



Administrative Manual of Operating Procedures

Procedure #: 05.06	Procedure Title: Use of Volunteers		Revision #: 2
Original Issue Date: 01/01/2016	Revised Issue Date: 12/1/2020	Next Review Date: 12/1/2022	Responsible Department: DAS-Risk Management
Statutory References: None		Ordinance References: None	
Appendices: Appendix B – 05.06 LMS Training PowerPoint Appendix C – 05.06 Flowchart		Forms: Form 05.06(a) Volunteer Agreement (Digital Version) Form 05.06(a) Volunteer Agreement (PDF Version) Form 05.06(b) Volunteer Handbook	

1. OBJECTIVE

The purpose of this AMOP is to establish procedures regarding the use of volunteers throughout Milwaukee County.

2. DEFINITIONS

- A. Paid Student Intern. A paid student intern is a student whose services are designed to provide work experience related to his or her major field of study at the direction of the County. A paid student intern is placed in a program in cooperation with an educational institution and receives compensation for the internship. Paid student intern processes are covered under the Unclassified Workforce policy of the Department of Human Resources.
- B. Unpaid Student Intern. An unpaid student intern is a volunteer whose service is also designed to provide work experience related to his or her major field of study at the direction of the County. An unpaid student intern is placed as a volunteer in cooperation with an educational institution.
- C. Volunteer Agreement. A signed form between Milwaukee County and the volunteer that outlines the scope of services to be provided by the volunteer and contains basic information including volunteer contact information, acknowledgment of the Volunteer Handbook, and a waiver of liability. This form is completed by the volunteer and maintained by the Volunteer Coordinator. Departments may enhance the Volunteer Agreement form to reflect their departmental mission and operations or create their own using Form 5.06(a) as a template. The form may be digital or printed:
 - i. Digital version: [Form 05.06\(a\)](#)
 - ii. PDF version: [Form 05.06\(a\)](#)
- D. Volunteer Coordinator. Manages the recruitment and activities of volunteers within a department. A department head typically designates an employee to serve as the Volunteer Coordinator.
- E. Volunteer Handbook. The [Volunteer Handbook](#) outlines conduct expectations for the volunteer while engaged in service to Milwaukee County. The volunteer is provided a copy of the handbook to keep. The acknowledgment is included in the Volunteer Agreement and is signed by the volunteer upon receipt. The signed acknowledgment is maintained by the Volunteer Coordinator. Departments may enhance the Volunteer Handbook to reflect their departmental mission and operations or create their own using [Form 5.06\(b\)](#) as a template.
- F. Volunteer. 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 the County.

3. PROCEDURE

- A. Volunteer Designation
 - i. Departmental use of volunteers must be approved by the department head or designee.

Volunteer roles should be meaningful and productive. All volunteer opportunities shall have a defined scope with an outline of specific volunteer duties, which will be listed in the Volunteer Agreement.

B. Scope of Volunteer Involvement

- i. Volunteers may be utilized in programs and activities of the County departments and serve at appropriate levels of skill as determined by the Volunteer Coordinator. A scope of volunteer service description will be provided in the Volunteer Agreement. The Volunteer Handbook will outline the general expectations and procedures for volunteering.

C. Recruitment of Volunteers

- i. Volunteers shall be recruited by the Department on a proactive basis, with the intent of broadening and expanding the volunteer involvement of the community. Volunteers under 18 years of age must have a parent/guardian signature on the Volunteer Agreement and volunteers under 14 years of age must be physically accompanied by a parent/guardian during the volunteering session. Volunteers shall be recruited without regard to race, color, national origin, gender, age once the minimum requirement is met, marital status, sexual preference, and/or disability. Volunteers may be recruited either through an interest in specific functions or through a general interest in volunteering which will later be matched with a specific function. Student interns shall be recruited through community educational institutions.

D. Volunteer Coordinator

- i. Departments utilizing volunteers shall have a designated Volunteer Coordinator to ensure the productive utilization of volunteers. If a department does not have a full time Volunteer Coordinator position in the department, the department head shall designate an employee to serve as the Volunteer Coordinator. The Volunteer Coordinator is responsible for ensuring appropriate volunteering screening and training occurs, maintaining signed Volunteer Agreements, supervising the volunteer programs, providing a central contact for volunteers, and offering a safe and effective program adhering to County guidelines for the benefit of staff and volunteers in their efforts to provide quality services. Larger Departments or departments with several locations may choose to have Volunteer Coordinators within Divisions or at more than one location.
- ii. Screening of Volunteers
 - a. Where volunteers are to be placed in direct contact with at-risk clients, such as children, developmentally disabled, or the elderly, appropriate screening procedures will be instituted. These may include driving record checks, reference checks, health screen, and background investigations including criminal history. Volunteers who refuse permission to conduct these checks or who fail to submit the required information will not be accepted for placement.
 - b. The Volunteer Coordinator shall work with the Department's Human Resources Business Partner to determine appropriate background checks for the scope of services under consideration.
- iii. Training of Volunteers
 - a. The County will provide adequate instruction and, where necessary, training to ensure all volunteers perform a task properly and safely and provide individual volunteers with adequate knowledge of County rules and requirements. The timing and methods for delivery of such training should be appropriate to the complexity and demands of the positions and the capabilities of the volunteers. Experienced volunteers may be included in the design and delivery of volunteer orientation and training. Each volunteer will

receive a copy of the following:

- i. [Form 05.06\(a\) - Volunteer Agreement](#)
 - ii. [Form 05.06\(b\) - Volunteer Handbook](#)
 - b. The departmental Volunteer Coordinator is responsible for retaining the original signed copy of the Volunteer Agreement, providing a copy of the signed Agreement to the volunteer, providing each volunteer a copy of the Volunteer Handbook. Departments may enhance the Volunteer Agreement and Handbook to reflect their departmental mission and operations or create their own using Form 5.06(a) and Form 5.06(b) as a template. These forms may be digital or printed.
- iv. Safety and Welfare of Volunteers
- a. Of paramount importance is the safety and welfare of volunteers. Personal protective equipment will be provided by the County, if necessary, and is required to be worn to complete the program activities. Accepted common-sense standards of safe behavior will be outlined prior to the performance of volunteer duties. In the event of an injury, appropriate first aid is to be given, and the on-site supervisor is to immediately contact the Volunteer Coordinator.
 - b. Access to telephone and/or radio communication should be available at all events.
- E. Maintenance of Records
- i. Records will be maintained on each volunteer for Milwaukee County as applicable, such as dates and hours of service, positions held, signed Volunteer Agreement, and background check information. Volunteer Coordinators shall maintain these records and all documentation shall be afforded the same confidentiality as County personnel records.
- F. Employees as Volunteers
- i. The County accepts the services of employees as volunteers. This service is accepted provided that the volunteer service is:
 - a. Provided without any coercive nature.
 - b. Involves work that is outside the scope of normal staff duties.
 - c. Approved by the department head or designee.
 - ii. Employees working as volunteers are not required to sign a Volunteer Agreement.
- G. Liability and Insurance
- i. Liability insurance is provided for all volunteers for claims or litigation that arise out of the Volunteer's services for the County. Volunteers are not employees and therefore not covered under workers' compensation statutes for injuries incurred during volunteer activities.
 - ii. Volunteers are not eligible under the County's health insurance or benefits plans. Volunteers should inquire with their personal insurance agent to ensure personal coverages are in place.
- H. Dress Code
- i. As representatives of Milwaukee County, volunteers are responsible for presenting a positive image to clients and to the community. Volunteers shall dress appropriately for the conditions and performance of their duties. In some positions, Volunteers are to be identified as such through wearing nametags or other methods provided by the Department.
- I. Right to Reject Services/Termination
- i. The County reserves the right to limit the use of volunteers, adjust the hours of any volunteer, or to reject services under its sole discretion as it deems fit, to best achieve its

public purpose and policy. No right to employment, right to future employment, right to continued volunteer duty, or any other contractual right is created by service as a volunteer or by these policies.

- ii. No individual shall be discriminated against based upon race, color, religion, age upon satisfying the minimum requirement, sex, national origin or physical, mental, or sensory handicap, or based on any other characteristic protected by law. Grounds for rejecting services may include but are not limited to: unsatisfactory background check, misconduct or insubordination, being under the influence of alcohol or drugs, theft of property, misuse of County equipment or materials, mistreatment of clients or coworkers, failure to abide by County policies and procedures, failure to meet the standards of performance relating to the essential functions of the volunteer position, and/or failure to satisfactorily perform assigned duties.

J. Resignation

- i. Volunteers may resign from volunteer service with the Department at any time. It is requested that volunteers who intend to resign provide notice of departure and a reason for this decision to the Volunteer Coordinator.

K. Exceptions

- i. Exemptions to this policy are allowed for volunteer programs and volunteer relationships codified under formal agreements that have been reviewed and approved by the Department Head, Corporation Counsel, and Risk Management.

4. REVISION HISTORY:

Rev. #	Summary of Changes	Date of Change	Author
2	-Updated age requirements policy -Added that departments may enhance the agreement & handbook or create their own -Revised agreement form and handbook	10/1/2020	Una Stojsavljevic