



City of Irving

Volunteer Handbook



Handbook Use and Purpose

The Volunteer Handbook provides volunteer guidelines for everyday operations. The guidelines may, at the discretion of the volunteer coordinator or city department director and staff, be modified or changed.

The handbook does not address every possible situation. If volunteers have questions regarding a situation, guidelines or other volunteer-related comments, please contact the volunteer coordinator in the respective department.

See Appendix for a list of volunteer contact phone numbers by department.

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Volunteer Guidelines

The City of Irving volunteer policies are based on the policies used by the City of Irving to govern its employees.

Equal Employment Statement

Equal Opportunity Employer – The City of Irving provides equal employment opportunity to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or status as a Vietnam-era or special disabled veteran in accordance with applicable federal laws. In addition, the city complies with applicable state and local laws governing nondiscrimination in employment in every location in which the city has facilities. These same terms apply to volunteers.

Customer Service Standards

Volunteers are expected to provide a high-level of customer service to exhibit visitors in accordance with the City of Irving's mission statement.

City of Irving Mission

Deliver exceptional services and promote a high quality of life for residents, visitors and business.

Age Requirements

The minimum age for volunteering is determined by individual departments.

Dress Code

The City of Irving is committed to upholding a positive and professional image while delivering exceptional services to the public. It is a city policy that volunteers maintain a high standard of professional appearance appropriate for assigned responsibilities. This requirement is not intended to preclude cultural or religious customs.

3 Volunteer Guidelines

The city requires that volunteers follow the following guidelines, which can be modified by the department.

- **Identification badge** – required at all times for security purposes. Identification badges will be provided to volunteers upon check-in for volunteer shifts. Volunteers will be required to return identification badges upon check-out.
- **Trousers** – khaki, tan or dark-colored pants or capris (that fall below the knee).
- **Shirt** – dark-colored shirt (brown, navy, dark green or black). Tank Tops (spaghetti straps) are not permitted and shirts must cover the midriff.
- **Footwear** – shoes, boots, tennis shoes or sandals (flip-flops are not permitted).
- **Headwear** – headwear is not permitted unless related to the volunteer assignment.
- **Grooming** – volunteers are expected to maintain proper hygiene and grooming.

Checking In and Checking Out

Volunteers are required to check in and check out at the designated volunteer location. Volunteers are asked to arrive 15 minutes prior to the start of their shift to allow time for check-in.

Check-in procedures:

- Volunteer will check in at volunteer location.
- Volunteer will receive his/her ID badge (ID badges are stored on site and not taken home by volunteers).
- Volunteer will be updated for the day's assignment

Checkout procedures:

- Volunteer will checkout at the volunteer location.
- Volunteer time will be recorded per department policy.
- Volunteer will turn in his/her ID badge.

Removal of Property

Property of the City of Irving must remain on site and at no time are volunteers authorized to remove equipment, artifacts, archives, images, etc., without express written approval from the department director.

Intellectual Property Policy

Property—intellectual or otherwise—developed by volunteers for or in relation to any City of Irving program, becomes the property of the City of Irving.

Volunteer Records

The city will collect information about volunteers during the application process. Volunteer information collected by the City of Irving is confidential and will not be shared with and/or sold to other departments, persons or institutions.

Talent Release

By registering as a volunteer, the city has the right to capture, reproduce, edit and distribute broadcast audio or visual media of the volunteer without payment of fees.

Speaking to the Media

The department director, management and public relations specialist are the only persons authorized to speak with the media. Volunteers will be alerted prior to the appearance of media. If volunteers are requested to appear on camera, the appearance will be pre-arranged and the volunteer will be notified.

Storage of Personal Items

The city requests that volunteers leave valuables at home or locked securely in their car/trunk. Personal storage is not available at city facilities.

Attendance and Punctuality

Volunteers are expected to arrive for their shifts 15 minutes prior to shift start and to work their full committed shift.

Absentee Policy

- **Planned Absences** – Absences in which volunteers give one or more weeks notice. Volunteers may adjust their schedule by contacting their volunteer coordinator.
- **Unplanned Absences** – Absences in which volunteers notify the volunteer coordinator less than one week from the day of their shift. Volunteers are required to alert the volunteer coordinator of their absence and will be unable to change their schedule online.
- **Emergency Absence** – Absence in which it occurs the day of the volunteer's assigned shift. Volunteer is required to call the volunteer coordinator as soon as possible.

Breaks

Volunteers will be provided with a 10-minute break every two hours worked. Follow department policy regarding food and drinks on site. Please use the designated break site.

Personal Use of Phones

The use of City of Irving phones are prohibited without express permission. Personal cell phones and any other electronic devices are not to be used without express permission.

5 Volunteer Guidelines



Rules of Conduct

The city expects its volunteers to work in a professional, safe and courteous manner when interacting with visitors and fellow volunteers. Volunteers are held to the same high expectations as City of Irving employees.

Volunteers may not commit any acts that constitute a violation of any of the rules, regulations, procedures, directives, orders or policies, whether stated in the Rules of Conduct or elsewhere. Volunteers are responsible for their own conduct and are not to shift to others the burden or responsibility for executing or failing to execute a lawful order or duty.

Grounds for Termination

Volunteers are free to resign at any time for any reason, and the city reserves the right to terminate the service of a volunteer at any time for any reason.

Unbecoming Conduct

Volunteers will conduct themselves at all times, both on and off duty, in such a manner so as to reflect favorably on the City of Irving. Unbecoming conduct is defined as any intentional act or omission by the volunteer that impairs the operation and efficiency of the department or its employees or wrongfully brings discredit to the city and department in which the volunteer is volunteering. Unbecoming conduct is grounds for dismissal.

Drug-Free Environment

The City of Irving is committed to maintaining a safe, secure, healthy and productive environment for all volunteers, and to ensure the safe and efficient delivery of services to Irving residents. In order to maintain a drug-free environment, the city prohibits any volunteer from participating in the following actions during operating hours:

- Unlawful or unauthorized: manufacturing, distributing, purchasing, selling, or transferring illegal drugs, alcohol, inhalants, drug paraphernalia or any controlled substance.
- Attempting to sell/transfer, storing, dispensing, possessing, using, or being under the influence of illegal drugs, alcohol, inhalants, drug paraphernalia or a controlled substance.
- The use or misuse of medication that adversely affects job performance, safety, security, and/or property. These medications include prescriptions, inhalants and over-the-counter medicine.

Smoking

Smoking is prohibited inside the facility. Smoking is allowed 25 feet from the entrance to the building.

9 Rules of Conduct

Discourtesy/Sexual Harassment/Racial Discrimination

Volunteers shall be courteous to the public and coworkers.

Volunteers shall be tactful in the performance of their duties; shall control their tempers; exercise patience and discretion; and shall not engage in argumentative discussions even in the face of extreme provocation. In the performance of their duties, volunteers shall not use coarse, violent, profane or insolent language or gestures and shall not express prejudice concerning race, religion, politics, national origin, lifestyle or similar personal characteristics.

The same laws, which prohibit race, sex, religious or ethnic discrimination, apply to sexual harassment. Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- Submission to such conduct is made either explicitly or implicitly as a term or condition of an individual's volunteer status.
- Submission to or rejection of such conduct by an individual is used as the basis for volunteer status decisions affecting such individuals.
- Such conduct has the purpose or effect of unreasonably interfering with an individual's volunteer performance or creating an intimidating, hostile or offensive volunteer environment.

Abuse of Position

Volunteers are prohibited from using their official position, official identification card or badge:

- For personal or financial gain
- For obtaining privileges not otherwise available to them except in the performance of duty
- For avoiding consequences of illegal acts (such as traffic citations, driving under the influence, etc.)
- Volunteers may not lend or give their identification cards or badges to another person, or permit them to be photographed or reproduced
- Volunteers shall not permit or authorize the use of their names, photographs or official titles that identify them as members of a city department in connection with testimonials of any community or commercial enterprise



Safety

The personal safety and health of each employee and volunteer of the City of Irving is of primary importance. Each employee and volunteer is responsible for exercising care and good judgment in preventing accidents and for observing safety rules. Employees and volunteers also are expected to comply with all applicable safety and health requirements whether established citywide, by an individual department, or by federal, state, or local law.

Request a safety orientation so you know:

- and understand what the duties' instructions and procedures are.
- and become aware of the facility and understand how to operate equipment.
- if additional training is needed.
- where the first aid kit is located.
- what the emergency evacuation route is and where the assembly area is outside.
- if and when you are asked to work in a different location, perform a different task, or use equipment new to you.

Please refer to the Appendix "Safety Guidelines for Volunteers," which provides information on the common hazards volunteers might encounter each day across all work functions.



Miscellaneous

Lost and Found

Lost and found items must be turned in to a department staff member at the designated location.

Lost Child

Volunteers should escort lost children to the closest department office and contact department staff. Residents who have lost a child should be escorted to the same location.

Difficult Visitors

Volunteers are not expected to manage difficult visitors. If a visitor is disrupting the exhibition experience for other visitors, contact department staff.

Prohibited Items

Food, drink (including closed containers) and gum are prohibited inside some department locations. The use of cameras, video cameras and mobile phones also may be prohibited. Additional information may be obtained from the department's volunteer coordinator. Firearms and other weapons, illegal drugs and alcohol are prohibited in all city facilities and operations.

Grievance and Complaint Procedure

To file a grievance or complaint, contact the volunteer coordinator of the department in which they are volunteering. Formal complaints must be submitted in writing within 15 days of the incident.

If volunteers have a complaint they feel uncomfortable sharing with the volunteer coordinator, please contact the department director.

15 Miscellaneous



Appendix

List of Volunteer Contacts

Phone Numbers by City Department

Animal Services	(972) 721-2259
Environmental Stewardship	(972) 721-2355
Emergency Management	(972) 721-2183
Fire	(972) 721-4857
Code Enforcement	(972) 721-4831
Keep Irving Beautiful	(972) 721-2175
Irving Arts Center	(972) 252-7558, ext. 1225
Library	(972) 721-2530
Municipal Court	(972) 721-3601
Police	(972) 721-3557, ext. 2603
Recreation	(972) 721-2501
Other	(972) 721-2696

Safety Guidelines for Volunteers

All volunteers must read and show an understanding of these basic safety guidelines.

Any questions should be referred to the department volunteer coordinator.

This information focuses on the common hazards volunteers might encounter each day across all work functions.

Avoid horseplay, follow all instructions and procedures, and use provided equipment as instructed.

If the volunteer activity requires special procedures and training, the department volunteer coordinator will provide additional training.

Guidelines include information on:

- Slips, Trips and Falls
- Body Mechanics
- Clothing and Personal Protective Equipment
- Emergency Response
- Incident Reporting
- Additional Training
- Checklist Questions

Slips, Trips and Falls

To help prevent slips:

- Wear appropriate footwear.
- Look for wet or slippery surfaces.

- Watch for smooth floor surfaces or a change in walking surfaces.
- Clean spills as soon as possible; a sign should be used to warn others until cleanup is completed.

To help prevent trips:

- Watch for changes in floor elevation.
- Keep equipment out of walkways and keep desk/file drawers closed when not in use.
- Secure or tape down extension cords.
- Use handrails when going up or down stairs.
- Avoid carrying anything that you cannot see over.

To help prevent falls:

- Always use a ladder or step stool.
- Use “three-point contact” when climbing a ladder.
- Never stand on a chair or box, or the top three rungs of a ladder.

Body Mechanics

Keys to safe lifting:

- Use the tip test to determine if the object is too heavy.
- Keep your back straight, bend at your knees (not at your waist).
- Pull load close to your body.
- Let your legs do the lifting.
- Turn your feet and body, avoid twisting your back.
- It is just as important how you lower the object as how you lift it.

Material handling:

- Use a cart or dolly to move objects instead of carrying them.
- It is better to push carts than to pull them.

Ergonomics is the science of fitting the job to the worker:

- This is necessary to avoid a mismatch between the physical requirement of the job and the physical capacity of the worker.
- Arrange your work area so your arms and legs are able to maintain a neutral position.
- Avoid reaching, leaning forward and bending over from a sitting position, lifting your head or crane reaching.

Clothing and Personal Protective Equipment

Clothing and personal protective equipment provide protection from health and safety hazards that cannot be practically removed from the work environment.

Dress properly for the task, activity and work environment.

Examples include:

- Safety glasses for flying objects
- Work gloves for sharp objects or irritating substances
- Safety vests in traffic control areas

The department you are volunteering with will discuss any equipment needs.

Emergency Response

In the event of an emergency evacuation:

- Designated staff will provide instruction.
- Evacuate as quickly and orderly as possible.
- Proceed to your designated meeting area.

First aid response:

- Know the location of first aid kits – they are provided in each city facility and vehicle.
- The city's emergency response system uses 9-1-1.
- First aid training programs are available from the city.

Fire extinguisher use – PASS:

- P – Pull the pin
- A – Aim the hose at the base of the fire
- S – Squeeze the trigger
- S – Sweep the hose back and forth

Incident Reporting

Any volunteer involved in an on-the-job incident must report the incident to their department volunteer coordinator or designee as soon as possible.

Each volunteer must also report any unsafe working conditions, equipment or practices to their department volunteer coordinator or designee as soon as possible.

Additional Training

Depending on the nature of the volunteer activity, the department they are volunteering with may provide additional training specific to that activity. Examples include, but are not limited to:

- Certified Animal Shelter Volunteers
- ICOPs – Irving Citizens on Patrol

Checklist

- Receive a safety orientation.
- Understand the instructions and procedures provided.
- Obtain additional training that may be needed.
- Know the department volunteer coordinator in case of have questions.

Each person's safety and health are important to us.
Thank you for volunteering with the City of Irving.

Volunteer Agreement

Volunteers are required to sign the Volunteer Agreement for the Volunteer Handbook.

The agreement states that the volunteer agrees to abide by the procedures outlined in the Volunteer Handbook.

I, [Print Name] _____,
agree to abide by the procedures outlined in the Volunteer Handbook while volunteering at the City of Irving.

I further acknowledge and agree that while volunteering for the City of Irving I will not be an agent, servant or employee of the city, will not be entitled to any wages or compensation of any sort, and will not be covered by the city's employee benefits, including worker's compensation. Further, nothing in the Volunteer Handbook shall be construed to create an employment relationship of any nature whatsoever, nor does the relationship qualify for court-ordered community service.

Signature

Date



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