



Volunteer Information Handbook

(Excluding Police Department)

City of Cape Coral Mission Statement

We, the City of Cape Coral, will meet our community's needs through the efficient and professional delivery of quality services, with pride and integrity, in an open, honest spirit of teamwork, respecting the self-worth of the individual and the environment

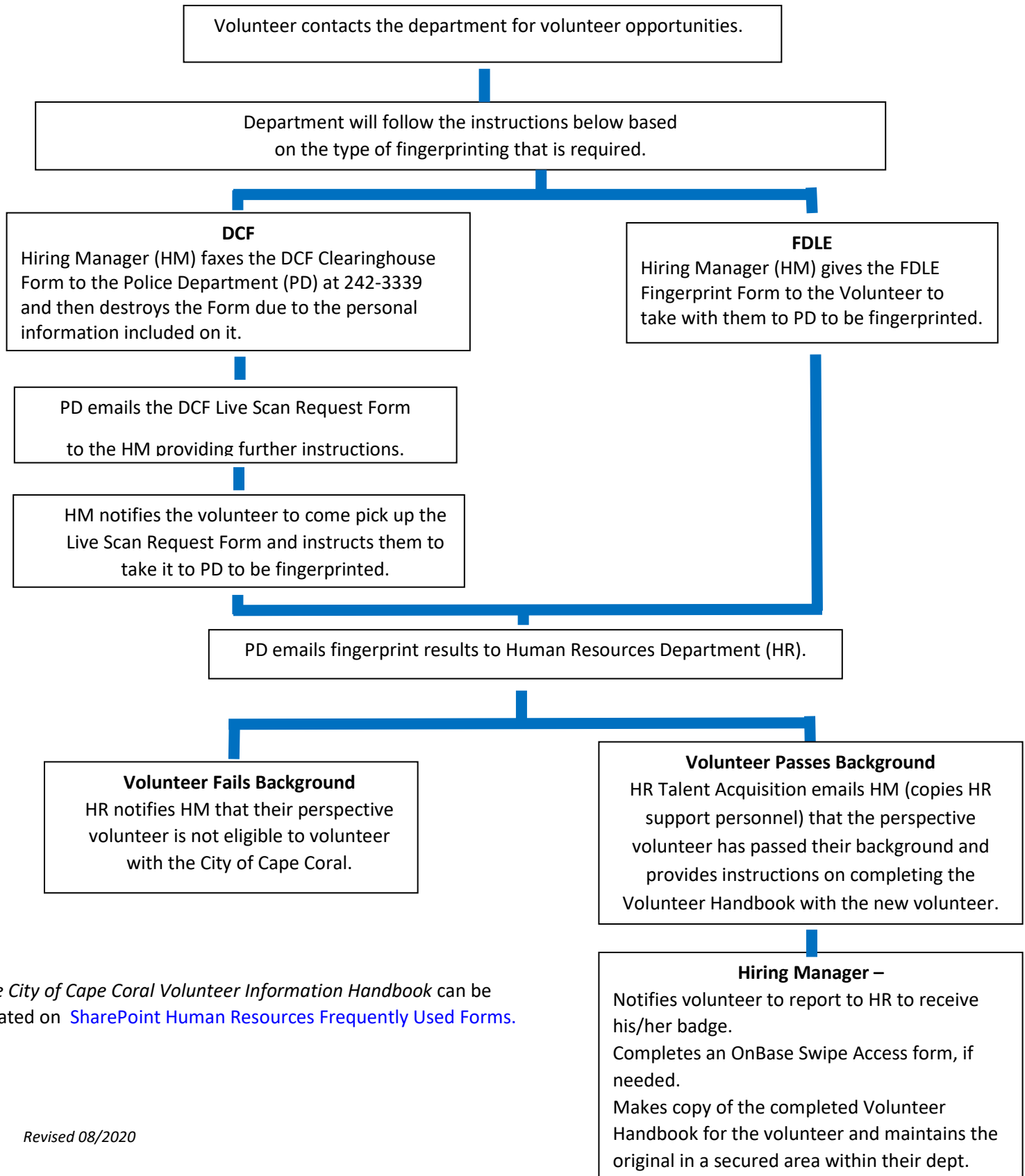


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Volunteer Process Workflow



The City of Cape Coral Volunteer Information Handbook can be located on [SharePoint Human Resources Frequently Used Forms](#).



Dear Volunteer,

Welcome and thank you for taking the time to be a part of a very important opportunity – helping to enhance the quality of life in Cape Coral and making a difference. Through your efforts, we will be able to improve the efficiency and effectiveness of programs and services provided by the City. In order to help make this experience a pleasant and productive one, we have prepared this handbook for your reference.

We believe that you will find this endeavor both rewarding, enjoyable and challenging. Thank you for reaching out to engage in volunteer activities that will enhance the quality of life in our community.

Sincerely,

Lisa Sonogo
Human Resources Director



Purpose of the Volunteer Handbook

The Volunteer Handbook has been created to provide guidance and direction to both staff and volunteers. We have tried to address any questions you may have concerning your service with the City of Cape Coral and to provide information to help make this experience both positive and productive. Although not all information concerning policies and procedures is included in this handbook, we hope to provide you with the direction and awareness necessary to find answers to your questions.

This handbook is not intended to be a binding contractual or personnel agreement, and policies may be updated from time to time.

Becoming a Volunteer

There are various reasons to become a volunteer. You may be interested in learning more about your local government, want to make a difference in the community, learn new job skills or make new friends. Whatever the reasons are, your time and skills are valuable to us.

Each volunteer must complete the Volunteer Information Form, have a criminal background check conducted (fingerprints) and sign the handbook documents in order to become an active volunteer.



General Information

Accidents/Incidents

In case of accidents, injury or incidents contact the Supervisor in your department. Providing the information promptly is necessary for insurance purposes.

Discrimination in Employment and Sexual Harassment

The City's Administrative Regulation #12 defines policy and procedure with respect to sexual harassment and nondiscrimination.

Diversity

The City of Cape Coral welcomes all segments of our community. Our strength lies in our diversity and sensitivity. As a volunteer, we ask that you understand and respect those you will be working with.

Drug Free Workplace

The City's Administrative Regulation #45 defines policy and procedure with respect to providing a safe work environment and to fostering the well-being and health of City employees.

Emergency Information

If an emergency should occur, it is important to clarify the incident and report it immediately to the proper authorities. Serious injuries should be reported to 911. Do not attempt to move injured parties unless absolutely necessary.

Equipment

All City equipment is to remain in the Office. Prior approval by the designated supervisor is required to remove any property for business purposes (i.e. laptop computer, tablet, scanner, etc.).



General Information continued

Electronic Messaging (E-mail) and Internet Usage

The City's Administrative Regulation #46 defines policy and procedure with respect to established guidelines relating to the usage of electronic mail (E-mail) and the Internet by those who have been granted access.

Environmental Responsibility

The City promotes the practice of recycling waste reduction by disposing of waste in the proper containers or recycle bins.

Expectations of Staff

Neat and organized workspace, courteous and respectful demeanor, appropriate dress attire based on where a volunteer is working, commitment to achievement of department goals, confidentiality of sensitive material, helpful behavior, and a positive attitude. In addition, compliance with City policies and procedures and administrative regulations, and familiarization with City systems and processes.

Media

Do not speak on behalf of the City. Direct all media (television reporters, newspaper reporters, etc.) to your designated supervisor.

Parking

The volunteer staff parks in the regular designated City employee lots.

Safety

All volunteers are encouraged to take appropriate safety precautions, particularly when crossing the street going to another City facility or when lifting any items.

Security

The City of Cape Coral accepts no responsibility for any theft or vandalism and valuables should not be left visible or unattended.



General Information continued

Telephone and Messages

Phones should be answered by identifying the department and the person's first name. Messages taken for another staff member should be written, dated, signed, and delivered promptly. Personal calls are preferred to be made while on a break and are not encouraged while performing volunteer work.

Termination

Volunteers may be terminated based on the results of a background check or as deemed appropriate by the City. Volunteers may voluntarily resign and advance notification to the City is preferred.

Tobacco Policy

The City's Administrative Regulation #47 defines policy and procedure with respect to providing a tobacco free workplace and to fostering the well-being and health of City employees.

Training

In order to ensure that our volunteers are successful, the City may provide various levels of training opportunities. It is important that staff and volunteer(s) communicate successfully in order to attain their desired goals. (Staff will provide time to explain policies and procedures.)

Vehicle Usage

Prior approval is required from the designated supervisor before using a City vehicle or privately-owned vehicle for City business.

The volunteer will take responsibility for obtaining proper insurance coverage and incur any deductible for a privately-owned vehicle and any damage to other vehicle or structure, should an accident occur while performing City business. Insurance follows the vehicle and the employee's auto insurance is primary. There will be no reimbursement from the City of Cape Coral should an accident occur while using a privately-owned vehicle while volunteering.



General Information continued

Work Injuries

If a volunteer is hurt while performing assigned duties, he/she must report it immediately to the designated supervisor and follow proper procedures for medical care and filing of required workers compensation insurance documentation.

Work Schedule

A schedule will be agreed upon by both the volunteer and the supervisor. Any requests to change the established schedule temporarily or permanently should be made at least one day in advance.

When illness or emergency requires an unanticipated deviation from the established schedule, the volunteer should call the designated supervisor.

Workplace Violence Prevention

The City's Administrative Regulation #35 defines policy and procedure with respect to violence-free workplace environment.

If you have any questions or comments, please feel free to discuss them with the supervisor.

Your Success is Our Success!



ACKNOWLEDGEMENT OF RECEIPT BY VOLUNTEER

By my signature below, I hereby acknowledge that on this date, I received a copy of the City of Cape Coral Rules and Regulations.

I have also received the following Administrative Regulations and information.

Discrimination in Employment and Sexual Harassment	No. 12
Workplace Violence Prevention	No. 35
Drug Free Workplace	No. 45
Electronic Messaging (E-mail) and Internet Usage	No. 46
Tobacco Policy	No. 47

Volunteer Signature

Date

Volunteer - Print Name

Department Representative

Date

Human Resources Department • City of Cape Coral • P.O. Box 150027 •
Cape Coral, FL 33915-0027
(239) 574-0530 • Fax (239) 574-0453
Co-County Seat – Lee County, Florida



VOLUNTEER AGEEMENT

City Policy Regarding the Use of Computers

The City of Cape Coral's policy regarding the use of computers is defined within Administrative Regulation 46, "End User Computing Policy." The City expects you to be familiar with this policy especially in regard to your responsibilities as an end user with regard to information custodianship and security.

City Policy Regarding the Use of Licensed PC Software

- 1. The City of Cape Coral licenses the use of computer software from a variety of outside companies. The City does not own this software or its related documentation and unless authorized by the software developer, does not have the right to reproduce it.**
- 2. With regard to use on local area networks, or on multiple machines, the City volunteers shall use the software only in accordance with the license agreement.**
- 3. The City volunteers learning of any misuse of software or related documentation within the City shall notify the department manager or the City's legal counsel.**
- 4. According to the US copyright Law, illegal reproduction of software can be subject to civil damages of as much as \$100,000 and criminal penalties including fines and imprisonment. The City volunteers who make, acquire or use unauthorized copies of computer software shall be disciplined as appropriate under the circumstances. Such discipline may include termination. (The City does not condone the illegal duplication of software.)**

I am fully aware of my responsibilities as an end user as defined in AR 46 and the software protection policies of the City of Cape Coral and agree to uphold these policies.

Volunteer Signature

Date



CITY OF CAPE CORAL USE OF CITY VEHICLES, OPERATION AND USE POLICY

I have read and understand the following procedure regarding the use of City of Cape Coral vehicles. I will adhere to the guidelines and procedures stipulated below:

1. Volunteers will not use the Cape Coral vehicle for personal purposes.
2. Volunteers will not operate the vehicle while intoxicated or under the influence of drugs.
3. The vehicle will be used only in the scope of volunteer work with the City of Cape Coral.
4. The volunteer will advise the City of Cape Coral or his/her employer of the change of driving qualifications and restrictions.
5. Volunteers must obey all posted safety rules or safety rules issued verbally by supervisory or management personnel.
6. Volunteers operating or riding in city vehicles (or in personal vehicle on city business) should wear seat belts at all times.
7. Smoking is prohibited by employees operating or riding in city vehicles.
8. Persons other than City of Cape Coral volunteers shall not be permitted to operate a City owned or leased vehicle unless authorized by the executive head, or person designated by him/her, of the department operating the vehicle and then only on official business. Temporary exceptions can be made by the executive head in the case of disaster or emergency situations such as hurricanes, floods, or riots where the City of Cape Coral must protect life and property.

DRUG FREE WORKPLACE

1. Use of alcohol or any controlled substance during working hours, while operating city equipment or vehicles, or on city property is prohibited.
2. Volunteers involved in accidents and/or injuries during working hours, while operating city equipment or vehicles or on city property may be required to submit to a blood, and/or urine test, or breathalyzer test.
3. ALL work-related injuries must be reported to supervisory personnel on the SAME DAY they occur, and any non-emergency medical treatment for work related injuries must be authorized by supervisory personnel. Any injuries not reported in accordance with these procedures may be considered non-work related.

I have read and understand the City of Cape Coral Safety Rules and Procedures and I agree to abide by them. I further understand that if I fail to obey these rules and procedures, I may be subject to dismissal.

TESTING AUTHORIZATION

By my signature below, I voluntarily authorize that in the event of an accident, blood and/or urine sample be taken from me by any properly licensed facility selected by the City of Cape Coral, to indicate the use of alcohol or drugs.

Volunteer Signature

Date

Witness Signature

Date



HOLD HARMLESS AGREEMENT

To the extent permitted by law, _____ hereby agrees to hold harmless and indemnify City of Cape Coral from any and all damages, injuries, actions, suits, claims, or demands of whatever kind, including any claims for injuries or damages to persons and property, of whatsoever nature, by any person against the City of Cape Coral pertaining to or resulting, either directly or indirectly, from volunteer work.

Dated this _____ day of _____, _____.

By: _____

Volunteer Signature