



Town of Mooresville Volunteer Program Guide

P.O. Box 878
Mooresville, NC 28115

704-799-4025

704-662-9726

10/1/2020

Dear Valued Volunteer:

The Town of Mooresville is pleased to welcome you to the Mooresville Volunteer Program (MVP). We appreciate your interest and are grateful that you have chosen to share your time and talent with the Town of Mooresville. In whatever capacity you have chosen, it is hoped that you find your experience fulfilling and gratifying.

This Program Guide will assist you to successfully serve as a volunteer. It provides basic information about your responsibilities, volunteer expectations and related topics. Together, we are creating a better community for you and the residents of this great Town and making Mooresville a place we are all proud to call home.

Again, on behalf of the Town of Mooresville, we welcome you to our program!

With Warmest Regards,

A handwritten signature in black ink that reads "Randall W. Hemann". The signature is written in a cursive style with a long horizontal flourish at the end.

Randall W. Hemann,
Town Manager

Overview

The Mooresville Volunteer Program is designed to coordinate and manage town wide volunteer efforts to enhance the community in which you live. The program addresses community service needs, while placing special emphasis on the Town's program objectives.

This program is designed to effectively match individuals and other interested parties in providing volunteer services to Town Departments that have exciting and positive volunteer opportunities.

If you have questions about any of the information contained in this guide you should speak with your Volunteer Site Coordinator or the Human Resources Generalist.

Mission

We need volunteers like you to help us meet our mission of providing the highest quality service to our citizens and the Town of Mooresville as a whole. We believe that by engaging our community in civic involvement, we create a more enlightened and active citizenry.

Objectives

1. Increase public awareness of municipal services and operations.
2. Support innovative ways to improve our community through volunteer efforts.
3. Allow and enhance inclusive participation in Town Government.
4. Cultivate positive relationships and effective partnerships.

Volunteer Responsibilities

Every volunteer for the Town of Mooresville has responsibilities which will be reviewed with each volunteer once they begin their new assignment. Each department will review with volunteer staff the expectations and responsibilities throughout the year.

All volunteers are expected to:

- Comply with the Town's standards outlined in this guide.
- Keep your volunteer commitment. We count on you.
- Adhere to all confidentiality requirements in the course of carrying out duties and responsibilities.
- Treat citizens and all you encounter with respect.
- Be aware of departmental procedures, rules, and safety policies applicable to your voluntary assignment.
- Be cooperative by accepting instructions, guidance, and suggestions from staff.
- Be friendly, outgoing, and enjoy working with people – keep a positive attitude!

Policy Statement

The purpose of this policy is to establish guidelines for volunteer participation in various facilities and departments to ensure their proper utilization and safety. These guidelines do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. The Town of Mooresville reserves the right to change any of these policies at any time and to expect adherence to the changed policy.

Orientation and Training

The Volunteer Site Coordinator is responsible for orienting and training each volunteer for their specified assignment. Orientation of volunteers is to be conducted on or before their first volunteer shift. The Volunteer Site Coordinator will convey all necessary information to the volunteer in order for him/her to perform the job to the best of their ability.

Volunteer Site Coordinator

The appointed Volunteer Site Coordinator shall be responsible for the day-to-day management, guidance, and shall be available for consultation and assistance to volunteers. All volunteers will be supervised by a paid Town staff member. Involvement with children must be transparent between Volunteer Site Coordinator and volunteer.

Background Checks

All volunteers over the age of 16 are required to fill out a background check. The background check is good for three years upon which time, if you are still volunteering for the Town, you will need to complete another background check disclosure form. Background assessment and monitoring is conducted by the Human Resources Department.

Placement and Schedules

Our need for volunteers is diverse and varied depending on the department, program and/or location of volunteers. Volunteer schedules are flexible and may vary depending on the job that is being done. Volunteers must work with their Volunteer Site Coordinator to set a schedule that is mutually acceptable. If a volunteer cannot make it to his/her assignment on a scheduled day, the volunteer should notify his/her Volunteer Site Coordinator as soon as possible.

Retention

The retention of trained volunteers is important to the operation of the Town of Mooresville. Your service to our Town does have an impact! It is the Town's goal to make the volunteer experience beneficial for both the program and the volunteer.

Record Keeping

Volunteers shall record and submit their hours in the manner requested by their Volunteer Site Coordinator. Having accurate records assists us in determining how service levels have increased as well as which services have been enhanced by volunteers.

Attendance Policy

You are expected to be prompt and punctual. Being late may inconvenience those who are counting on your presence. If you are unable to volunteer on a particular day or you will be late, please notify your Site Volunteer Coordinator.

Dress and Appearance

While volunteering with the Town you are representing the Town and community. Your appearance contributes to the overall impression that our Town portrays. Clothing appropriate to a business environment is expected. All volunteers are expected to present an image that is both professional and appropriate to their working conditions.

Safety

Safety is everybody's responsibility and must be given primary importance in every aspect of performing volunteer activities. Therefore, Volunteers must adhere to all safety guidelines applicable to the assignment. Volunteers must report all injuries to their Site Volunteer Coordinator immediately.

Badges

At the discretion of the department head, volunteers may be issued an identification card or tag. This ID must be displayed at all times while volunteering on Town Property.

Equal Opportunity

The Town of Mooresville is committed to creating and maintaining an environment in which all individuals are treated with respect and dignity. Volunteers have the right to work in an atmosphere which promotes equal opportunities and prohibits discriminatory practices including harassment.

Harassment or discrimination on the basis of race, color, religion, sex, age, disability, national origin, or any other characteristic protected by law, arising in Town of Mooresville facilities or at Town of Mooresville sponsored or endorsed functions is unacceptable and will not be tolerated. The Town of Mooresville encourages volunteers to promptly report to the Human Resources Director or Human Resources Deputy Director, all information concerning harassment without regard to the identity of the harasser or victim. Appropriate disciplinary action, which may include dismissal, will be taken against any individual found to be engaging in discriminatory behavior, harassment of any type, or found retaliating against persons filing a complaint.

Drugs and Alcohol

The Town of Mooresville does not tolerate illegal drug usage, drug abuse, alcohol usage or abuse by anyone in any Town facility, Town vehicle, or Town-sponsored function. This prohibition includes the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance or alcohol. Further, the Town recognizes dependency on legal drugs for other than their intended purposes as abuse. Such behaviors can affect an individual's productivity and efficiency, jeopardize the safety of the volunteer, employees, and the public, as well as harm the reputation of the Town.

Volunteers shall not report for duty or remain on duty when using, under the influence of, or possessing any controlled substance or alcohol, unless the substance is a medication prescribed for that volunteer and the volunteer has been instructed by a physician or dentist that the substance does not adversely affect the volunteer's ability to safely, effectively, or satisfactorily perform the duties assigned.

Any volunteer in violation of the Town's drug and alcohol standards will result in their immediate dismissal from the volunteer program and will be reported to the Mooresville Police Department.

Tobacco Products

Smoking or any use of tobacco products is prohibited in any Town vehicle, in all Town facilities, and within 50 feet of any door to a Town facility.

Travel/ Mileage Reimbursement

Unless specifically approved by the Volunteer Site Coordinator in writing, volunteers will not be eligible for travel or mileage reimbursement.

Confidentiality

As a volunteer, you are responsible for maintaining the privacy of any information you may obtain while serving as a volunteer, whether the information involves staff, volunteers, customers, citizens, or other persons in the overall organization. During the course of volunteering with the Town, you shall not use or disclose information that is not subject to public disclosure to any person or entity except as necessary for the proper performance of duties and responsibilities prescribed by the Town, and only as specifically authorized by the Town in accordance with procedures established by the Town and state and federal law. Following the conclusion of such volunteer opportunity, whether voluntary or otherwise, you shall not disclose any information that is not subject to public disclosure to any person or entity for any reason. Any requests for information should be forwarded to your volunteer site coordinator.

Volunteers should also remember that documents and emails written and received by a volunteer may be open to public inspection under North Carolina's public records law.

Standard of Conduct

The Town of Mooresville strives to maintain a high level of public confidence. All volunteers should conduct themselves in a manner that is in accordance with the Town's Code of Conduct. Volunteers are expected to use good judgment to dictate appropriate behavior. While it is not possible to list every aspect of behavior which is or is not appropriate, the following list includes some examples of types of conduct that are considered impermissible. Violation of any of these may result in dismissal from your voluntary assignment:

- Violating criminal laws on Town of Mooresville premises.
- Discrimination or harassment of any kind based on gender, race, religion, color, disability, national origin, age, pregnancy, medical condition, marital status, parental status, veteran status or any other status protected by law.

- Threatening, intimidating, coercing, using abusive or vulgar language.
- Fighting, throwing things, horseplay, practical jokes or other disorderly conduct which may endanger the well-being of others or Town operations.
- Illegally manufacturing, possessing, using, selling, distributing or transporting drugs.
- Unauthorized or inappropriate use of Town material, equipment or property.
- Unauthorized possession of Town of Mooresville property.
- Failure to follow safety or security policies, procedures and regulations.

Use of Position

No volunteer may use his or her status with the Town of Mooresville to obtain any privilege, financial or otherwise. Volunteers must not accept gifts, favors, loans or other dispensations that are offered to them in connection with volunteering with the Town of Mooresville. Volunteers are not to hold themselves out as employees of the Town of Mooresville.

Acceptable Use

Access to email, computers or any other Town equipment is granted only in conjunction with fulfilling volunteer assignments with the Town. While volunteering, volunteers may not use Town equipment for personal use.

Media Policy

Volunteers must immediately report any media calls or contacts to the Volunteer Site Coordinator.

Working with Children and Disclosures of Abuse or Neglect

If your volunteer assignment involves working with children, there could be the possibility that a child shares with you that they are being abused or shares personal experiences that cause you to suspect that they may have been abused or neglected.

North Carolina law requires that we report any suspected child abuse and neglect. “Any person or institution who has cause to suspect that any juvenile is abused or neglected or dependent, as defined by G.S. 7B-101, shall report the case of that juvenile to the director of the Department of Social Services in the county where the juvenile resides or is found.” (GS 7B-301)

If a disclosure like this occurs, you must report the incident to the Site Volunteer Coordinator or a member of the Town management team immediately. They will further assess the situation and contact the appropriate authorities if necessary.

Please follow these guidelines should a disclosure occur:

Don't: <ul style="list-style-type: none">• Panic, act shocked or upset• Blame or be judgmental• Probe for details• Make promises to help• Say you won't tell anybody	Do: <ul style="list-style-type: none">• Stay calm and listen carefully• Tell the child you believe them• Tell the child that they did the right thing in telling you• Tell the child that they are not to blame for what happened• Tell the child that you are required to tell someone
---	--

Town of Mooresville Volunteer Program Information Guide Acknowledgement

I hereby acknowledge that I have received The Town of Mooresville Volunteer Program Information Guide. I understand it is my responsibility to review the Information Guide. I agree to abide by all policies and provisions of the Information Guide. If I have any questions about any guidelines, I shall contact my Department Director, his/her designee, or the Director of Human Resources.

Volunteer Name - Printed

Volunteer Signature

Date