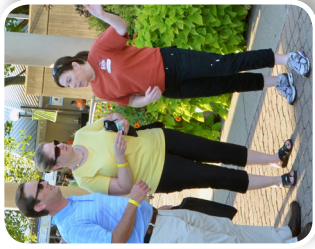


Volunteer

HANDBOOK



City of Kettering
3600 Shroyer Road
Kettering, OH 45429
KetteringVolunteer@ketteringoh.org
(937) 296-2433
www.ketteringoh.org

 Kettering is home to Volunteer Spirit



TABLE OF CONTENTS

Welcome	1	What Type of Recognition Will I Receive?	5
Contact Information	1	General Guidelines for Volunteers	6
History	2	Absences	6
Mission Statement	2	Attire	6
How Does It Work?	3	Screening Process	6
Who Are Our Volunteers?	3	Changes in Personal Information	6
What Types of Jobs Do Volunteers Complete?	3	City Vehicle	6
What Can You Expect From The City As a Volunteer?	4	Confidentiality	6
How Does The Volunteer Benefit?	4	Dismissal	6
How Does The City Benefit?	5	Harassment	6
		Identification	6
		Income Tax Deduction	6
		Insurance	6
		Media Contact	6
		Newsletter	7
		Orientation	7
		Recording Hours	7
		Training	7
		Your Role	7
		Volunteer Grievance Policy	7
		Thank You	8



*My interest is in the future...
because I'm going to spend the rest of my life there.*
— Charles Kettering



WELCOME

Welcome to the City of Kettering **Volunteer Kettering** program!

You are a valuable member of our city team. Because of your volunteer efforts, we can provide many services for our community that wouldn't otherwise be possible.

Thank you for sharing your time and talent with us. Your work is greatly appreciated. You are what makes our community a wonderful place to call home!

A handwritten signature in black ink that reads "Donald E. Patterson".

Donald E. Patterson
Mayor of Kettering



CITY OF KETTERING

CONTACT INFORMATION

The Volunteer Office is located in the North Building at the Kettering Government Center.

Our mailing address is:

City of Kettering
Volunteer Office
3600 Shroyer Rd.
Kettering, OH 45429

DEPARTMENT STAFF:

Mary Lou Randolph,
Volunteer Administrator
Brittany Ingraham,
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HISTORY

Over forty years ago, Kettering, like most cities, had many volunteers serving in traditional roles: members of boards and commissions, volunteer firefighters, youth sports coaches and special event coordinators. Building on this enthusiasm and the tradition of community pride, Kettering officials decided to try something new by hiring a professional volunteer manager to establish and manage a structured volunteer program within the city government.

On July 1, 1979, the ACTIVE (Area Citizens Together In Volunteer Endeavors) Volunteer Program was officially initiated at the Kettering Government Center. The goals established for the program were:

- To assist city staff at various jobs.
- To create interest, pride and goodwill with Kettering residents.
- To build an understanding of city government.
- To help stretch the City's budget.

These are still the goals for the program today! City officials opened the door and welcomed volunteers to work side by side with staff. Volunteers have been an integral part of the City's operations for over 40 years. They have shared their professional skills and served as goodwill ambassadors for the City among their friends and neighbors.

Kettering's officials knew volunteerism was an important contribution to city government long before it became a government trend. Their enthusiastic support created a positive climate

for volunteerism to flourish in the community and their leadership has fostered a feeling of pride among the volunteer workforce.

Throughout the years the City of Kettering volunteer program has received numerous awards. Awards have been received for the program itself, special events and academies. Individual volunteers have won numerous awards as well. These awards have been from national, state and local organizations. In all, **Volunteer Kettering** has received over 50 awards!



MISSION STATEMENT

The current mission of the **Volunteer Kettering** program embraces the original goals for the program and emphasizes their value. Simply stated:

*"The mission of the **Volunteer Kettering** program is to offer citizens an opportunity to become involved in their city by assisting city staff in a variety of jobs and organizing activities that expand programs, enhance services, build an understanding of city government and encourage community pride."*

A volunteer is a person who believes that people can make a difference—and is willing to prove it. — Anonymous

HOW DOES IT WORK?

All the offices and departments at the city involve volunteers in a multitude of duties. The volunteer office staff meets with city staff to assist in developing job descriptions. After a job description is completed, the positions are filled. This may happen by advertising in our volunteer newsletter, by word of mouth, through social media, or by searching the "skills" area of our volunteer database.

Each potential volunteer is personally interviewed and then matched with the opportunity that best fits his/her time requirement and skills. Occasionally, a volunteer will share with us a special skill that would be helpful to city staff. When that occurs, we contact the appropriate staff to see if the particular skill set would be beneficial. If so, we complete a job description to fit the skill.

Volunteer opportunities are available in the Government Center, the Lathrem Senior Center, our Vehicle Maintenance Center, Frazee Pavilion, Rosewood Arts Centre and many of the other outlying city facilities. The resources for referral are at the fingertips of the staff. It is the goal of the volunteer program to offer every interested citizen the opportunity to volunteer.

WHO ARE OUR VOLUNTEERS?

People from all walks of life contribute their time and talent to the City of Kettering. Some live in Kettering, many do not. They include high school and college students, retirees, people with disabilities, business owners, people still in the workforce, families, and a host of organizations including service clubs, student groups, corporate volunteers, faith-based groups, scout groups and more.

WHAT TYPES OF JOBS DO VOLUNTEERS COMPLETE?

The City of Kettering serves the public in administering the ordinances passed by city council. This involves working with neighborhoods, providing fire and police safety, inspecting properties, improving the infrastructure, planning for orderly development, maintaining parks, and supporting health and human service needs.

The opportunities for volunteers are numerous. Many volunteers donate specific technical skills. A walk through the many departments and facilities within the City of Kettering finds volunteers serving in a variety of capacities such as:

- Receptionists
- Clerical work
- Data entry
- Research for projects
- Assisting the police and fire departments
- Web assistance
- Mail couriers and Vehicle Maintenance Center couriers
- Senior transportation drivers and schedulers
- Public relations
- Special events
- Senior citizen and youth activities
- Neighborhood cleanups



WHAT CAN YOU EXPECT FROM THE CITY AS A VOLUNTEER?

- You will receive a clear and specific job description.
- You will be given an appropriate assignment according to your skills, interest, availability and training.
- You should expect to be given appropriate formal and informal expressions of appreciation and recognition.
- You will receive training and supervision for jobs you are assigned.
- You will know why you are being asked to do a particular task.
- You should expect that your time would not be wasted by lack of planning, coordination and cooperation within the city.
- Your individual rights will be treated with courtesy and consideration.

All of this will be done in a spirit of friendliness and cooperation so that the City of Kettering will continue to be known as a "great place to volunteer!"



HOW DOES THE VOLUNTEER BENEFIT?

There are many benefits for the person who volunteers. Every person has a reason for committing his or her valuable time, so the benefits differ for each person. These are a few of the many benefits:



- Community involvement
- Learning about city government
- Staying active by helping others
- Meeting new people and making new friends
- Keeping active in your profession after retirement
- Gaining experience and a job reference
- Learning new skills
- Exploring new careers
- Having fun!

In addition, volunteers are invited to all events and activities sponsored by the City of Kettering's Employee Council.

Once you have completed 100 hours of volunteer service, you are eligible for certain discounts through the city's Fitness Incentive Program. Volunteers must contact the volunteer office for a letter authorizing the discount.

*Small things, done with great love,
bring joy and peace.* — Mother Teresa

Actions and words are the windows through which the heart is seen.
— American Proverb

HOW DOES THE CITY BENEFIT?

The City of Kettering receives volunteer assistance in a variety of regular tasks and special needs. To date, the city has 1,000 volunteers who represent a very tangible benefit to the City. The value of the hours donated to the City is calculated at over \$22,305,000 since the beginning of the program. Kettering benefits from having volunteers that are knowledgeable concerning the needs of a community.

WHAT TYPE OF RECOGNITION WILL I RECEIVE?

Twice a year Kettering honors those involved in the volunteer program. Every spring, during National Volunteer Week, an invitation to an appreciation celebration is sent to all volunteers. At this event, volunteers enjoy entertainment and refreshments. In addition, our mayor awards both a youth volunteer and an adult volunteer with the *Mayor's Award for Volunteer Service* at a city council meeting in April. In the fall, a volunteer recognition luncheon is held for volunteers and staff supervisors. At the luncheon, volunteers receive awards based on their cumulative hours from our mayor and city council.



GENERAL GUIDELINES FOR VOLUNTEERS

Absences: If you are unable to work the day or the time of your volunteer assignment, be sure to call your supervisor or the volunteer office. Remember—they are counting on you and staff worries when volunteers don't come to work!

Attire: You are expected to dress neatly in clothes suitable for your job. The public judges the city on the appearance and attitude of the person they see working, and that includes you.

Screening Process: Our screening process has the following components:

- A volunteer application will be completed and the staff in the volunteer office will interview all volunteers.
- A position description that describes the essential duties of the volunteer position will be explained.
- In accordance with state and local requirements, volunteers will need to complete a criminal background check. Depending on the nature of the volunteer assignment volunteers may need to have a fingerprint check. You will be notified if your background check has a violation that staff determines might keep you from completing your assignment in a respectful manner.

Changes in Personal Information: Please notify the volunteer office of any changes in your address, email address or phone number. Also, please let us know if you will be unavailable to work for a long period of time.

City Vehicle: Some volunteer positions require the use of a City vehicle. If you are authorized to use a City vehicle, you must be a licensed driver, obey all traffic laws (including parking regulations), and not allow unauthorized persons to operate or ride in a City vehicle.

Confidentiality: Volunteers are responsible for maintaining the confidentiality of all information to which they have access while serving as a volunteer. This includes information concerning personnel matters and members of the community. Failure to comply with this guideline may result in dismissal.

Dismissal: The City of Kettering has the right to request that a volunteer leave immediately for any gross misconduct or insubordination, volunteering while under the influence of alcohol or drugs, theft, mistreatment of co-workers, or unwillingness to support the mission of the City of Kettering.

Harassment: Kettering intends to provide a volunteer environment that is pleasant, comfortable, and free from intimidation, hostility or other offense, which might interfere with volunteer performance. Harassment of any sort—verbal or physical—will not be tolerated. If you become aware of an incident, please report it to the volunteer office immediately.

Identification: A nametag or badge will be provided by the City. Your nametag will help identify you as a volunteer. Some volunteer positions require that a nametag or lanyard be worn only when working with the public.

Income Tax Deduction: Some expenses, such as mileage to and from your volunteer positions, are deductible from your Federal Income Tax under the Charitable Deduction Section of the IRS code.

Insurance: You are covered by liability and injury insurance while volunteering, as long as it is within the scope of duty.

Media Contact: The City of Kettering employs staff designated to handle situations involving the media. Volunteers should consult the volunteer office prior to offering information or comments to the media. Unless notified, the City of Kettering has the right to use pictures of volunteers in media outlets.

How wonderful it is that nobody need wait a single moment before starting to improve the world.

— Anne Frank

GENERAL GUIDELINES FOR VOLUNTEERS (continued)

Newsletter: The City of Kettering Volunteer Office will mail a quarterly newsletter to help keep you informed of volunteer opportunities, events, and policies. Please contact the volunteer office if you do not receive the newsletter, if your address changes, or if you would like to discontinue the newsletter.

Orientation: The city staff person who will be your supervisor will orient you to your position.

Recording Hours: You are expected to keep an accurate record of your volunteer hours. If you volunteer at the Government Center, a book with your timesheet will be kept in the volunteer office. If you are volunteering off-site, at a City facility, sign-in books should be available, or you can keep your own timesheet and call your hours into the volunteer office at 937-296-2433 or send the information by email to brittany.ingraham@ketteringoh.org at the end of each month.

Reporting your hours is one way we can measure the value of the program. The volunteer office reports the hours and the dollar value to the city manager, department directors and city council. It also determines your yearly volunteer recognition award. You may also use your timesheet for your personal income tax records.

Training: After your interview with the volunteer office, a time will be set for you to meet with the staff person in the department for your assigned task. The staff person will explain your job and responsibilities. Training, many times, is completed on the job. A staff person will be available to answer questions and help with any problems that might occur. Please feel free to ask questions of employees or the volunteer office at any time.

Your Role: The role of the volunteer in the City is to assist staff in providing services and to perform every task to the best of your ability in a prompt and pleasant manner. As a volunteer, you represent the City to the public and are in a service provider position. You are never “just” a volunteer; you are a non-paid staff person. If at anytime you feel your volunteer position is not working for you, for whatever reason, please contact the volunteer office immediately at 296-2433.

Volunteer Grievance Policy: The City of Kettering has the following volunteer grievance policy in order to support those who are unsatisfied with the treatment they receive by volunteering for the City.

A grievance is defined, as any cause of distress that a volunteer reasonably thinks or feels is unfair, unjust, or inequitable. In the event of a grievance, the grievance should be submitted in writing so that a record can be kept of the situation. A grievance should be made within one week of the incident and will be addressed by the City of Kettering volunteer office within ten business days of receipt.

Volunteers will not be subjected to coercion, discrimination, reprisal, or unreasonable interruption of services for voicing complaints or recommending changes.

We encourage volunteers to deal with conflicts in a respectful manner at all times. If you need help to resolve a conflict, additional city staff is available to facilitate a meeting. If a conflict with a staff member or another volunteer arises that you feel cannot resolve safely by working directly with that staff member or volunteer, please contact the volunteer administrator at 296-2433. If you are not comfortable, or unable to speak with the volunteer administrator, you may contact the assistant city manager by calling 296-2412.

THANK YOU VOLUNTEERS

The heart and soul of America lives within its volunteers. Our country and our community are great because of the dedication of people like you who selflessly give of your time and talent year after year.

As you go about the priceless task of helping others, you continue a proud American tradition that brings out the best in our community. Your acts of compassion offer immediate support and inspire the contributions of future generations.

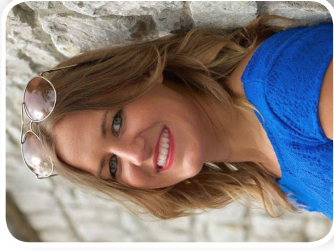
Thank you so much for choosing to serve the City of Kettering with the gift of your time and talent!

Marylou Randolph

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Brittany Ingraham

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*Service to others is the rent you pay
for your room here on earth. — Muhammad Ali*

