

City of San José

Animal Care & Services



VOLUNTEER PET PAL HANDBOOK

Welcome!

All of us at Animal Care & Services are excited to have you! We consider all of our Pet Pal Volunteers to be a part of our team and we are happy to have your help in making the City of San José Animal Care Center a warm and inviting place for the public to come and view our adoptable animals.

Being in a shelter is hard on all of our homeless critters but with your help we will strive to provide them with as much comfort and care as possible during their stay with us. Clean cages, dry bedding, nourishing food, toys, exercise, companionship and most of all kindness all contribute to improving the quality of life for a scared and stressed shelter animal.

**Thank you for donating your time and energy. We hope you will find your experience here to be both satisfying and rewarding.
Remember, together WE CAN MAKE A DIFFERENCE!**

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TABLE OF CONTENTS

About the Animal Care Center

- **History**
- **Low-cost Spay Neuter Clinic**
- **Our Goal**

ACS Operations

- **Field Operations**
- **Shelter Operations (Animal Care Center)**
- **Administration**

What it Takes to be a Pet Pal

- **Time Commitment**
- **Volunteer Uniform & Materials Fee**
- **Experienced Handlers Only**
- **Volunteer Training & Evaluation**

Volunteer Information & Volunteer Service Agreement

General Rules

- **Parking & Facility Maps**
- **Dress Appropriately**
- **Follow Procedures**
- **Restricted Areas**
- **Customer Service**
- **Solicitation**
- **Internal/External Communication**
- **Conflict Resolution**
- **City of San José Policies**

Daily Rules

- **Signing In and Out**
- **Volunteer Badge & Apron**
- **Be Proactive About Staying Informed**

Safety

- **Risks**
- **Disease Prevention**
- **What To Do If You Are Injured**

Euthanasia

About the Animal Care Center

History

The San Jose Animal Care Center located at 2750 Monterey Rd in San Jose opened its doors on October 1, 2004. Caring for almost 18,000 animals per year, the Animal Care Center is the largest animal shelter on the west coast. Each year, more than 3000 dogs, cats, rabbits, and small animals are adopted. Partnerships with local rescue groups allow another 2500 - 3000 animals to leave the shelter for a chance to find new homes.

Low-cost Spay & Neuter Clinic

The Animal Care Center is also a leader on the front lines trying to prevent animal overpopulation. In Spring 2006, the SJACS Low-cost Spay & Neuter Clinic began to offer services to the public at substantially discounted rates, along with microchip and vaccination services at the time of surgery. **Each week, the San Jose Animal Care Center Low-cost Spay/neuter Clinic performs approximately 150 surgeries.** This clinic is separate from the veterinary clinic which treats our shelter pets and spays/neuters all our adoption animals. The clinic also offers surgery for feral cats on a walk-in basis to help keep feral cat populations under control.

Our Goal

One of our main goals at the Animal Care Center is to serve the needs of the homeless animals in our community. This means providing safe shelter, supportive care, and nourishment for all animals that arrive at the Animal Care Center. Some of the animals we shelter are lost pets waiting for their owners to bring them home. For others, the Animal Care Center is an opportunity to find a new forever home.

The main goal of a volunteer Pet Pal is to *enhance* the stay of adoption animals. Shelter staff are responsible for making sure the animals have clean environments, food and water. Volunteers fulfill the other side of their experience by exercising and socializing them. Volunteers also directly impact animal adoptability by publicizing and training adoption animals.

ACS Operations

Field Operations

This branch of the Animal Care & Services Division is sometimes referred to as Animal Control. This unit is comprised of Dispatchers and Animal Service Officers. Our ACS Dispatchers answer thousands of calls each year from people reporting or needing help with stray, injured, lost, dead, nuisance or dangerous animals. They then prioritize the calls and 'dispatch' our Animal Service Officers (ASO's) to the location where they do their best to resolve the various situations that occur each day. Part of an ASO's daily patrol duty is to enforce all state codes and municipal animal ordinances including laws pertaining to cruelty, nuisance, licensing and leash laws.

Shelter Operations

This branch of the Animal Care & Services Division is responsible for the thousands of animals that are brought to the Animal Care Center by the public each year. Many are sick, injured or just scared but they all need our help. Each one is checked over to determine if there are any serious medical issues that need treatment. All of our animals are treated as gently as possible, given quality food, placed in the appropriate shelter area, and provided clean accommodations. Many are lost animals that have gotten separated from their home. Others come in as strays after having been abandoned by their owners/guardians or, in the case of feral cats, never having a home to begin with. Hundreds more are surrendered by people who can no longer care for them for various reasons.

Administration

The "Administrative Services" branch of ACS is responsible for facilitating support for both the ACS field and shelter units. Administrative staff performs a wide range of duties including handling community and press inquiries, selling dog and cat licenses, tracking all ACS financing and databases as well as overseeing the ACS volunteer program.

What it Takes to be a Pet Pal

Time Commitment

To be a volunteer Pet Pal, you must be able to commit at least 5 hours weekly for a minimum of six months. We do not require volunteers to sign up on an assigned schedule, but many volunteers find it improves their own individual experience if they volunteer on a regular day and time.

Volunteers can come and fulfill assignments any time the shelter is open:

Tuesday – Saturday 11am – 7pm

Sunday 11am – 5pm

Monday CLOSED

You cannot volunteer before or after business hours or when the shelter is closed.

Consistent volunteer time is critical for the success of the program and for the benefit of our animals. We often have many people who have the best of intentions but, quite frankly, just don't have the time. **We encourage you to think very carefully about your available time and other obligations before you make the commitment to volunteer.** While we know you want to help the animals, it actually is detrimental to the overall effort if you cannot commit the minimum time requirement, or are unable to volunteer on a regular basis. If you still want to help animals, but cannot make the time commitment, we encourage you to check our website at www.sanjoseanimals.com for other ways you can help the animals in your community.

Failure to consistently meet your monthly hourly requirement is cause for dismissal from the program. If you need to refrain from your normal assigned schedule for personal or medical reasons please notify the Volunteer Supervisor as soon as possible in advance of your absence.

Volunteer Uniform & Materials Fee

There is a small administrative fee of \$35 for volunteer materials. This fee covers your volunteer uniform and other training materials you will receive. The fee will be collected

and materials will be provided at the conclusion of your training, assuming you are accepted as a volunteer. We can accept cash or check, payable to "City of San Jose."

Your volunteer uniform properly identifies you to staff and to the public while you are at the shelter. Volunteers are responsible for their own uniforms. You will be expected to bring it with you and take it home. The volunteer uniform includes a volunteer t-shirt, badge with magnetic holder, and apron. To retain the quality of the aprons, we recommend that you wash the apron in cold water on gentle cycle, and dry on low or air dry.

Experienced Handlers Only

To volunteer with the animals, you must have previous experience handling the animal that you are interested in working with. This experience can come from a range of places. As a general guideline, we recommend that you can say yes to at least TWO of the items below for your experience WITHIN THE LAST 5 YEARS:

- I have cared for my own pet for at least 5 years.
- I have assisted in care for a roommate's pet for at least 1 year.
- I have worked in a shelter environment as a kennel attendant for at least 1 year.
- I have volunteered with animals in a shelter environment for at least 1 year.
- I have volunteered with an animal rescue group for at least 6 months.
- I have fostered animals for an animal rescue group for a total of 6 months.
- I have worked as a vet technician for at least 6 months.
- I have owned or have worked for a dog-walking or pet-sitting business for at least 6 months.

Shelter animals act differently than regular pets in homes, and it is very important for everyone's safety that you are comfortable with animal body language, stress factors, and how to appropriately handle different potential scenarios. Experienced animal handlers are much better prepared to read and react to the various behaviors of shelter animals.

Volunteer Training & Evaluation

The type and length of volunteer training we provide and require will vary depending on the assignment for which you are applying. You will be asked to complete the following basic training before you will be accepted as a volunteer.

- You must participate in an intensive training session. For roles that work directly with animals, applicants should expect 6-10 hours of initial training. For roles that do not work directly with animals, applicants can expect 3-6 hours of initial training.
- For roles that involve working with animals:
 - You must pass a written exam that tests your existing experience level and knowledge of animals as well as your mastery and understanding of the volunteer training you have received.
 - You must pass a practical hands-on exam with a volunteer evaluator.

If it is determined that you are not qualified or able to safely perform your chosen assignment, you will be offered an alternate assignment.

After you have completed the ACS training and evaluation process, and you have decided that you are ready to make the commitment, you are ready to join our volunteer team. Welcome aboard!

Volunteer Information & Volunteer Service Agreement

Before you begin volunteering, you must complete and sign a volunteer service agreement. By signing the agreement, you agree that you can and will meet the time commitment and have reviewed and agree to all the written volunteer documentation, rules, and procedures provided to you.

All volunteer files are confidential and are kept in the Volunteer Supervisor's Office. Included in each volunteer's file is information such as your signed volunteer service agreement, commendation letters, disciplinary action, injury reports, time sheets and other information related to your role as a volunteer.

Please promptly notify the Volunteer Supervisor of any changes to your personal information, including address, phone number, email or emergency contact. It is important that all your personal information is accurate and current so that we can get you help in an emergency as well as inform you of any upcoming special events or training sessions in which you might be interested.

General Rules

Parking & Facility Maps

All Pet Pal volunteers should park their vehicles in the parking spaces located in front of the Animal Care Center. For security purposes, we do not publish detailed facility maps. As you begin volunteering, you will become more familiar with the layout of the facility and will not need a map to access your regular volunteer areas. We know it is a daunting task to figure out where different areas are located and just how to get around! Feel free to ask staff members or other volunteers how to get around.

Dress Appropriately

Please be neat and clean in your attire. We want the public to have a good “first impression” of our facility. Everyone working at the Animal Care Center is reflective of our operations. We want visitors to feel comfortable approaching any member of our team. That means you! Of course volunteers working in different areas and capacities need to dress ‘duty appropriate’. Guidelines are as follows:

- Volunteer aprons and badges must be worn by all volunteers
- Long pants or jeans recommended
- Closed-toe shoes (tennis shoes fine)
- Support undergarments for females
- Non-dangly jewelry
- Baseball-type caps are acceptable
- No perfume/cologne/fragrance

**Clothing (including caps) should not advertise or endorse a company, product, team, or contain offensive messages or off-color humor.*

Follow Procedures

All Pet Pal Volunteers are required to know and follow all ACS policies and procedures listed in this handbook along with any supplemental position specific material. In order to run an organized and safe shelter everyone working there needs to follow the same rules. Volunteers who don't follow the proper procedures will be dismissed from the program.

Restricted Areas

Certain areas in the Animal Care Center are off-limits to Pet Pal Volunteers either for safety or to prevent impeding the progress of ACS staff members during the course of their duties. Most doors to these 'off-limits' areas are kept locked and include ACS administration, shelter surgery and medical wards, animal isolation kennels, the euthanasia room, officer quarters and truck sally port and the telephone dispatch room. Pet Pal Volunteers who deliberately enter these restricted areas without being accompanied by an ACS staff member will be immediately dismissed from the program.

Customer Service

It is simple – the lives of our shelter animals depend on the customer service provide by our staff members and volunteers. If people do not feel welcomed and well-served they will not return. Not only will they not come back but they are sure to relay their disappointing experience to their friends and neighbors discouraging them from visiting too. Fewer people coming to the Animal Care Center means our adoptable animals have less of an opportunity to be adopted. Know that your attitude and conduct matters and has an indirect but significant impact on the lives of the animals here.

Please be friendly and helpful to our visitors and your fellow volunteers. If someone asks you a question or looks like they may need help -- smile, identify yourself as an ACS Volunteer and offer to help them. You may not know the answer and that's O.K.! You can always flag down an ACS staff member to help, or escort them to the Information Counter. Never attempt to 'wing-it' or create a 'made-up' response if you are not 100% sure of the answer. We do not want our visitors given wrong information as it just leads them to be confused and frustrated when they find out otherwise. It may take you a while to learn enough information to be able to answer many of the myriad of

questions the public asks. A good start, however, to expanding your ACS knowledge is to thoroughly read the content of our ACS website www.sanjoseanimals.com. Pay special attention to the Adoption and Lost & Found sections, as you will be frequently asked questions pertaining to these areas.

Solicitation

ACS recognizes you may have interests in other events and organizations. However, the distribution and/or solicitation of goods, services or literature to visitors, employees or other volunteers is not permitted on City of San José Animal Care Center property.

Internal/External Communications

ACS encourages you to develop working relationships with our Animal Care Center staff members. Please be considerate though of their time limitations when initiating conversations. As much as they might like to talk with you they are still required to get their work completed.

You may also see local print and television reporters touring around the Animal Care Center from time to time. Know that you must have authorization from the Volunteer Supervisor before conversing with the media concerning your activities as an ACS Pet Pal volunteer.

Conflict Resolution

In the course of your volunteer duties you may experience a problem or conflict with a fellow Pet Pal Volunteer. Please try to work out the issue on your own in the most mature manner possible. If you are unable to resolve the problem after trying your best, you should bring the matter to the attention of the ACS Volunteer Supervisor. If the ACS Volunteer Supervisor is unable to reconcile a satisfactory solution the issue will be referred to the ACS Deputy Director.

City of San José Policies

In addition to ACS Division policies and procedures, the City of San José has comprehensive citywide policies, procedures and restrictions that apply to all employees and volunteers. This citywide volunteer handbook is also included in your ACS Volunteer Pet Pal Handbook. It is incumbent on all Pet Pal volunteers to read the City of San José Volunteer Handbook before you begin your volunteer service.

Day-to-Day Rules

Signing In and Out

Each volunteer is required to sign in before they start their shift and sign out when they are through volunteering for the day. It is mandatory for insurance purposes that we know who is on site. This also helps us to determine which days and hours we need to request more help. The “sign in” computer is located in the Volunteer Center. Please pull up a chair and have a seat. It’s easy. Just follow the ‘sign-in’ instructions.

Remember all Pet Pal Volunteers must sign in and out. It is not optional. Failure to do so is cause for dismissal from the program.

Volunteer Badge & Apron

You will be issued a Pet Pal Volunteer badge with your personal volunteer number. You are responsible for bringing your badge in its magnetic holder (provided) with you when you report for duty. **You cannot perform any volunteer duties on-site without wearing your I.D. Badge.** If you forget your I.D. Badge and the Volunteer Supervisor is on duty, you can request to have a temporary badge issued for you in order to be able to work that day.

It is also mandatory for you to bring and wear your volunteer apron. If you forget your apron and a Volunteer Supervisor is on duty, you can request to have an apron loaned to you for that day. We encourage you to wear the volunteer t-shirt while you volunteer, but it is not required.

Be Proactive About Staying Informed

The Volunteer Notice Board is located next to the Sign in Computer. Please check this board each time you come in to work as this is the most efficient way of notifying all Pet Pals of procedure changes, updates, etc. Please do not write or post anything on the board without the approval of the Volunteer Supervisor.

We also use an online message board to communicate with one another, and you will be invited to join this group after you have completed your training and become a volunteer.

Safety

Disease Prevention

While handling animals, you can be exposed to a zoonotic illness. A zoonotic illness is one that can be transferred from an animal to a human. These include ringworm, mange, bordetella, parasites and though highly unlikely, rabies. Always, practice good hygiene, such as frequent hand washing to limit your risk of exposure. We recommend you consult your physician about receiving a tetanus vaccination and acquiring additional information about zoonotic illnesses and possible allergic reactions.

When animals are handled frequently, they are at risk for contracting an illness themselves. If you interact with one animal, and then interact with another one before washing your hands, you can transfer illness or disease from one animal to the other. This happens as easily as a common cold amongst school children. Please don't be responsible for making our animals sick! Always wash or sanitize your hands before touching a different animal. This is especially important for our cats, as feline upper respiratory infections (URI) are extremely contagious.

What To Do If You Are Injured

Everyone who handles animals is likely to get knocked down, bitten or scratched at some point. Volunteers are no exception. If you are injured or hurt while on volunteer duty you MUST notify an ACS supervisor immediately. If your injury requires medical

treatment beyond first aid you will need to fill out two Injury Claim Forms before seeking treatment. Volunteers with injuries involving an animal bite must also fill out an ACS Bite Report Form.

Euthanasia

Unfortunately part of our job is to euthanize animals. Many of the animals we have to euthanize are ill, severely injured, or dangerous to the public. But sadly we also have to put healthy good-natured animals down when the public drops off more animals than we can find homes for. We never want to do this. However, when the Animal Care Center is inundated with more animals than we can adopt out or place with rescue groups and other shelters, we simply run out of room to hold them all.

Each of you can help us cut down the number of animals the Animal Care Center has to euthanize by encouraging your friends and neighbors to do three things:

- Adopt a homeless animal instead of buying or purchasing pets from breeders.
- Encourage people to spay or neuter their pets. Every pet that is born means one less home for a shelter animal.
- Encourage people to be responsible and caring. A pet is a lifelong commitment that requires time and effort. Not something to be discarded should they become inconvenient.

City of San José

Volunteer

San José

Quality Standards

for Volunteers



TABLE OF CONTENTS

Overview	4
Mission	4
Volunteer Opportunities	
What Can I Do?	5
Discover the Benefits of Volunteering	5
When and Where Can I Help?	5
What Should I Consider Before I Decide?	6
Volunteer Responsibilities	6
Policies and Procedures	
Volunteer Recruitment and Selection	7
Work Schedule	7
Paperwork	7
Reference Checks	8
Orientation and Training Opportunities	8
Placement and Schedules	8
Timesheets	8
Risk Management and Safety	8
Worker's Compensation	9
Recognition	9
Resignation	9
Attendance Policy	9
Dress and Appearance	10
Drugs	10
Equal Employment Opportunities	10
Controlled Substance & Alcohol-Free Workplace	10
Smoking	11
Vehicle Usage	11
Travel/Mileage Reimbursement	11
Confidentiality	11
Guests	11
Media Policy	11
Pagers/Cell Phones/Personal Calls	11
Fair Treatment/Problem Solving	12
Health and Safety in Volunteering	
Child Abuse	12
Violent Customers	12
Dismissal	13

Customer Service Standards

Telephone Calls	13
Visitors	14

Customers with Disabilities

Services For Customers with Disabilities	14
How Does ADA Affect You as a Volunteer?	14
Inclusion Services	14
The Ten Commandments of Communicating with People with Disabilities	15

Overview

The City's Volunteer San José Program is designed to coordinate and manage citywide volunteer efforts to enhance the community in which you live. The program addresses community service needs, while placing special emphasis on the City's program priorities.

The City's volunteer program is designed to effectively match individuals, businesses and other interested parties in providing volunteer services to City Departments that have an exciting and positive work opportunity. The City's program will use countywide resources, such as the Volunteer Center, United Way and other agencies to the extent possible in order to avoid duplication.

Mission

The City of San José's volunteer Program is committed to encouraging community participation and the comprehensive coordination of volunteers to enhance community services.

Objectives

1. To develop a reliable and varied skilled network of community volunteers to support the livability of the community.
2. To provide opportunities for all segments of the community to participate in your community and local government.
3. To bring together volunteer resources to help augment your municipal services including, but not limited to the following areas: recreation, park maintenance, literacy improvement, park maintenance, graffiti abatement, coaching, office work, special events, and animal care.

Volunteer Opportunities

What Can I Do?

The opportunities to volunteer with the City of San José are almost unlimited. You can choose from a one-day special event such as community festival, to an on-going program. Opportunities are available to work with all ages, from preschool children to senior adults. Below is a sampling of volunteer opportunities.

- Trail maintenance
- Sports coach
- Receptionist
- Festival/special events assistant
- Parks beautification
- Animal care assistant
- Visual and performing arts
- Services for individuals with disabilities
- Aquatics assistant
- Senior program assistant
- Board, Commission or Friends group member

You may volunteer as an individual or with a friend. Groups such as scout troops, community groups and church groups are valued. Corporate volunteering can be done by everyone, or by parent, grandparent, and child combinations. Family volunteering is a great way to show others that volunteer work is important and meaningful.

Discover the Benefits of Volunteering

America has a proud tradition of neighbor helping neighbor. People volunteer because it is important to participate in the life of their communities, and volunteering benefits all citizens. Many volunteer to “give something back” as an expression of their gratitude for help given to them. Other people volunteer as a way to be active in their community, or adjust after a change in a family situation. Still others volunteer to meet people and build new relationships. Many people turn to volunteer work to learn new skills that will help them in their chosen career. Volunteering to assist with something you believe in can be one of the most gratifying and enjoyable things you can do.

When and Where Can I Help?

There are opportunities in all communities throughout San José. We can work with you to find an activity convenient for you. Opportunities for volunteering are available seven days a week, year-round; you may elect to work several hours a week or just volunteer at a one-time event.

What Should I Consider Before I Decide?

- Think about your lifestyle: How much time do you have to give to volunteering? Do you have reliable transportation?
- Think about your interests: What initiative or group do you want to help?
- Think about your skills and talents: What abilities do you have that would be valuable to others?
- Think about your goals: What do you want to accomplish through volunteering?

Volunteer Responsibilities

Every volunteer for the City of San José has responsibilities, which will be reviewed with each volunteer once they begin their new assignment. Supervisory staff is available to review with volunteer staff the expectations and responsibilities throughout the year.

All volunteers are expected to:

- Comply with City policies, procedures and regulations, particularly those having to do with smoking, alcohol, and other substance abuse areas
- Keep your work commitment
- Be willing to accept training and participate in other job development activities
- Adhere to all confidential requirements in the course of carrying out duties and responsibilities
- Refrain from the use of job knowledge or contacts for personal gain.
- Treat customers and co-workers with respect
- Be aware of Departmental procedures, rules and safety rules
- Be cooperative by accepting instructions, guidance and suggestions from staff
- Provide photo identification and be fingerprinted if the position requires it
- Provide your own transportation
- Adhere to the written job description for each position or assignment
- Be friendly, outgoing, and enjoy working with people – keep a positive attitude!

If you have questions about any of this information you should speak with your immediate supervisor or the Department volunteer coordinator.

Policies and Procedures

Volunteer Recruitment and Selection

Your completed paperwork will be reviewed. Prospective volunteers are then interviewed to match volunteer needs and abilities with the needs of the Department. An interview will be conducted by a supervisor. You should be prepared to discuss the following:

- Job description
- Job skills
- Time and availability
- Commitment necessary to complete the job
- Contact phone numbers
- Expectations
- Placement
- Completion of paperwork
- Other pertinent information

We hope that your volunteer placement is appropriate and you feel comfortable. If for some reason your assignment is not what you expected, please talk with your supervisor as soon as possible. This will allow for possible adjustments in your assignment.

Work Schedule

Work schedules are agreed upon between you and your supervisor. Be realistic when committing yourself for volunteer service. Agree to volunteer based on the number of hours per week, the length of time you are available and what is available at that particular work site. It is understood that from time to time it may be necessary for you to be absent due to illness, injury, family or personal reasons. To avoid disruption at the work site, please notify your supervisor as far in advance as possible. If an emergency situation arises and you are unable to report to work, please contact your supervisor or have a friend or relative do so if you are unable.

Paperwork

Certain paperwork is required on file with City of San José. This includes:

- **Completed and signed Application**
- **Completed and signed Service Agreement**
- **Work schedule** – a record of your hours needs to be completed, signed and submitted to your supervisor at the conclusion of your volunteer experience.
- **Volunteer feedback form** – at the conclusion of your volunteer assignment, this form should be completed and submitted to your supervisor. This provides us with information on your volunteer experience and will allow us to continue to improve our programs and services.

Reference Checks

Volunteer applicants will submit two personal references. It is our policy to check references before volunteers work in our programs. Please provide these names directly to your supervisor during your interview.

Orientation and Training Opportunities

Prior to beginning your assignment, your supervisor will provide you with an orientation. If you have questions about your work or a particular situation, please talk with your supervisor. As a volunteer, you may be interested in training opportunities that may be specific to your particular assignment. If you have any questions about training opportunities please speak with your supervisor. Once a volunteer has been selected to volunteer with a City Department or program, they will participate in an orientation program designed to inform volunteers about the City/Department as an organization, its policies, procedures, programs and regulations. This informative session is designed to assist you in your new role as a volunteer with the City of San José. After joining your new Department, you will be provided on-the-job orientation and training by your supervisor. Orientation will be scheduled at various times, as the need arises.

Placement and Schedules

Work schedules of volunteers are diverse and varied depending on the Department, program and or location of volunteers. Work schedules are flexible and may vary depending on the job that is being done. Volunteers should work with their job supervisor to set a schedule that is mutually acceptable. If a volunteer cannot make it to their assignment on a scheduled day, the volunteer should notify their job supervisor as soon as possible

Timesheets

Volunteers shall maintain a timesheet for the purposes of proper timekeeping and recognition. Timesheets are to be filled out each time a volunteer works, at the end of the month, or whenever stipulated by the job supervisor. Each volunteer is asked to use this form to record their hours each time they report for work. This record is used to determine how service levels have increased and which services have been enhanced by volunteers. Volunteers might also want to maintain this record to document their experience and commitment.

Risk Management and Safety

Each registered volunteer is included in the City's Risk Management and Safety program. This means that before volunteers begin their service, the direct supervisor is responsible for informing the volunteer of safe work practices, as required for employees. Any injury to the volunteer or losses to any third party, which involved a volunteer must be reported and processed in accordance with existing City policies on matters of this nature.

Workers Compensation

All volunteers are automatically covered under the City of San José Workers Compensation Insurance. Each volunteer is required to read and sign the Volunteer Service Agreement and return it to his/her immediate supervisor. This agreement specifies that coverage is available to volunteers, and spells out their legal rights and responsibilities. Volunteers are **not** covered:

- When driving their own vehicle on City of San José business.
- When participating in activities not sponsored/supervised by the City of San José or outside the regular jurisdiction of the City of San José.

If you are injured while performing volunteer duties, you must:

- Contact your supervisor as soon as possible (within 24 hours).
- In an emergency situation, get medical assistance first and then notify your supervisor about the injury.

Even if you do not get medical attention, you should report the incident to your supervisor.

Recognition

Recognition is not just a way of saying thank you, but a response to individual interest and reasons for being involved. Recognizing volunteers takes many different forms in the City of San José. Each year the Mayor hosts a large volunteer celebration to which you will be invited. We feel that volunteers are invaluable resources. Various awards, activities and just plain thank you's are another part of our efforts to recognize volunteers for helping make our community a better place to live.

Resignation

Due to varied circumstances, volunteers occasionally choose to leave the program before the completion of their commitments. If, for any reason, you cannot complete your assignment as planned, please inform your supervisor of your decision and try to allow us sufficient time to find a qualified replacement.

Attendance Policy

It is important that volunteers have attendance records. For those times when you are ill and unable to work, call the Supervisor where you are assigned to work as early in the day as possible.

You are expected to always be prompt and punctual. Being late may inconvenience those who are counting on your presence. If you must be late, please notify your staff supervisor in advance. Failure to appear for your shift without notifying your staff supervisor may result in your dismissal from the volunteer program.

Dress and Appearance

Each volunteer represents the City and your community to the residents. Your appearance contributes to the overall impression that our City portrays. Clothing appropriate to a business environment is expected as all volunteers are expected to present an image that is both professional and appropriate to their working conditions.

Drugs

Any volunteer who brings, possesses, is under the influence of, uses, transfers, sells, or attempts to sell on City property or while on City business, at any time, any form of narcotic, drug, or hallucinogen, except prescribed drugs and under the direction of a physician, is subject to immediate dismissal.

Equal Employment Opportunities

The City of San José is committed to creating and maintaining a work environment in which all individuals are treated with respect and dignity. Employees and volunteers have the right to work in an atmosphere which promotes equal opportunities and prohibits discriminatory practices including harassment.

Harassment, whether verbal, physical, non-verbal, or visual, arising in City of San José owned facilities, or at City of San José-sponsored or endorsed functions is unacceptable and will not be tolerated. The City of San José encourages volunteers to promptly report to the supervisor all information concerning workplace harassment without regard to the identity of the harasser or victim. Appropriate disciplinary action, which may include dismissal, will be taken against any individual found to be engaging in discriminatory behavior, harassment of any type, or found retaliating against persons filing a complaint.

Controlled Substance & Alcohol-Free Workplace

The City of San José is committed to maintaining a workplace free from controlled substance/alcohol abuse while ensuring the safety of its employees and volunteers, and providing the highest quality of services to its patrons.

The City of San José prohibits the manufacture, distribution, sale, presence, or use of controlled substances and alcohol in the workplace, City of San José vehicles, and other City of San José property. Volunteering while under the influence of controlled substances or alcohol is prohibited. Appropriate disciplinary action, which may include dismissal, will be taken against any individual found to be engaging in violation of this policy.

Smoking

Smoking is prohibited:

- During program hours
- In any City of San José vehicle
- In all City of San José facilities

Vehicle Usage

Volunteers who are required to use a vehicle in the pursuit of their duties are required to have completed the City's Defensive Driver class. Volunteers who must use their own vehicles in the pursuit of City business will not be covered against accidents and injury. All drivers are required to have a current driver's license and auto insurance.

Travel/ Mileage Reimbursement

Volunteers will not normally be eligible for mileage reimbursement.

Confidentiality

As a volunteer, you are responsible for maintaining the privacy of any information you may obtain while serving as a volunteer, whether the information involves staff, volunteers, clients, or other persons in the overall agency. Information regarding customers should not be the subject of casual conversation, either inside or outside the City of San José.

Guests

Guests of volunteers, including family members and children, are not permitted at the program unless the supervisor has granted prior approval.

Media Policy

Volunteers may talk to media about programs, events, and facilities if the topic is solely within their volunteer assignment. All policy questions or questions about why the City of San José does something must be referred to the supervisor and to the Public Affairs Office. Volunteers must immediately report any media calls or contacts to the supervisor.

Pagers/Cell Phones/Personal telephone calls

Personal pagers and cell phones are not permitted to be used during volunteer work hours unless you obtain prior approval from your supervisor. Volunteers are not to make or accept personal calls during working hours, except in an emergency.

Fair Treatment/Problem Solving

If a problem should arise concerning any condition of your volunteer work with the City, you should attempt to reconcile the matter with your Supervisor. All volunteers are encouraged to attempt to settle problems or issues requiring attention within the Department to which the volunteer is assigned. However, if you feel that a workable agreement or a satisfactory solution to your problem has not been reached from discussion within the Department, notify the Volunteer Coordinator for PRNS, who will attempt to work with the Department and resolve the issue or problem.

Health and Safety in Volunteering

Safety

Safety is everybody's business, and must be given primary importance in every aspect of performing volunteer activities. We want to protect you against injury and illness. If you are injured on the job, report all injuries to your supervisor immediately. Also advise staff of any equipment or situation that may pose a safety hazard. Volunteers who receive minor injuries during the course of their assignment will seek appropriate first-aid care at the City's Health facility at 151 W. Mission St. With regard to chronic health matters, the volunteer should pursue their own medical care and use their own medical insurance coverage.

Fingerprinting and Background Checks

Depending on the nature of the assignment, some volunteers may be required to be fingerprinted and submit to a background check. You will be informed if fingerprinting is required for your position. Volunteers who do not agree to the required screening may be refused an assignment.

Child Abuse

Crimes of child sexual and physical abuse are issues of great importance to the City of San José and the protection of the children we serve is a high priority. Please discuss the City of San José policies and procedures of this sensitive subject matter with your supervisor.

Violent Customers

If at any time a patron uses abusive language, will not leave the facility when asked or becomes aggressive or violent, it is necessary to call the Park Police. DO NOT try to handle violent situations on your own. Let Park Police diffuse the situation. Always contact a supervisor in these matters.

Dismissal

Always remember that volunteering is a privilege and not a right. Although you give your time without any pay, you must observe the department's policies and procedures and respect the decorum of the City of San José at all times. Any doubt about your suitability is sufficient enough for the Program Manager to reject your application. Volunteers who do not adhere to the rules, policies and regulations of the City of San José or fail to perform their assignments satisfactorily, are subject to dismissal. A volunteer may be dismissed at any time. The City of San José reserves the right to request that a volunteer leave immediately, if circumstances warrant such action.

Customer Service Standards

Customer Service Standards

Customers are not an interruption to your work, they are your work! Make every effort to be genuinely helpful, caring, knowledgeable, positive, and warm when interacting with customers and each other. The following are general practices when dealing with customers:

- All customers and internal staff requests are handled cheerfully and efficiently.
- Use customer's name whenever possible or appropriate during conversation.
- Throughout the City of San José, there will be a conscious awareness that the customer's needs at all times.
- Follow-up on customer requests to ensure that needs and expectations were met.
- Convey the content of a customer's dissatisfaction to your supervisor within 24 hours or less.

Telephone Calls

If you are volunteering in an office setting, the following standards will be followed:

- Every effort will be made to answer all telephone calls within two (2) rings.
- All telephone calls will be answered with a greeting, the name or the facility, the employee's name, and "How may I help you."
- Example: "Good morning, Baden Community Center, Tom speaking, how may I help you?"
- If unable to answer all of the customer's questions during the initial telephone call, write down the customer's name and telephone number, and inform the customer that someone from the City of San José will call him/her with an answer by the end of the day or next business day. Contact a supervisor who will be able to answer the customer's question. If unable to make contact with a supervisor, re-contact the customer to indicate status of inquiry.
- Customers will not be left on hold for more than 45 seconds. If you are helping someone on another line, write down the customer's name and telephone number and return the phone call.

- If you need to put a customer on hold, state, “Could you please hold?” When returning to the customer, say “thank you for holding.”
- When closing the telephone call, say “Thank you for calling.”
- Every effort will be made to return all telephone calls/pages by the end of the day that you receive the message/page.

Visitors

- All customers (adults and children) will be acknowledged either by a verbal greeting or smile/eye contact.
- Introduce yourself to the customer, as well as to co-workers.
- Concentrate on making the customer feel at ease and provide a warm and friendly atmosphere.

Customers With Disabilities

Services For Customers With Disabilities

The City of San José encourages the participation of individuals with disabilities in leisure pursuits alongside their peers without disabilities. Reasonable accommodations may be requested to remove or minimize barriers to full access. The City of San José has a long history of service to customers with disabilities. A national commitment to equal services was enacted by the passage of the Americans with Disabilities Act (ADA) in 1990. The United States congress passed this law in an effort to eliminate discrimination against individuals with disabilities in the areas of employment, transportation, public accommodations/services, and telecommunications.

How does the ADA affect you as a volunteer?

As a City of San José volunteer you may be the first person to greet a new customer to a service or facility. Your attitude toward the individual with a disability will significantly set the tone for whether or not that individual has a positive experience. If you do not know the answer to a question or request for an accommodation, say so, and offer to find the answer and get back to the person. Good customer service is very critical to the individual with a disability who may have experienced many physical and attitudinal barriers.

Inclusion Services

Inclusion Services are designed to encourage and provide opportunities for individuals with disabilities to participate in Department-sponsored programs with their non-disabled peers and families. Reasonable accommodations are based on individual needs and abilities. Services include trained support staff, adapted equipment, large print/Braille, sign language interpreters, and assertive listening devices.

The Ten Commandment of Communicating with People with Disabilities

- Speak directly to the person rather than through a companion or sign language interpreter who may be present.
- Offer to shake hands when introduced. People limited hand use or an artificial limb can usually shake hands and offering the left hand is an acceptable greeting.
- Always identify yourself and others who may be with you when meeting someone with a visual disability. When conversing in a group, remember to identify the person to whom you are speaking.
- If you offer assistance, wait until the offer is accepted. Then listen or ask for instructions.
- Treat adults as adults. Address people with disabilities by their first names only when extending the same familiarity to all others. Never patronize people in wheel chairs by patting them on the head or shoulders.
- Do not lean or hang on someone's wheelchair. Bear in mind that people with disabilities treat their wheelchairs as extensions of their bodies.
- Listen attentively when talking with people who have difficulty speaking and wait for them to finish. If necessary, ask short questions that require short answers, or a nod of the head, never pretend to understand; instead, repeat what you have understood and allow the person to respond.
- Place yourself at eye level when speaking with someone in a wheelchair or on crutches.
- Tap a person who has a hearing disability on the shoulder or wave your hand to get his or her attention. Look directly at the person and speak clearly, slowly, and expressively to establish if the person can read your lips. If so, try to face the light source and keep hands away from your mouth when speaking. If a person is wearing a hearing aid, don't assume that they have the ability to discriminate your speaking voice. Never shout at a person. Just speak in a normal tone of voice.
- Relax. Don't be embarrassed if you happen to use common expressions such as "see you later" or "did you hear about this?" that seem to relate to the person's disability.

REMEMBER... It's the person first, then the disability

Words That Hurt	Proper Words to Use
Retarded	Person with a mental retardation
Spazz	Person with cerebral palsy
Handicapped or victim of	Person with a disability
Deaf	Deaf or hard of hearing
Dumb or mute	Without speech or non-verbal
Slow	Developmental delay
Confined to a wheelchair	Uses a wheelchair
Learning Disability	Has a learning disability
Crippled	Has a physical disability
Fits	Seizures
Disease	Condition