

City of Santa Clara
Human Resources Department



Volunteer Orientation Manual

The mission of the City of Santa Clara is to:

Promote a living and working environment that allows for the best quality of life by serving the community with resourceful, efficient, progressive and professional leadership.

1500 Warburton Avenue
Santa Clara, CA 95051
(408) 615-2080



Dear Volunteer,

Welcome to the City of Santa Clara Volunteer Program. We are excited that you have decided to volunteer with us!

The purpose of the volunteer manual is to provide clarity and consistency of volunteer roles as well as helpful information about the volunteer program. It will provide you with expectations and qualifications to begin service in the community. This manual will answer many questions and, most importantly, ensure that you are given the information needed to be successful.

To work as a volunteer with the City of Santa Clara you will:

1. Complete and submit a Volunteer Registration Form.
2. Receive an assignment and schedule from your program supervisor(s).
3. Attend all scheduled orientations, trainings and meetings.
4. Fulfill duties as assigned, including submitting a monthly timecard.
5. Effectively communicate with staff, volunteers, and participants.

Many volunteers report benefitting from their service in these ways: socializing and making new friends, gaining and sharing work experience while developing new skills, connecting with the community, helping others, and staying active while having fun.

Thank you for volunteering your time. Volunteers are an integral part of our team that help sustain the quality of programs offered to the community. Volunteers play a huge role throughout our City through special events and ongoing programs. Your effort will assist the City of Santa Clara in providing high-quality programs to the Santa Clara community. Have fun! The time you spend working with the City of Santa Clara should be positive and rewarding for all. The success of our programs and services greatly depends on dedicated individuals like you.

Sincerely,

Human Resources Department
City of Santa Clara



**City of Santa Clara
Volunteer Manual
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The following information has been prepared to help familiarize you with the City and your responsibilities as a volunteer.

CODE OF ETHICS AND VALUES

The City of Santa Clara's Code of Ethics & Values, adopted by the City Council in March of 2000 and modified by Council in August of 2001, is designed to provide clear, positive statements of ethical behavior reflecting the core values of the community. The Code includes practical strategies for addressing ethical questions and is a useful framework for decision-making and handling the day-to-day operations of the municipality.

Goals of the Code of Ethics & Values

To make Santa Clara a better community, built on mutual respect and trust.

To promote and maintain the highest standards of personal and professional conduct among all involved in City government - elected officials, City staff, volunteers, and members of the City's boards, commissions and committees.

The Code of Ethics & Values is a touchstone for members of boards, commissions and committees in fulfilling their roles and responsibilities.

Preamble

The proper operation of democratic government requires that decision-makers be independent, impartial, and accountable to the people they serve. The City of Santa Clara has adopted this Code of Ethics & Values to promote and maintain the highest standards of personal and professional conduct in the City's government. All elected and appointed officials, City employees, volunteers, and others who participate in the city's government are required to subscribe to this Code, understand how it applies to their specific responsibilities, and practice its eight core values in their work. Because we seek public confidence in the City's services and public trust of its decision-makers, our decisions and our work must meet the most demanding ethical standards and demonstrate the highest levels of achievement in following this code.

1. As a Representative of the City of Santa Clara, I will be ethical.

In practice, this value looks like:

- a. I am trustworthy, acting with the utmost integrity and moral courage.
- b. I am truthful, do what I say I will do, and am dependable.
- c. I make impartial decisions, free of bribes, unlawful gifts, narrow political interests, and financial and other personal interests that impair my independence of judgment or action.
- d. I am fair, distributing benefits and burdens according to consistent and equitable criteria.
- e. I extend equal opportunities and due process to all parties in matters under



consideration. If I engage in unilateral meetings and discussions, I do so without making voting decisions.

- f. I show respect for persons, confidences, and information designated as "confidential."
- g. I use my title(s) only when conducting official City business, for information purposes, or as an indication of background and expertise, carefully considering whether I am exceeding or appearing to exceed my authority.

2. As a Representative of the City of Santa Clara, I will be professional.

In practice, this value looks like:

- a. I apply my knowledge and expertise to my assigned activities and to the interpersonal relationships that are part of my job in a consistent, confident, competent, and productive manner.
- b. I approach my job and work-related relationships with a positive attitude.
- c. I keep my professional knowledge and skills current and growing.

3. As a Representative of the City of Santa Clara, I will be service-oriented.

In practice, this value looks like:

- a. I provide friendly, receptive, courteous service to everyone.
- b. I am attuned to, and care about, the needs and issues of citizens, public officials, and city workers.
- c. In my interactions with constituents, I am interested, engaged, and responsive.

4. As a Representative of the City of Santa Clara, I will be fiscally responsible.

In practice, this value looks like:

- a. I make decisions after prudent consideration of their financial impact, taking into account the long-term financial needs of the City, especially its financial stability.
- b. I demonstrate concern for the proper use of City assets (e.g., personnel, time, property, equipment, funds) and follow established procedures.
- c. I make good financial decisions that seek to preserve programs and services for City residents.

5. As a Representative of the City of Santa Clara, I will be organized.

In practice, this value looks like:

- a. I act in an efficient manner, making decisions and recommendations based upon research and facts, taking into consideration short and long term goals.
- b. I follow through in a responsible way, keeping others informed, and responding in a timely fashion.
- c. I am respectful of established City processes and guidelines.

6. As a Representative of the City of Santa Clara, I will be communicative.

In practice, this value looks like:



- a. I convey the City's care for, and commitment to, its citizens.
- b. I communicate in various ways that I am approachable, open-minded, and willing to participate in dialog.
- c. I engage in effective, two-way communication, by listening carefully, asking questions, and determining an appropriate response which adds value to conversations.

7. As a Representative of the City of Santa Clara, I will be collaborative.

In practice, this value looks like:

- a. I act in a cooperative manner with groups and other individuals, working together in a spirit of tolerance and understanding.
- b. I work towards consensus building and gain value from diverse opinions.
- c. I accomplish the goals and responsibilities of my individual position, while respecting my role as a member of a team.
- d. I consider the broader regional and State-wide implications of the City's decisions and issues.

8. As a Representative of the City of Santa Clara, I will be progressive.

In practice, this value looks like:

- a. I exhibit a proactive, innovative approach to setting goals and conducting the City's business.
- b. I display a style that maintains consistent standards, but is also sensitive to the need for compromise, "thinking outside the box," and improving existing paradigms when necessary.
- c. I promote intelligent and thoughtful innovation in order to forward the City's policy agenda and City services.

CUSTOMER SERVICE

How you conduct yourself every day on the job, is how our customers will view and remember our entire organization. Our "customers" include our residents, businesses, visitors, and city staff. They are not distractions or interruptions. They are why we exist; they are the purpose of our work. Customers have different needs and priorities, although they are unanimous in wanting to be served efficiently, accurately, and with courtesy. In Santa Clara we have a high level of citizen service and customer satisfaction.

Working in a municipality complicates the goal of providing outstanding customer service. Our customers may not understand the process or be resentful of the role of government. Some may be fearful or skeptical of our good intentions. Santa Clara is a diverse community and we must talk, write, and meet every day with people who may have very different perspectives than our own. We must work every day for the consistent delivery of service and professional treatment of our customers and co-workers regardless of race, color, disability, religious or political beliefs, sexual orientation, or status in the community.



CUSTOMER SERVICE TIPS (CMD 117)

- Be pleasant, courteous and friendly. Give your name.
- Maintain eye contact; listen without distractions. Try to be patient.
- Invite the person to sit down, if possible; this usually has a calming effect.
- Practice active listening. Take notes, be responsive and ask questions for clarification.
- If the person is upset, let him/her "get it out."
- Try to understand the person's point of view.
- Let the person know that you want to help.
- Use his/her name.
- Re-state or paraphrase what is said ("What I hear you saying is . . .")
- Discuss alternatives and seek solutions together.
- Tell the person what will be done in response to his/her concern and when it will be done.
- Take appropriate action to respond to the concern.

Try to avoid:

- Taking the citizen's irritation personally.
- Using "you" in an accusatory way, such as "You did this, now we have to..." "You should have done this..."
- Jumping to conclusions; try to listen objectively.
- Interrupting.
- Being judgmental.
- Being defensive.

GROOMING AND ATTIRE (CMD 113)

- Volunteers should be clean and presentable when at work. All volunteers are expected to practice and maintain good personal hygiene.
- If a shirt or uniform is issued, volunteers are asked to wear it to their scheduled shift.
- City issued attire is only to be worn while volunteering.
- When working, volunteers are asked not to wear insignias denoting commercial vendors or organizations on their clothes. This includes jackets, sweatshirts, pants, shirts, hats, etc. A manufacturer's label is acceptable.
- Appropriate footwear should be worn at all times.
- When bathing suits are to be worn, women are asked to wear a one-piece suit and men are asked to wear swimming trunks.
- Use caution when using or working around machinery. Do not wear loose articles of clothing, jewelry, hairstyles, or dangling lanyards which may be hazardous.
- As a courtesy to others with chemical sensitivities, it is requested that you not use perfumed products.



TIME SHEETS

Each volunteer is responsible for recording and submitting the hours they worked. Time sheets are to be turned in once a month unless otherwise specified by your program. Time sheets are available from your supervisor. Submit volunteer hours for each program in which you work.

GIFTS AND FAVORS TO INDIVIDUALS (CMD 67)

Employees and volunteers are strongly discouraged from accepting any donations and may not accept any gift valued at \$20 or more from one individual during a calendar year.

Gifts to the City are accepted in one of two ways:

1. Those valued under \$100 may be accepted by staff.
2. Those valued above \$100 are accepted by City Council.

There are written processes to follow for both sets of circumstances. Please ask your supervisor if you have any questions.

DONATIONS

The City of Santa Clara is not able to accept every donation that is offered. There are limits to what our facilities are able to use, permitted to distribute, and capable of storing. Please refer the offer of a donation to your supervisor or other staff member.

USE OF CITY EQUIPMENT (CMD 116)

Do not use City equipment, work locations, or authorized access to City networks or systems improperly. Improper use includes any personal use for convenience or profit, playing of games, or use to convey derogatory, defamatory, obscene, or otherwise inappropriate actions or messages or any information unrelated to City business. Personal mail, packages, or catalogs should not be received or sent using a municipal address. Volunteers are expected to maintain the confidentiality of City documents and information which they have access to through his or her volunteer assignment with the City. Please consult with your supervisor prior to loaning equipment to other programs. Do not take or use any donated or City equipment or supplies for personal use.

NO DRIVING OF CITY VEHICLES.

Volunteers may not drive City vehicles unless permission is given, in writing, by the City Manager.

DRUG AND ALCOHOL ABUSE POLICY (CMD 129)

It is City policy to maintain a drug and alcohol free workplace. The possession, use or trafficking of alcohol or drugs in the workplace poses unacceptable risks to the safe, secure and efficient operation of the City, and is strictly prohibited.

- The consumption of alcoholic beverages and controlled substances is prohibited between the beginning and end of assigned work shift.



- Reporting for work under the influence of alcohol or controlled substances is prohibited.

SMOKING POLICY

It is City policy to provide a smoke free environment for all its employees, volunteers, and visitors. Smoking is not permitted at any time within any City building, or within 20 feet of a City building entrance.

AMERICANS WITH DISABILITIES ACT (ADA) OF 1990 (CMD 131)

The City of Santa Clara encourages individuals with a disability to participate in volunteer opportunities, services, programs, activities, classes, trips, etc. The City provides programs and services in an integrated setting, unless separate or different measures are necessary to ensure equal opportunity. The goal is to eliminate unnecessary eligibility standards or rules that deny individuals with disabilities an equal opportunity to enjoy our services, programs, activities, classes or trips, unless necessary.

Volunteers are expected to treat all individuals fairly and equally, and provide appropriate assistance when needed.

WORKPLACE HARASSMENT (CMD 131)

It is the policy of the City of Santa Clara that unlawful workplace harassment and sexual harassment is considered unacceptable behavior and will not be tolerated. The City will make every attempt to protect volunteers from any unlawful harassment. It is also the personal responsibility of every volunteer to promote and maintain a work environment that is free from any unlawful harassment.

Workplace harassment is verbal or physical conduct that denigrates, or shows hostility or aversion toward an individual because of his/her race, color, religion, gender, sexual orientation, national origin, age, or disability and that:

- Has the purpose or effect of creating an intimidating hostile, or offensive work environment,
- Has the purpose or effect of unreasonably interfering with an individual's work performance,
- Otherwise adversely affects an individual's employment opportunities.

Harassing conduct includes but is not limited to the following:

Jokes, epithets, slurs, negative stereotyping, or threatening, intimidating or hostile acts and written or graphic material that denigrates or shows hostility or aversion towards an individual group.

Should you be a participant or witness to an incident of unlawful harassment, you should take the following steps:

1. Promptly report the incident to your immediate supervisor or site leader.
2. Do not discuss the incident or make it a topic of discussion with your co-workers.
3. It is encouraged that the chain of command be followed when complaints are made.



Volunteers should report any complaints to a coordinator or a supervisor.

PUBLIC CLAIMS AND COMPLAINTS (CMD 54 & CMD 12)

Volunteers shall be courteous when receiving a complaint. After the complaint has been made, immediately report the complaint to a supervisor. The supervisor will be responsible for investigating and responding to the complaint.

If a citizen becomes irate:

1. Remain calm and patient. Keep your voice low and avoid arguing. Explain that you will try to help.
2. If the citizen remains upset, ask if you may refer him/her to your supervisor.
3. If the citizen becomes abusive, the following steps should be followed:
 - Tell the citizen that you recognize he/she is upset but that his/her abusive language will not be tolerated and you cannot help him/her unless he or she refrains from using this abusive language.
 - Then, if he or she continues, inform the citizen that his/her abusive language will be documented.
 - Inform the citizen that his/her request for service or his/her complaint is to be submitted to the City in writing.
 - Terminate the conversation with the citizen.
 - Keep a written record of all calls and/or visits from the citizen.
 - Inform your supervisor about the contact.

FACILITY EMERGENCY PROCEDURES

Each facility has emergency procedures in place. Volunteers will be provided with information regarding facility emergency procedures.

EMERGENCY CONTACT INFORMATION

Volunteer emergency contact information is kept on file in the Human Resources Department. The information on the form should be kept current. If you have any changes to your information (such as name, address etc.) please inform your supervisor.

SAFETY

Safety is everyone's responsibility and must be given primary importance in every aspect of performing volunteer service. While serving in your official volunteer capacity, you are covered under the City's Worker's Compensation policy. Please report to your supervisor immediately in case of injury or in the event of an emergency. Also advise your supervisor of any accidents or safety hazards that you observe.

DOCUMENTING INCIDENTS AND ACCIDENTS (CMD 86)

Documenting an incident or accident is required. Both Incident Reports and Accident Reports are internal City of Santa Clara documents and are to remain in the custody of staff. Requests for copies are to be directed to the Director of Human Resources, 1500



Warburton Avenue, Santa Clara, CA 95050 or 408/615-2260 or prcustomerservice@santaclaraca.gov

INCIDENT REPORTS

If equipment fails, a dangerous situation arises, or anything occurs out of the ordinary that would warrant documentation, complete an incident report. If a participant is not abiding by facility rules, an incident report is to be completed by a staff member. Please give all the information to staff so they can fill out the document.

ACCIDENT REPORTS

If a participant is injured or has suffered a possible injury, volunteers must contact a staff member immediately. A staff member will then complete an Accident Report containing detailed information.

FIRST AID/INJURIES – PARTICIPANTS

Participant injuries shall be immediately reported to staff who will complete an accident report. All available first aid supplies are maintained at each facility.

DO NOT:

- Administer any medication to the injured person,
- Move the injured person if there is any possibility of a neck, head, or back injury.

The supervisor or available staff will obtain professional medical assistance as necessary. In case of an emergency:

1. Remain calm,
2. Dial 9-911,
3. State your name,
4. State your specific location,
5. State your need,
6. Answer the dispatcher's questions,
7. Let the dispatcher hang up first.

EMERGENCY MEDICAL/FIRST AID -VOLUNTEERS (CMD 112)

It is the policy of the City that volunteers who sustain injuries or illness, on the job, will receive appropriate medical attention. Any volunteer who is injured on the job should immediately report the injury to staff. Unless otherwise specified, volunteers will be treated at a medical facility approved by the City of Santa Clara that is, Alliance, Kaiser Occupational Health, or US Healthworks. Before returning to duty, volunteers are required to provide a medical release indicating they are able to return to work with no limitations.

INFECTION CONTROL (CMD 130)

Protecting oneself from blood borne pathogens is crucial. The simple rule to follow is: wear disposable rubber gloves for every first aid response. Operate from the assumption that everyone you come into contact with is infectious and take steps to protect yourself.



AUTOMATED EXTERNAL DEFIBRILLATORS (AED)



The AED features simple-to-follow instructions designed to be used by people with very little training. The AED directions are located inside the AED case. Once the AED is applied an automated voice will direct you through the process. AEDs are identified by a plaque above the box containing the AED. It is preferred that an AED be used by trained staff as per (CMD 004). AEDs are located at the Community Recreation Center, Senior Center, Teen Center, and Youth Activity Center.

WHEN TO USE AN AED:

- On a victim 1 year of age or older; not breathing and not responsive.

UNUSUAL CIRCUMSTANCES TO CONSIDER BEFORE USING AN AED:

- Lying in water or covered with water (for example if a victim just stepped out of the pool).
Move the victim away from standing water and dry victim's chest before attaching AED leads.
- A medicine patch on the chest area.
Remove patch and wipe off the medicine before attaching AED leads.
- Implanted pacemaker or defibrillator device (Look for a hard bump under the skin about the size of a match box in chest area).
Place the AED leads at least 1" from the device.

CONFIDENTIALITY

On occasion, a volunteer may witness an incident, be entrusted with information or have access to records or files deemed confidential in nature. It is the City's expectation that any volunteer privy to such information, material, or event will respect and safeguard the trust and privacy rights of affected individuals.

FINGERPRINTING AND BACKGROUND OR REFERENCE CHECK

Depending on the nature of the assignment, some volunteers may be required to be fingerprinted and submit to a background or reference check. You will be informed if this is required for your position. Volunteers who do not agree to the required screening may be refused an assignment.



I acknowledge receiving the Volunteer Orientation Manual and City Manager Directives

Signature of Volunteer

Date