



AMOP 05.06 Use of Volunteers



Why This Procedure Is Important

This procedure is important because it establishes procedures regarding the use of volunteers throughout Milwaukee County. 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 Whom Does This Procedure Apply?

This procedure provides guidance to Milwaukee County staff on the use of volunteers. Form 05.06(b) – Volunteer Handbook outlines conduct expectations for the volunteer while engaged in service to Milwaukee County.



Here Is What the Procedure Says:

- Departmental use of volunteers must be approved by the department head or designee.
- 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, and 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.
- 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.



- 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. Volunteers who refuse permission to conduct these checks or who fail to submit the required information will not be accepted for placement. The Volunteer Coordinator shall work with the Department's Human Resources Partner to determine appropriate background checks for the scope of services under consideration.
- 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.



Quiz Questions?

After reviewing the Procedure, you will be asked the following questions to complete the training:



1. True or False?

Volunteers must be at least 18 years old to volunteer with Milwaukee County.



2. True or False?

A paid student intern is placed as a volunteer in cooperation with an educational institution.



3. Responsibilities of the Volunteer Coordinator include:

- a. Ensuring appropriate volunteering screening and training occurs
- b. Maintaining signed Volunteer Agreements
- c. Supervising the volunteer programs
- d. Providing a central contact for volunteers
- e. All the above