



City of Auburn

Volunteer Handbook

Mayor's Welcome



Mayor Backus welcomes you to the City of Auburn and on behalf of the City Council and the citizens of Auburn I wish to thank you for your volunteer service to our community.

As an involved individual you are one of our greatest assets and it's you who will help us to provide a wide range of high quality municipal services to our citizens.

We have put together a volunteer handbook to provide you with some valuable information to help you with your assignment here at the City. This volunteer handbook will provide you with some of the answers to questions you may have. If you have any questions not addressed in the handbook, your department volunteer coordinator will be able to help you. You can also stop by my office.

Thank you for your service and for showing the true spirit of Auburn.

A handwritten signature in black ink that reads "Nancy Backus". The signature is written in a cursive, flowing style.

Nancy Backus
Mayor

Introduction

The City of Auburn welcomes you as a volunteer and hopes your association with the City will be a mutually satisfying experience. Volunteers choose to make a difference in the community and affect many parts of the City. By taking the time to participate in our programs, volunteers influence the future of Auburn. In assisting staff with both daily tasks and new programs, volunteers enhance the levels of quality services the City of Auburn provides. We thank you for the time, devotion, and caring you are willing to share. We welcome each volunteer as you choose to make a difference in Auburn.

Purpose of Volunteer Handbook

The purpose of the volunteer handbook is to provide overall guidance and direction to staff and volunteers. As you begin volunteering with the City, you may have questions. This handbook is intended to help you answer those questions and to give you the information necessary to help make your time spent volunteering a positive experience.

The policies herein are intended for internal management guidance only, and do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. The City reserves the right, at any time, to change/revise terms and conditions of voluntary employment. As such, the contents of this handbook are subject to change in order to reflect those changes. Areas not specifically covered by the policies will be addressed by management and Human Resources.

The City also reserves the right to utilize, or not utilize, services of volunteers.

Please feel free to contact management and/or Human Resources at any time with questions and comments.

Auburn...A Town Full of History

Over one hundred years ago, in 1891, there was a little town called Slaughter (which we know today as Auburn, Washington) where Native Americans fished and held potlatches at the convergence of the Green and White Rivers. From its beginnings, Auburn was a crossroads. Tribal groups lived along the intersect rivers and gathered shellfish to trade with coastal tribes. In the mid-1800's, the first pioneers arrived in the White River Valley.

Railroads reached the area in the 1880's and brought adventurers from the east and midwest United States, as well as Europe and Asia. Early farmers tilled the rich soil and planted a variety of crops. Soon the White River Valley became one of the prime agricultural centers in the region.

By 1900, the City population grew to 489 residents. Auburn's central location between Seattle and Tacoma was a key factor in the rapid growth of the area. In 1910 the Northern Pacific Railroad selected the town as the site of its western freight terminal resulting in permanent rail workers arriving and needing housing, and the first Auburn population boom.

By the 1920's Auburn was a very different town from the one early settlers knew growing to 3,163 residents. Agricultural industries developed alongside automobile dealerships, newspapers, factories, and dairies.

World War II saw the second transformation of Auburn. The US Army built a supply and redeployment center in Auburn which attracted more workers. In the years following the war, Auburn became even more industrialized. The Boeing Company opened an aircraft plant in Auburn. In addition, the Federal Aviation Administration and General Services Administration opened facilities in the area. New freeways were built to accommodate the increasing number of automobiles and Auburn remained a strong agricultural community. By the 1950's population grew to 6,292 residents.

In 1991, Auburn celebrated the Centennial of its incorporation. Since 1970, there have been major developments in City government. The town's population continues to grow, with approximately 67,000 residents today, as well as the City's facilities including: Auburn Municipal Golf Course; Auburn Municipal Airport; Mountain View Cemetery; and multiple City parks. Growth continues with the opening of the Super Mall and Emerald Downs Racetrack in 1996; and the development of Safeway's Regional Distribution Facility in 2004.

From the time the first frontier residents created a settlement out of a wilderness, their hopes and dreams, combined with self-reliance and hard work, created a lasting legacy of a strong and united community. The metamorphosis of a small frontier settlement into a well-developed industrial center is an exciting story. Auburn's outward appearance has changed greatly over the past century. Industrial buildings have taken the place of farms, the railroad is no longer a major force in town, and the Boeing Fabrication Division occupies a large portion of the former War Department property. There remains, however, a strong community pride which will allow Auburn to embrace the challenges of the next century and beyond.

Auburn's Vision for the Future

A safe, comfortable residential community with a strong sense of identity and a small town heritage centered around a vibrant downtown business core.

A broad economic base which values the environment; is home to large centers of employment, education, retail services, medical facilities, and cultural, religious and entertainment activities.

A financially sound and efficient City government that encourages citizen participation in an open process of providing for local needs so that Auburn will always be a place where people enjoy life.

Mission Statement

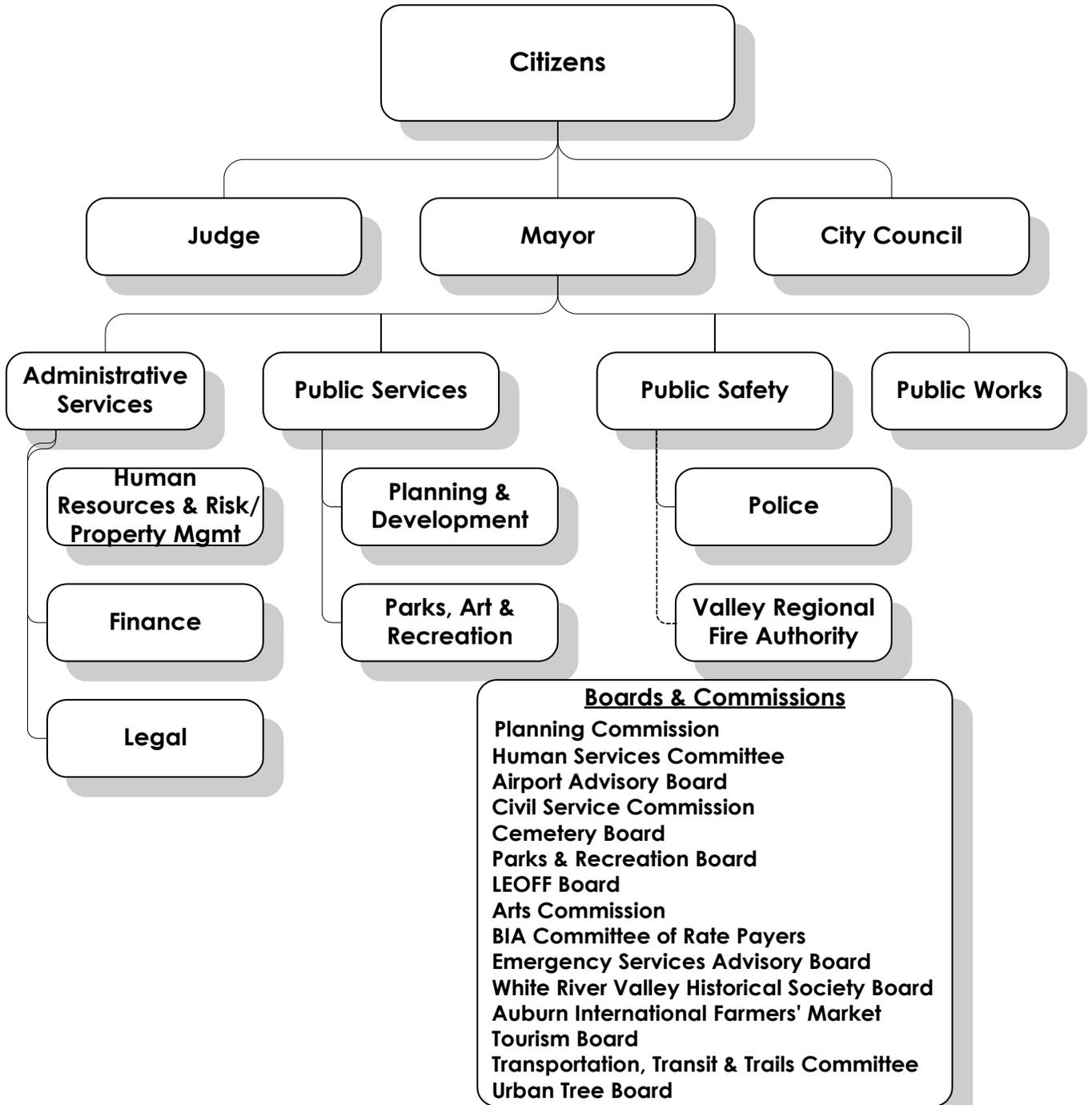
As we begin the 21st Century, the mission of the City of Auburn is to preserve and enhance the quality of life for all citizens of Auburn, providing public safety, human services, infrastructure, recreation and cultural services, public information services, planning, and economic development. This mission will be approached with efficiency, fiscal responsibility, and professional management through responsive and accessible leadership by the City Administration and City Council.

Auburn believes that volunteers enhance the City's ability to maintain and improve the quality of life in the community. Auburn counts on its volunteers and upon their dedication to help provide those services that best meet the diverse needs of the community.

The goals of Auburn's volunteer program are:

1. Supplement and complement existing programs.
2. Extend services and initiate new and innovative programs that could not be provided otherwise.
3. Allow volunteers an opportunity to utilize and share their talents in a constructive, beneficial manner.
4. Enable volunteers to gain public awareness and knowledge of City services.
5. Provide volunteers the opportunity to serve the community as well as gain knowledge, experience, and recognition for future reference or employment.

CITY OF AUBURN ORGANIZATION CHART



Volunteer Goals

As a City of Auburn volunteer, our goal is to provide you:

- The opportunity to use your talents and time to improve your community.
- Work assignments commensurate with your ability, interest, experience and skill, when available.
- Orientation and training related to volunteer assignment.
- A clear understanding of assignment responsibilities including dates, times, locations, and other pertinent material.
- Information on policies, procedures, and guidelines that affect your assignment.
- Instruction and work direction from your assigned supervisor.
- Courteous, professional, and supportive treatment from City staff.
- Recognition and acknowledgment for your accomplishments.

If at any time we fall short of this goal, we request that you notify your department volunteer coordinator.

Volunteer Responsibilities

Volunteers are a valuable resource of the City of Auburn. Volunteers will be given meaningful assignments, be treated as co-workers, and given effective supervision. Volunteers have full involvement and participation, and will be recognized for work done. In return, volunteers agree to perform their duties to the best of their abilities. They will remain loyal to the goals of the City and operate according to its procedures.

General Responsibilities

As a City of Auburn volunteer, you have the responsibility to:

- Obey applicable State and Federal laws, and City policies, procedures and guidelines.
- Support the City's fair employment policies; tobacco, alcohol and drug-free work environment policies; workplace harassment policy; workplace violence policy; conflict of interest policy.
- Act in a safe manner and only in accordance with the scope of an assignment.

- Carry out duties promptly and reliably.
- Report volunteer hours accurately and timely.
- Accept guidance and direction and participate in any required training.
- Report completed training hours to your supervisor.
- Maintain confidentiality appropriate to assignment.
- Consult with a supervisor when you have questions or concerns.
- Be professional and courteous to staff, other volunteers, and the public.
- Dress appropriately for the assignment.
- Attend volunteer meetings and training if scheduled.
 - 2.30.010 Attendance failure – Member dismissal.
 From and after January 24, 1973, when any member of any commission or board of the city misses two consecutive meetings of the commission or board, or more than 25 percent of the regular meetings of the commission or board during any calendar year without the permission of the mayor of the city, then in such event the mayor of the city shall have the authority to dismiss the member from the board or commission without stating any cause for the dismissal, except as otherwise provided by law. For the purposes hereof, the terms “commission” or “board” shall mean any board, commission or committee comprised of citizens appointed to said board, commission or committee and established to advise the mayor and/or the city council. (Ord. 5803 § 2, 2003; Ord. 2909 §1, 1976; 1957 code § 1.08.010.)
- Be punctual and give your supervisor adequate notice if you become unable to fulfill an assignment or commitment.
- Report to your supervisor any on-the-job injuries or illnesses, no matter how minor.
- Be creative, conscientious, self-motivated, and responsible.
- Have fun!

Customer Service Responsibilities

As a volunteer, know your “product”. Being able to provide a warm, friendly welcome to the customer is very important as well as providing accurate information on a variety of subjects.

Volunteers can also provide customers with attentive, helpful, and prompt service. Try to anticipate customer needs and problems. Your volunteer responsibilities include more than just doing the tasks assigned to you. Public relations are also a part of your duties.

Show courtesy to customers. Help them feel at ease. Take the opportunity when time allows to explain our mission to those who are interested. Customers are not an interruption of your duties; they are the reason for your duties.

While performing in a volunteer assignment, you are the “face” of the City to every customer. Their impression of the City of Auburn depends on you. The City’s ‘Pledge’ and ‘Values’ are the foundation to providing excellent customer service.

Our Pledge

1. City Service – Service to our co-workers

We serve each other in our daily business with care, cooperation, trust, and mutual respect. Partnering with each other gives us opportunities to combine our efforts to achieve results beyond the sum of our independent contributions.

2. Customer Service – Service to our citizens

We provide services that consistently exceed the expectations of those we serve. Giving our best is the only standard we accept in using our skill, expertise, drive, determination, and dedication to improve our community and anticipate its needs.

3. Care In Service – Service to our entire community

We pledge to treat our customers and citizens as we would our own family members. We perform our services in a safe, ethical, trustworthy, and responsible manner with pride, commitment and above all, caring that defines our unique spirit and character.

Our Values

- **Integrity**

Integrity is the foundation value of Auburn. We have an uncompromising commitment to honesty and fairness – to being ethical, trustworthy, and responsible to all in all we do.

- **Initiative**

Initiative to us is the active pursuit of new and creative solutions coupled with our drive, determination, and hard work to make Auburn “More Than You Imagined”.

- **Caring**

Caring is what defines the unique spirit and character of Auburn. From our caring comes the pride, commitment, and above all the compassion that truly sets Auburn apart.

- **Quality Service**
Quality service is an assurance of fiscal responsibility, skill, and technical excellence in all we do and continuous development, learning and improvement to benefit the community we serve.
- **Partnering**
We value the partnership of our customers/citizens to achieve results beyond what we could do individually. Partnering is built on a foundation of trust, cooperation, and mutual respect. It means that we embrace new ideas and the change they will bring to continually improve our environment and processes.

Confidentiality Statement

On occasion, a volunteer may witness an incident, be entrusted with information, or have access to records or files deemed confidential in nature. It is the City's expectation that any volunteer privy to such information, material, or event will respect and safeguard the trust and privacy rights of affected individuals.

For example, some volunteer assignments may involve filing information containing persons' arrest or warrant records, or opening mail which may contain overdue account information.

Confidentiality means to keep those private matters that have been entrusted to you entirely to yourself. Information of a confidential nature is not to be shared with anyone. If you have a question about what is confidential, please ask your supervisor.

Violation of confidentiality is a serious breach of trust, and in some cases, of law. Disclosure of confidential information may result in termination of volunteer status, civil action, or criminal prosecution.

Workplace Policies

The City expects all volunteers to be aware of and support these policies. Violations of these policies may be cause for immediate termination of volunteer service.

Fair Practices

The City of Auburn promotes and affords equal treatment and services to all persons regardless of race, religion, color, ethnicity, national origin, sex, age, marital status, disability status, or any other basis prohibited by law.

It is also the policy of the City to foster and maintain a harmonious and nondiscriminatory working environment. The City will not tolerate racial, ethnic, religious, disability, or sexual oriented behaviors, jokes, comments or other forms of harassment.

Tobacco, Alcohol and Drug Free Work Environment

The City has a significant interest in ensuring the health and safety of its volunteers and citizens. To achieve this goal, the City will enforce a chemical free workplace.

The manufacturing, possession, distribution, dispensing, or using alcohol or controlled substances in the workplace is strictly prohibited; violation of policy may result in the application of serious disciplinary action. The policy restricting controlled substances in the workplace discusses steps the City is taking to ensure that volunteers are free of the influence of controlled substances and/or alcohol while performing their duties.

Volunteers must inform their supervisors when there is the possibility of impairment resulting from taking prescription(s) and over-the-counter medications.

Workplace Harassment

It is the City's policy to provide a work environment for volunteers which is harmonious and free from intimidation and harassment. Toward this end, the City will not tolerate any form or degree of harassment.

Harassment includes unsolicited remarks, gestures or physical contact; display or circulation of written materials or pictures derogatory to either gender or to racial, ethnic, or religious groups; or personnel decisions based upon a volunteer's response to sexually orientated requests.

The City will not tolerate acts that discriminate against another volunteer because of race, color, national origin, sex, sexual orientation, religion, creed, marital or veteran's status, age, disability status, or on any other basis prohibited by local, state, or federal laws.

The City prohibits sexual harassment of its volunteers within the workplace by other volunteers or outside individuals. "Sexual harassment" means unwelcome sexual advances, request for favors and other offensive verbal or physical conduct of a

sexual nature when: (a) submission to such conduct is made either explicitly or implicitly a term of condition of an individual's employment; (b) submission to, or rejection of, such conduct by an individual is used as the basis for employment decisions affecting such individuals; or (c) such conduct has the purpose or effect of unreasonably interfering with the individual's work performance or creating an intimidating, hostile, or offensive working environment.

Sexual harassment includes unwelcome verbal behavior such as comments, suggestions, jokes or derogatory remarks based on sex; physical behavior such as pats, squeezes, repeatedly brushing against someone's body, or impending or blocking normal work or movement; visual harassment such as posting of sexually suggestive or derogatory pictures, cartoons or drawings, even at one's work station. It also includes unwanted sexual advances, pressure for sexual favors and/or basing employment decisions (such as a volunteer's performance evaluations, work assignments or advancement) upon the volunteer's acquiescence to sexually harassing behavior in the workplace.

Volunteers who report legitimate workplace harassment will not be subjected to retaliation. Any volunteer responsible for any retaliatory conduct will be subject to disciplinary action, up to and including termination.

A volunteer who believes he or she is experiencing workplace harassment should bring the matter to the attention of the offender. If the volunteer finds this option unacceptable due to specific circumstances, he or she should address the issue first with the immediate non-involved supervisor or report the violation to the Human Resources Director or designee. An investigation will follow. Confidentiality is valued, and will be maintained as permitted by law and the investigatory process. Volunteers should exhaust the administrative remedies outlines in the policy before consulting outside agencies.

Workplace Violence Policy

No volunteer of the City shall be allowed to display violent or threatening behavior to other volunteers, the public, vendors, or contractors in the performance of his/her job and/or while on City property. Such actions will result in disciplinary action up to and including termination. Given the City's commitment to ensuring a healthy, safe and non-violent work environment, prohibitive behavior includes, but is not limited to:

- Any verbal threat of harm towards persons or property.
- Any threatening or actual physical act such as threatening gesture, hitting, pushing, kicking, holding, impeding, or blocking the movement of another person.
- The use, threatening use or possession of firearms, other weapons or explosives, openly or concealed, licensed or otherwise, while performing City business and/or while on City premises including parking lots.

Weapons are defined as any object, instrument, or chemical used to inflict harm or injury to another person or any item used in a manner threatening harm or injury to another person. Possession of mace, pepper spray or the like for defensive purposes is not a violation of this policy.

An volunteer needs to notify the supervisor, department head and/or the Human Resources Director immediately if he/she is aware of any apparent violation of this policy; has knowledge of any individual in possession of a firearm, weapon, or explosive on City premises; is being threatened by a co-worker, member of the public, vendor or contractor, while on the job; or is aware of an individual who demonstrates behavior in a manner threatening harm or injury to another person. The City can then conduct an investigation into the specifics of the particular situation.

Conflict of Interest

Any City of Auburn volunteer, acting in an official capacity, shall not take any action that would result in the volunteer's financial benefit. They will not ask for, or receive for themselves or for a member of their household, directly or indirectly, any moneys or gifts, from customers.

Formal Complaint Process

Volunteers who believe they have been treated unfairly in some aspect of their working conditions are free to voice the belief without fear of reprisal. The first step is to discuss the problem/complaint promptly and openly with their immediate supervisor. Progressive steps may be taken if the problem/complaint is not resolved. The department head, Human Resource Director, and the Mayor may become involved depending upon the specific situation. (Refer to Workplace Harassment or Workplace Violence policy when applicable.)

Background Checks for Volunteers

The City of Auburn will exercise appropriate care in the screening, conducting background checks, and placement of volunteers into positions. The purpose of screening and background checks is to identify individuals with previous criminal records which may increase the risk of placing the volunteer.

Other Policies, Procedures and Guidelines

Each department will have additional policies, procedures and guidelines to follow depending upon individual assignments. Your supervisor will be covering information specific to your particular assignment. If you have any questions in this area, be sure to ask your supervisor before starting the assignment.

Safety Procedures

The City is concerned about your safety and has established a program to identify and eliminate workplace hazards. As a volunteer, your safety and health responsibilities are the same as any other volunteer. Specifically, you are responsible for following all safety and health rules, promptly reporting all unsafe conditions and injuries, wearing required personal protective equipment, taking reasonable precautions to ensure the safety of those you work with, and not working at a job or task that you feel is unsafe. Your supervisor will provide you with necessary on-the-job safety training, depending on your individual work assignment, and any personal protective equipment (PPE) you need to perform your job.

Industrial Insurance

The City provides industrial insurance coverage for volunteer workers through the Washington State Department of Labor and Industries. This insurance only covers medical expenses incurred due to injuries sustained in the course of volunteer work.

If your injuries require medical treatment, make sure to inform your health care provider that you were injured at work and that the City is insured through the State Industrial Insurance Fund. Ask them to initiate a workers' compensation claim form for you before you leave their office.

If you are affiliated with the Retired and Senior Volunteer Program, you may need to contact them as well in the event of any injury.

Reporting Incidents, Injuries and Unsafe Conditions

If you are involved in an incident or are injured while performing volunteer duties, report the circumstances to your supervisor immediately. Additionally, if you observe an unsafe condition, have someone guard the hazard and report the situation to your supervisor immediately. Do not leave hazards unattended.

Vehicle Accidents

Notify your supervisor as soon as possible if you are involved in a collision while driving a City vehicle. Take the following actions at the accident scene:

- Check all parties involved for injuries.
- Call 9-1-1 and request police response for ALL vehicle accidents involving a City vehicle and a personal vehicle, personal property, or a pedestrian. Request Fire Department response if there are injuries involved.
- Care for the injured to the best of your abilities and training.
- Retrieve the vehicle accident-reporting package from the vehicle's glove box and follow the instructions provided.
- Fill out as much of the City Vehicle Accident Report form as possible at the accident scene. Do not rely on memory to fill the form out later.
- Don't admit fault regardless of the circumstances.

Closing Comments

Your ideas and energy give life to the City of Auburn and enable it to function at its best. The more you realize your potential, the more you and the City of Auburn will benefit.

Your state of mind, attitudes, and morale affect the quality of the work you produce. Feeling good about yourself and your performance helps you to produce work of which you can be proud. You make a significant difference to the City.

We appreciate your willingness to volunteer with the City of Auburn. We hope you will enjoy your experience as a volunteer. As you learn your volunteer duties, feel free to ask questions. Our staff is happy to help you. It is your commitment and that of volunteers like you that allows the City of Auburn to most effectively serve our customers needs.

Thank you!

Receipt for Volunteer Handbook

I have received a copy of the volunteer handbook which outlines the policies and procedures of the City of Auburn in effect at the date of publication. I have read and understand the information in it and agree to abide by the policies during my volunteering.

This handbook does not constitute a contractual arrangement or agreement between the City of Auburn and its volunteers of any kind including, but not limited to, the terms and conditions of volunteering. The City of Auburn reserves the right to utilize, or not utilize, the services of volunteers.

I understand that it is my responsibility to secure information from my supervisor if I have any questions or concerns about any of the information outlined in this handbook.

I understand that these policies and procedures are continually evaluated and may be amended, modified, or terminated at any time and at the sole discretion of the City with or without notice.

Print Name

Signature of Volunteer

Date

Assigned Department

Volunteer Program
City of Auburn
25 West Main Street
Auburn, WA 98001