



# The City of Arlington Municipal Volunteer Program Information Guide



Dear Valued Volunteer:

The City of Arlington is pleased to welcome you to the *MVP* (Municipal Volunteer Program). We appreciate your interest and are grateful that you have chosen to share your time and talent with the City of Arlington. In whatever capacity you have chosen, we hope that you find your experience fulfilling and gratifying.

This Information Guide will assist you to successfully serve as a Volunteer. It provides basic information about your responsibilities, volunteer expectations and related topics. Together, we are creating a better community for you and the residents of this great city and making Arlington a place we are all proud to call home.

Again, on behalf of the City of Arlington, we welcome you to our program, as you are an MVP!





## **Overview**

The MVP of the City of Arlington is designed to coordinate and manage City-wide volunteer efforts to enhance the community in which you live. The program addresses community service needs while placing special emphasis on the City's program objectives.

The MVP is designed to effectively match individuals and other interested parties in providing volunteer services to City Departments that have exciting and positive volunteer opportunities.

## **Mission**

The MVP is committed to encouraging community participation and comprehensive coordination of Volunteers to enhance community services.

## **Objectives**

1. Increase public awareness of municipal services and operations.
2. Support innovative ways to improve our community through volunteer efforts.
3. Allow and enhance inclusive participation in City Government.
4. Cultivate positive relationships and effective partnerships.

## **Definition of a Volunteer**

A Municipal Volunteer ("Volunteer") is an individual who has applied through the Human Resources Department and completed the requirements to fill a specific short or long-term need. Volunteers may be placed in professional, administrative/clerical, recreation and athletic and/or technical areas. Volunteers are supervised and monitored by designated personnel within the assigned department. Volunteers may be interns, business cooperative program students, persons with an interest in public service, or may be provided through temporary agencies. All Volunteers are unpaid and have no guarantee of employment in connection with their volunteer service. These duties are considered volunteer service for a government entity.



## **Volunteer Environment**

The City of Arlington is committed to creating and maintaining an environment in which all individuals are treated with respect and dignity. Everyone has the right to be in an atmosphere free from discriminatory practices, including harassment.

Harassment or discrimination on the basis of race, color, religion, sex, age, disability, national origin, or any other characteristic protected by law, arising in City of Arlington facilities or at City of Arlington sponsored or endorsed functions is unacceptable and will not be tolerated.

Sexual Misconduct is prohibited and includes a range of unwelcome sexual conduct, including verbal and physical sexual harassment, sexual assault, and other forms of sexual violence, each of which is a form of prohibited sex discrimination. Volunteers should immediately report sexual harassment. Volunteers who engage in misconduct of this nature will be immediately dismissed from the volunteer program. Volunteers are required to promptly report to the Department Volunteer Coordinator (The "Coordinator"), or their designee, all information concerning harassment or discrimination.

Volunteers will complete an application and successfully complete a background check. There are consent forms which the City must have on file prior to the start of volunteering. These forms may include, but are not limited to: DPS Background Consent Form, HireRight Background Consent Form, Minor Consent Form and Guardian Consent Form. Omission or falsification of any material fact on an application disqualifies an applicant for consideration for volunteering, for at least 6 months from the date of the application. Volunteers may be subjected to subsequent background checks during their active assignment with the City at the City's discretion. Volunteers shall immediately disclose any pending criminal charges to their Volunteer Coordinator. Volunteer services may be suspended pending resolution of the charges. Volunteers who log zero (0) hours for six (6) consecutive months will be placed in an "Archived" status. Archived volunteers must re-apply with the City, inclusive of a background check.



## **Volunteer Responsibilities**

Every Volunteer for the City of Arlington has responsibilities, which will be reviewed with each Volunteer once they begin their new assignment. The Coordinator is available to review the expectations and responsibilities throughout the year.

All Volunteers are expected to:

- Comply with the City's standards outlined in this guide.
- Keep your volunteer commitment and be dependable for the assignment you accept.
- Adhere to all confidential requirements in the course of carrying out duties and responsibilities.
- Treat everyone with respect.
- Be aware of departmental procedures and rules applicable to your voluntary assignment.
- Be cooperative by accepting instructions, guidance and suggestions from staff.
- Be friendly, outgoing, and enjoy working with people – keep a positive attitude!

Volunteers who do not adhere to the guidelines of the program or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. If you have questions about any of this information you should speak with your Coordinator or their designee.

## **Attendance Policy**

You are expected to be prompt and punctual. Being late may inconvenience those who are counting on your presence. If you must be late, please notify your Coordinator or their designee in advance in accordance with the reporting expectations established.

## **Placement and Schedules**

Volunteer schedules are diverse and varied depending on the department, program and or location of Volunteers. Schedules are flexible and may vary depending on the assignment. Volunteers must work with their Coordinator or their designee to set a schedule that is mutually acceptable. If a Volunteer cannot make it to their assignment on a scheduled day, the Volunteer should notify their Coordinator or their designee as soon as possible.



### **Logging Volunteer Hours**

Volunteers shall log all hours in the City's approved volunteer software on a regular basis for the purposes of proper timekeeping and recognition. This record is used to determine how service levels have increased and which services have been enhanced by Volunteers. Volunteers might also want to maintain this record to document their experience and commitment. If you discontinue volunteering for 6 months, or do not start volunteering within 6 months of becoming an accepted Volunteer, your profile will be de-activated and you will have to submit another application including another background check.

### **Dress and Appearance**

Each Volunteer represents the City and the community to residents. Your appearance contributes to the overall impression that our City portrays. Clothing appropriate to your assigned department is expected as all Volunteers must present an image that is both professional and appropriate to their Volunteer environment.

### **Cell Phone Usage**

Volunteer activities vary across the city. Volunteers are expected to use their cellular devices minimally during their volunteer assignments, and ensure the safety and security of the volunteers, employees, and guests.





## **Drugs and Alcohol**

The City of Arlington does not tolerate illegal drug usage/abuse, alcohol usage/abuse by anyone in any City building or sponsored function. This prohibition includes the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance in or away from City buildings. Further, the City recognizes dependency on legal drugs for other than their intended purposes as abuse. Such behaviors can affect an individual's productivity and efficiency, jeopardize the safety of the Volunteer, their peers, employees, and the public, as well as harm the City's reputation.

Volunteers shall not report for duty or remain on duty when using, under the influence of, or possessing any controlled substance, unless the substance is a medication prescribed for that Volunteer and the Volunteer has been instructed by a physician or dentist that the substance does not adversely affect the Volunteer's ability to safely, effectively, or satisfactorily perform the duties assigned.

## **Smoking**

Smoking is prohibited in any City of Arlington vehicles and in all City of Arlington facilities. This includes vaping and the use of electronic cigarettes.

## **Safety and Accident Reporting**

Safety is everybody's responsibility and must be given primary importance in every aspect of performing volunteer activities; therefore, Volunteers must adhere to all safety guidelines applicable to their assignment. Volunteers must report all injuries to their Coordinator or their designee immediately. If you should have an accident or damage to any personal or City property, please ask your Coordinator to complete an Incident Report form. Be sure to provide the Coordinator with as much accurate information as possible. The Coordinator will keep this report as a record of the incident. Be advised, Volunteers are not eligible for Workers' Compensation insurance. Should a Volunteer get injured while performing volunteer duties, the Volunteer must use their own health insurance for any medical treatment.



### **Accident Insurance**

Accident insurance is available to any volunteer while participating in scheduled, sponsored and approved activities. If the volunteer is covered by any other insurance, this policy provides excess coverage only. For any questions, or to file a claim, contact Risk Management at (817) 459-6869.

### **Travel/ Mileage Reimbursement**

Volunteers are not eligible for travel or mileage reimbursement.

### **Operation of Vehicles (including Golf Carts)**

Vehicle Operator Qualifications- In order to operate any City motor vehicle, or any other motor vehicle in the course of City business, a Volunteer must:

1. Have a valid Texas operator's license for the class of vehicle to be driven;
2. Have a record of no more than 3 moving violations and/or accidents within a 24-month period;
3. Have no record of D.W.I. or D.U.I.D. convictions in the preceding 24-month period;
4. Be at least 18 years old; and
5. Be otherwise qualified under federal and state regulations to drive the vehicle in question.

Volunteers who operate City motor vehicles in the course and scope of their volunteering must notify their Volunteer Coordinator:

1. When their driver's license becomes invalid or suspended for any reason. Such volunteers will immediately be prohibited from operating vehicles on City business.
2. Immediately by next volunteer shift/activity when any ticket or citation for any violation of state law or a local ordinance relating to motor vehicle traffic operation other than parking violations is received. The notice must be in writing and include the driver's full name and license number, date of incident, nature of violation, whether or not the violation was committed in a commercial vehicle, and location of the offense.





A Volunteer shall operate any vehicle used for City business in a careful and prudent manner and shall obey the laws, policies, regulations, and procedures of the state, City, and any political subdivision pertaining to such operation. A Volunteer's operation of a vehicle shall at all times set a proper example for other people.

The City assumes no responsibility for operation of motor vehicles not owned by the City. Volunteers operating personally owned vehicles are responsible for maintaining liability insurance in compliance with Texas financial responsibility statutes.

### **Ethical Conduct**

City Volunteers must not engage in any activities, transactions, or relationships that are incompatible with the impartial, objective, and effective performance of their duties or that are adverse to the City's interest, or adversely affect the City's reputation.

Additionally, Volunteers must immediately report to their Coordinator in writing if they've been arrested, if they have any charges or complaints being filed against them, receive a conviction, probation, adjudication, or deferred adjudication of any criminal or traffic offense, should any of this happen after they've been approved and while they are still a Volunteer. The Coordinator will then report the incident to HR.

### **Confidentiality**

As a Volunteer, you are responsible for maintaining the privacy of any information you may obtain while serving as a Volunteer, whether the information involves staff, volunteers, clients, or other people in the organization. Information may not be the subject of casual conversation, either inside or outside the City of Arlington.

### **Use of Position**

No Volunteer may use his or her status with the City of Arlington to obtain any privilege, financial or otherwise. Volunteers must not accept gifts, favors, loans or other dispensations that are offered to them in connection with volunteering with the City of Arlington. Volunteers may not use their position or connections with City officials to gain any sponsorship or endorsement.



## **Nepotism**

Volunteers with the City of Arlington cannot volunteer within the same department of a relative who is employed by the City. Volunteer applicants who are relatives of City employees may be considered for assignments in departments with no relatives but must have the approval of the Director of HR, or designee.

Relatives are defined as follows:

- a. Any person related by blood or adoption as follows:
  - 1) mother or father;
  - 2) daughter or son;
  - 3) sister or brother;
  - 4) grandmother or grandfather;
  - 5) granddaughter or grandson;
  - 6) niece or nephew;
  - 7) aunt or uncle;
  - 8) first cousins;
- b. Any person who is married to any person specified in the list above; or
- c. A volunteer's spouse and any person related the volunteer's spouse as specified above.

Required Disclosure- All volunteers are required to disclose the name and assignment of any relative who is employed with the City during the application process. Additionally, all volunteers must disclose becoming a relative of the Mayor, a City Council member, or any other City employee to their Volunteer Coordinator within 30 business days of creation of the relationship. Consultation with the Director of HR, or designee, is required to determine if a restriction exists and coordinate any further necessary actions.

## **Use of City Property**

Volunteers shall use City equipment in accordance with established procedures and shall not abuse, damage, or lose City equipment. Volunteers may be assigned authorized use of City vehicles (which may have GPS tracking devices installed), lockers, desks, cabinets, computers, and/or cases for the mutual convenience of Volunteers and employees. Data caches, voice, and e-mail boxes and other electronic storage systems provided by the City may be "opened," "read," or inspected in the same manner as the contents of City furnished desks, lockers, and other equipment. A Volunteer shall not take City property, regardless of value, without authorization. The use of any City property, equipment, or facility for personal gain, or for other than official duty-related use is forbidden. The theft or borrowing of tools or



any other equipment, removing property from a City worksite, including new, used or discarded materials, office supplies, photocopy machines, mailing services, long distance telephone service, or any other service under City controls for personal business or gain, or for other than official duty-related use is prohibited.

### **Media Policy**

Volunteers must immediately report any media calls or contacts to their Coordinator or their designee.

### **Photo Release**

As a Volunteer, I grant permission for the City of Arlington Municipal Volunteer Program to use the visual depiction of me and/or my minor child(ren) for the purposes of training, advertising, publicity and promotion of the City of Arlington. I affirm the use of my and/or my minor child(ren)'s appearance(s) and I agree to hold the City of Arlington harmless from any and all liability which the City of Arlington may incur as a result of my and/or my minor child(ren)'s appearance(s).

### **Depiction in a false light and social media**

Volunteers agree not to electronically disseminate on social media or the internet, City information including, without limitation: pictures, video or statements without City written consent. Information prohibited for dissemination includes data that depicts volunteers, the City, or its employees in a false light. Volunteers agree not to use any photographs, video or photographic material or other electronic material, including but not limited to, any of the above information when content includes: information that may tend to compromise the safety or security of City employees or public systems or infrastructure; conduct or encouragement of illegal activity; or content that violates a legal ownership interest of any other party.



### **Ending Volunteer Duties**

If a Volunteer no longer wishes to participate in the MVP, they must return all City ID Badges, Key (Access) Cards, City property issued to them, and City Keys to their Coordinator for proper processing.

For questions about this guide please contact your Department Volunteer Coordinator or Human Resources Volunteer Administrator at (817) 459-6869.

***Thank you for volunteering!***

