

Henrico County Department of Human Resources

# Volunteer Services Program Manual



Volunteer  
&  
Department Coordinator Manual  
July 13, 2017

<http://henrico.us/services/volunteer/>

**COUNTY OF HENRICO  
VOLUNTEER SERVICES PROGRAM**

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Dear Department Volunteer Coordinators and Volunteers:

It is with great sincerity that I thank you for becoming involved in the volunteer program in the County of Henrico. Your role as a Volunteer Coordinator or Volunteer for Henrico County serves a very important function in the delivery of services to our citizens and community. Your position has been developed to further enhance the existing services of the department you serve. Based on your special skills and talents you have been carefully selected to provide Henrico County residents with the highest quality of service for which they deserve.

The term "volunteer" has taken on many meanings. Specifically to Henrico County, a volunteer is a person who has chosen to give his or her time and talent to a worthwhile group or cause without concern for monetary profit. The County has come to rely more and more upon volunteers to:

- enrich and extend the services now being offered
- supplement the worth of the professional staff
- perform direct service to the community
- build a closer relationship with the County and its residents
- afford residents an opportunity to affect the environment in which they live

Community support and interest are essential elements in providing quality services for County residents. As a volunteer, you will contribute greatly in this effort. As a department volunteer coordinator/supervisor, you help others make the most of whatever time and talents they choose to contribute. We hope you will also benefit from this experience and that you find it satisfying and fulfilling. Additionally, we hope your experience will be educational and challenging.

On behalf of the County of Henrico, let me thank you for the interest and concern you have shown by becoming involved in our Volunteer Services Program. We look forward to what is hoped to be a long and mutually satisfying association.

Sincerely,

John A. Vithoukas  
County Manager



Dear Volunteer Coordinators and Volunteers:

Volunteers in Henrico County government are vital to community service. These dedicated individuals donate more than 200,000 hours annually, a value of about \$5 million. Volunteers assist departments and agencies to stretch valuable resources and enhance customer service.

*As a Department Volunteer Coordinator*, you contribute directly to the success of municipal volunteer programs. Through your skilled recruitment, training, recognition and organizational efforts, you create the opportunities and environment necessary to attract and retain the very best volunteers.

*As a Volunteer*, you contribute directly to more efficient use of employees' time and taxpayer dollars in our County. You provide valuable assistance to employees and citizens throughout our community.

This volunteer manual is offered as a resource to assist you. It contains suggested procedures and activities to create an organized and exciting volunteer program. Consider this a work-in-progress. As new ideas emerge and programs evolve, revisions will be made. Please continue to send your creative ideas and suggestions to the Volunteer Services Program office to be shared with the entire County.

Paula G. Reid, PHR  
Director of Human Resources

## HISTORY

Volunteering in Henrico County goes as far back as 1611 when Henrico was founded. Since that time, volunteering has always been a way of providing services to County residents. As the County grew, less services were provided on a "voluntary" basis and more of the services became the responsibilities of paid employees.

In 1984 Henrico County created the Volunteer Services Program. A coordinator was assigned the task of establishing guidelines for the effective use of volunteers in the local government departments. A department coordinator, or primary volunteer supervisor, was also identified in most departments. In 1984 there were less than 500 volunteers working in as few as 10 departments in the County. Since the Volunteer Services Program was established, the opportunities available to volunteers and the services provided by non-paid staff members has grown significantly. Thousands of volunteers are used each year by most of the County's departments.

Each April the Board of Supervisors passes a proclamation in observance of National Volunteer Week and salutes and thanks each and every volunteer for the services they generously and willingly give to the County.

## **POLICY STATEMENT**

WHEREAS the Board of Supervisors is continuously attempting to improve services to citizens at the least cost possible, and

WHEREAS through utilization of a Volunteer Services Program, further expansion of these services can be obtained, and

WHEREAS such a County-wide Volunteer Services Program is not designed to replace current staff or eliminate necessary functions of paid employees, but be designed to supplement and complement existing staff, and

WHEREAS such a Volunteer Services Program will be beneficial to the citizens of the County by increasing services at minimal cost.

NOW, THEREFORE, BE IT RESOLVED that the Board of Supervisors hereby establishes an expanded County-wide Volunteer Services Program and instructs the County Manager to implement and coordinate the County-wide Volunteer Services Program.

## GOALS AND OBJECTIVES

One of the goals of the Henrico County Department of Human Resources is to administer an efficient, effective, and comprehensive Volunteer Services Program which is supportive of all departments that have determined a need for volunteer staff.

In administering this program, the following objectives will be met by the Henrico County Department of Human Resources:

1. Provide a central registration office for any person who wants to serve as a volunteer for Henrico County's general government.
2. Provide a staff member who is available to all departments and all volunteers for questions, concerns, suggestions or other needs related to volunteerism.
3. Provide volunteer-related advertising, recruiting, screening, interviewing, and/or referral services to departments that have submitted the Request for Volunteer and Job Description form to the Department of Human Resources.
4. Maintain a large number of volunteer staff in the County by centralizing all volunteer procedures.
5. Create volunteer assignments which meet the needs of both the volunteers and departments by assisting departments in designing job descriptions.
6. Assist departments in providing orientation and training for new volunteers who have registered with the Department of Human Resources Volunteer Services Program. County-wide policies, procedures, and specific duty assignments and schedules should be reviewed during this orientation period.
7. Provide training sessions for paid staff who are assigned the responsibility of supervising or coordinating volunteers.
8. Keep accurate records of volunteer hours reported for the County and report a monetary value of these hours by maintaining a centralized record system.
9. Periodically evaluate the volunteer program to ensure effective results.
10. Maintain a centralized file of applications signed by volunteers who have registered with the Department of Human Resources' Volunteer Services Program.
11. Promote recognition of volunteers by assisting departments in planning and coordinating volunteer recognition activities.
12. Provide a process that screens both volunteer applications and requests for volunteers to ensure all volunteer program guidelines are followed.

## HENRICO COUNTY'S ORGANIZATION

The Henrico County Board of Supervisors is the legislative body of the County and is charged with the responsibility of policy making within the framework of the Constitution of Virginia and the Code of Virginia.

Five Supervisors are elected for four-year terms by the voters of each magisterial district. The districts are Brookland, Fairfield, Three Chopt, Tuckahoe, and Varina.

The Board appoints the County Manager as Chief Executive Officer of the County. The County Manager form of government differs from other types of county government in several important ways.

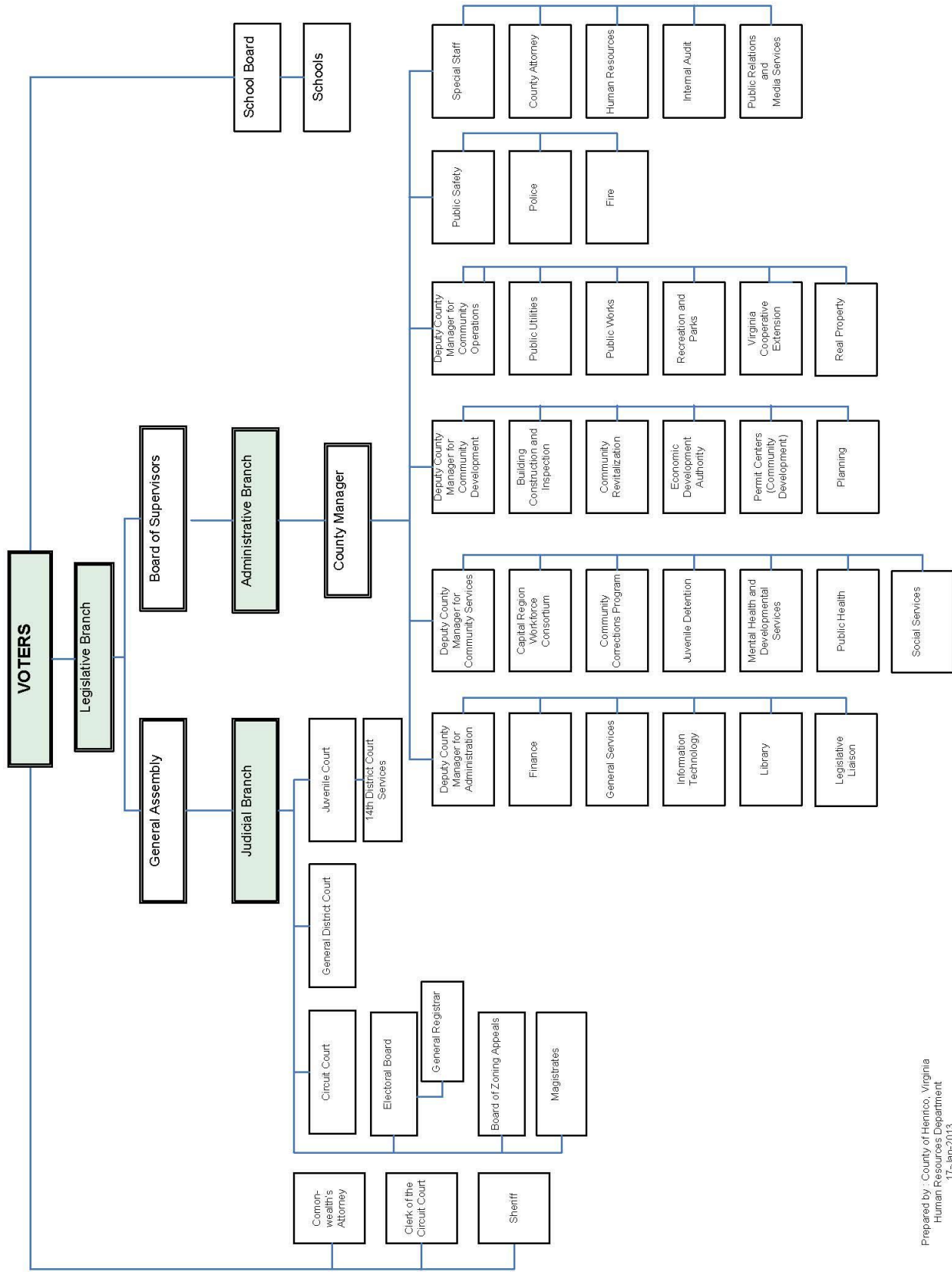
This form of government provides for:

- the appointment of various boards and commissions;
- responsible control of county government by the Board of Supervisors;
- assignment of administrative and executive matters to a full-time professional administrator.

The Department of Human Resources in Henrico County serves a very important role in coordinating many functions that relate to employees and volunteers. Specific to volunteers, the Department of Human Resources acts as the central office for recruiting, screening, and/or assisting with the interviewing of volunteer applicants, including centralized record keeping.

The role of volunteer coordinator/volunteer with Henrico County is one of major importance. By contributing their time, talents and skills, volunteers and volunteer coordinators provide the County the ability to enhance existing services, which in turn benefits not only the employees of the County but all of our residents as well.





Prepared by: County of Henrico, Virginia  
 Human Resources Department  
 17-Jan-2013

## DEFINITIONS

1. **Traditional Volunteer:** any individual or group of individuals, who, of their own free will, contribute goods or services to any agency or department of Henrico County, without pay or regard for their own personal gain.
2. **Regular Service Volunteer:** persons working on a regular basis at scheduled times and at regularly scheduled tasks.
3. **Occasional Service Volunteer:** individuals or groups of residents who provide a one time or occasional task.
4. **Non-Traditional Volunteer:** individuals or groups who provide service to the County because of reasons other than following their own free will.
5. **Court-Mandated Volunteer:** any individual or group of individuals, who, by court mandate, are required to contribute goods or services to any agency or department of Henrico County, without pay or regard for their own personal gain.
6. **Donors:** persons or groups who contribute cash, food, clothing, materials, equipment or other merchandise to Henrico County.
7. **County Volunteer Coordinator (CVC):** a staff member from the Department of Human Resources with the responsibility, among other things, of coordinating volunteer services for Henrico County.
8. **Department Volunteer Coordinator (DVC):** department staff member, paid or volunteer, who is responsible for the volunteer program in his/her particular agency/department.
9. **Volunteering as a County Employee:** nonexempt employees may volunteer their time to work in the agency where they are employed (or another County agency) and not be subject to overtime pay as long as the volunteer work is different from work the employees normally perform in their paid job. Otherwise, the agency may be required to pay overtime for that work. The Director of Human Resources should be consulted in such circumstances, before an employee is allowed to volunteer.

## WHY PEOPLE VOLUNTEER

All types of people volunteer. There are as many reasons for volunteering as there are people who choose to do so. However, the majority of people who volunteer in Henrico County come to us for four primary reasons.

The greatest motivation for people to serve as volunteers in this community is the desire to become involved and give something back to the community. These volunteers come to us from all walks of life and at all ages and are usually short-term and project-oriented volunteers. They are not looking for benefits or recognition as much as they have a personal need which serving others help to fulfill.

Secondly, many volunteers *need* to do community service for a variety of reasons. These volunteers may need to earn credit in clubs or civic organizations, to earn badges (as in scouting), to complete mission projects, or to get college or high school credit; some may be court ordered. Most of these volunteers will need to have accurate records of their hours and may need to perform specific work. They may require specifically tailored volunteer situations to meet their needs.

Another reason people volunteer in Henrico County is to gain job experience and job skills. This group includes professionals and nonprofessionals involved in a career change, students who are hoping to enter the work force and need to enhance their resumes, and/or adults who want to continue to learn new skills or maintain already acquired skills, even if they may not choose to seek paid employment in the future.

And finally, another one of the primary reasons people come to Henrico County to volunteer is to use their time in a fulfilling way. This group includes young people during school vacations, older adults after retirement, people new to the community who wish to fill free time and become acquainted with the County at the same time, and those who, for one reason or another, would rather fill their leisure time volunteering than pursuing other types of recreational activities.

Volunteers gain many different things from this experience, quite often benefits we never even realize. There are hundreds of opportunities for people who would like to donate their services to the community and we are very fortunate when they wish to use their skills and abilities in our programs and departments. It is of utmost importance that we try to ascertain what their reason for volunteering is and strive to meet their needs if they are to meet ours.

## **FOR THE VOLUNTEER AND DEPARTMENT VOLUNTEER COORDINATORS**

### **Why We Need You**

#### *Volunteers*

- To assist departments with necessary projects and tasks
- To assist our customers
- To bring new ideas, skills, and abilities to our departments
- To share your observations with us so we may improve and serve our customers more effectively
- To serve as a liaison between the County government and our residents
- To help foster greater understanding between County employees and the residents we serve

#### *Department Volunteer Coordinators*

- To coordinate and facilitate the use of volunteers in your department
- To assist our volunteers, as customers
- To help us meet needs in our departments which cannot be met by paid staff alone
- To share your ideas for the volunteer program so that it will be more effective for volunteers and departments
- To serve as a liaison between the County-paid staff and our volunteers
- To help foster greater understanding and cooperation between the County departments and volunteers
- Collect driver's license information if position requires the operation of a County vehicle. Contact Risk Management at 501-5661 for collection of driving record information.

### **What We Offer Volunteers**

- Job experience
- Training
- County information
- Career enhancement
- Tax deductions (ex., charitable mileage)
- Free parking
- Recognition
- Great work environment
- A chance to meet and assist others

## **Volunteer Services Program Calendar**

### *Each Month*

- All department volunteer coordinators collect and report the number of hours worked by their departmental volunteers (for exceptions to this schedule contact the County Volunteer Coordinator)

### *Annually*

- The County Volunteer Coordinator reports the number and hours worked of all County volunteers
- Celebration of National Volunteer Week
- Board Proclamation
- Individual department volunteer recognition events

### *End of Volunteer Assignment*

- A thank you note is recommended as well as a letter of reference or evaluation for the volunteer (upon request), with a copy sent to the County Volunteer Coordinator

## **Role of the County Volunteer Coordinator (CVC)**

The primary role of the Henrico County Department of Human Resources as it relates to Volunteer Services is to:

- Act as a centralizing agent in coordinating any volunteer services which the individual departments of the County identify
- Assist, support, and help implement volunteer services for the general County government (excludes schools)
- Answer questions pertaining to volunteer opportunities and/or direct to the proper source
- Assist volunteers with special needs (having problems in their current assignment, etc.)
- Screen requests to ensure that volunteer positions have no access to cash or confidential data or unsupervised access to children unless a background check is completed by the requesting county agency.
- Screens applications to ensure applicant is appropriate for a position volunteering in the County.

## **Role of the Department Volunteer Coordinator (DVC)**

Each department should have a designated DVC or supervisor to work with the Department of Human Resources on all volunteer service functions. The designated DVC's role is to:

- Assess if a volunteer is the appropriate person to complete certain duties paying close attention to risk factors such as: duties involve working with confidential data, cash, or children.
- Coordinate and facilitate the use of volunteers in the department
- Accurately record, for the department, the number of volunteers and the hours they've worked and report this to the CVC on a monthly basis
- Serve as a liaison between the County-paid staff and our volunteers
- Maintain and keep record of all volunteer documents for three years

## PROCEDURES

The following procedures are suggested in order to provide an efficient, effective, and consistent Volunteer Program for the County of Henrico.

### Requesting a Volunteer

1. The County Volunteer Coordinator (CVC) should be contacted if the Department Volunteer Coordinator (DVC) or supervisor would like help in determining his/her needs. The CVC will assist the DVC or supervisor in designing a job description that will realistically fit into volunteer services.
2. If the DVC or supervisor does not need assistance in setting up a volunteer job description, he/she may submit a Request for Volunteer and Job Description Form to the CVC.
3. The CVC will either act on the request as is, or call for further clarification.
4. As job descriptions have been developed, the CVC keeps a record of all current volunteer job posting opportunities. This record is used to assist department staff and prospective volunteers by giving them ideas concerning past and future volunteer opportunities in Henrico County.

### Recruitment

1. The CVC will advertise volunteer openings based on the job descriptions. Each County department has the responsibility of notifying the CVC with a detailed job description of any needs they have as they relate to volunteer positions. The CVC will make every effort to secure volunteers who possess the requirements to perform the assignment. The advertising will be directed to sources which are most related to the type of positions available. This may include community mailings, Web page advertising, newsletter and newspaper notices, radio and television public service announcements, flyers and notices at colleges and other appropriate locations, and through volunteer opportunities announcements distributed by the Department of Human Resources. The Volunteer Services Program Web site is: <http://henrico.us/services/volunteer/>.
2. The CVC may have an existing pool of qualified applicants to utilize without additional advertising.
3. County employees are also a very good source to utilize for recruitment. Employees are encouraged to tell friends and acquaintances about the Volunteer Services Program. Word of mouth is the most effective method of advertising volunteer needs.
4. The CVC screens applications and in some cases interviews those applicants with the most appropriate knowledge, skills and abilities for the assignment. An effort will be made to place all volunteer applicants. Persons to be interviewed will be selected without regard to race, color, religion, sex, national origin, age or disability unless it is determined as a bona fide occupational qualification and is necessary to perform the assignment. Job skills, suitability, time availability, time commitment, etc. will be considered in the final selection.

## **Age Requirements**

Volunteers of all ages can become involved in service to the County. A minimum age of 14 years is set unless the young volunteer is accompanied during their entire assignment by a parent or guardian. Each department may set the lower age limit for volunteers in their department or may set age limits for various positions in accordance with specific position duties and responsibilities. This is up to the discretion of each department in the County and may vary from program to program. Henrico County complies with the Federal and State Child Labor Laws. Contact the CVC or the Department of Human Resources for specific information or questions regarding this. *\*If the volunteer is under 18 years of age, parental written consent is needed for the minor to begin a volunteer assignment. The volunteer application and volunteer forms provide the necessary consent statement to be signed by the parent or guardian of the minor.*

## **Application Process**

1. To assist the CVC in evaluating applicants' talents, qualifications, and areas of interest, a completed Volunteer Application Form is required. Please direct any inquiries concerning volunteer positions to the Department of Human Resources (501-4425) or the Volunteer Web site: <http://henrico.us/services/volunteer/>.
2. The applicant will be given general information in the Department of Human Resources concerning volunteer opportunities. The applicant may apply for either a specifically advertised position OR general types of positions.
3. Applications will be active for at least three (3) months.

## **Screening/Interviewing/Referring**

1. The CVC will screen all applications for suitability for volunteer positions and refer applications to departments where appropriate positions are available. Examples of screening criteria are: a) current age of applicant meets minimum age requirements for volunteering without a parent or guardian, b) current County employees interested in volunteering meet guidelines for tasks employees are allowed to complete as a volunteer, c) former County employees who left Henrico in good standing and are therefore eligible to reenter the workforce as a volunteer, d) reason for volunteering
2. Individuals who are required to complete court-mandated service hours must coordinate hours through their probation officer. The probation officer will work with the individual directly to secure a volunteer placement at the County or in the community that meets the court-mandated requirements. Court-mandated individuals contacting the County Volunteer Coordinator will be directed to contact their Probation Officer for guidance on community service opportunities. The CVC does not place court-mandated residents into volunteer positions. *\*Individuals under 18 years of age are expected to contact their court representative (e.g. attorney, probation officer) to complete the court-mandated service hour requirements.*
3. The CVC or DVC (or designated interviewer) will arrange and conduct interviews as appropriate and as requested by departments. It is recommended that the referrals on all applicants be completed thoroughly. This will assist the CVC in evaluating applicants for future positions in your department or

other departments. Interviewers are encouraged to make contact with the potential volunteer *as soon as possible* (or within two weeks after receiving the referral) and then fax the completed referral form back to the CVC.

4. If position requires the volunteer to operate a County vehicle, have the volunteer complete the Authorization to Obtain DMV Driving Record form at <http://employees.henrico.us/info/safety-forms/>; fax the form to Risk Management at 501-5663, then contact Risk Management at 501-5661 for more information and instructions. **NOTE:** only collect this information if operation of a County vehicle will be part of volunteer assignment.
5. The final decision as to who is selected will be the responsibility of the DVC or designated person from that department.
6. Since Henrico County is an Equal Opportunity Employer, interviewers should seek information that, if used in making a selection, would not screen out qualified individuals on the basis of sex, race, color, religion, national origin, age, or disability. Volunteer applicants should be given the same professional treatment granted to applicants for paying jobs, since they will be expected to serve the department in a first rate and professional manner.
7. If a suitable applicant is selected from the referred group, the DVC will call the volunteer and make the arrangements for the volunteer's orientation. The DVC will also arrange the starting date with the volunteer. All other persons interviewed and/or referred should be contacted by the DVC and apprised of their status.
8. If no selection is made from the referral group the CVC will:
  - A. Continue to use the current pool of applicants  
*OR*
  - B. Re-advertise  
*OR*
  - C. Contact the department for further discussion of the position. There may be occasions when a suitable volunteer may not be found. The CVC will try to work with the department as closely as possible to keep it updated concerning the status.

### **Volunteer/Henrico County Agreement**

Volunteers are required to sign an agreement with the County. This agreement outlines what the volunteer can expect from the County and what the County can expect from the volunteer. The volunteers are required to sign a release form which protects the County in the event the volunteer is injured or has an accident while performing assigned duties.

### **Placement/Orientation**

1. The DVC should conduct a general orientation session for new volunteers. The orientation should include general policies and procedures of the department and County, rules, discussion of County organization, responsibilities of volunteers, completion of time sheets, signing of forms, and other related areas, as shown on the Volunteer Coordinator Checklist Form.



2. Upon completion of orientation, the volunteer should be able to begin the assignment.
3. Supervisors are encouraged to discuss, at a minimum, the following items with the volunteers: a) the schedule to be followed by the volunteer, b) the procedure to be followed in case of absences, c) the exact goals of the assignment and duties, d) introduction to everyone in the office as well as a brief explanation of their functions, e) where the volunteer will be able to obtain supplies and the procedures to be followed, f) discussion and instruction as to the proper use of the telephones in the office, g) the proper use and instruction of the equipment the volunteer will be using (copy machine, computer, etc.), h) and don't forget a general welcome and expression of appreciation for their service to the department and the County.

### **Volunteer Training**

1. The individual department is responsible for specific on-the-job training as it relates to the assignment and the supervisor will be the main source for information and training. Questions directly related to the volunteer's duties, schedule, etc. should be addressed to his/her supervisor. Questions regarding other volunteer opportunities, or questions the volunteer does not feel comfortable with asking his/her supervisor, may be addressed to the CVC.
2. Depending on the nature of the assignment, departments may feel additional training is recommended. The department may arrange this at their discretion and as scheduling allows.

### **Supervisory Training**

The CVC will conduct either individual or group training sessions for staff who are going to be supervising volunteers if a department feels this is necessary. This training will consist of instructions on forms and procedures for the Volunteer Services Program; information relating to motivation of the volunteer; information relating to the supervision of volunteers; suggestions for showing appreciation of volunteers; other information dealing with the relationship of the volunteer, the supervisor and department staff.

### **Reporting for Work**

The work schedule will be set by the volunteer's assigned supervising department. Most County offices are open from 8:00 a.m. to 4:30 p.m. However, some volunteer assignments may be scheduled at other times. If circumstances require a change in the volunteer's schedule, the volunteer's supervisor should be notified as promptly as possible. If the volunteer finds it necessary to change the designated working hours or finds it necessary to resign, he/she should notify his/her direct supervisor or the CVC as promptly as possible. It is suggested that the volunteer give two (2) weeks' notice in the event that he/she wishes to resign. It is also important to notify the supervisor and the CVC of any change in address or phone by completing the Volunteer Personal Information Update Form.

### **Absences**

There will probably be occasions when it will be necessary for the volunteer to be absent from his/her assignment due to illness, injury or other personal reasons. To avoid disruption of work schedules, it is important for the volunteer to notify his/her supervisor or work site *as far in advance* as possible when the volunteer learns that absence is necessary. A supervisor may inquire as to how long the volunteer expects to be absent in order to plan for any reassignment of work if necessary.

## **Confidentiality**

Volunteers are expected to respect the confidentiality of all material as it relates to the agency and/or the clients that are served. They are also requested to honor the privacy of staff and other volunteers, and it is asked that the volunteer's privacy will be respected as well.

## **Grievance**

Volunteers, while not eligible to use the County's Grievance Procedure, are encouraged to discuss any problems, difficulties, misunderstandings, suggestions or concerns with their Supervisor, Department Volunteer Coordinator or County Volunteer Coordinator. It is the goal of the County to maintain harmonious, cooperative and productive working relationships among all persons involved in the County government, therefore, volunteers are encouraged to be open in communication. The CVC will make every effort to resolve the concerns in a manner that is satisfactory to all.

## **EEO/Affirmative Action**

Henrico County is an Equal Opportunity Employer and is committed to the maintenance and promotion of the policy of nondiscrimination by incorporating sound merit principles in all aspects of personnel management. The complete copy of the EEO Plan is available for review in the Department of Human Resources.

## **Holidays**

1. The County observes the following holidays:

New Year's Day	January 1
Martin Luther King, Jr. Day	Third Monday in January
Presidents 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 Day	Fourth Thursday in November
Day after Thanksgiving	Day after Thanksgiving
Christmas Eve	December 24
Christmas Day	December 25

2. Whenever a holiday falls on a Saturday, the holiday will be observed on the preceding Friday. Whenever a holiday falls on a Sunday, the holiday will be observed on the following Monday.

## **Solicitation**

1. The County prohibits solicitation on or off County property unless officially approved by the County Manager.
2. Printed or written announcements posted anywhere on County property which deal with outside activities must be authorized by the department head.

## **Gratuities/Gifts**

It is against County policy for volunteers to accept any gift or gratuity from any firm, contractor, consultant, individual or others that may relate to the County business association or service provided. Items of value such as food, alcoholic beverages, tickets to events and similar items should not be accepted.

## **Use of Vehicles/Equipment**

1. Volunteers may utilize County vehicles in the performance of their duties, only if authorized by their supervisor, and will be subject to all rules and regulations relating to the use of County vehicles. Volunteers who use County vehicles must be at least 18 years of age and have a valid Virginia operator's license. Once notified by the DVC, the Risk Management staff will obtain the current status of the volunteer's driving record from DMV, therefore, all volunteer job requisitions should state a driving requirement if applicable to the position.
2. Volunteers whose assignment requires the need to drive a County vehicle will also be asked to participate in the County's Defensive Driving Training Program. Again, departments should work with the Risk Management office to schedule this.
3. Most volunteer positions will not require the use of County motor vehicles. Should this be a necessary requirement, all volunteers are covered under the County's Auto Liability Insurance. It should be noted that when driving their personal car on official business they have no additional coverage other than their own insurance policy. All procedures relating to driving County vehicles and travel reimbursement should be discussed with the volunteer by his/her supervisor. Prior approval must be obtained from the supervisor before using any County vehicles.
4. Other equipment such as computers, calculators, copy machines, etc. is to be used only in the course of performing County duties and may not be used for personal benefit. Before the volunteer uses any County equipment, be sure an authorized person has properly instructed him/her.

## **County Telephones**

Before allowing the use of the County telephones, be sure the volunteer has been instructed as to the proper use and procedures. Telephones should be used only for County business, but limited personal calls are allowed. Long distance calls for personal use are prohibited.

## **County Computers**

Volunteers should use County computers, software and Internet connections only for the purpose of conducting County business, and for learning/training purposes, as approved by the DVC or supervisor.

## **Time Keeping**

1. In order to collect accurate data concerning hours of service, the DVC should submit time reports using one of the report forms. All volunteer timesheets should be sent to the CVC by the 10th of each month, with a copy maintained at the volunteer work site as well. Timesheets should be submitted on all volunteers who have provided any amount of service during the month. This record will be used in

compiling service hours for recognition purposes. The County requires that each volunteer, department, and the Department of Human Resources have an accurate record of hours worked by the volunteers. The volunteer may be responsible for maintaining his/her own Individual Volunteer Time Log and reporting these hours to his/her immediate supervisor as directed.

2. A Volunteer Application Form should be completed on *each* new volunteer. This form should be submitted with the first month's timesheet. If the volunteer was interviewed and referred by the Department of Human Resources, this form will have already been completed.

### **Retention and Disposal of Volunteer Records**

1. In accordance with the Virginia Public Records Acts, County and Municipal Governments should retain volunteer records for three years. As such, a volunteer file should be kept by the DVC on each volunteer that serves the County for three years. This will serve as a centralized record containing the application, appropriate release forms, a confidentiality statement, volunteer agreements, volunteer coordinator checklist, volunteer timesheets and any other information acquired during the tenure of the volunteer.

The Department of Human Resources will act as a centralized record keeping department for all volunteer applications. Applications on each active, inactive, and potential volunteer will be compiled and maintained by the Department of Human Resources for a period of three (3) years after the date of application.

2. The disposal of volunteer records should be coordinated by the DVC through the Department of General Services, Records Management division. Departments should contact the Records Center at 501-5673 to coordinate records disposals.

### **Recognition**

1. Volunteers should be recognized for their achievements and services provided to the County. Efforts should be made on a County-wide and department basis to acknowledge volunteer contributions through formal and informal ways.
2. Supervisors may show their appreciation for services by writing letters of commendation, words of praise, personal notes, etc.
3. The Department of Human Resources will provide a Certificate of Recognition for individual volunteers, group volunteers and donors. Please notify the CVC of any donor contributions so this information can be recorded.

### **Liability Insurance**

1. Volunteers for the County of Henrico are covered under the County's Self-Insured Liabilities Insurance. For more information or a copy of this plan, please contact the Risk Manager at 501-5659.
2. In the case of personal injury or accident to the volunteer, the volunteer is to rely on his/her own personal insurance resources.

3. Reference is made to the *Federal Volunteer Protection Act of 1997* (as amended). Questions concerning this should be brought to the attention of the CVC.

## Safety

1. All volunteers should report unsafe and/or unhealthy conditions to his/her supervisor, and properly follow their supervisor's instructions and procedures to ensure all work is performed as safely as possible.
2. The County does not carry accident or injury (Workers' Compensation) insurance on volunteer staff and cannot assume responsibility for any accidents or injuries.
3. In the event of minor injuries to a volunteer, the volunteer will be responsible for deciding the course of treatment. In the event of serious injury or sickness, the supervisor or DVC should contact the individual listed by the volunteer as the emergency contact person. The Volunteer Letter of Agreement Form will contain this information. It is also listed on the application, which is on file with the CVC in the Department of Human Resources.
4. Because Henrico County is open to the public, it is advised volunteers be responsible at all times for personal items. It is suggested only a small amount of money be carried to the office/work location to reduce the chances of theft. Also, it is suggested that all employees/volunteers carry their purse or wallet with them at all times.
5. Minors should be provided adequate instruction and adult supervision with every effort made to protect their safety. Volunteers under age 18 **may not** be assigned duties involving, but not limited to, the following:
  - Driving County-owned motor vehicles
  - Operation of power-driven machinery or equipment (e.g. chain saws, power shop tools, rock crushers, drill rigs, specialized equipment or vehicles)
  - Use of toxic chemicals or other laboratory hazards
  - Exposure to any unusual or unacceptable health or safety risk
6. For all risk and safety issues, including accidents and injuries, please contact the Risk Manager at 501-5659.

## Performance/Evaluation/End of Assignment/Termination

1. It is suggested that each department evaluate the performance of each of its volunteers. A Volunteer Performance Evaluation Form is available for this purpose. Normally, the evaluation should take place at the conclusion of a volunteer assignment. If the assignment is long-term, a six (6) month evaluation is recommended. In all cases, the completed evaluation form shall be maintained by the DVC.
2. It is recommended that the DVC conduct an exit interview for each volunteer who has completed his/her assignment.
3. In the event that the services of the volunteer prove unsatisfactory, the volunteer should be referred back to the CVC. The CVC (with guidelines from the Department of Human Resources) will make the decision whether to reassign the volunteer. It is important that the CVC be notified and kept informed of

all decisions regarding volunteer placement and performances. Our aim is to operate the Volunteer Services Program so that volunteer skills and talents can be utilized and disappointment and frustration minimized. In the event of dismissal, the CVC should be advised of reasons for dismissal. Reasons for termination may include, but are not limited to the following:

- Inability to perform assigned work
  - Habitual lateness
  - Frequent absence with no prior notification
  - Behavior not consistent with the goals of the program
  - Other reasons which may hinder the effectiveness of the department or County business
4. Volunteers are considered to be a part of the Henrico County government system, however, due to their non-paid status they are not eligible to participate in the County's grievance procedures. In the event of any dissatisfaction by either the volunteer or supervisor, the appropriate action should be taken by the department and the CVC so advised.
  5. Volunteers are subject to adherence of confidentiality, safety, and security policies and procedures as are all paid staff, but are not eligible for those benefits as defined for and available to permanent staff.
  6. A volunteer will be representing Henrico County in his/her daily duties. It is important these duties be performed in a manner that will reflect favorably to the employees, the residents and others with whom contact is made in performing an assignment.
  7. A volunteer desiring to leave a position should notify his/her supervisor and give two (2) weeks' notice.
  8. A volunteer may be dismissed by the supervisor without cause for failure to report when scheduled, inappropriate behavior, misuse of County property, violation of confidentiality/client's rights, or any other reason as defined for permanent employees in section 9.2 of the County's *Policies and Procedures*.
  9. After an assignment is completed, the volunteer may wish to continue with another assignment. A new completed application form may be required. In such cases, he or she should contact the DVC or the CVC.

## Tax Deductions for Volunteers

Undoubtedly, the most personal donation one can make to any charitable organization is the gift of their time. Certified public accountants (CPAs) point out that, while unable to deduct the value of time spent volunteering, volunteers can deduct related out-of-pocket expenses such as phone calls, postage and transportation costs.

If the volunteer's personal car is used to travel to and from his/her commitments, he/she can deduct the actual cost of his/her gas and oil, or claim a specified amount of money per mile. In addition to mileage, the volunteer can deduct parking and tolls. Incidental expenses such as the ingredients used in a cake for a bake sale or the cleaning bills for the volunteer's uniform (if necessary) may also be deducted.

The Internal Revenue Service Web site: [www.irs.gov](http://www.irs.gov) or The Virginia Department of Taxation Web site: [www.tax.state.va.us](http://www.tax.state.va.us) are helpful resources when referencing allowable deductions. In all cases, the volunteer should contact his/her tax preparer for tax advice.

## **Summary**

This manual has been prepared to outline general procedures for volunteers and those persons who have either a coordinating role or direct supervisory responsibility of volunteers who serve Henrico County, and is subject to change. If there are other questions or concerns that have not been addressed in this manual, please feel free to contact the County Volunteer Coordinator for further clarification or assistance. Ideas are welcome at any time.

Through each of the individual efforts of the volunteers and volunteer coordinators, Henrico County is able to maintain an effective and efficient Volunteer Services Program!