freeways, and is justly named the Hub City of Southern California.

The story of this City goes back to the days of the Spanish settlement of California. All of what is not Compton was part of Rancho San Pedro, a tract of 75,000 acres, granted to Don Juan Joe Dominguez by the Spanish governor in 1784.

Numerous town meetings were held in 1887. These town meetings ultimately resulted in Compton's incorporation as a City a year later.

The Compton Board of Trustees was a group of officials delegated to run the City. However, in 1924, the organization of the City's administration was changed to the Council/Manager form of government (still in effect today). This was quite an advanced concept for that time. There are four elected council members representing citizens residing in one of four designated areas of the City of Compton and an elected mayor, who represents all citizens. The citizens also elect a City Attorney, City Clerk, and a City Treasurer.

The Compton City Charter describes the role of the City's elected officials. The Mayor and City Council appoint members to Boards and Commissions for their service in investigatory and advisory roles which are associated with the City's operations and services.

The City Council appoints a City Controller who manages the financial affairs of the City. The City Council also appoints a City Manager who is the Chief Administrative Officer and carries out the policies established by the City Council.

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### 4 MISSION

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The City of Compton's volunteer program is committed to the promotion of public service through the contribution of goods and services provided by volunteers and nonprofit organizations.

The volunteer program objectives include:

- A. To develop a reliable and diverse skilled network of human resources to support the delivery of skilled volunteer services to the community.
- B. To provide opportunities for all segments of the community to participate in local government.
- C. To bring together volunteer resources and augment municipal services including, but not limited to the following areas: recreation, cultural and leisure services, park maintenance, literacy improvement, gang and substance prevention, public safety, information and service referrals, and maintenance of City facilities and other public grounds.

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### **OFFICE OF VOLUNTEER SERVICES**

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Volunteer Services are coordinated by the Human Resources Department, which has the responsibility for coordination of staff and volunteers so that their combined efforts jointly enrich and expand opportunities for the delivery of quality services to the community. The Human Resources Department is responsible for planning the effective use of volunteers, assisting staff in identifying productive and creative volunteer services, recruiting suitable volunteers, and tracking and evaluating their contribution to the City.

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### **BEING A VOLUNTEER**

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#### A. What Volunteers Can Expect from the City:

Volunteers are individuals who contribute time, energy and service to the City of Compton, which the City acknowledges and supports as valuable resources.

Volunteers can expect the City to:

1. Provide a clear understanding of the volunteer's assignment.
2. Provide orientation, training and support for the task(s) assigned.
3. Provide an appropriate workspace, including consideration for disabilities.
4. Provide necessary information about the workplace, City mission and program goals needed to carry out assignments.
5. Treat volunteers with courtesy and respect.

6. Respect the value of a volunteer's time by providing assignments that best matches the volunteer's interests, talents and skills.
7. Reimburse volunteers for pre-approved out-of-pocket expenses per the expense reimbursement policy of the program.
8. Be receptive to suggestions and comments from any volunteer.
9. Respond promptly to any complaints that are brought to the attention of City Staff or the Human Resources Department.
10. Be treated as a valued member of the City's team.

**B. What the City Expects from Volunteers:**

Volunteers who make a commitment to the City are accountable to the City and the people they serve.

The City of Compton expects volunteers to:

1. Read and follow the City's Volunteer Program Manual and Handbook.
2. Learn assigned responsibilities and perform them to the best of one's ability.
3. Report to duty on time and as scheduled.
4. Keep confidential or sensitive information confidential.
5. Accept the authority and communicate with assigned monitors.
6. Work cooperatively with fellow volunteers, City employees, and others.
7. Practice safety at all times.
8. Immediately report all on-the-job accidents or injuries and unsafe procedures or conditions to the City.
9. Provide adequate notice before terminating the volunteer relationship.
10. Return all City property in a timely fashion.
11. Share ideas and suggestions with City staff as part of the planning and/or program evaluation process.

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## 7. CITY POLICIES

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There are a number of City rules, regulations and policies that apply to volunteers.

A. Insurance

The City of Compton has adopted a resolution providing workers' compensation medical benefits to volunteers. As a volunteer, you may be covered for medical benefits by the City's workers' compensation program so long as you are acting within the scope and course of your assigned responsibilities.

B. Expenses

Volunteers may be reimbursed for reasonable expenses which have been pre-approved by your Department director or other authorized City staff, as a part of your volunteer responsibilities. You may also be eligible for a number of tax benefits as a volunteer under the general charitable contribution deduction of the Internal Revenue Code.

C. Volunteer Hours

The City must keep track of the hours you volunteer to assure coverage under our workers' compensation program. Time records are used to determine how service levels have increased and which services have been enhanced by volunteers. Timesheets are to be completed for each volunteer at the end of the month, or as directed by the Department director. Each volunteer is required to fully complete his or her timesheet and to deliver the timesheet to the Department director for approval. Volunteers may also want to maintain this record to document their experience and commitment.

D. Placement and Schedules

Assignment schedules of volunteers may vary depending on the department, program and/or location of volunteers. Volunteers should work with their monitor to set a schedule that is mutually acceptable. If, for any reason, a volunteer cannot make it to his or her assignment on a scheduled day, the volunteer should notify his or her job supervisor as soon as possible.

E. Volunteer Responsibilities

A description of your assignment will be developed prior to your volunteer placement so that you are provided a clear, complete and current description of the responsibilities of your assignment. In addition, a listing of volunteer assignment qualifications, a designated work place and assigned monitor will also be provided.

You may not perform professional services for which certification is required unless you already hold the appropriate certificate or license and have received approval from the City Manager or designee. Upon seeking approval, you must provide copies of any certificate or license, including any special driving license, first aid or CPR certification.

#### F. Problem Solving

If a problem should arise concerning any condition of your volunteering with the City, you should attempt to resolve the matter with your assigned monitor. All volunteers are encouraged to attempt to settle problems or issues within the department to which the volunteer is assigned. However, if you feel that an amicable agreement or a satisfactory solution to your problem has not been reached from within the department, then you should notify the Human Resources Department.

#### G. Other Responsibilities

- Keep your work commitment.
- Inform your assigned monitor if you have a planned absence, or cannot keep your work commitment for any reason.
- Accept training and participate in other job development activities.
- Adhere to all confidential requirements in the course of carrying out responsibilities.
- Never use City information or contacts for personal gain.
- Treat citizens, co-workers and others with respect.
- Be aware of all procedures and rules, including safety rules that govern your volunteer relationship with the City.
- Report all on-the-job accidents and injuries to your monitor immediately.
- Report any unsafe practices or procedures that you may observe to your monitor.
- Cooperate and assist in the investigation of any work accident or incident.
- Follow good personal hygiene and grooming habits, as well as manner of dress, that allow you to safely complete volunteer duties.
- Obtain and wear/use any specialized safety clothing or equipment.
- Wear seat belts when a passenger in a City vehicle while on City business.
- Be cooperative by accepting instructions, guidance, and suggestions from staff.

If you have questions about any of this information, you should speak with your monitor or the Human Resources Department.

#### H. Smoking

Smoking is prohibited in all City facilities, including all City vehicles. Volunteers who wish to smoke may do so outside the buildings in a designated area.

I. Alcohol

Volunteers shall not consume or possess alcoholic beverages while conducting any City business or on any City premises. Volunteers who violate this policy are subject to immediate expulsion from the Volunteer Program.

J. Drugs

Any volunteer who uses, brings, possesses or is suspected of being under the influence of any form of narcotic, drug, or hallucinogen, except prescribed drugs and under the direction of a physician, is subject to immediate expulsion from the Volunteer Program. In addition, any volunteer who transfers, sells, or attempts to sell same on City property or while on City business, at any time, is subject to immediate expulsion.

K. Harassment

All City volunteers have a right to work in an environment free from all forms of discrimination and conduct which can be considered harassing, coercive or disruptive. Consistent with the City's respect for the rights and dignity of each volunteer, harassment based on race, color, religion, sex, national origin, age, disability, sexual orientation or any class protected by law, will not be sanctioned or tolerated.

L. Dismissal

Volunteers who do not adhere to the rules, policies and regulations of the City, or fail to perform their assignments as agreed, are subject to expulsion from the program. A volunteer may be dismissed at any time. The City reserves the right to request that a volunteer vacate City premises immediately if circumstances warrant such action.

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**8.**  
**CODE OF ETHICS**

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We encourage you to read and practice the following Code of Ethics for volunteers:

As a volunteer, I realize that I am subject to a Code of Ethics similar to that which binds the professionals in the fields in which I am providing volunteer service. Like them, I assume certain responsibilities and expect to account for what I do in terms of what I am expected to do.

- I will keep confidential matters confidential.
- I understand 'volunteer' to mean that I have agreed to work without compensation, but having been accepted as a valuable volunteer service provider, I expect to perform my responsibilities according to standards.

- I promise to volunteer with an attitude of open-mindedness; to be willing to be trained for the assignment; to bring to the assignment interest and attention.
- I understand that I am expected to live up to my service commitment, and I will give ample notice if I cannot fulfill it.
- I believe that my attitude toward volunteer work should be professional.
- I believe that I have an obligation to my volunteer service, to those who direct it, to my colleagues, to those for whom it is done, and to the public.

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**9.**  
**USE OF CITY PROPERTY & EQUIPMENT**

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The personal use of City property and equipment by volunteers is not allowed and may result in expulsion from the program. Personal use includes, but is not limited to unauthorized taking, use or removal of City tools, equipment, supplies, vehicles, materials and property of every kind and type, duplication of City keys, use of City communications equipment and computer information systems for non-City related business or purposes.

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**10.**  
**VOLUNTEER IDENTIFICATION BADGES**

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Depending upon the assignment, volunteer identification badges may be issued by the Human Resources Department and must be worn by volunteers at all times during hours of providing service or performing responsibilities.

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**11.**  
**PARTICIPATION IN TRAINING PROGRAMS AND RELATED ACTIVITIES**

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The City may, from time to time, provide for volunteer participation in training programs to improve productivity skills.

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**12.  
PARKING**

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Parking spaces are assigned in the City Hall underground parking structure. These spaces are assigned by department to a limited number of individuals. Depending on availability of space, volunteers may also park in the Heritage House parking area, and on the 4<sup>th</sup> and 5<sup>th</sup> level of the County Courthouse parking structure located on the corner of Acacia and Myrrh Street. Volunteers may be issued a parking permit. The parking permit must be displayed at all times regardless of parking area used.

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**13.  
COMPENSATION**

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Individuals, groups and organizations who volunteer their time and services do so free, without any present or future expectation of remuneration other than authorized meals, transportation, lodging or reimbursement for pre-approved incidental expenses. This is not an employment relationship, and the volunteer is under no obligation to provide time, duties, or resources, other than what he or she freely chooses to provide.

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**14.  
RECORDING SERVICE HOURS**

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Accurate records of time and attendance must be kept for all volunteers, and ensures coverage under the City's workers' compensation programs.

Timesheets are to be filled out each time a volunteer performs services under the program, at the end of the month, or whenever stipulated by the Department director. Each volunteer shall follow this practice. Volunteers may also want to maintain this record to document their experience and commitment.

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**15.  
PRODUCTIVITY REVIEWS**

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Evaluations of volunteers will be conducted by the assigned monitor in a constructive manner. In addition to aiding the volunteer to succeed, the evaluation should assess the Volunteer

Program objectives in relation to a volunteer's productivity to identify opportunities for improving program participation and the volunteer experience.

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**NOTES**

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