



# CITY OF SANTA ANA VOLUNTEER HANDBOOK

**Human Resources Department (M-24)**

**20 Civic Center Plaza**

**P.O. Box 1988**

**Santa Ana, CA 92702**

**Fax: 714-647-6930**

**Website: <http://www.santa-ana.org/hr>**

## **HUMAN RESOURCES CONTACTS:**

**Tania Knauerhaze, Senior Human Resources Analyst**

**Phone: 714-647-5371**

**Email: [tknauerhaze@santa-ana.org](mailto:tknauerhaze@santa-ana.org)**

**Ashleigh Anderson Camba, Human Resources Technician**

**Phone: 714-647-5349**

**Email: [aandersoncamba@santa-ana.org](mailto:aandersoncamba@santa-ana.org)**

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# WELCOME

The City of Santa Ana welcomes you to our team and would like to thank you for selecting this City as a place to share your time, energy and talents. Your help as a volunteer will enhance City programs and services that make it possible for us to achieve much more than we could with staff alone. The City is fortunate to have volunteers who are dedicated to our mission. You are highly valued and respected; we acknowledge the commitment you make for the betterment of the community, and once again, we welcome you as volunteers.

## Purpose of the Volunteer Handbook

This handbook will serve to provide volunteers direction by defining volunteer roles and responsibilities, informing volunteers of their rights, City policies and procedures, and providing general City information so you will have an enjoyable and rewarding experience.

As our organization grows and changes, there will be a need to modify the policies, practices and other information described in this Handbook. When such changes occur, Staff will attempt to keep volunteers updated by an announcement or update. It is your responsibility to keep your handbook current and to be informed about policies and changes that affect you. If you have any questions or need any clarification of the information contained in this handbook, please contact Human Resources.

## About the City

Santa Ana is the county seat and second most populous city in Orange County, California. The United States Census Bureau estimated Santa Ana's population in 2018 at 338,247; making Santa Ana the 57th most-populous city in the United States. Santa Ana covers more than 26 square miles and is divided into 4 districts: Westend, Southcoast, Northeast and Southeast.

## Mission Statement

The City's mission is to provide efficient public services in partnership with our community which ensures public safety, a prosperous economic environment, opportunities for our youth, and a high quality of life for residents.

# CITY DIVISIONS, LOCATIONS, AND PARKING

There are many divisions that make up the City system; each providing an array of services to the community. Volunteer opportunities may be available within each division. Check with the Human Resources Department for details on available volunteer projects.

City Hall and the Ross Annex are located in the Civic Center area, Building #20 centrally located in the city of Santa Ana between Civic Center Drive and Santa Ana Boulevard & Ross Street and Flower Street. Our address is City Hall, 20 Civic Center Plaza, Santa Ana, CA.

## City Locations and Hours:

Department/Service	Location	Phone	Hours of Operation
City Attorney	City Hall, 7th Floor	1-714-647-5201	Mon–Thu 7:30am–5:30pm & every other Friday, 8am-5pm.
City Manager	City Hall, 8th Floor	1-714-647-5200	Mon–Thu 7:30am–5:30pm & every other Friday, 8am-5pm.
Clerk of the Council	City Hall, 8th Floor	1-714-647-6520	Mon–Thu 7:30am–5:30pm & every other Friday, 8am-5pm.
Community Development	City Hall, 6th Floor	1-714-647-5360	Mon–Thu 7:30am–5:30pm & every other Friday, 8am-5pm.
Finances & Management Svc	City Hall, 1 <sup>st</sup> Floor	1-714-647-5400	Mon–Thu 7:30am–5:30pm & every other Friday, 8am-5pm.
OC Fire Authority	1439 S. Broadway Santa Ana, CA 92707	1-714-567-3235	
Human Resources	City Hall, 5th Floor	1-714-647-5340	Mon–Thu 7:30am–5:30pm & every other Friday, 8am-5pm.
Library Services	Main – 26 Civic Center Plaza SA, CA 92701 Newhope–122 N Newhope St SA, CA 92703	1-714-647-5250 7-714-647-6992	Mon-Thu 10am-9pm; Fri & Sat 10am-6pm; Sun 12-4pm. Mon-Thu 2-7pm; Fri Closed; Sat 10am-5pm; Sun Closed.
Parks & Recreation	City Hall, 2nd Floor	1-714-571-4200	Mon–Thu 7:30am–5:30pm & every other Friday, 8am-5pm.
Planning Department	Ross Annex, 2nd Floor	1-714-667-2700	Mon–Thu 7:30am–5:30pm & every other Friday, 8am-5pm.
Police Department	60 Civic Center Plaza, Santa Ana, CA 92702 Jail – 62 Civic Center Plaza, Santa Ana, CA 92701	1-714-245-8049 7-714-245-8100	Mon-Fri 7:30am-5:30pm Mon-Sun 7am-10pm
Public Works	City Corporate Yard – 220 S. Daisy Ave. SA 92701	1-714-647-5690	Mon-Thu and every other Friday 9am-4pm

## Parking

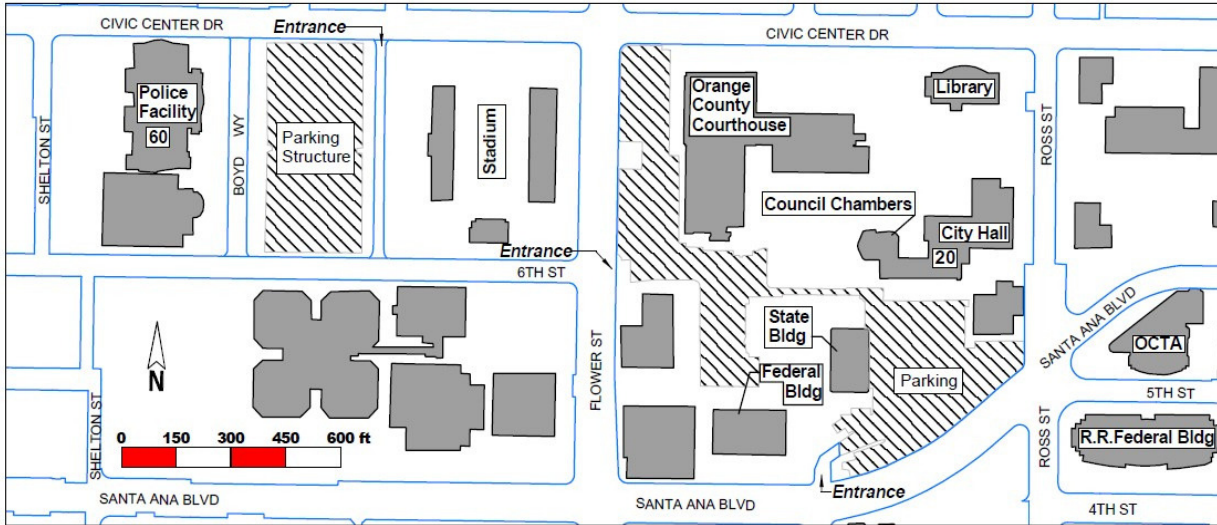
Parking fees are excluded unless otherwise stated by the Volunteer Supervisor. Metered parking is located on Ross Street, between Santa Ana Boulevard and Civic Center Drive. Parking lot entrances are located on Santa Ana Blvd and Parton, Flower Street and 6th, and off Civic Center between the Courthouse and the Santa Ana Public Library. There are parking fees at some City locations; refer to the Department Volunteer Supervisor for more information.



# Civic Center Plaza

Police Facility  
60 Civic Center Plaza  
Santa Ana, 92702

City Hall  
20 Civic Center Plaza  
Santa Ana, 92702



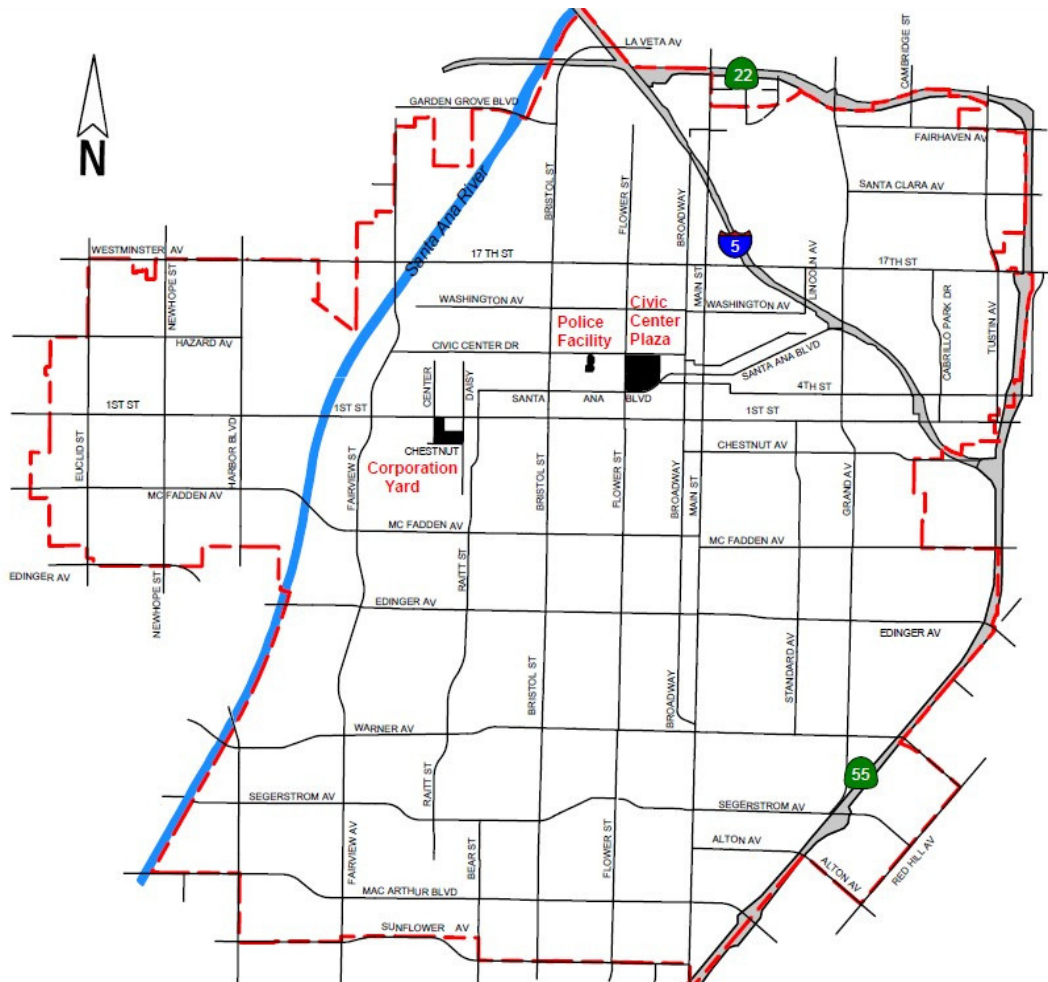
## Directions

**From 5 Fwy South**  
Exit Broadway, go South on Broadway, turn Right on Santa Ana Blvd.

**From 5 Fwy North**  
Exit Grand Ave, turn Left on Grand Ave, turn Right on Santa Ana Blvd.

**From 22 Fwy East**  
To I-5 South, exit Broadway go South on Broadway, turn Right on Santa Ana Blvd.

**From 22 Fwy West**  
Exit Main St., turn Left on La Veta, turn Left on Main St., turn Right on Santa Ana Blvd.





# CITY OF SANTA ANA VOLUNTEER OPPORTUNITIES

THERE ARE MANY VOLUNTEER OPPORTUNITIES WITHIN THE CITY. HERE IS A LIST OF SOME OF THE OPPORTUNITIES WE OFFER:

**Parks, Recreation and Community Services Agency** is looking for community volunteers, **SCHOOLS, CLUBS, INDIVIDUALS AND GROUPS** to share their special talents and skills. There are a variety of volunteer opportunities to service in the following areas:

- Special Events
- Senior Services
- Youth Sports
- Clerical
- Improvement Projects/Community clean ups
- After school programs and activities

For more information, please contact the Parks, Recreation and Community Services Agency Volunteer Coordinator at 714-647-6553.

**Santa Ana Public Library** is looking for volunteers to:

- Tutor or mentor
- Intern
- Cleaning, shelving, and organizing library materials
- Clerical – Filing, typing, and inputting data
- Special Events, Projects, and Programs
- Join the Friends of the Library

For more information, please contact the Library Volunteer Coordinator at 714-647-5288.



**Santa Ana Zoo** is looking for volunteers to be:

- **Zoo Ambassadors:** Volunteers interact with the public presenting artifacts, interpreting exhibits, and assisting staff with education programs and special events. Advanced Ambassadors may also handle Ambassador Animals.
- **Family Farm Monitors:** Volunteers assist the public in safely feeding and interacting with the goats and sheep and milking the interactive replica dairy cow.
- **Animal Services:** Volunteers work side-by-side with a zookeeper to provide basic care for zoo animals. Must be 18 or older, additional interview and 1-year minimum commitment are required.
- **Special Events:** Groups and individual volunteers help with activities, crafts and other tasks at monthly special events including Party for the Planet and Boo at the Zoo.
- **Greeters:** Help the Friends of Santa Ana Zoo welcome members and party guests to the zoo on busy weekend mornings, a great way to finish assigned community service hours.
- **Zoo Buddies:** Younger volunteers (age 12-14) volunteer with a parent or guardian (age 18 and older) as Ambassadors, Farm Monitors, Clerical, Special Events and Greeters.

For more information, please contact the Zoo Volunteer Coordinator at [Ibergh@santa-ana.org](mailto:Ibergh@santa-ana.org).

**Santa Ana Police Department** is looking for volunteers to join their SAVE (Santa Ana Volunteers for Excellence) Program. Volunteers assist in a variety of areas throughout the department. Volunteers must commit to 1 year with a requirement of 8 hours per month. For more information, contact the Police Department Volunteer Coordinator at 714-245-8036.

# PURPOSE OF THE VOLUNTEER PROGRAM

The City's Volunteer Program was established to ensure the continued success of existing volunteer opportunities and to create new innovative ones that will enhance City services. The Program's goal is to strengthen and enhance volunteer programs and uniformity and provide clarification with volunteer policies and procedures

## OBJECTIVES OF THE PROGRAM

- To maintain a cadre of trained, skilled volunteers to serve in various aspects of City service—with an emphasis on customer service—by thoughtful recruiting, thorough vetting, and providing on-going training opportunities and support throughout the year.
- To retain City Volunteers by providing them with meaningful tasks, venues for program assessment and input and personal fulfillment.
- To recognize at every opportunity, the many contributions made by City Volunteers to City service, to the City of Santa Ana, and to enhance the quality of life in the community by acknowledging both publicly and privately throughout the year their generous donation of time and talent.

## The Role of the Human Resources Volunteer Coordinator

The primary role of the Human Resources Department is to oversee the Volunteer Program and ensure a uniform, consistent, and fair approach to its volunteers. Human Resources will collect volunteer applications for review and process all volunteer background checks.

## The Responsibility of the Department Volunteer Supervisor

The Department Volunteer Supervisor assigns volunteer projects and assesses the department's needs for volunteers. They work with Human Resources to create volunteer position descriptions that meet the department's needs.

The primary role of the Volunteer Supervisor is to be a point person for volunteers within each department. They provide on-the-job training and direct supervision of the volunteer. They ensure that volunteers are tracking their hours. They provide volunteers opportunities for growth and retrain volunteers if any performance issues arise. It is their responsibility to understand and communicate volunteer needs to Staff and administration and, likewise, to understand and communicate Staff needs to the volunteers. Volunteer Supervisors are also responsible for volunteer recognition.

## Definition of City Volunteers:

- An Adult or Young Adult Volunteer is any individual, 16 years or older, who assists with work done at the City, without pay or other financial compensation. Adult or Young Adult Volunteers must work 30 hours or more during a minimum 6-month time period in which they volunteer.
- An Intern is a college or university student who is volunteering for course credit and/or pay through his or her academic institution (i.e., Cal State Fullerton, Santa Ana College, etc.).
- A Teen Volunteer is any student, age 12 – 15, who performs volunteer work, without pay or other financial compensation, on selected City programs.

# Volunteer Expectations

- Obey the rules and regulations as stated in the Volunteer Handbook, the laws of the City of Santa Ana, State of California, and the U.S. Constitution.
- Conduct your duties in a professional and courteous manner.
- Respect the City's chain of command and maintain a smooth working relationship with all personnel.
- Exercise caution and good judgment on the City's behalf in all situations.
- Assist in creating an environment that promotes quality customer service, teamwork, and innovation.
- Possess a great sense of pride in service as a volunteer with the City of Santa Ana.

The following are examples of performance or behavior that may result in being dismissed from the volunteer program:

- **Dishonesty.** The City does not condone dishonesty including, but not limited to, any deliberate falsification or misrepresentation, misleading or incorrect information in connection with the preparation of official Department documents (i.e. volunteer sign-in sheets or volunteer applications).
- **Stealing,** sabotage, willful damage, abuse or destruction of City property or property belonging to a supplier, employee or another volunteer.
- **Substance use.** Volunteers will not consume any type of illicit drugs or be under the influence of any type of illicit drug while volunteering on the City premises or while working on behalf of the Department you are assigned.
- **Discrimination.** Volunteers will not discriminate against any other person on the basis of any individual's race, marital status, disability, religion, sexual orientation, color, age, military or veteran status, medical condition, citizenship, ancestry, genetic information, national origin, gender, gender identity or gender expression.
- **Conduct.** As a volunteer of the City of Santa Ana, volunteers are expected to maintain the highest level of moral, ethical and professional conduct while onsite and while representing this agency at any and all community events and meetings.

# Volunteer Rights

The City of Santa Ana values and benefits from the contributions of its volunteers to enhance and expand City's services.

The City shall use the services of volunteers to:

- Supplement the efforts of paid City staff in meeting demands for quality public service.
- Encourage citizens to become familiar with their City and the services and programs it offers.
- Staff or support fundraising activities sponsored by the City of Santa Ana
- The City shall use the services of interested volunteers to supplement, not replace, the work done by City staff.

Each volunteer will be working under the supervision of City staff, or a lead volunteer who has considerable amount of experience with the project. Volunteers will be informed of the job description, identifying the general duties, expectations, qualifications, skill requirements and time commitment, and will receive proper training prior to beginning the volunteer assignment. Your assignment does not substitute staff responsibilities; volunteers are an extension of the City system that enables staff to increase services to patrons. Volunteers deserve to be respected for their contribution. Volunteer ideas and comments are welcomed to help improve the program. We suggest written suggestions so they can be shared with the appropriate staff.



# VOLUNTEER POLICIES AND PROCEDURES

## Application Process

Prior to engaging in any volunteer activity, each volunteer or intern is required to:

- Meet with the Department to determine which volunteer opportunity is the best fit;
- Submit a completed City of Santa Ana Volunteer Application for Non-Paid Volunteer Positions;
- All volunteers 16 years and older must undergo a background check;
- Teen Volunteers ages 12 – 15 are not required to be drug tested or fingerprinted. If a teen continues to volunteer past their 16th birthday, they must be fingerprinted;
- If your volunteer role includes supervising children, then you must complete and submit the Supplemental Questionnaire;
- If volunteering at the Zoo, then you must submit a clear TB report from your medical provider every 4 years.
- Once a volunteer becomes inactive (no volunteer hours recorded over a 12-month period), and the volunteer would like to return to the City, a background check is required.

Upon approval of the City's Human Resource Department, the volunteer may be scheduled for training and work assignments.

## Volunteer Personnel Files

Your personnel files are confidential and consist of written documents retained by the Human Resource Department. The volunteer's personnel file can be only reviewed by the volunteer, Human Resources Department, the Volunteer Supervisor, authorized City representative, the volunteer's parents or legal guardian if the volunteer is a minor, or any authorized representative of the volunteer. This file contains basic contact information and records about your volunteer service with the City.

Your volunteer file must be kept current and correct. In the event you change your address, name or phone number, you must notify the City Volunteer Coordinator immediately in writing.

## Attendance

As a volunteer, we depend on you to complete your scheduled shifts. We do understand that from time-to-time certain situations may arise that prevent you from doing so. Please alert the Volunteer Supervisor of any scheduled absences – such as vacation – as far in advance as possible so that an appropriate substitute may be found. In the event of an unscheduled absence – illness or emergency – please alert your assigned Supervisor as soon as possible, preferably before your scheduled shift begins. If absenteeism becomes excessive, your volunteer relationship with the City will be reevaluated.



## Sign-in, Recording Volunteer Hours and Badges

Volunteers are responsible for signing in and out and keeping track of volunteer hours as required by the Department; the Volunteer Supervisor will show you where the designated book or sign-in kiosk is located. Accuracy in recording your volunteer hours is important because they are used to report statistics, apply for grants and for written volunteer verification.

It is crucial that you sign in at the beginning of your shift and out at the end. In the event of an emergency, these sign-in sheets will be used for tracking volunteers in the building.

You will be provided a volunteer name badge when you begin your volunteer service with us. When you sign-in be sure to put on a volunteer badge and wear it during the duration of your volunteer shift. The badge is important for identifying who you are to both staff and Residents.

## Holidays

The City of Santa Ana observes the following Holidays and will be closed:

- New Year's Day (January 1)
- Martin Luther King, Jr. Day (Third Monday in January)
- President's Day (Third Monday in February)
- Memorial Day (Last Monday in May)
- Independence Day (July 4)
- Labor Day (First Monday in September)
- Veteran's Day (November 11)
- Thanksgiving Holiday (Fourth Thursday and Friday in November)
- Last working day before Christmas Day, unless Christmas Day falls on Thursday, in which instance, the day following Christmas Day shall be observed in lieu thereof
- Christmas Day

If a holiday falls on a Sunday, it will be observed the following Monday.

Please note that the Santa Ana Zoo may not observe all of the Holiday Closure dates listed above.

## Dress Code

The City is proud of the positive image it holds in the community. Professional standards in appearance contribute to this image. Good grooming and personal hygiene is required at all times. Clothing should be neat and clean and appropriate to the workplace and should be functional and safe for the type of work performed. For most volunteers, casual clothing is appropriate with some exceptions. Examples of attire that are not appropriate include:

- Pajamas (unless, of course, for a City children's event)
- Torn clothing
- Clothing with what may be considered offensive statements or images
- Open toed shoes when shelving or handling heavy items at any site. Open toed shoes not permitted at the Zoo.
- Clothing that reveals undergarments or too much skin, such as strapless tops, short shirts, low-cut or baggy pants, and high cut/low-cut shorts.



## Access to Secure Areas

**Volunteers are not given an access card to enter secure locations throughout the City. If volunteers arrive before the City opens, they are instructed to wait until Staff arrive to open the building.**

Volunteers may utilize the staff lounge and administrative sections of the City while wearing their volunteer badge to identify themselves. **When you conclude your volunteer service, your access to the City is limited to public areas only.**

## Lockers

Each City Department will ensure that volunteers have a space to store their personal belongings. The City is not liable for any personal items that are lost or stolen.

## Meals & Breaks

**Volunteers can take a 15-minute break near the middle of every 4-hour volunteer shift. These times are flexible and can be worked out with your supervisor. Volunteers should consume food in the designated staff lounge area. Please be sure to notify the staff person on duty before you take your break, so they can relieve you if necessary.**

## Smoking, Substance Use

The City of Santa Ana must ensure a drug and alcohol-free workplace. Being under the influence of, using, possessing or selling alcohol or an illegal drug is strictly prohibited. This applies to everyone—including volunteers who perform a service for the City or use City equipment. All areas of public building are designated as non-smoking unless otherwise posted. City vehicles are also non-smoking areas. Alcoholic beverage possession and/or consumption on City property or at City events is prohibited.

## Computers & Telephone Use

**Generally, City-owned equipment and supplies are for City business use only and may not be used for personal business. Personal use of City computers is prohibited. If you must make a personal call and need to use a City telephone, please obtain permission from your Volunteer Supervisor and keep it brief. Please turn off or mute personal cell phones while volunteering to ensure a quiet atmosphere and please *no texting* while volunteering. Please do not watch videos on your personal cell phone or on city computers while volunteering.**

## Driving

Volunteers are not permitted to drive their own personal vehicle or a City vehicle as part of their volunteer role.

## Recognition

Volunteers are truly an essential component to the City. City Departments will do their best to ensure that volunteers are thanked and recognized for their contributions throughout the year.

## Interacting with the Public

A City resident is the most important person either in person or otherwise. A resident is not an interruption of our work; the resident is the purpose of it. A resident brings us his/her information wants and needs, and it is our job to satisfy them as best we can. Courtesy is highly valued by the City and customer service begins with you. As a Volunteer, you are an ambassador of the City to its residents; thus, a welcoming smile and a professional and courteous attitude are important. When able to assist a resident with a request, please do so, otherwise, refer him/her to a staff member. It is perfectly acceptable not to know an answer to a resident's request and to refer him/her to a staff member. The City is a public venue and opens its doors to many diverse individuals, show respect to all residents.

Volunteers are only authorized to act as a representative of the City if specifically tasked with this responsibility in your volunteer job description. Please consult with, and receive permission from the Volunteer Supervisor before engaging in any actions which may affect or hold the organization liable including but not limited to, public statements to the press, signing contracts or entering into financial agreements, or lobbying or forming partnerships with other organizations.

## Problem Solving

When a group of people work and volunteer together, problems may arise. It is important to all of us that such problems are solved as quickly as possible. Occasionally, however, it may be necessary to investigate certain problems in greater detail. Our problem-solving procedure provides you with the opportunity to have a review of any problem, dispute, or misunderstanding that arises during the course of your volunteering.

If a volunteer should have a job related question, problem or concern with the City of Santa Ana, Employees, Resident's, or other volunteers, the volunteer should discuss the issue with their supervisor. In the event that informal conflict resolution fails to resolve a volunteer's problem, the volunteer may submit their concern up the chain of command or to the Human Resources Department.

## Disciplinary Practices & Dismissal

Dismissal of a volunteer is a serious consideration. Before a volunteer is dismissed, attempts to reconcile a difference or an issue will be made including a meeting between staff and volunteer(s) involved, the Volunteer Supervisor, and, if appropriate, the Department Director. Dismissal of a volunteer may take place if a volunteer is unable to complete the tasks described in the volunteer position description, is unreliable, irresponsible, disruptive, demonstrates inappropriate behavior, or fails to adhere to the policies and procedures of the City.

## Ending Your Volunteer Service

You may resign from your volunteer service with the City at any time. We request that you notify the Volunteer Supervisor ideally two weeks prior to your departure. Your status will remain active for 1 year after you finish your volunteer service. If within the 1 year, you decide to return to volunteer with the City you do not have to go through the background check again. If it is past 1 year, you must go through the background process again.

If you have been issued an ID or any other City property, please turn it on your last day of service.



## Worker's Compensation

Volunteers are not eligible for workers' compensation benefits as they are not employees under the Labor Code.

## Safety and Emergency Procedures

Because safety is everyone's job, please be alert at all time to safety hazards. Unsafe acts or conditions should be reported to a supervisor rather than trying to handle it yourself. Also, notify your supervisor of any assignment which causes physical discomfort or which could lead to personal injury so that the situation can be rectified, or you can be transferred to a more suitable assignment. Volunteers must report all job-related injuries, regardless of the severity, to their supervisor or a full-time City staff member.

In the event of an emergency, remain calm and follow the directions of the City safety officers and/or staff, as well as other safety personnel (Police and Fire). Please be sure to review the safety procedures for the Department you are assigned to.

If you feel unsafe and would like a security guard to walk to you to your car or report suspicion activity, please contact 657-236-0527 from 8am -5pm (City Hall/Ross Annex). After 5pm, please call 657-236-0889. At the City Yard, please contact 714-647-3587.

## Sexual and Other Discrimination

It is the City's policy not to engage in discrimination against or harassment of any person volunteering with the City on the basis of race, color, national origin, religion, sex, gender identity, pregnancy, physical or mental disability, medical condition (cancer-related or genetic characteristics), ancestry, marital status, age, sexual orientation, citizenship, or service in the uniformed services (as defined by the Uniformed Services Employment and Reemployment Rights Act of 1994).

City policy also prohibits retaliation against any employee, volunteer, or person seeking employment for bringing a complaint of discrimination or harassment pursuant to this policy. This policy also prohibits retaliation against a person who assists someone with a complaint of discrimination or harassment, or participates in any manner in an investigation or resolution of a complaint of discrimination or harassment. Retaliation includes threats, intimidation, reprisals, and/or adverse actions related to employment. Examples of sexual harassment may include, but are not limited to:

- Physical, unwelcome touching;
- Verbal conduct such as epithets, derogatory jokes or comments, slurs, or unwanted sexual advances, invitations or comments;
- Visual conduct such as derogatory and/or sexually oriented posters, photography, cartoons, drawings or gestures;
- Threats and demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss, and offers of employment benefits in return for sexual favors;
- Inappropriate conduct or comments consistently targeted at only one gender, even if the content is not sexual;
- Retaliation for having reported or threatened to report sexual harassment.

This behavior is unacceptable in the workplace. If you encounter or witness a situation of discrimination or retaliation, please inform the City Volunteer Coordinator in writing immediately.

## Mandated Reporter

Volunteers are strongly encouraged to report any instance of suspected or know abuse or neglect to your Volunteer Supervisor immediately.



# CITY VOLUNTEER SUPERVISOR CONTACTS

## PARKS, RECREATION AND COMMUNITY SERVICES AGENCY

Youth Sports Volunteer Coordinator - 714-647-6556

Santa Ana Senior Center Volunteer Coordinator - 714-647-6547

Southwest Senior Center Volunteer Coordinator - 714-571-4200

Community Events Volunteer Coordinator - 714-571-4227

## SANTA ANA PUBLIC LIBRARY

Volunteer Coordinator

714-647-5288 (Library) or 714-647-6913 (TeenSpace)

<https://www.santa-ana.org/library/support-library-department/library-volunteers>

## SANTA ANA ZOO AT PRENTICE PARK

Volunteer Coordinator

714-647-6573

<https://www.santaanazoo.org/supporti.htm>

## PLANNING & BUILDING

Volunteer Coordinator

714-667-2712

## PUBLIC WORKS

Volunteer Coordinator

714-647-5349





## GUIDELINES FOR VOLUNTEERS WORKING WITH CHILDREN

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Last Name

First Name

---

Department Assigned

Volunteer Position

For the safety of the children's and the volunteers, we ask for your understanding and cooperation with the following rules. A child is considered any person under the age of 18. *(Please place initials next to each guideline)*

\_\_\_\_\_ Do not contact a child outside the City for any purposes unrelated to the scope of your volunteer assignment.

\_\_\_\_\_ Do not give out your phone number or email address to a child nor accept his/her phone number unless authorized by a parent or guardian.

\_\_\_\_\_ Do not offer a child a ride home or any location. There are liability issues, which do not allow staff or volunteers to transport children in their automobile.

\_\_\_\_\_ Any gifts that are purchased related to your volunteer duties for children must be distributed evenly among all children in the program.

\_\_\_\_\_ Do not take photographs of children unless authorized by a parent or guardian.

\_\_\_\_\_ If you are concerned about the well-being of a child notify any staff member immediately. Do not take it upon yourself to question or disclose your concerns with the child. The case will be referred to the staff person most apt to handle this issue and if necessary, will be referred to the authorities.

\_\_\_\_\_ Volunteers must *never* discuss religious, political or sexual matters with any children.

**PLEASE READ CAREFULLY AND SIGN  
I UNDERSTAND THESE GUIDELINES AND AGREE TO ABIDE BY THEM.**

Volunteer's name (please print): \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

City of Santa Ana  
Human Resources Department (M-24)  
20 Civic Center Plaza  
P.O. Box 1988  
Santa Ana, CA 92702  
Fax: 714-647-6930



## VOLUNTEER SERVICE AGREEMENT

The City agrees to provide:

1. Orientation to the City and City volunteer policies.
2. Training and support by City staff.
3. Respect and recognition of the value and contributions of volunteers.
4. Cooperative working relationship between staff and volunteers.
5. Feedback on volunteer's performance.
6. Updates on changes that affect you and/or your assignment.

As a volunteer, I agree to:

1. Fulfill the duties outlined in the position description in a professional manner.
2. Be reliable, punctual and ready to work.
3. Keep a record of my hours by signing in at the designated location.
4. Notify my supervisor/team leader as soon as possible if delayed, sick or unable to work.
5. Maintain confidentiality of all proprietary or privileged information whether this information involves an individual staff member, volunteer, City user, or involves City business.
6. Be a team player. I will make suggestions and ask the staff when I have questions.
7. Abide by all of the policies and procedures set by the City of Santa Ana. I understand that I may be terminated for not complying with these guidelines.

I commit to the following schedule provided below:

- Day of the Week: \_\_\_\_\_ Time: \_\_\_\_\_
- Day of the Week: \_\_\_\_\_ Time: \_\_\_\_\_
- Day of the Week: \_\_\_\_\_ Time: \_\_\_\_\_

Length of Assignment:      3 months      6 months      6-12 months

I hereby commit to following this service agreement, to perform the duties described in the volunteer position description and to the time commitment that I have provided to the City of Santa Ana Department.

Volunteer Name (please print): \_\_\_\_\_

Volunteer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

City of Santa Ana  
Human Resources Department (M-24)  
20 Civic Center Plaza  
P.O. Box 1988  
Santa Ana, CA 92702  
Fax: 714-647-6930



## ACKNOWLEDGEMENT OF RECEIPT OF HANDBOOK

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Last Name

First Name

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Department Assigned

Volunteer Position

I acknowledge that I have been given a copy of the Volunteer Handbook. I understand that this Handbook summarizes the City's volunteer guidelines, and that it is furnished to me solely for my information.

I further understand that volunteering with the City is not for a specified term and is at the mutual consent of me and the City. Accordingly, the City or I can terminate the volunteer relationship at will, with or without cause, at any time.

I further understand that the statements contained in the handbook are not intended to create any contractual or other legal obligations. I also understand that the City may modify or rescind any of its policies, or practices described in the Handbook at any time, except for those policies required by law.

I acknowledge that it is my responsibility to read and become familiar with the contents of the Handbook.

Volunteer's name (please print): \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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