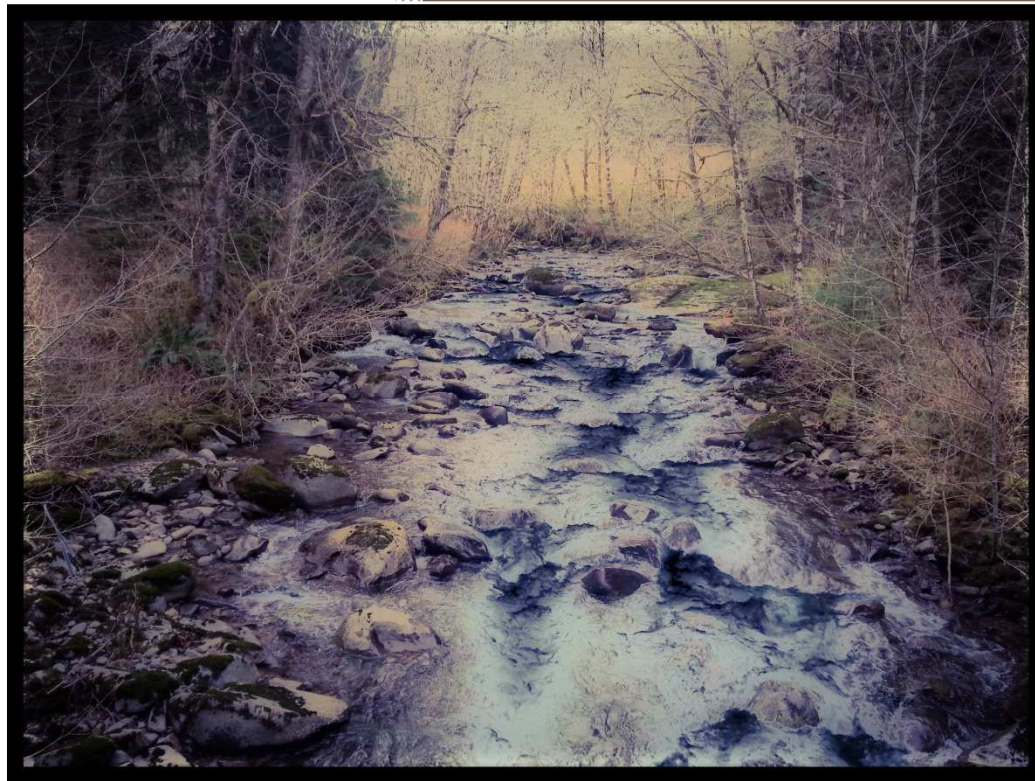


# Lincoln County

## VOLUNTEER ORIENTATION MANUAL



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## **WELCOME**

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Thank you for your interest in volunteering for Lincoln County. Volunteers play a vital role in delivering services to our County. Our hope is that you find the duties of your particular volunteer opportunity to be fulfilling and that your volunteer experience with us is rewarding and positive.

It is important to offer volunteer experiences that benefit both the volunteer and the community. Lincoln County understands volunteering allows citizens to give back to their community in meaningful ways. Volunteers are an integral part of Lincoln County. We depend upon our volunteers, as we do our staff, to ensure the highest quality of service and programs for our community. Your service is highly valued and appreciated.

## **ABOUT VOLUNTEER ORIENTATION AND THE ORIENTATION MANUAL**

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Lincoln County Volunteers are expected to follow all personnel and safety rules. Failure to comply with safety and personnel rules can result with the volunteer relationship ending. The purpose of this Volunteer Orientation and accompanying manual is to provide the volunteers of Lincoln County with guidelines, policies, and procedures to help you better perform your duties and understand our organization.

If you have any questions or need any clarification of the information contained in this handbook, please contact the Personnel Department.

## **VOLUNTEER DEFINITION**

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A volunteer is any person, approved by Lincoln County, who donates service in a Lincoln County sponsored volunteer program without expectation of pay or remuneration. Types of volunteers include:

- Board and Committee Members
- Public Safety Volunteer Position
- Non-Public Safety Volunteer Positions
- Job Experience or On-The-Job Training
- Practicum Students and Interns
- Special Event Volunteers

Volunteers under the age of 18 are not eligible for volunteer service unless the volunteer registration form is signed and approved by Lincoln County and a parent or guardian.

Lincoln County employees may volunteer in other departments if:

- The volunteer position is with an established Lincoln County volunteer program,
- Duties of the position are outside the employee's normal work duties,
- No work time is used to perform the volunteer duties,

- The volunteer duties are performed solely at the option of the employee and there is no expectation, direct or implied, that the employee performs volunteer service, and
- The employee signs a waiver indicating that the decision to volunteer is entirely his/her own and no payment for the work will be rendered.

## **WHO IS NOT A VOLUNTEER?**

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- Work release inmates
- Community service workers
- Persons not approved by Lincoln County for volunteer service.
- Individuals under the age of 18 without a registration form signed and approved by parent or guardian.
- Individuals or groups that are volunteering for another agency are not covered by Lincoln County.  
*Example: Boys Scouts performing services at a public event or volunteers of another entity responding in a mutual aid agreement.*

## **VOLUNTEER REGISTRATION**

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Potential volunteers must contact Lincoln County prior to performing a volunteer project or job. The Assistant Director of Personnel oversees the Volunteer Program and will assist potential volunteers in determining the job specifics that best meet the needs of Lincoln County and the volunteer.

All volunteers must complete and sign the Volunteer Registration Form, and any other necessary forms identified, and return the completed forms for approval prior to start of work. Emergency contact information will be obtained from the Volunteer Registration Form in the event of an emergency.

## **SCREENING PROCESS**

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Interviews may be conducted for certain positions prior to selection. Background, experience, and skills are carefully reviewed to match volunteers to appropriate assignments. Certain volunteer positions may require an additional Authorization to Release information to be completed for a background check.

## **APPROVAL OF VOLUNTEERS**

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Volunteers will receive approval of acceptance in the Lincoln County Volunteer Program prior to starting work.

## **JOB DESCRIPTIONS AND PHYSICAL REQUIREMENTS**

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A job description for each volunteer position or project will be provided detailing the duties, scope, and physical requirements of the work. Volunteers should carefully review the requirements and check with their personal physician if there any questions about their physical ability to perform the duties. Some positions may require medical release prior to volunteer work.

## **INSURANCE COVERAGE**

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Normally, volunteers are considered “agents” of the County and are covered by Lincoln County’s general liability insurance while they are acting within the course and scope of their authorized duties. Insurance coverage is not provided for personal property, equipment, or vehicles owned by volunteer workers.

Police Reserve, Search & Rescue, Sheriff’s Posse, Radio Amateur, Telecommunications Specialists, and Transit Drivers are covered under Worker’s Compensation Insurance. Other volunteers are covered by Excess Accident Medical coverage.

## **VOLUNTEER ORIENTATION**

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New Volunteer Orientation will be provided to all new Lincoln County volunteers prior to beginning their volunteer assignment. This orientation will cover the following topics: safety, emergency procedures, volunteer conduct and expectations, insurance coverage, and general information about the county.

## **VOLUNTEER TRAINING**

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Volunteer training will be provided by the assigned department at the onset of the assignment. This training will provide each volunteer with a more in depth understanding of the department, their volunteer assignment, safety procedures & equipment pertaining to their assignment, and specific assignment standards and expectations.

## **ROLE OF SUPERVISOR**

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Every volunteer will be assigned a direct supervisor who will be responsible for the daily management of the volunteer. The supervisor will be responsible for providing feedback, guidance, recognition and support to the volunteer. The supervisor will also ensure the volunteer is following all established personnel and safety rules and take appropriate action when necessary.

Additionally, supervisors will be responsible for monitoring performance and consulting with Personnel regarding potential action which could include ending the volunteer relationship if performance or work practices are unacceptable.

## **VOLUNTEER RECORDS**

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The forms listed below are required to be retained in the Personnel office with the designated coordinator of the Volunteer Program.

- Volunteer registration form
- Release for driving record and background check
- Job description
- Volunteer agreement/acknowledgement
- Volunteer waiver(s)
- Parent or guardian authorization for minors
- Emergency contact Information
- Volunteer check list
- Completed time cards or rosters
- Proof of vehicle insurance
- Vehicle use policy

## **SAFETY REQUIREMENTS**

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No volunteer will be required to perform work that he or she believes to be unsafe or likely to cause injury or health risk to themselves or others. Volunteers are encouraged to report unsafe conditions or hazards and must report incidents/accidents immediately to supervisor. Training, if required, will be provided for operation of specific equipment, machinery, or tools. Additionally, OR-OSHA training may be required to perform some volunteer duties.

Volunteers are required to follow all safety and security procedures while performing volunteer duties, on or off Lincoln County's premises. Volunteers are required to wear appropriate protective equipment, clothing, and footwear at all times.

## **EMERGENCY PROCEDURE**

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Security and Emergency Procedures will be given to each volunteer during New Volunteer Orientation. These procedures include:

- Security Policy
- General Security & Emergency Contact Numbers
- Evacuation Procedures
- Evacuation Routes
- Courthouse Lockdown
- Fire Alarm
- Bomb Threat
- Panic Alarm
- Hostage Incident
- Earthquake
- Hazardous Materials
- Medical Emergency
- Power Failure
- Other procedures as appropriate

During training, each volunteer will be given a tour of their assigned worksite so they understand the floor plan of the building as well as identify fire escapes, exit plans, safety equipment, first aid supplies, etc.

## **VEHICLE POLICY**

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Volunteers may be cleared to drive as part of their volunteer work. The volunteer must complete and submit an approved driving history release form (in some departments the DMV Motor Vehicle check is performed as part of the criminal history check) prior to driving for Lincoln County. A valid driver's license and an acceptable driving record are required before a volunteer will be permitted to drive while performing duties as a volunteer on behalf of Lincoln County.

Volunteers operating public vehicles must have an acceptable driving record and appropriate license for the vehicle to be driven that meets Lincoln County's requirements (or as outlined in the Lincoln County's Fleet Policy). Accidents must be reported immediately to the supervisor and an Accident & Incident Report form should be completed in accordance with County incident reporting procedures.

Volunteers who drive personal vehicles are required to provide proof of insurance that meets statutory requirements.\*

- The owner of the personal vehicle's auto liability insurance is the primary payer. Lincoln County's insurance is secondary to private coverage.
- Proof of current coverage must be provided each renewal by a copy of the vehicle owner's policy declaration page or certificate of insurance.

\*Oregon statutory requirements (ORS 806.010): \$25,000 per person; \$50,000 per crash for bodily injury to others; and \$20,000 per crash for damage to others property.

## **INCIDENT AND ACCIDENT REPORTING**

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Injuries and accidents must be reported immediately to your supervisor and an Accident & Incident Report form completed in accordance with County incident reporting procedures. If appropriate, the scene should be secured for investigation and documentation of the incident.

## **CONDUCT STANDARDS AND EXPECTATIONS**

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Lincoln County promotes and expects the highest standards of personal integrity, truthfulness, honesty, and fairness from all volunteers while carrying out their public duties. Volunteers are expected to:

- Act at all times in the best interest of Lincoln County.
- Provide honest, accurate, timely and complete information to the County and the public.
- Avoid situations that may compromise the County's and volunteer's reputation and integrity.
- Abstain from using their position for financial gain or for avoiding financial cost.
- Abstain from accepting gifts.
- Abstain from engaging in activities that would constitute an implied or real conflict of interest.

Volunteers for Lincoln County are considered Public Officials, and as such, are subject to the State of Oregon's ethics laws found in ORS Chapter 244. In some cases, these laws provide additional prohibitions on gifts or strict definitions of conflict of interest. Some common business practices in the private sector are prohibited in the public sector. Information on these laws is available at the Oregon Government Ethics Commission website, <http://www.oregon.gov/OGEC/>.

Lincoln County Volunteers are expected to follow all personnel and safety rules. Failure to comply with safety and personnel rules can result with the volunteer relationship ending.

## **ATTENDANCE**

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Every volunteer is expected to report for their shift on time and stay for the duration of the time scheduled. Unsatisfactory attendance, which includes reporting late to your volunteer assignment, quitting early, or an excessive number of absences, is not acceptable. In the case of an unexpected absence, it is expected that the volunteer notify their assigned supervisor as early as possible.

## **STANDARD OF APPEARANCE**

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The way volunteers dress reflects the expertise and professionalism of Lincoln County and the services we provide. All volunteers must maintain their appearance in a manner appropriate for their position and appropriate for a volunteer in public service.

Some individuals react adversely to fragrances and may develop headaches or other physical problems when exposed to fragrances in the workplace. All Volunteers should refrain from wearing perfumes and/or any other scented products to work. Volunteers who report to their assignment wearing fragrances shall be asked to leave and not return until they are fragrance free.

## **PROHIBITED POLITICAL ACTIVITY**

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While Lincoln County does not seek to restrict a volunteer's right to express political views on their own time, it is not acceptable for volunteers to promote, support or oppose ballot measures, to solicit funds, promote any political committee or the nomination or election of any person to public office during volunteer hours. Further, Lincoln County resources may not be used for these activities.

## **CUSTOMER SERVICE**

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Lincoln County strives to provide citizens with excellent service. Going the extra mile should be the norm, not the exception. This can be accomplished by responding quickly and professionally to all customers, reprioritizing work when customer needs arise, anticipating needs and special requests and, finally, treating customers in the manner we would want to be treated.

Because of the nature of County services, volunteers may not always see customers at their best. Maintaining a calm, professional demeanor and careful listening can help diffuse a difficult situation and have a positive impact on customers.

## **CONFIDENTIALITY**

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Volunteers have access to highly confidential, legally protected, and proprietary information. Confidential information includes all information and data required by law to be held as confidential for example, protected health information (PHI). Clients and patients entrust Lincoln County with confidential information. The unauthorized disclosure of such information would have a material adverse impact on the integrity of Lincoln County, would have an adverse impact on County relationships, and may also be in violation of the law.

No records or information including (without limitation) protected medical data, protected personal data documents, files, records, computer files or similar materials (except in the ordinary course of performing duties on behalf of Lincoln County) may be released by a volunteer or removed from County premises without permission.

## **DISCRIMINATION AND HARASSMENT FREE WORKPLACE**

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Lincoln County promotes a Discrimination and Harassment Free workplace. Volunteers can expect to work in an environment free from discrimination or harassment whether it is based on sex, age, race, color, creed, national origin, religion, sexual orientation, marital status, membership in other protected groups, association or political affiliation, or disability. This includes discrimination and/or harassment from employees, management, other volunteers, contractors, vendors, or the public. Appropriate action will be taken for violations of this policy.

Volunteers who witness or feel that they have encountered discrimination or harassment of any kind should report the behavior to their supervisor, any member of management, the Personnel Director, County Counsel, or the Board of Commissioners.

## **VIOLENCE FREE WORKPLACE**

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The safety and security of Lincoln County employees, volunteers, customers, vendors, contractors, and the general public are of vital importance. Therefore, threats and acts of violence made by an employee, volunteer, or member of the public against another person's life, health, well-being, family, or property should be reported to management immediately and will be dealt with in a zero tolerance manner by Lincoln County. Appropriate action will be taken for violations of this policy.

## **DRUG AND ALCOHOL FREE WORKPLACE**

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Lincoln County maintains a drug and alcohol free workplace. As a condition of volunteer service with Lincoln County, volunteers must agree to abide by this policy. Volunteers shall not manufacture, distribute, possess, use or be under the influence of a controlled substance (which includes medical and/or recreational marijuana) or alcohol while on duty, while on county owned property, or while operating county owned equipment. For safety purposes, volunteers should notify their supervisor while taking any prescription or nonprescription medications that may alter behavior or performance. A volunteer must submit to alcohol and/or drug testing upon request following an accident or near miss incident or as the result reasonable suspicion of being “under the influence.”

## **SMOKE FREE COUNTY PROPERTY**

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Smoking is prohibited upon any county owned or leased property, including all designated work areas. No person shall smoke or carry any lighted smoking instrument, including any cigar, cigarette, pipe, electronic cigarette or other smoking equipment on any county property, except as designated as a smoking areas pursuant to LCC 7.580.

The Lincoln County Board of Commissioners has designated areas in which smoking is permitted, which include specified County parks. In such park locations where smoking is permitted, no person shall smoke within 25 feet of any building. Signs are posted indicating areas in which smoking has been permitted or prohibited by the Board.

## **TRACKING VOLUNTEER TIME**

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Volunteer workers must track and submit hours on a weekly basis to their supervisor using the approved form provided by Lincoln County. This is an Oregon statutory requirement and is also necessary to comply with workers’ compensation procedures for specified positions. A record of volunteer hours is used to demonstrate when a volunteer is on duty for accident claims, and can be used to verify work experience for job references.

## **LEAVING THE VOLUNTEER PROGRAM**

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Upon leaving our volunteer program please inform your supervisor. Your designated supervisor will complete a feedback and evaluation form. Thank you again for choosing to volunteer with Lincoln County!