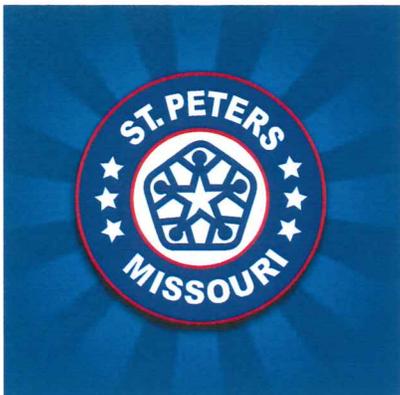




VOLUNTEER ST. PETERS

Certified Volunteer Program United Way



HANDBOOK

One St. Peters Centre Blvd. • St. Peters, MO 63376 • 636-477-6600 • www.stpetersmo.net



RUSSELL W. BATZEL
CITY ADMINISTRATOR
636-477-6600, EXT. 1202

Re: City of St. Peters Volunteer

Dear Volunteer,

It is with great pleasure that I welcome you as a volunteer for the City of St. Peters. Your personal commitment and dedication of time and talents will greatly benefit the citizens of St. Peters by improving our City Services. Your spirit of volunteerism is helping all of us provide a superior quality service as we strive together for greater excellence. Welcome to our organization! We hope that, in giving, you will also gain much in the way of self-fulfillment, self-development and personal satisfaction that comes with accomplishments.

Best wishes in your volunteer endeavor.

Sincerely,

Russell W. Batzel
City Administrator

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The City of St. Peters

The City of St. Peters, Missouri, is a City that works, with a quality of life that's second to none, recognized by *Money Magazine* twice as one of the Top 100 Best Places to Live in America. Located in St. Charles County, to the northeast of St. Louis County, St. Peters is home to 53,000 people and over 2,500 businesses that provide 27,500-plus jobs.

City Structure

The City is made up of six different groups:

Staff Support Services (SSS), which includes Administration, Budget, Business Licensing, the Citizen Action Center, the City Clerk's Office, Communications and Cable TV, Court Administration, Financing, Human Resources, Information Technology, Purchasing, and Utility Billing.

Transportation and Development Services (TDS) includes Building and Code Enforcement, Community and Economic Development, Construction Management, Streets, Streets Maintenance, Engineering, and Geographical Information Systems.

Health and Environmental Services (HES) includes Animal Control, the Central Materials Processing Facility, Recycle City, Fleet Maintenance Health, and Solid Waste.

Municipal Police Services (MPS) includes the Police Department and the Office of Emergency Management.

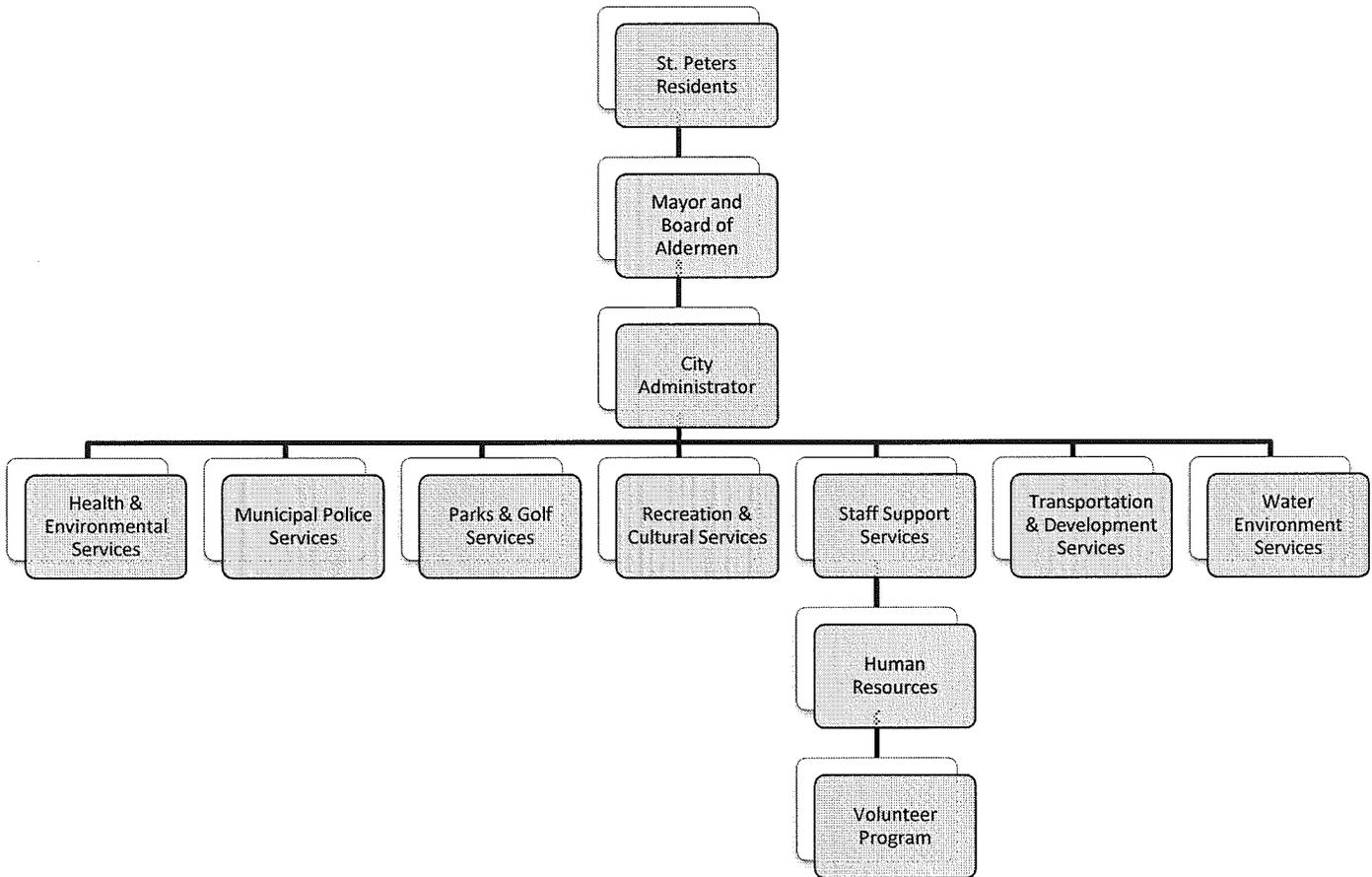
Parks and Golf Services (PGS) includes Parks and Golf Course Services.

Recreation & Cultural Services (RCS) includes Recreation Services and Cultural Arts.

Water Environmental Services (WES) includes Water, Wastewater, Storm water and Utilities.



CITY OF ST. PETERS VOLUNTEER HANDBOOK





City of St. Petersburg Volunteer Program

The City of St. Petersburg has an active and successful Volunteer Program full of people helping our community. Volunteers are busy making St. Petersburg a better place to live. In return, they meet new people, gain new experiences, and learn more about their community. Our volunteers share their time, skills and talents for the City of St. Petersburg, and we truly appreciate their service.

A wide range of people volunteer for the City--youth, seniors, families, businesses, and organizations such as churches and Scouts. Many volunteers gain practical, useful work experience and new skills through the program.

The St. Petersburg Volunteer Office screens, places, develops and coordinates our volunteers, matching them with positions that meet their interests. We have plenty of volunteer opportunities, such as assisting with special events to providing clerical support to helping people enjoy the cultural and recreational riches of our community. Volunteer positions are available during the week and on weekends, from one day a week to special one-day events. We work with volunteers to find positions that fit their schedules.

City of St. Petersburg Volunteer Rights and Responsibilities

Volunteer Rights:

- Work the hours that best meet your needs
- Have adequate training and supervision to feel confident on the job
- Do the type of work that interests you
- Say, "No" if asked to do something you would rather not do
- Perform volunteer duties in a healthy and safe environment
- Be listened to and treated with respect by staff
- Understand how your task contributes to the organization
- Be recognized for your efforts

Volunteer Responsibilities:

- Follow all applicable policies and procedures
- Treat the staff and patrons with courtesy and respect
- Arrive on time for scheduled service and call if unable to work that time
- Follow all safety and emergencies guidelines



Volunteer Opportunities

Volunteer opportunities vary throughout the year and by events. Generally, we have the following volunteer opportunities:

- **Cultural Arts Centre-**
 - Clerical
 - Cultural Arts events -- theatre, music, demonstrations, workshops, tours and dances
 - Art receiving/art hanging/art receptions
- **Adopt-A-Road, Adopt-A-Trail, Adopt-A-Stream** - Individuals, families, and/or volunteer groups needed to adopt a segment and pick up litter.
- **Clerical** - Throughout the year, City of St. Petersburg departments seek volunteers to assist with clerical and reception positions.
- **Parks** - The Parks Department regularly seeks help with minor grounds maintenance and park cleanup projects.
- **Boards and Commissions-** Members are appointed by the Mayor and serve a term on the board or commission. Applications are available online or by contacting the Volunteer Office at 636.279.8207.
 - Boards and Commissions include:
 - Planning & Zoning Commission
 - Veterans Memorial Commission
 - Board of Adjustment
 - Parks, Recreation and Arts Advisory Board
 - Senior Advisory Committee
 - St. Petersburg Green Team
 - Health and Wellness Advisory Committee
- **Special Events-** The City of St. Petersburg hosts many events throughout the year including, MSHSSA State Boys and Girls Swimming and Diving, Ice Shows, Celebrate! St. Petersburg, Triathlons and more!



Goals of the Volunteer Program

- Encourage the public's involvement in City activities and government projects.
- Provide the public with a clearer insight as to what challenges the City faces in providing special events and day-to-day services.
- Reduce cost to the City by supplementing City personnel during various events.

Minimum Volunteer Qualifications

1. Volunteers must be U.S. citizens or legal aliens who are able to work in the United States.
2. In general, volunteers must be 16 years of age or older. Certain department programs may have higher age requirements. Youth under age 16 may be involved in special projects if:
 - a. They are part of a one-time event, such as Clean Streams, and supervised by adults or;
 - b. They are under a specific program or project with the approval of the Group Manager and City Administrator.
3. Volunteers must have transportation to and from their work site.

Equal Opportunity

St. Petersburg's Volunteer Program supports our City's policy in regard to equal opportunity. Selections will be based on individual skills, knowledge, and ability, and provide an equal opportunity for all without regard to race, color, sex (including pregnancy), age, religion, national origin, citizenship, status as a veteran, physical or mental disability, marital status, sexual orientation, genetic identity and any other characteristic protected by law.



Nepotism

An employee's relative will be allowed to volunteer for the City, but employees shall not be in a position to approve, supervise or advocate for the assignment of a family member in the Volunteer Program. If an employee and a volunteer in the same work unit become related through marriage, one or the other must transfer to another work unit or resign or be terminated. The term "relative" as used in this section shall include spouse, mother, father, daughter, son, sibling, grandparent, grandchild, great grandparent, great grandchild, aunt, uncle, niece, nephew, great-great grandparent, great-great grandchild, great niece, great nephew and first cousin, including in-laws, half relationships and step relationships.

An exception to this policy may be made in a case where an employee and that employee's relative would work together for a special event (swim meet, triathlon, etc.) where both family members are assigned to equal positions.

Harassment and Sexual Harassment

Harassment is an offense against the City as well as any specific employee, volunteer, or group of employees or volunteers. This includes harassment based on race, color, sex (including pregnancy), age, religion, national origin, citizenship, status as a veteran, physical or mental disability, marital status, sexual orientation, genetic identity and any other characteristic protected by law. In addition, the policy prohibits intimidation, bullying, humiliation, or insult which interferes with a volunteer or employee's ability to work in a respectful work environment. It is the volunteer's responsibility to report acts of harassment directly to the Volunteer Specialist.

Workplace Violence

The City of St. Petersburg is committed to preventing work place violence and to maintaining a safe work environment for all employees and volunteers. Conduct that threatens, intimidates, or coerces another employee, volunteer or member of the public at any time will not be tolerated. All threats of violence or actual violence, both direct and indirect, must be reported as soon as possible to an immediate supervisor, Volunteer Specialist or other member of management. All suspicious individuals or activities should also be reported as soon as possible. Do not place yourself in peril. Do not try to intercede in a dangerous situation, report it to your supervisor or to police officers immediately.



Volunteer Training

The Volunteer Specialist will provide volunteers with an orientation that will cover the program's objectives, policies, procedures, and an overview of the opportunities available in the City.

Individual departments are responsible for providing on-the-job training and orientation. The department Volunteer Liaison or the volunteer's work supervisor will provide this training.

Volunteer Recognition

Volunteers may be recognized in the following ways:

1. Yearly appreciation breakfast or luncheon hosted by the Mayor
2. Presidential Volunteer Service Awards for different levels of hours served

In addition to these programs, volunteer service may be recognized in City publications such as Upfront, My Hometown or Above & Beyond or through other programs deemed appropriate by the department and approved by the Volunteer Specialist.

Volunteer Records

As with employee files, volunteer files are confidential. In referring volunteers, Department Volunteer Liaisons will be given pertinent information regarding the individual referred.

The Volunteer Specialist will provide each City department with time sheets to record volunteer service hours.

The Department Volunteer Liaison will submit volunteer time sheets to the Volunteer Specialist no later than the tenth of the following month.

The Volunteer Specialist will maintain the records for volunteers.

Volunteers are responsible for communicating their hours to their supervisor and/or Volunteer Specialist.



Volunteer Conduct

Volunteers are expected to obey the same supervision, rules of conduct and ethical standards as City employees. Failure to comply with City or department rules may result in termination of the volunteer. The City of St. Petersburg reserves the right to terminate volunteer service at any time, with or without cause. The following regulations are of specific importance to volunteers:

1. Volunteers are expected to contact their work supervisor if they are going to be late for work or unable to work their assigned shift, 24 hours notice is appreciated when possible.
2. Volunteers are expected to report any unsafe working conditions to their work supervisor immediately.
3. Volunteers are expected to observe all safety procedures and standards of the City when performing volunteer tasks. If a volunteer is involved in an accident or injured in the course of their service to the City, they are to report the accident to their work supervisor, or in the event that the work supervisor is unavailable, to the first available supervisor immediately.
4. Volunteers are expected to respect confidentiality requirements if they encounter confidential information while working for the City.
5. When riding as a passenger in a City vehicle, volunteers must wear a seatbelt in compliance with the City's seatbelt policy.
6. Smoking is prohibited in City buildings, facilities and vehicles.
7. Volunteers are expected to give adequate notice before terminating their services, two weeks minimum notice is appreciated.
8. As City of St. Petersburg volunteer you are a representative of the City of St. Petersburg and you are expected to conduct yourself in a manner that reflects positively on the community. By volunteering for St. Petersburg you provide a valuable service to the residents of this community. Always strive to be respectful of your position and conduct your volunteer job with honesty, integrity and a positive attitude.

Absenteeism and Tardiness

If you plan to be absent from a volunteer shift you must let the Volunteer Specialist and/or immediate supervisor know as soon as possible. Continued tardiness will not be tolerated and could result in disciplinary action up to and including termination of service.



Corrective Action

In appropriate situations, corrective action may be taken. Examples of corrective action include the requirement of additional training, reassignment of a volunteer to a new position, suspension of the volunteer, or dismissal from volunteer service.

Termination of Volunteer Service

Before terminating a volunteer, the department must consult with the Volunteer Specialist. A follow-up questionnaire or exit interview may be given to the volunteer regarding their experience.

Special Provisions

Volunteers will not be assigned duties requiring status as a commissioned police officer.

All volunteers are prohibited from operating City vehicles and from using their own vehicles for City business.

Volunteers will be issued tools or equipment as required to perform a certain job or function. When tools or equipment are used, volunteers are expected to follow citywide safety standards. Work supervisors will be responsible for ensuring that volunteers have the necessary skill and ability to use potentially hazardous equipment and that they have been trained in City safety and use of equipment standards and procedures.

Volunteers are not subject to the provisions of the City's Alcohol & Controlled Substance Use, Abuse and Testing Policy. However, work supervisors may ask a volunteer to leave if they appear to be under the influence of alcohol or a controlled substance.



Supervision

Staff Volunteer Supervisors are the individuals directly responsible for the supervision of the volunteer's work. Persons in this position need not be department supervisors. The following tasks are to be performed by the Volunteer Supervisor:

1. Defining volunteer assignments and work hours.
2. Providing volunteer job training and training tailored to the specific tasks they will be performing.
3. Providing general supervision to the volunteers.
4. Evaluating and documenting volunteer job performance and progress.
5. Maintaining records of volunteer hours for monthly submittal to the Volunteer Specialist.
6. Reporting problems to the Volunteer Specialist.

Safety

First Aid kits are available at all work locations and in all city vehicles. Make sure you know the location of these First Aid kits.

General Safety Guidelines

- Use the safety equipment which has been provided for use in performing daily work assignments.
- Report defective equipment immediately to a supervisor.
- Report dangerous or unsafe conditions that exist in the work place.
- Report all injuries to your supervisor, regardless of the severity.
- Take care not to abuse equipment, and tools so that these items will be in usable condition for as long as possible as well as to insure that they are in the best possible condition while being used.



Grievances

An aggrieved volunteer must personally present his or her grievance in writing to the Volunteer Specialist. The volunteer should state the grievance as clearly and objectively as possible. The Volunteer Specialist will attempt to address the matter and furnish a written answer within five (5) working days.

Time Sheets

Time sheets are to be filled out by all volunteers for tracking purposes. Volunteers are responsible for keeping track of their hours. Timesheets will be provided by the City for volunteers to keep track of those hours.

Emergency Procedures

When there is a fire alarm or other disaster, follow directions given by staff to find safety. In the case of a fire, you will exit through the closest marked door. In the case of a tornado, you will proceed to the nearest basement. As a backup, you should ask your staff supervisor where the closest exit is in case you are not near someone when an alarm sounds.

Media

In the event that a member of the media directly asks you to speak on behalf of The City of St. Peters, please decline. All media inquiries, whether verbal or written, are to be directed to the Director of Communications or the Communications Department, who will respond to the request directly or forward it to appropriate individuals. If someone from City of St. Peters Communications team asks you to speak to the media as a volunteer, for a Volunteer Spotlight or otherwise, we hope you will feel comfortable doing so.



Memorandum of Understanding

I, _____ have
First Name Last Name

read, received and agree to abide by the policies
and procedures outlined in the City of St. Peters
Volunteer Handbook.

Signature

Date