



COMMUNITY SERVICES DEPARTMENT

VOLUNTEER GUIDELINES

Thank you for volunteering with the City of Fremont! You are a member of an exceptional team dedicated to creating community through people, parks, and programs. Please take the time to read through the volunteer expectations carefully, as it will outline the guidelines, expectations, as well as provide some insight into what you can expect from us at the City of Fremont Community Services Department.

EXPECTATIONS

Make the event attendees your number 1 priority!

A great volunteer will be committed to what they are doing. They will be dressed and act appropriately and professionally in behavior. A great volunteer will understand their role and how it contributes to the success of the City.

Be on time, show up when scheduled and complete tasks when assigned to you.

As a volunteer you need to come in on-time, know where you need to be, and complete the assignments that you are given. Events can be fast paced and volunteer needs may change during the event. This will help you develop good work etiquette and life skills.

Have a positive attitude!

Show up with a positive attitude and give it your best. Having a positive attitude will be contagious and make for better interactions with the public, other volunteers, and event staff.

Don't be distracted by friends.

Your friends may have also volunteered at the event, but don't get distracted, this includes text messaging and Social Media! If you are distracted you may put an event attendee in an unsafe situation. You can volunteer alongside your friends, but your focus needs to be your assigned task.

Make sure your volunteer hours are signed and returned.

It is your responsibility to bring your school service form to the event and turn in at the beginning of the event when you arrive, and that you collect before leaving the event.

POLICIES & PROCEDURES

Volunteer Supervision

The Community Services Department is committed to providing a safe and supportive environment for volunteers. All volunteers will be supervised by a designated staff person within the area that they are placed. This might be a Recreation Supervisor, Parks Maintenance Worker, Environmental Services Staff, or other lead staff person that coordinates assigned tasks, tools and supplies used by the volunteer to accomplish their assignment. The staff person is responsible for the volunteer sign-in/out process, making sure Parent Permission Forms are collected from volunteers and making sure the volunteers have adequate training and support to perform their assignment. Staff is also there to respond to problems or concerns that may arise. Volunteers should not perform volunteer work without staff supervision.

Participation Requirements

There are volunteer opportunities with Community Services for various age groups. Each opportunity or event will state any minimum age requirements for volunteering in that capacity. For opportunities that are open to volunteers under age 18, parent/legal guardians must sign the Volunteer Form. Volunteers ages 11 & under require a parent or guardian to accompany them.

Volunteers from a company and/or organization that participate in one-time community service projects. An agreement between organization and City including insurance information may be required. All volunteer groups with participants under the age of 11 must maintain a minimum ratio of 1 to 6 adults or as stipulated based on project.



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To comply with laws, the safety of all participants, and meet the City's Health & Wellness Standards, volunteers with the Community Services Department may be required to undergo a criminal background check and the TB testing requirements set forth in Section 5163 of the California Public Resources Code. Volunteers will be notified if their position requires fingerprinting and TB testing. Individuals that are interested in volunteering for positions that refuse to comply with this request or fail to meet the standard of the background checks will not be permitted to volunteer.

Dismissal

The need to dismiss a volunteer is rare, but sometimes is required for the safety and protection of volunteers, staff and citizens. The Community Services Department reserves the right to dismiss any volunteer who does not comply with the City of Fremont Community Services Department's policies and procedures or who fails to satisfactorily perform his or her volunteer assignments.

Personal Property

The City of Fremont assumes no risk for any loss or damage to personal property.

SAFETY

- Perform only the tasks assigned
- Observe all safety requirements and use care in the performance of those tasks.
- Do not undertake tasks that are beyond your ability or physical capability
- Do not use equipment or tools that are unfamiliar or do not know how to operate safely
- Do not pick up or handle: sharp objects, glass, car batteries, needles (syringes), toxics, and driftwood, large drums.
- Do not leave the designated area without checking in with the on-site staff supervisor

For any questions, please request assistance and report locations of unsafe objects/areas to the on-site staff supervisor.

PARK/CREEK CLEAN-UPS, HABITAT RESTORATIONS, & SIMILAR EVENTS

- Suggested list of what to wear/bring: work gloves, long sleeve shirt, long pants, and a light jacket or rain jacket, Mosquito and tick repellent, Sturdy boots or shoes (water resistant or tolerant)
- Be aware and stay away from slippery/uneven surfaces, steep slopes, and unsafe areas
- Do not cross the creek unless absolutely necessary
- Be aware of ticks, Lyme Disease, and Rocky Mountain Spotted Fever, poison oak, poison hemlock, sharp plants (stinging nettle & blackberry), and honeybee hives

Injury/Incident Reporting

Report any injury, accident or incident that occurs while volunteering to the on-site staff supervisor immediately

DRESS CODE

As a volunteer for the City of Fremont Community Services Department, it is important that you portray the City of Fremont in a positive manner. This includes not wearing clothing with offensive or inappropriate language, images or words that promote illegal acts, or dressing in an inappropriate manner. Volunteers may be required to wear a volunteer vest during events. Closed toed-shoes must be worn. See the Safety section above regarding what to wear for park/creek clean ups, habitat restorations, and other similar events.

CLOSING

Once again we would like to thank you for volunteering! Volunteers for the City of Fremont Community Services Department commit personal time and effort, without compensation, to help the Department provide the community with a positive quality of life. Community Services encourages the involvement of volunteers and values their contributions to City parks, programs, and events.