



Volunteer Handbook



January 16, 2023

Dear Addison Volunteer:

I would like to take this opportunity to welcome you to the Town of Addison and to our Volunteer Program. Our volunteers are an extension of the Addison family, and we are pleased that you have decided to join us in providing our citizens and business community with quality service. We hope that this too is a rewarding experience for you in that you will learn more about the process of public service.

Sincerely,

David Gaines
City Manager

**CITY MANAGER'S
OFFICE**

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IT ALL COMES
TOGETHER.

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Section I – Introduction

Thank you for volunteering to contribute your talents and energies to improve the Town!

Purpose of the Volunteer Handbook

The Handbook has been prepared to inform you about the Volunteer Program's history, policies, and expectations. No Handbook can answer every question, so please contact the Volunteer Coordinator with any questions you may have.

Definition of a Volunteer

A Volunteer is anyone who provides non-compensated service to the Town of Addison AND who has been accepted as a Volunteer by the Addison Volunteer Program.

A person who provides non-compensated service to the Town on a one-time or infrequent basis as a part of an outdoor event such as a park clean up is not considered a Volunteer under this Handbook. They are simply a Participant in an activity that may, in part, be coordinated by the Town's Volunteer Coordinator. Participants will not be required to undergo an application and selection process to serve. Participants will be held accountable to the Town's behavioral expectations in this document.

Applicability

This Handbook applies to persons participating in the Addison Volunteer Program as a fully authorized Volunteer.

Section II - About the Addison Volunteer Program

Mission Statement

Working together to provide an enhanced quality of life for our community through personalized service and an uncompromising commitment to help one another.

History of Program

The Town of Addison's Volunteer Program was started in February 2007 and has been an important part of the Town's government operations since.

Section III -Program Procedures

Recruitment

A volunteer does not have to reside in Addison. The program actively recruits through notifications on-line, through social media, to area community groups, businesses, and membership organizations. Peer recruitment is also highly encouraged.

Selection

It will be the practice of the Volunteer Program to interview all applicants and conduct a background check prior to assignment as a volunteer.

Orientation and Training

All Volunteers will be provided with an initial orientation on the Program and the Volunteer Handbook. Depending on the Volunteer's assignment, the Volunteer Coordinator will provide training. Training for on-site duties with a Town department will be provided by the on-site supervisor.

Assignments

Volunteers will be able to request assignments that interest them and match their availabilities. Volunteers are encouraged to utilize their specific skill sets when choosing a volunteer role. Assignments are at-will and are made by the Volunteer Coordinator to meet the needs of the Town. Assignment details will be discussed with the Volunteer before assignment. If an assignment ends in one department, it may be necessary to move the Volunteer to another department that has a need.

Resignation

If you need to resign from the Volunteer Program, please notify the Volunteer Coordinator as far in advance as possible.

Equal Volunteering Opportunity

The Addison Volunteer Program provides equal volunteering opportunity for everyone. No one is denied a volunteer opportunity based on age, race, religion, sex, color, national origin, citizenship, disability, veteran's status or a federally protected status.

Harassment

The Town of Addison strives to provide a volunteer environment that is pleasant and comfortable. Harassment can take many forms. It may include but is not limited to: words, jokes, pranks, physical contact, etc.. Harassment of any sort will not be tolerated.

Sexual harassment may include unwelcome sexual advances, requests for sexual favors, requiring sexual favors as a condition of volunteering, and other verbal or physical contact of a sexual nature that creates an intimidating environment or prevents an individual from effectively performing the duties of his or her position.

As a Volunteer, you are responsible for keeping our Volunteer environment free from harassment. Any Volunteer who becomes aware of an incident of harassment, whether by

witnessing the incident or being told of it, must report it to the Volunteer Coordinator or the Director of Human Resources at 972-450-2819. When the Volunteer Program becomes aware that harassment might exist, we will take prompt and appropriate action.

Standards of Conduct

When volunteering, Volunteers will be expected to adhere to certain rules of behavior and conduct. The purpose of the rules is to maintain Addison's high standards. Expectations include:

- Volunteers acting in a mature and responsible way improves the work environment for everyone involved.
- Volunteers being pleasant and following the instructions they are given makes the work environment more enjoyable and productive.
- Volunteers following security and safety rules helps to protect everyone from injury and preserve the Town's property.
- Volunteers being free from intoxicating substances is in everyone's best interest. If you are taking a legally prescribed medicine that impacts your abilities, please cancel your assignment until you can Volunteer in an unimpaired state.
- Volunteers may not bring weapons or dangerous items on Town property or while on volunteer duty. If you are uncertain about a device, such as a personal pepper spray for protection, please ask before bringing it with you.
- Volunteers will be granted access to Town facilities and property. We ask that you be certain to confirm if it is OK to use Town resources before doing so.
- We ask that Volunteers be professional in their communications and not engage in gossip or behavior that spreads a lack of harmony or interferes in the work of others.
- Volunteers are asked not to make solicitations for contributions, sell merchandise, circulating of petitions, solicit for membership in clubs or organizations, etc. during Volunteer time.

Safety

Safety must be given the highest importance in every aspect of Program activities. If an injury does occur, please report it to the Volunteer Coordinator immediately, as well as anything that needs repair, attention, or is a safety hazard.

Tobacco Use / Vaping

Tobacco use and/or vaping (regardless of the content of the device) are not allowed in Town buildings or vehicles.

Political Activity While Volunteering

When Volunteering, Volunteers are expected to maintain a neutral position on issues and political candidates.

Absences and Tardiness

Volunteers are expected to be reliable and punctual in the performance of their Volunteer duties. If you are unable to report to Volunteer assignment, or if you will arrive late, please contact your supervisor and/or the Volunteer Coordinator immediately.

Attendance and Hour Reporting

It is important to keep track of volunteer hours. Attendance sheets are kept for all volunteers. Please complete the attendance sheet when you volunteer.

Background Check

Anyone wishing to become a Volunteer will be required to submit to a criminal record and reference check. The Town of Addison requires that a signed consent for release of information be obtained from the prospective Volunteers prior to a background check. The Town will research the applicant and may exclude an applicant from Volunteering if there is an issue that creates a risk for the Town. If you wish to learn more about this step of the process, please contact the Volunteer Coordinator.

Confidential Information

As a Volunteer, you may become privy to information that is confidential in nature. Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while Volunteering. Volunteers are required to sign a confidentiality agreement as a condition of participation in our Program. A violation of this agreement may result in removal or suspension from the Program.

Volunteer Supervision

Your Volunteer supervisor is the person who works most closely with you. Your day-to-day contact with the supervisor gives you a chance to receive guidance and counsel regarding your assignment. Both the Volunteer Coordinator and the supervisor can show you how to do things, explain the “hows” and “whys” and assist you as needed.

Customer Relations

Here are several things you can do to help give the public a good impression of the Addison Volunteer Program:

1. Act competently and interact with customers and co-workers in a courteous and respectful manner.
2. Communicate pleasantly and respectfully with the public, other Volunteers, and Town staff at all times.
3. Follow up on requests promptly, provide businesslike replies to inquiries and perform all duties in an orderly manner.
4. Take great pride in your volunteer work and enjoy yourself.

Meal and Break Times

Volunteers may be provided meal and break periods based on the length of the assignment. Volunteers need to be aware of other Volunteer and staff work times and limit their visits to those individuals who are on break or meal periods.

Dress Code

The professional culture and image of our organization are maintained, in part, by the appearance that Volunteers present to business contacts, residents, visitors, vendors and others.

Volunteers must always dress appropriately and present a clean and neat appearance while volunteering. Volunteers are expected to report to duty well groomed and dressed in professional attire appropriate for the job. Clothing must be clean, pressed and in good repair. If you are uncertain about what is expected, please ask.

Reasonable accommodation to the dress code will be made for a Volunteer's religious beliefs and for disabilities whenever possible, consistent with business necessity and safety.

The Town reserves the right to send home a Volunteer whose attire is considered unacceptable for duty.

Parking

You are encouraged to use the parking areas designated for Town employees when serving as a Volunteer. Please keep in mind that at some facilities there are parking spaces marked for visitors only. Please leave these spaces open.

Guests of Volunteers

Please refrain from bringing others to your Volunteer assignment unless prior arrangements have been made with the Volunteer Coordinator.

The Addison Way of Customer Service

Good customer service is critical to the on-going success of the Town. Service in Addison is different from any other community. The citizens of Addison expect exemplary customer service as they are accustomed to it. The Addison Way consists of the following areas:

- To be service-minded and kind
- To exceed expectations and consistently address customer needs
- To be solution driven
- To value citizens as partners

There are several principals to deliver service The Addison Way. They are:

- Fundamentals are the minimum. Distinctive customer service is the difference that sets Addison apart.
- Find a way to say YES when it is reasonable to do so
- Say NO with a sense of service
- Treat everyone with respect and dignity
- Set an example of good service
- Be willing to take a little risk to go the extra mile if needed
- Do not violate the law or do anything unethical

Remember, the community and organization's reputation is enhanced every time any Volunteer or staff member does something amazing! To deliver service the Addison Way, you must be a good listener as well as a good communicator. When saying NO be sure to listen and acknowledge, express empathy, express a desire to help and explain why you have to say NO.

Ethics the Addison Way

We need to be excellent stewards of ethical behavior to keep the public's trust in our community.

There are some principals to put your ethics into practice. We judge ourselves by our intentions. Others, not knowing our intentions, judge us by their perceptions of our behavior.

Ethical behavior involves making better decisions and living by them.

Ethical decision making requires us to think about the implications of our choices and not just the choices themselves.

An organization's reputation is everyone's responsibility.

The Ethics Litmus Test

- Does your course of action seem logical, responsible, and legal?
- Would the results be beneficial for all if everyone made the same decision?
- How will your decision affect others? Where will it lead you?
- Will you think well of yourself when you think back on your decision?
- How would the person you most admire handle the situation?
- Hold your decision to the glaring light of publicity. What would your friends and family think of your decision?

An organization's reputation is everyone's responsibility. The failure to confront questionable behavior diminishes the trust in everyone.

Six keys for confronting questionable situations:

- Approach him/her with respect
- Acknowledge your discomfort
- Ask questions to understand
- Listen with an open mind
- Keep confidential information, confidential
- Accept difference in style and approach

Key Questions for Involving Others in Ethical Dilemmas

In very rare situations, individuals may witness some action that is a violation of the law or seriously threatens the organization's ability to maintain the public trust. If this should occur,

both of you ultimately have a responsibility to the public interest. These questions will help you determine the appropriate action.

- Do I have the complete and accurate information and knowledge?
- What are the public interests being harmed?
- Who is the appropriate person(s) I should contact within the organization?
- Are my intentions honorable and for the right purpose?
- Am I violating any rules or laws by not raising the issue?
- What is the best approach for raising the issue?

If you have any questions for clarification, please contact the Volunteer Coordinator.

In Closing...

We hope that your Volunteer experience is both pleasant and rewarding. Thanks to Volunteers like you, the Town of Addison's Volunteer Program works!

If you have any questions, please contact the Town's main phone number of 972.450.7000 and ask for the Volunteer Coordinator.

Receipt and Acknowledgement of Volunteer Handbook

The Volunteer Handbook is an important document intended to help you become acquainted with the Addison Volunteer Program. This handbook will serve as a guide to your service to the Town; however, it is not the final word in all cases as individual circumstances may call for individual attention. Please read the following statements and sign below to indicate your receipt and acknowledgment of the Town of Addison Volunteer Handbook.

- I have received my copy of the Volunteer Handbook. I understand that the Handbook is subject to change at the sole discretion of the Town at any time. I further understand that my Volunteer placement can be terminated by will, either by myself or by the Town of Addison's Volunteer Coordinator, regardless of the length or tenure of my volunteerism.
- I am aware that during my volunteerism confidential information may be made available to me. I understand that confidential information must not be released within or outside the Town's premises or property. I understand that my signature below indicates that I have read the above statements and have received a copy of the Town of Addison Volunteer Handbook.

A copy of this signed form will be returned to you.

Volunteer's Signature

Date

Volunteer Coordinator's Signature

Date

Cc: Volunteer's file