

**DOUGLAS COUNTY ADMINISTRATIVE
POLICIES AND PROCEDURES**

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SUBJECT: VOLUNTEER PROGRAM

I. PURPOSE:

Establish a policy for the administration, expectations, and parameters of an effective volunteer program of Douglas County.

II. POLICY:

The County recognizes the benefits to members of the community being involved in the delivery of County programs and services for primarily civic, charitable or humanitarian reasons. Individuals have an interest in assisting public agencies by applying their knowledge, skills, and experiences to worthwhile endeavors on a volunteer basis. The community and County government receive enhanced services because of the individual's specialized skills and commitment. Volunteers are a key resource in Douglas County and each volunteer is a representative of the County. The volunteer program is intended to be a seamless, centralized process which satisfies requirements which ensures the safety of those Douglas County serves as well as employees. It is a priority of Douglas County to provide our citizen volunteers a consistent, positive experience with Douglas County. The use of volunteers in Douglas County, including the unincorporated Towns, is subject to the requirements and procedures set forth in this policy.

III. PROCEDURE:

- a. **Standards:** According to the Fair Labor Standards Act (FLSA), a volunteer is an individual who performs any hours of service for a public agency for civic, charitable, or humanitarian reasons, without promise, expectation or receipt of compensation for services rendered. Volunteers are unpaid and are not employees of Douglas County or the unincorporated Towns during their volunteer service. Volunteers may not accept compensation from any third party or other source for the performance of his/her duties as a volunteer. Employees may not volunteer to do their own job or a similar job, or volunteer to do the job of another employee with the intent to displace an employee from a paid position without compensation.
 - i. In order to volunteer independently, a volunteer must be at least 18 years of age. Volunteers under 18 years of age must be supervised by a Douglas County employee or accompanied by a successfully screened parent or other successfully screened adult who is responsible for the actions of the underage volunteer at all times. The FLSA and the Nevada state law limit the types of work and the hours of work that minors can perform. The recommended minimum age of volunteers for ongoing volunteer positions is 14.
 - ii. All volunteers except those described in section IV. a. i., must complete a volunteer packet, consisting of a volunteer application and waiver, and

successful background screening as required prior to providing volunteer service. Background screening will consist of fingerprints, criminal history searches, sex offender registry searches, child abuse and neglect registry searches, and additional screenings for driving or cash handling as identified below in this policy. Background screening must be completed at the onset of volunteer service with annual criminal and sex offender searches being conducted for coaches, driving record verification for drivers, and credit checks for those volunteers handling cash. All volunteer background screenings must be conducted every five years.

- iii. Any successfully screened volunteer who subsequently is arrested or is convicted or pleads to any criminal offense, must notify Human Resources or the Department Head within 30 days and before providing volunteer service.
 - iv. Volunteers successfully screened by Human Resources will be cleared for volunteering across Douglas County facilities and activities. Department specific volunteer screenings are only valid for the department which conducted the screening.
 - v. Douglas County is concerned about the safety of its volunteers, citizens and employees. Volunteers are expected and required to abide by all policies and rules regarding conduct, confidentiality, and ethical standards which govern employees, including but not limited to harassing and discriminatory behavior, safety, and alcohol and prohibited substance use. Volunteers will receive appropriate oversight for the functions performed including departmental operating procedures, safety practices, and other relevant information.
 - vi. The Department Head or designee may recruit for volunteers, determine the number of volunteers needed, work to be performed by volunteers, and may dismiss a volunteer at any time with or without cause. Each volunteer should be assigned a clearly identified supervisor in the Department who is responsible for consultation, support and direction. A continuous dialogue between the supervisor/coordinator and the volunteer about how much work the volunteer/intern can do, expectations, hours of service, time frames, and outcomes is imperative. The Department Head or designee will attempt to solve problems or issues associated with the volunteer's performance or behavior. However, if problems cannot be corrected, the services of the volunteer may be discontinued by the Department Head and notification made to Human Resources for consideration of discontinuing service in other departments.
- b. Training/Records:** All volunteers will receive appropriate training for assigned tasks including safety training and safety equipment by the department. The Department Head is responsible for ensuring appropriate training, oversight, and maintenance of all training records.
- i. The Department Head will maintain detailed and accurate records of volunteer activities including a roster/record of volunteer hours. The record of hours should be sufficient for tracking and reporting for insurance and grant reporting. The Department Head must ensure that all volunteers are approved for volunteering in accordance with this policy and that all volunteer work is consistent with this policy.
- c. Driving:** Volunteers required to drive a County or Town vehicle may do so at the discretion of the Risk Manager. Prior to approving a volunteer to drive, the

volunteer must meet the requirements set forth in Douglas County Policy 700.04, Vehicle and Equipment Assignment and Use, including the non-smoking provisions, any other applicable regulation, and is at least 18 years of age. Volunteers are required to advise the Department Head or Risk Manager of any traffic citation received, changes in his/her driver's license status, or any condition which impairs the volunteer's ability to operate a vehicle within 30 days and before driving any County or Town vehicle. A volunteer who will be using a County or Town vehicle must provide a copy of their valid driver's license and DMV driving history record annually, and submit to drug and alcohol screening consistent with relevant policies. Volunteers are prohibited from driving County or Town owned vehicles in the State of California due to tort liability. If an approved volunteer has a valid driver's license and is acting at the discretion and control of the County or Town, the volunteer may drive for any approved purpose that is lawful and necessary to carry out the official business of the organization. Whenever the volunteer does otherwise, the volunteer will be personally liable for all driving costs, liability, and risks. Volunteers are strictly prohibited from using County or Town owned or rented vehicles for personal use. The County does not afford comprehensive or collision insurance for losses to a private party's vehicle.

- d. **Cash Handling:** Volunteers required to handle cash may do so at the discretion of the Chief Financial Officer as long as the volunteer meets the requirements set forth in related Douglas County policies, such as the Cash Handling Policy. A volunteer that will handling cash must provide a copy of or submit to a credit check annually.
- e. **Reimbursements:** Volunteers may be eligible for reimbursements. In order to be eligible for reimbursements, any expenses made by a volunteer on behalf of the County must be approved, in advance, by the Department Head and submitted with appropriate supporting documentation to Finance for processing. The expense reimbursement provided cannot be in an amount or of a type that implies that the volunteer is being paid a wage or salary for time spent as a volunteer, or for the quantity or quality of the work performed.

IV. LIABILITY:

- a. **Insurance:** Certain measures are necessary in order to protect the citizens, residents, Douglas County, as well as the volunteers themselves. All volunteers will be covered under worker's compensation and liability insurance coverage of Douglas County and the unincorporated Towns while the volunteer is performing an act for the County's benefit and at the request of and subject to control of the County. Negligent acts or omissions outside the scope of the volunteer's duties or assignment, or willful/wanton behavior will result in the loss of the volunteer's insurance protections. In order to be covered under these insurances it is necessary for the volunteer hours to be tracked by the Department Head or designee and submitted to Human Resources. Accidents and injuries must be reported in accordance with relevant Douglas County policies.
- i. Volunteers under the age of 18 and adult supervised group volunteers, such as Girl/Boy Scout troops, 4H Clubs, Young at Heart, DAWG, and other service organizations, and Court mandated community service are excluded from completing volunteer applications and background screening requirements. Such volunteers may not drive vehicles or handle cash and must be supervised at all times by a designated employee of Douglas County or a successfully

screened parent or other successfully screened adult who is responsible for the actions of the group volunteers or underage volunteers at all times. Such volunteer groups must have an agreement in place with Douglas County which addresses responsibility for insurance and meeting the applicable standards of this policy.

V. RESPONSIBILITY FOR REVIEW:

The Internal Review Committee shall review this policy as needed or at least once every 5 years.