



Welcome to the Volunteer Team!

We are excited for you to join the City of Carlsbad's Volunteer Team! We extend a warm welcome to you as a city volunteer and thank you for wanting to give back to your city and community. The time and talents you will give while you volunteer allows the city to enhance the quality of the services and programs we offer our residents and community members.

Each volunteer for the City of Carlsbad is considered a valued and important member of the team. The city extends every effort to ensure volunteers will have a positive experience in a considerate environment. This handbook is intended to provide you with an overview of information that will help you be successful during your volunteer assignment. Whether this is your first-time volunteering, or you are a seasoned volunteer, you should look forward to a truly rewarding and positive experience!

Mission

The City of Carlsbad enhances the lives of all who live, work and play in our city by setting the standard for providing top quality, efficient local government services.

Vision

A world class city.

Organizational Values

Character: We conduct ourselves with integrity, openness, courage and professionalism, driven by a calling to serve others.

Innovation: We are thoughtful, resourceful and creative in our quest for continuous improvement, always looking for better, faster ways to get things done.

Stewardship: We responsibly manage the public resources entrusted to us and provide the best value to our community.

Excellence: We hold ourselves to the highest standards because our community deserves the best.

Empowerment: We help people achieve their personal best by creating an environment where they feel trusted, valued and inspired.

Communication: We communicate openly and directly. Promoting engagement and collaboration makes our organization better and our community stronger.

Volunteer Handbook

Policies & Guidelines

Code of Conduct

Each of us is responsible, every day, for our own behavior and the decisions we make. As a volunteer for the city, you directly affect the residents and the community. We ask you to be responsible for conducting yourself with the highest standards of professional and ethical conduct while representing the City of Carlsbad.

Activities that could raise questions as to the City of Carlsbad's honesty and impartiality are strictly reviewed. To maintain its high standards of conduct, the City of Carlsbad operates under the following Code of Conduct: No volunteer shall: for personal benefit, use the name, emblem, endorsement, services or property of the city, nor seek any financial advantage or gain as a result of city affiliation. Volunteers may not utilize any city affiliation in connection with the promotion of partisan policies, religious matters or positions on any issue not in conformity with the position of the city. Disclosure of confidential city information that is available solely as a result of your volunteer efforts is prohibited.

Respectful workplace environment

The city values respectfulness, collaboration and teamwork in the workplace and prohibits any form of discrimination or harassment that would otherwise conflict with these values. The city also values a diverse volunteer force and is committed to providing equal volunteer opportunities to all.

Sexual harassment

Sexual harassment will not be tolerated. Volunteers who feel they are victims of harassment should contact their supervisor or the Community Services Manager. All harassment complaints will be handled in a confidential manner and we will not retaliate against any individual for reporting a claim of harassment or cooperating with an investigation. It is the policy to provide protection to female and male staff, volunteers and individuals served against sexual harassment and/or hostile work environments. Sexual harassment is described as unsolicited, unwelcome, non-reciprocal behavior. It may range from inappropriate sexual innuendoes to coerced sexual relations. Sexual harassment may also include, but is not limited to, the behaviors or actions below, which are directed at the victim or said in the victim's presence:

- Unsolicited verbal sexual comments and harassment.
- Inappropriate sexual or gender-related jokes.
- Inappropriate discussion of sexual interactions.
- Subtle pressure for sexual activity.
- Inappropriate comments about a person's body or sexual activities.
- Distribution of or sharing of sexually related materials (i.e. cartoons, magazines, videos).
- Sexually related communications via email or voicemail.
- Patting, pinching, or unnecessary touching.
- Demanding sexual favors

Workplace security

It is the policy of the city to promote a safe work environment for all. In support of this policy, the city takes the position that a threat of violence or any violent act within the workplace is not permitted. All threats or acts of violence will be taken seriously and acted upon.

Workplace safety

Your personal safety is important to us. We never want to put our volunteers in harm's way. Safety is of primary importance in every aspect of a volunteer activity. Volunteers are expected to obey safety rules, follow safe work practices and procedures, and exercise caution in all activities. Volunteers must report any injury, unsafe conditions and any equipment or situation that may pose a safety hazard immediately to their supervisor.

Conflict of Interest

The city has a legal obligation to operate in the best interests of our residents. If you have an affiliation or financial interest with an organization that may present a conflict with those interests, disclose that conflict to the Community Services Manager. Refrain from being involved in any decision-making process relating to the other organization. In addition, do not knowingly take action or make any statement intended to influence the conduct of the city in such a way as to confer any financial benefit to a person or corporation or entity in which you have a significant interest or affiliation.

After acceptance and assignment by the City of Carlsbad, a volunteer is required to report to the Community Services Manager any conflict of interest that may have arisen after the beginning of an assignment.

Confidentiality

We have respect for the public we serve and fellow volunteers. In the course of your volunteer service, you may learn of, be told, or be asked to relay information of a private, confidential, or privileged nature. Under any circumstance you are not to disclose private, confidential, or privileged information. Whatever you learn during your time volunteering is private and confidential.

Political activities

Volunteers are not permitted to participate in political activities while in their role volunteering for the City of Carlsbad. In addition, volunteers may not use city resources (i.e. office supplies, copiers, volunteer time) for or in support or opposition of political activities including supporting a candidate or advocating for a ballot measure.

Background check

Due to the nature of certain volunteer roles, a background check is required. If a background check is required for the volunteer service you will be providing, you will be notified and will need to complete the background check prior to attending a volunteer orientation and commencing volunteer duties.

A background check will consist of fingerprinting (Live Scan at the city's expense). If you are a licensed professional, the appropriate governing board for the State of California will be contacted to insure your license is in good standing.

Use of technology

Volunteers must use Information Technology and all city communication systems in a lawful, ethical, and professional manner. Use the capabilities of the IT system to transmit information that is for city business only. For further clarification, ask your supervisor for Administrative Order 53. Because we all have to share the computer resources, we appreciate your efficient use of those resources. There is no expectation of privacy in anything created, stored, sent, or received on the computer system that is the property of the City of Carlsbad. Any person who is required to use a city computer in the course of their volunteer work, will be required to have a LiveScan clearance on file with the city.

Publicity and statements to the media

All media inquiries regarding the City of Carlsbad and its operations must be referred to your supervisor or the Community Services Manager. No volunteer, unless specifically designated, is authorized to make public statements on behalf of the city, its departments, programs, etc.

Photo release

By volunteering with the City of Carlsbad, you are giving the city, free of any compensation, unlimited permission to use any photo or video images of you related to any aspect of your volunteer service with the city. You waive your right to first review the use of my likeness or voice before any use or publication.

Scheduling

Volunteers are typically assigned duties that require a regular schedule. If expecting to be absent from a scheduled assignment, notify your supervisor as far in advance as possible. If you are off on a long vacation, your supervisor will need time to make other arrangements to cover the loss of your services. Unexpected absenteeism limits our ability to provide needed services to the community. The City of Carlsbad will be closed on major holidays. Please check with your supervisor and/or the Community Services Manager for the holiday schedule.

Recording your time

A valid record of volunteer hours is one of the clearest ways to show the benefits of your volunteer efforts. Volunteers are responsible for keeping track of their own hours including those given off-site. Enter your total hours after each time you volunteer on your volunteer account at www.VolunteerinCarlsbad.net after you complete your . If you need assistance tracking your hours, reach out to the Community Services Manager.

Expense reimbursement policy

Some of the costs related to volunteering for the City of Carlsbad may be deductible from your income tax and may include: automobile mileage to and from your volunteer work; parking fees and purchase and care of special uniforms. A complete description of federal tax deductions for volunteers can be obtained from your local IRS office or your tax advisor. Ask for Publication #526: "Charitable Contributions."

Dress code and identification

As a representative of the city, volunteers are responsible for presenting a positive and professional image to the community. Dress appropriately for the conditions and tasks involved.

Volunteers may be issued some type of volunteer identification, such as a badge. ID badges or other identification are property of the city and must be returned upon resignation. Volunteers are asked to wear this badge only while volunteering.

Youth volunteers

Volunteers who are not yet 18 years old must have the written consent of a parent or guardian prior to volunteering. The volunteer work assigned to a minor shall be performed in a non-hazardous environment and will comply with all appropriate requirements. Special care is taken to assure the safety of volunteers under the age of 15.

Employees who volunteer for the city

A city employee, to include paid interns, may volunteer for the city if he/she meets the following conditions:

1. The volunteer position must be substantially different from his/her paid city work and cannot be closely related to actual duties performed by or responsibilities assigned to the employee.
2. Employees may not volunteer to do what they are otherwise paid by the city.

The employee provides the volunteer services with the understanding the services are provided for civic reasons and there is no promise or expectation of compensation for the services rendered and are offered freely without pressure or coercion.

Recognition

Recognition of the many and varied contributions of volunteer staff is accomplished both formally and informally. Informal recognition, including positive feedback for a job well done, is the responsibility of your supervisor. Formal activities may be coordinated in cooperation with designated staff at individual departments and/or as a citywide event. Let your supervisor know how you personally like to be acknowledged for your service.

Ending your volunteer assignment

If you need to end your volunteer relationship with the city, tell your supervisor or the Community Services Manager with as much advance warning as possible. All city property, such as identification badge, keys, etc. must be returned at that time. If desired, any volunteer may request copies of his/her volunteer profile to use in any future affiliation with the City of Carlsbad.

The City of Carlsbad accepts the services of all volunteers with the understanding that such service is at the sole discretion of the city. At any time and for whatever reason, the City of Carlsbad may decide to terminate a volunteer's relationship, just as the volunteer may at any time and for whatever reason decide to end his/her relationship with the city.

When possible, interviews will be conducted with volunteers who are leaving their positions. The city is interested in learning why you are leaving the position, elicit your suggestions to improve the volunteer program and examine the possibility of involving you in some other capacity with the City of Carlsbad.

Accidents or injuries while volunteering

You are covered under the City of Carlsbad's Workers' Compensation program for injuries received while volunteering for the city. If you are injured, report the accident immediately to your supervisor. If immediate medical treatment is required call 911.

During business hours, the supervisor or Community Services Manager will direct you to a city designated occupational health clinic. After business hours, please refer to the Injured Volunteer Instructions for a list of approved clinics.

Instructions for volunteer related injuries or illnesses

1. Immediately report your work-related injury/illness to your supervisor.
2. During business hours, your supervisor will direct you to a city designated occupational health clinic. After business hours, see instructions on list of clinics for instructions.
3. To ensure timely processing of worker compensation claim benefits, submit the following documents to your supervisor or Community Services Manager:
 - a. Volunteer Report of Injury or Illness
 - b. Workers Compensation Claim form – DWC-1
 - c. Fill out an incident report within 24 hours of the injury or illness.
4. Provide the Human Resource Manager with all doctor's reports, appointment notices, and/or work restrictions.

After a work-related injury/illness you may experience one or all of the following:

1. Release to Full Duty
2. Total Temporarily Disabled
3. Temporary Modified/Restricted Duty

You, your supervisor and Human Resources coordinate every change in work status based on the Doctor's Work Status Reports. All modified/restricted duty assignments require coordination with your supervisor and Human Resources before you return to your assignment. For Total Temporarily Disabled injuries, the volunteer will not be able to return to their assignment until released to modified/restricted duty or cleared by the doctor.

If you cannot keep an appointment, notify the medical provider and Keenan & Associates at (800) 654-8347 x1015. Missed appointment may result in loss of benefits and your eligibility to participate as a volunteer with the city.

List of Approved Occupational Medical Clinics

During Business Hours, Monday through Friday

Work Partners Occupational Health Specialists

3156 Vista Way, Suite 100
Oceanside, CA 92054
(760) 681-5222

8:00 a.m. until 6:00 p.m.
Also Saturdays 9:00 a.m. until 2:00 p.m.

Work Partners Occupational Health Specialists

2365 S. Melrose Drive
Vista, CA 92081
(760) 571-5910

8:00 a.m. until 6:00 p.m.

Carlsbad Urgent Care

295 S. Rancho Santa Fe Road
San Marcos, CA 92078
(760) 720-2804

Monday-Friday 9:00 a.m. until 9:00 p.m.
Saturday-Sunday 9:00 a.m. until 5:00 p.m.

Palomar Health

Corporate Health Services

120 Craven Road Suite 207 San Marcos, CA 92078 Office: (760) 510 7373 Fax: (760) 510 7374
(Across from Cal State San Marcos)

8:00 a.m. until 5:00 p.m.

Palomar Health

Corporate Health Services

15611 Pomerado Road Suite 525
Poway, CA 92064
Office: (858) 613 6280 Fax: (858) 613 6281

(Located in Pomerado outpatient department adjacent to Pomerado Hospital)

8:00 a.m. until 5:00 p.m.

For after hours, please seek treatment at **Tri-City Medical Ctr. Emergency Department** or the nearest Emergency Room or Urgent Care Facility

Tri-City Medical Ctr. Emergency Department

4002 Vista Way
Oceanside, CA 92056
(760) 940-3517