

# MVP



MUNICIPAL VOLUNTEER PROGRAM

# **CITY OF LOS ALTOS MUNICIPAL VOLUNTEER PROGRAM**

## **VOLUNTEER HANDBOOK**



## **Mission Statement**

The Municipal Volunteer Program seeks to foster community growth and involvement by engaging volunteers in City of Los Altos programs and projects.

## **Expectations**

- Volunteers should always behave in a professional manner
- The City of Los Altos provides the necessary support for its volunteers
- Cooperation and teamwork from everyone involved in City programs
- Safe and welcoming working environment
- Volunteers provide their best effort in completion of responsibilities
- Timely arrival to scheduled volunteer role and responsibility to stay duration of agreed upon hours
- Clear communication between volunteers, volunteer specialist, and departmental representatives
- Appropriate dress

## **Policies & Procedures**

All volunteers must complete a volunteer application prior to starting their volunteer assignments. Volunteer applications can be found at [losaltosca.gov/volunteer](http://losaltosca.gov/volunteer) or a hard copy may be obtained from the volunteer specialist. Any volunteer aged 18 or older is considered an adult volunteer and must complete a Live Scan fingerprinting/background check in addition to the volunteer application. Live Scan forms will be provided by the volunteer specialist. It is the responsibility of the volunteer specialist to contact the volunteer when the background check clearance is complete. Adult volunteers must have verification that both the application and background check are complete in order to volunteer with the City

The volunteer specialist keeps records of all hours worked by City volunteers. Therefore, volunteers are asked to provide this information to the volunteer specialist. All volunteers must check in and out for every volunteer assignment. If no timesheet is available at site, leave notice with volunteer specialist via email or phone message of dates/hours worked. If for any reason a volunteer is unable to make a shift, it is their responsibility to contact the volunteer specialist and relevant department representatives as early as possible.

Volunteering with the City is considered an at will situation. Volunteers may leave at any time, but are asked to inform the City of an end in relationship with at least



two weeks' notice if possible. The City of Los Altos reserves the right to terminate volunteer's association with the program at any time, and for any reason not prohibited by law.

### **Standard of Conduct**

In the fulfillment of their duties volunteers are considered representatives of the City. Volunteers are expected to maintain the same standard of behavior as paid staff. Volunteers should abide at all times by the policies and procedures set by the City. It is important to maintain a positive attitude and quality customer service while serving in a volunteer role. It is at the City's discretion as to whether volunteers live up to the standard of conduct.

### **Training**

The City will provide necessary equipment/tools/training to complete volunteer tasks. Pertinent training will be provided by departmental representatives.