



City of Santa Ana
Administrative
Policies and Procedures

A handwritten signature in blue ink, likely of the City Manager, written over the "City Manager's Authorization" text.

City Manager's Authorization

Section

Human Resources

Subject
VOLUNTEERS

Date

October 2018

PURPOSE

To establish guidelines and procedures for promoting volunteerism and connecting volunteers with various opportunities in the City of Santa Ana.

DEFINITION

Volunteers are those persons voluntarily and freely giving their time and service to the City in some capacity, without regard to compensation or other benefits.

GUIDELINES

1. Volunteers are not entitled to compensation – no monetary compensation or overtime compensation;
2. Volunteers are not entitled to health or retirement benefits;
3. Volunteers are not eligible for workers' compensation benefits as they are not employees under the Labor Code;
4. Volunteers are not permitted to drive their own vehicle or a City vehicle to perform the duties of their volunteer role.

RECRUITMENT AND SELECTION

1. Candidates should review the Volunteer Position Description, if available, to ensure they meet the qualifications for the position;
2. Volunteers must submit a City of Santa Ana volunteer application to the Department they are applying to assist;
 - i. Must be at least 12 years of age;
 - ii. Minors under the age of 18, must complete and submit a Request for Volunteer/Unpaid Trainee Authorization for California Minors (CDE Form B1-6);
3. The City Department may conduct interviews and/or contact applicant references;
4. City of Santa Ana employees (Part-time and Full-time) may only become City of Santa Ana Volunteers if they are completing a task off City hours and are completing a job that is unrelated to their paid work duties.

SCREENING

1. Volunteers 16 years and older may need to go through a background check and/or fingerprinting, depending upon the position sought;
 - i. Volunteers who help on a one-time basis do not need to be fingerprinted or drug tested, but must be supervised by a City Employee at all times during their shift;
 - ii. Volunteers may be required to undergo a drug test (depending on the nature of the assignment);

- iii. The Department requesting a volunteer is responsible for paying the fees associated with the background screening;
- iv. Due to the cost of background screening and training, the City of Santa Ana requests that volunteers commit to at least 3 months of volunteer service;
- v. If a volunteer is inactive (has logged zero volunteer hours) for 1 year or more; they must re-apply and go through the screening process again;
- vi. An applicant must clear the background process prior to being placed as a volunteer;
 - a. Convictions that may preclude a person from volunteering include, but are not limited to, felony sexual offenses with adults or minors, convictions for crimes against minors (misdemeanor or felony), possession, sales, or use of controlled substances, illegal possession or use of weapons or dangerous objects, assault and battery, burglary or robbery, and fraud;

Human Resources Staff will determine if an applicant passes the background screening, if they do not, then they must wait six months to re-apply.

CODE OF CONDUCT

1. Volunteers must conduct themselves in a professional manner;
 - i. Volunteers should not conduct personal business while volunteering;
 - ii. Volunteers must adhere to all federal and state laws;
 - iii. Volunteers will be provided with on-the-job training to ensure that they have the correct knowledge and skills necessary to perform the volunteer assignment;
 - iv. The Department will work with the volunteer to set a schedule. The volunteer is expected to adhere to the schedule or call to inform their volunteer supervisor if they are unable to fulfill their commitment;
 - i. Volunteers must sign-in and out each time they volunteer to track their volunteer service;
 - v. As representatives of the City, volunteers, like staff, are responsible for adhering to the City dress code. Volunteers are to dress appropriately for the conditions to perform the duties of their role;
 - ii. Volunteers must wear a name badge, provided by the Department, that indicates they are a volunteer for the City of Santa Ana while on duty;
2. Volunteers are at-will and subject to dismissal or may choose to end their service with the City at any time;
 - i. Possible grounds for dismissal may include, but are not limited to, gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property or misuse of organization equipment or materials, abuse or mistreatment of clients or co-workers, failure to adhere to the City's policies and procedures, and failure to satisfactorily perform assigned duties;
 - ii. If a volunteer decides to end their service, they need to inform the volunteer supervisor and return their volunteer badge;
3. When volunteering for the City of Santa Ana, each volunteer must act in all matters in a manner that will safeguard the reputation and integrity of the City and will preserve and strengthen public confidence in its activities. Volunteers must refrain

from engaging in any transaction in which personal interests conflict, potentially conflict or appear to conflict with those of the City (ex: *Accepting Payment or Gifts, Improper Influence, Inside Information, Competing with the City, Political Activities, the Making of Statements*);

4. Volunteers should not speak to the media on behalf of the City. Media inquiries should be directed the City's Media Relations Department.
5. Volunteers may be asked to sign a non-disclosure agreement depending on their volunteer assignment.

SAFE WORK ENVIRONMENT

1. The City of Santa Ana wants to ensure that the volunteers and staff feel safe at work;
 - a. Volunteers should be careful to ensure their personal property is secure. The City of Santa Ana will not be responsible for any lost or stolen property;
 - b. Volunteers should review the City's evacuation procedures and be familiar with how to respond, in case of an emergency;
2. Volunteers who use City property, such as, computers and telephones must adhere to the City policies;
3. The City of Santa Ana is committed to providing a work environment free from discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected class will not be tolerated. Volunteers are encouraged to bring any incidents to their volunteer supervisor;
4. 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.

MISCELLANEOUS

1. Should a volunteer decide to apply for a paid position with the City, he or she must apply and go through the same process as the Public;
2. Volunteers that work directly with children must immediately report suspected child abuse or neglect to their direct volunteer supervisor;
3. The Department that supervises the volunteer may provide the volunteer with a letter of service indicating the dates, total hours served, and duties performed.

If you have any questions about the Volunteer Policies and Procedures, you may contact the City of Santa Ana Human Resources Department at 714-647-5340.