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#### VOLUNTEER PROGRAM POLICY

Actively promote a mutually rewarding program between volunteers and staff to support the volunteers in their efforts to cooperatively care of our community's assets.

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## **Volunteer Program Mission Statement**

It is the mission of Madison County's Volunteer Program to actively promote a mutually rewarding program between volunteers who offer their talents, skills and time and staff who will support the volunteers in their efforts to cooperatively care for our community's assets.

### **Section One: General Volunteer Policy**

#### **Definition of Volunteer**

A volunteer is anyone, who without compensation, contributes their time, energy and skills to benefit Madison County.

- It is the individual's choice.
- There is no duress or coercion.
- Their time is freely given.
- There is no payment or expectation of payment.
- Volunteering can be associated with a charitable or voluntary body. It can also include involvement with statutory agencies, self-help, events, sports clubs, and informal community groups.
- OR, the case of individuals assigned by work-release and alternative-sentencing programs (refer to Volunteers Insurance Service Association, Inc. Work Release Program).

#### **Purpose of Volunteer Policies**

The purpose of these policies is to provide overall guidance, structure and direction to staff and volunteers throughout the volunteer process. These policies do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. Madison County Fiscal Court reserves the right to change any of these policies at any time and to expect adherence to the amended policy.

#### **Scope of Volunteer Policies**

Unless specifically stated, these policies apply to all non-elected and non-appointed volunteers in all programs and projects undertaken on behalf of Madison County.

## **Role of Volunteer Coordinator/Volunteer Management Department**

The Volunteer Coordinator will be designated according to volunteer placement. All records will be held within Human Resources. Human Resources will be the central point of information for all Madison County Fiscal Court volunteers.

## **Equal Opportunity Employer**

Madison County is an equal opportunity employer. Everyone is to be treated with the same attention, courtesy and respect to ensure that individuals feel valued and respected and have equality of opportunity regardless of:

- Marital or civil partnership status
- Gender
- Gender reassignment/gender identity
- Religious beliefs
- Race
- Disability
- Sexual orientation
- Age
- Maternity and paternity

## **Employees as Volunteers**

Madison County accepts the services of staff as volunteers. This service is accepted provided that the volunteer service is:

- provided totally without any coercive nature
- involves work which is outside the scope of normal staff duties
- is provided outside of normal work hours.

## **Scope of Volunteer Involvement**

Volunteers may be utilized in many programs and activities within Madison County. Volunteers should not, however, be utilized to displace any paid employees from their positions.

A scope of volunteer service description will be provided to every individual outlining the general policies and procedures for volunteering. As appropriate, some volunteers will have an additional form attached outlining their specific duties within the position. Each general description will include:

- the general responsibilities of volunteers
- timesheet and record reporting (always mandatory)
- reporting and supervision responsibilities if applicable
- training and orientation prior to work
- personal protective equipment to be provided

*(See Attachment I – Volunteer Scope of Service Description)*

### **Safety and Welfare of Volunteers**

Madison County places importance on the safety and welfare of our volunteers. Accepted common sense standards of behavior will be outlined prior to the performance of volunteer tasks/assignments. Supervisors are to be trained in basic First Aid and preferably CPR. A first aid kit is to be on hand at all events. In the event of an injury, appropriate first aid is to be given, and the supervisor is to immediately complete an incident report (available on Madison County website) and submit a copy to the Human Resources department. Access to telephone and/or radio communication should be available at all volunteer events.

*(Contact/Visit Human Resources for Injury/Accident Report Form)*

### **Evaluation of Volunteer Program**

Human Resources will conduct an annual evaluation of the utilization of volunteers by the County. The general information gathered will consist of the number of volunteers used, number of volunteer hours served, projects, events, and programs/departments where volunteers were used.

## **Section Two: Rights and Responsibilities**

### **Relationship between Volunteer and County**

Volunteers are an asset to the community, its staff, and its residents. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated as respected co-workers, the right to effective supervision, the right to appropriate involvement and participation, and the right to recognition for work done.

In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the goals and procedures of the Madison County Fiscal Court.

### **Maintenance of Records**

A system of records will be maintained on each volunteer with the departments of Madison County Fiscal Court. This will include dates and hours of service, positions held, and awards received. Volunteers and appropriate staff shall be responsible for submitting all appropriate records and information to Human Resources in a timely and accurate manner. Volunteer personnel records shall be accorded the same confidentiality as Madison County Fiscal Court personnel records.

### **Timesheets**

Individual volunteers are responsible for the accurate completion and timely submission of timesheets. Volunteers working in the community must also sign in when beginning service and sign out when service is completed for that day on the appropriate forms.

*(See Attachment II – Timesheets and Sign-in Forms)*

### **Confidentiality**

Access to confidential records is restricted to designated Madison County employees. All County related business or information overheard or entrusted to a volunteer needs to stay confidential. It is not to be talked about among other volunteers, participants, friends, or family.

### **Work Site**

Prior to the enrollment of any volunteer, the supervisor shall establish an appropriate worksite. This worksite shall contain necessary facilities, equipment, and space to enable the volunteer to

effectively and comfortably perform his or her duties. Volunteer sites are subject to the same safety requirements as all County work sites.

### **Dress Code**

As representatives of Madison County, volunteers, like staff, are responsible for portraying a good image to clients and the community. Volunteers shall dress appropriately for the conditions and performance of their duties. Volunteers are to be identified as such through wearing nametags or other methods provided by Madison County.

### **Absenteeism**

Volunteers are expected to perform their duties on a regularly scheduled and timely basis. If expecting to be absent from a scheduled duty, volunteers shall inform the supervising staff member and/or Human Resources as far in advance as possible, so alternative arrangements can be made.

### **Right to Reject Services/Volunteer Termination**

The County reserves the right to limit the use of volunteers, adjust the hours of any volunteer or to reject services as it, in its sole discretion, deems fit, in order to best achieve its public purpose and policy. No employment of any other contractual right is created by these policies. Participation in any volunteer position of MCFC shall be open to any individual.

Grounds for rejecting services may include, but are not limited to: gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property, misuse of County equipment or materials, mistreatment of constituents or co-workers, failure to abide by County policies and procedures, failure to meet the standards of performance relating to the essential functions of the volunteer position, and/or failure to satisfactorily perform assigned duties.

### **Resignation**

Volunteers may resign from volunteer service with Madison County Fiscal Court at any time. It is requested that volunteers who intend to resign provide advance notice of departure and a reason for this decision to their supervisor and/or the Human Resources department.

## **Notice of Departure or Re-Assignment of a Volunteer**

In the event that the volunteer departs the County, whether voluntarily or involuntarily, or is re-assigned to a new position, it shall be the duty of Human Resources to inform the staff.

## **Section Three: Recruitment and Training of Volunteers**

### **Staff Requests for Volunteers**

Requests for volunteers shall be submitted in writing complete with a description of duties needed to be performed and a requested timeframe. The recruitment of volunteers is enhanced by creative and interesting jobs.

### **Recruitment**

Volunteers shall be recruited by the County on a pro-active basis, with the intent of broadening and expanding the volunteer involvement of the community. Volunteers shall be recruited without regard to race, color, national origin, etc.

*(See section one for full Equal Opportunity Employer segment)*

Volunteers may be recruited either through an interest in specific functions or through a general interest in volunteering which will later be matched with a specific function. All marketing for volunteers shall be approved by the Judge Executive's office.

### **Placement**

In placing a volunteer, consideration shall be paid to the interests and capabilities of the volunteer and to the requirements of the volunteer position. No placement shall be made unless the needs of both the volunteer and the supervising staff can be met. No volunteer will be assigned to work with a staff person without the consent of that staff person. Volunteers should be provided with a description of general volunteer duties and when needed, a scope of work description so there is complete understanding of the expectations of their service. The document should clearly identify the essential functions the volunteer is authorized to perform.

Since volunteers are considered a valuable resource in performing the County's work, staff is encouraged to seriously consider creative ways in which volunteers can be of service and to consult with Human Resources if in need of assistance or additional training.

### **Acceptance and Appointment**

Service as a volunteer for Madison County shall begin with an official notification of acceptance or appointment to a volunteer position by Human Resources. No volunteer shall begin performance of any position until he or she has been officially accepted for volunteer work and has completed all the necessary paperwork. At the time of final acceptance, each volunteer shall complete all necessary enrollment paperwork and shall receive a copy of the volunteer manual.

*(See Attachment III – Enrollment Paperwork)*

## **Re-Assignment**

A volunteer who is re-assigned to new responsibilities shall receive appropriate orientation and training for that position before he or she begins work.

## **Professional Services**

Volunteers shall not perform professional services for which certification or licensing is required unless currently certified or licensed to do so. A copy of such certificate or license must be on file with Human Resources.

## **Orientation**

All volunteers will receive a general orientation on the operations and nature of the volunteer program and a specific orientation on the purposes and requirements of the volunteer work that they are accepting in that effort.

## **On-the-job Training**

The County will provide adequate instruction and, where necessary, training to ensure all workers perform a task properly and safely and provide individual volunteers with adequate knowledge of County rules and requirements. In compliance with the Occupational Safety and Health Administration (OSHA), personal protective equipment should be provided by the County, if necessary, and is required to be worn when necessary to complete the work assigned. The timing and methods for delivery of such training should be appropriate to the complexity and demands of the positions and the capabilities of the volunteers. Experienced volunteers may be included in the design and delivery of volunteer orientation and training.

## **Continuing Education**

Volunteers are encouraged to improve their levels of skill during their terms of service. Many volunteers encounter a variety of new challenges when they give their time in their communities. Sharing new experiences with new people, they can learn new skills that can give them confidence to face challenges in other areas of their lives.

## **Section Four: Supervision and Evaluation of Volunteers**

### **Supervision of Volunteers**

Each volunteer with Madison County must have a clearly identified supervisor who is responsible for direct management of that volunteer. This supervisor may be a staff person, a trained adult volunteer, or other designated person. The supervisor shall be responsible for day-to-day management and guidance of the work of the volunteer and shall be available to the volunteer for consultation and assistance.

### **The Volunteer as the Volunteer Supervisor**

After consulting with Human Resources, a volunteer may be assigned to act as a supervisor of other volunteers. The supervising volunteer is under the direction of the Volunteer Coordinator and Human Resources.

### **Volunteer/Staff Relationships**

Volunteers and staff are considered to be partners in implementing the mission and programs of the County, with each having a complementary role to play. It is essential for the proper operation of this relationship that each partner understands and respects the needs and abilities of the other.

### **Staff Volunteer Management Training**

An orientation on working with volunteers will be provided to all staff. In-service training on effective volunteer utilization may be provided to those staff members who are highly involved in volunteer management.

### **Staff Involvement in Volunteer Evaluation**

Supervising staff shall be involved in all evaluation and work assignments of volunteers with whom they are connected.

## **Lines of Communication**

Volunteers are entitled to all information pertinent to the performance of their work tasks except that information which the County deems to be confidential. Lines of communication operate in both directions and exist both formally and informally. Volunteers should be consulted regarding decisions that would substantially affect the performance of their duties.

Volunteers and their supervisors are responsible for regular communication with Human Resources. Human Resources should be notified of any substantial change in the work or status of a volunteer and shall be consulted in advance of any corrective action.

## **Standards of Performance**

Standards of performance may be established for on-going volunteer positions. These standards may list the work to be done in that position, measurable indicators of whether the work was accomplished and appropriate timelines for accomplishment of the work.

## **Request for Volunteer Feedback**

Human resources may, from time to time, seek feedback from its volunteers in an effort to improve its volunteer programs.

## **Section Five: Volunteer Support and Recognition**

### **Access to County Property and Materials**

As appropriate, volunteers will have access to Madison County property and materials necessary to fulfill their assigned duties and shall receive training in the operation of any equipment. Under no circumstances shall a volunteer operate any power equipment.

### **Volunteer Career Paths**

Volunteers are encouraged to develop their skills while serving for Madison County, and are to be assisted through promotion to new volunteer jobs to assume additional and greater responsibilities. If so desired by the volunteer, Human Resources shall assist the volunteer in maintaining appropriate records of volunteer experience that would assist the volunteer in future career opportunities. Letters of recommendation for college and/or employment fall in this category.

# **Volunteer Manual Attachments**

## **Volunteer Job Descriptions**

- Volunteer Scope of Service Description

## **Timesheets/Sign-in Forms**

- Volunteer Time Sheet
- Volunteer Activity Assumption of Risk, Waiver, and Release – This form is to be completed by all volunteers working on projects through the departments of the Madison County Fiscal Court.

## **Volunteer Enrollment Paperwork**

- Enrollment Paperwork for all Madison County volunteers
- Confidentiality Acknowledgement Form

**Volunteer Scope of Service Description**

Volunteer Name:

Supervisor:

Department:

Volunteer Position Description (to be detailed by volunteer's supervisor or Volunteer Coordinator)



**Madison County Volunteer Waiver**

This Release and Waiver of Liability (the “release”) executed on \_\_\_\_\_ (date) by \_\_\_\_\_ (“Volunteer”) releases **Madison County** and each of its directors, officers, employees, and agents. The Volunteer desires to provide volunteer services for the County and engage in activities related to serving as a volunteer. Volunteer understands that the scope of Volunteer’s relationship with Madison County is limited to a volunteer position and that no compensation is expected in return for services provided by Volunteer; Madison County will not provide any benefits traditionally associated with employment to Volunteer; and that Volunteer is responsible for his/her own insurance coverage in the event of personal injury or illness as a result of Volunteer’s services to Madison County.

1. **Waiver and Release:** I, the Volunteer, release and forever discharge and hold harmless Madison County and its successors and assigns from any and all liability, claims, and demands of whatever kind of nature, either in law or in equity, which arise or may hereafter arise from the services I provide to the County. I understand and acknowledge that this release discharges Madison County from any liability or claim that I may have against Madison County with respect to bodily injury, personal injury, illness, death, or property damage that may result from the services I provide to Madison County or occurring while I am providing volunteer services.

3. **Medical Treatment:** I hereby release and forever discharge Madison County from any claim whatsoever which arises or may hereafter arise on account of any first-aid treatment or other medical services rendered in connection with an emergency during my tenure as a volunteer with Madison County.

4. **Assumption of Risk:** I understand that the services I provide to Madison County may include activities that may be hazardous to me. As a volunteer, I hereby expressly assume risk of injury or harm from these activities and release Madison County from all liability.

5. **Photographic Release:** I grant and convey to Madison County all right, title, and interests in any and all photographs, images, video, or audio recordings of me or my likeness or voice made by Madison County in connection with my providing volunteer services to Madison County.

6. **Other:** As a volunteer, I expressly agree that this release is intended to be as broad and inclusive as permitted by the laws of the state of Kentucky and that this release shall be governed by and interpreted in accordance with the laws of the state of Kentucky. I agree that if any clause or provision of this release is deemed invalid, the enforceability of the remaining provisions of this release shall not be affected. By signing below, I express my understanding and intent to enter this release and waiver of liability willingly and voluntarily.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

**Madison County Volunteer Enrollment Application**

Personal Information:

Name: \_\_\_\_\_ Date of Application: \_\_\_\_\_  
(Last) (First) (Middle)

Street Address: \_\_\_\_\_ Telephone: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_ Birth Date: \_\_\_\_\_

Previous Address(es) if less than 5 years at above: \_\_\_\_\_  
Separate sheet if necessary

Email: \_\_\_\_\_

Driver License Number/Issuing State: \_\_\_\_\_ \*Must attach copy of driver license

Have you previously volunteered here? Yes / No Dates (if applicable): \_\_\_\_\_

Where would you like to Volunteer/Intern? \_\_\_\_\_

Have you ever worked for the Madison County Fiscal Court? Yes / No

Dates (if applicable): \_\_\_\_\_

I can volunteer \_\_\_\_\_ hours per: Day Week Month

Days: Monday Tuesday Wednesday Thursday Friday Saturday

Time of Day: Morning Afternoon Late Afternoon Anytime

Comments: \_\_\_\_\_

Please explain below what interests or qualifications you have as a volunteer, intern or Community Service worker to include prior volunteer opportunities for this position. Include any relevant skills, experience and/or education.

**References:**

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Telephone: \_\_\_\_\_

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Telephone: \_\_\_\_\_

**Emergency Contact Information:**

Name: \_\_\_\_\_ Telephone: \_\_\_\_\_

**Agreement:** In signing this application, Madison County acknowledges your willingness to volunteer your service to assist the County. By signing this form, it is understood that you are not an employee or agent of the County and the County may terminate this volunteer agreement at any time. All County Volunteers, Interns and Community Service workers must be registered with the Department of Human Resources and successfully complete any necessary background and/or reference checks.

I certify that all statements in this application are true and if approved as a volunteer I will abide by the County Regulations.

Signature of Applicant: \_\_\_\_\_ Date: \_\_\_\_\_

**Confidentiality Acknowledgement Form**

I understand that in the course of my volunteer experience I may have access to and be involved in the processing of verbal, written, computer generated, computer accessed, filmed, and/or recorded information related to current employees, past employees or Madison County Fiscal Court business.

I understand that I am required to maintain confidentiality of this direct or indirect information at all time, both during and after my volunteer experience. I understand that I will not share, discuss, or reveal any of this information with anyone.

I understand any breach of confidentiality may result in disciplinary action, including termination of my volunteer experience, or legal action.

I certify by my signature that I acknowledge being informed of the confidentiality policy concerning confidential information and its treatment. I agree to adhere to and uphold the private and privileged information therein.

Name (Print) : \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_