



Volunteer Handbook

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OUR PHILOSOPHY

Milwaukee County believes that:

- Every member of our volunteer team is valuable and everyone's time, talents, and efforts are special gifts that are to be appreciated, respected, and recognized.
- The right role can be found for any person with a desire to serve. Volunteers should be given opportunities to learn and grow.
- The work of every volunteer is valued equally. All volunteers are treated with dignity and respect.
- Milwaukee County values volunteers by giving them meaningful work to do and the materials, tools, training, and supervision to complete their tasks safely and properly.
- Volunteers are responsible for the quality of their performance, their conduct at Milwaukee County sites, and for meeting their commitments.
- Volunteers provide our organization with credibility, insight, perspective, diversity, and expertise that enlightens our operations, helps fulfill our mission, and engages the community in our activities.

To implement this philosophy, Milwaukee County leaders and staff will:

- Actively seek and encourage participation of volunteers where appropriate in the organization including planning, problem-solving, and administration of programs.
- Share strategic and business plans and on-going schedules to inform volunteers and staff, and focus their energies.
- Respond to all inquiries from prospective volunteers in a timely manner.
- Match volunteers with tasks that meet their interests and skills, with clear instructions, deadlines, materials, tools, and freedom to complete the tasks.
- Foster personal growth among volunteers by providing skilled supervision, training, and opportunities to learn new skills.
- Train all volunteers who are willing to learn.
- Consider all volunteer requests, suggestions, and concerns in a respectful and timely manner.

VOLUNTEER HANDBOOK

Introduction

Welcome and thank you for your interest in volunteering for Milwaukee County. We are happy that you have partnered with our team to provide high quality services to the residents of Milwaukee County.

This handbook will provide you with general policies and practices of Milwaukee County. You are encouraged to familiarize yourself with the contents of this handbook, as it will answer many common questions concerning your volunteering. The provisions in this handbook confer no new privilege, right of appeal, right of position, transfer, demotion, promotion, recall, reinstatement nor any other employment right or benefit for any individual. This handbook does not constitute an express or implied contract. It provides general guidance that cannot form the basis of a private right of action. The principles and procedures set forth in this handbook are subject to change and may be modified, suspended or revoked without notice in whole or in part.

Mission Statement

Milwaukee County Government will provide high quality, responsive services that enhance self-sufficiency, personal safety, economic opportunity and quality of life for all its people.

Volunteer Relationship

A volunteer is anyone, who without compensation, performs a service for civic, charitable, educational, or humanitarian reasons, at the direction of and on behalf of Milwaukee County. We thank you, and all volunteers, for the personal investment you make in our organization and its mission. We strive to provide support, supervision, and recognition to our volunteers.

As a volunteer you have the right to:

1. Be assigned appropriate tasks according to ability, skill, interests, availability, and training.
2. Receive training and supervision for the tasks accepted.
3. Receive a description for your assignment.
4. Be treated as a fellow team member who contributes to Milwaukee County's goals through your volunteer work.
5. Make suggestions about your assignment and the Milwaukee County volunteer program, and be acknowledged by staff.
6. Expect that Milwaukee County be a good steward of your time.
7. Be treated with a spirit of friendliness and cooperation.
8. A safe and inviting environment to work in that is free of harassment and discrimination.

Milwaukee County expects volunteers to:

1. Know your duties and stay on task.
2. Cooperate with staff and your fellow volunteers, and maintain a team attitude.
3. Voice your opinions and contribute your suggestions to improve the County's program.
4. Be on time for scheduled meetings and volunteer assignments.
5. Honor your commitment and come when scheduled.
6. Treat all other volunteers, staff, clients, and public with respect.

Remember, you help to create the healthful, pleasant, and safe volunteering conditions that Milwaukee County intends for you. We need your help in making each volunteering day enjoyable and rewarding.

Age of Volunteers

Milwaukee County evaluates the abilities and competency of all volunteers and assign appropriate, safe activities as availability and conditions permit. Given the complexity of services, volunteers must be 18 years of age. Our volunteer coordinator will work with all interested participants to provide opportunities for safe, meaningful participation in appropriate activities and settings that support our mission. There is no maximum age for County volunteers.

Safety

You and Milwaukee County share responsibility for establishing and maintaining a safe work environment. Milwaukee County will attempt to ensure a safe work environment and to comply with federal, state, and local safety regulations. In turn, you are expected to obey safety rules and to exercise caution in all of your volunteer activities. You are asked to report any unsafe conditions to your Volunteer Coordinator immediately. Any accident, which results in injury, regardless of how insignificant, must be reported promptly to a supervisor on site or your coordinator.

Absence and Lateness

The positions that volunteers fill are critical to Milwaukee County. If you fail to show up, others must take on the tasks you were expected to accomplish. If you are unable to attend a scheduled work day, or if you will arrive late, please contact your Volunteer Coordinator with as much notice as possible.

Use of a Milwaukee County Vehicle

Volunteers may not drive County vehicles. Milwaukee County staff is not allowed to provide transportation for volunteers except in extreme emergencies.

Harassment and Discrimination

Milwaukee County is firmly committed to providing a positive work environment free of discrimination and bias. Each volunteer is personally responsible for maintaining such a work environment.

Milwaukee County prohibits any actions, words, jokes, or comments based on an individual's race, sex, sexual preferences, ethnic background, age, religion, or physical condition. Any conduct or action, whether overt or subtle, which creates an offensive or hostile work environment is prohibited and will be grounds for termination of the relationship.

Milwaukee County prohibits any harassment between volunteers, employees, or other non-employee on the basis of sex. No volunteer, male or female, should be subjected to unsolicited or unwelcome sexual overtones and conduct, either verbal or physical. Misconduct applies to males and females, and includes harassment between individuals of both sexes and the same sex.

Any volunteer who believes he or she is a victim of sexual or discriminatory harassment is encouraged to let the harasser know that his or her behavior is unwelcome. In addition, volunteers who believe they have been harassed must immediately report the matter to their Volunteer Coordinator.

Volunteer Conduct

Although it is not possible to list all the forms of behavior or conduct that are considered unacceptable in the work place, the following are examples of infractions or conduct that may result in the termination of the volunteer relationship:

- Theft or inappropriate removal or possession of County property
- Misuse of agency funds, equipment, or materials
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcoholic or illegal drugs in the work place
- Fighting or threatening violence in the work place
- Disruptive activity in the work place
- Negligence or improper conduct leading to the damage of property
- Repeated failure to follow a supervisor's reasonable request or to carry out a reasonable job assignment
- Misconduct or insubordination
- Violation of safety or health rules
- Abuse or mistreatment of public, volunteers, or employees
- Sexual or other unlawful harassment or discrimination
- Violation of Milwaukee County anti-discrimination policies
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the work place
- Excessive absenteeism without notice
- Releasing confidential information

Volunteer Coordinator and Site Supervisor Contact Information

Location	Other Information
	Phone: Fax: Website: E-mail:
	Phone: Fax: Website: E-mail:
	Phone: Fax: Website: E-mail:

VOLUNTEER ACKNOWLEDGEMENT

I am in receipt of the Milwaukee County Volunteer Agreement and Volunteer Handbook and understand I should consult with the Volunteer Coordinator if I have any questions about the contents or procedures contained therein.

I understand that from time to time there may be revisions to the Volunteer Agreement or Handbook. I have entered into my volunteer relationship with Milwaukee County voluntarily and acknowledge there is no specified length of volunteering. Accordingly, either Milwaukee County or I can terminate the relationship at will, with or without cause, at any time.

Furthermore, I acknowledge that this handbook is neither a contract of employment or volunteering, nor a legal document. Although some or all of the policies and procedures may have been explained to me verbally, I understand that it is my responsibility to fully read and comply with the procedures contained in this handbook.

Volunteer's Signature

Date Signed

Volunteer's Name (print)