

PPM #22

Policy Name: Volunteer Services

Effective Date: August 9, 2004

Revision Date: December 1, 2011; April 2, 2015

Authorization:



Charles R. Davis, Deputy Secretary

I. PHILOSOPHY

It is the philosophy of the Office of the Lieutenant Governor (OLG) and Department of Culture, Recreation and Tourism (DCRT) to provide for citizen involvement by establishing the use of volunteer services within its Offices. Volunteers may be used to assist regular staff on an ongoing basis to provide help in interpreting the department's role to the public.

II. APPLICABILITY

This policy is applicable to the Lieutenant Governor, Chief of Staff, Secretary, Undersecretary, Assistant Secretaries and Deputy Assistant Secretaries.

III. POLICY

Definition: Volunteer – an individual who donates his or her time and effort to enhance the activities and programs of the agency. Volunteers may provide services in areas deemed necessary or beneficial by executive management. Volunteers may include students, senior citizens and others serving without financial remuneration.

- A. Each Agency Head shall designate a staff member to serve as the agency's Volunteer Services Coordinator. The Volunteer Services Coordinator will be the staff member who is knowledgeable about the task/project or who has the requirement for services, coordinates the effort, selects the volunteers and monitors the volunteers.
- B. The Volunteer Services Coordinator shall organize the services in accordance with agency policies and procedures, determine the authority, responsibility and accountability for the volunteers. With approval from the Agency Head, the Volunteer Services Coordinator may delegate these duties to designated agency personnel. However, the responsibility for supervision and compliance remains with the Volunteer Services Coordinator.

- C. The Volunteer Services Coordinator will determine and assign volunteer use of agency property and equipment, access to building/worksites and determine if any work will be done on location or off-site. If work is to be done off-site, the Volunteer Services Coordinator must obtain agreement in writing from the volunteer that the volunteer must agree to use his personal vehicle for travel to and from the alternate location and accidents or injuries sustained will be the total responsibility of the volunteer. **Any injury or accident suffered by the volunteer while at the designated worksite will be covered by the agency's general liability policy provided through the Office of Risk Management.**
- D. Volunteer services must be monitored and evaluated by the Volunteer Services Coordinator. Evaluations should be in writing and maintained by the Volunteer Services Coordinator for audit purposes.
- E. The Volunteer Services Coordinator shall determine the length and/or duration of the use of volunteer services and the frequency of use of volunteer services. Services may be used on a short-term or long-term basis. Length and/or duration and frequency must be stated in writing and agreed upon by the volunteer and the Volunteer Services Coordinator. This agreement must be retained on file with the Volunteer Services Coordinator.
- F. Use of volunteer services is not intended to replace or substitute for regular ongoing duties and/or programs that should be handled by regular classified or unclassified employees.
- G. Appropriate records and documentation, including a Volunteer Registration and Agreement Form (see Attachment), shall be maintained by the agency's Volunteer Services Coordinator. The form(s) shall include a written agreement by the volunteer to adhere to all departmental policies and procedures.
- H. Volunteer Services Coordinators will provide required agency policy information to volunteers, obtain signatures for receipt of agency policies and retain on file with the Volunteer Services Coordinator for audit purposes.
- I. The Agency Head (Lieutenant Governor, Chief of Staff, Secretary, Assistant Secretaries) shall be responsible for remediation or removal of a volunteer worker or volunteer organizations whenever there is a conflict with or violation of policies and procedures. The Volunteer Services Coordinator will notify the volunteer in writing of any remediation or removal.
- J. Use of volunteer services is optional and at the discretion of the Agency Head.
- K. Agency Heads may supplement these policies and forms to accommodate situations unique to their agencies.

IV. FORMS

- A. PPM #22-Group Volunteer Registration Form
- B. PPM #22-Individual Volunteer Registration and Waiver Form

Summary of Changes: Revised policy number (December 1, 2011); revised definition of volunteer, added provision for volunteer services coordinator to delegate duties to agency personnel, added provision for agency heads to supplement policies and forms, added Forms section with new Group and Individual Volunteer registration forms (April 2, 2015).