

**Carteret County  
Government  
Volunteer Program  
Policy**

# Table of Contents

I.	Purpose	Page 3
II.	Volunteer Defined	Page 3
III.	Policy	Page 3
IV.	Carteret County Safety and Health Rules	Page 4
V.	Procedures	Page 5-6
	A. Department Procedures	
	B. Recruitment	
	C. Record Management	
	D. Volunteer Assignments	
	E. Attendance and Time	
	F. Dress Code	
	G. Orientation, Education and Training	
VI.	Volunteer Liability	Page 6
	A. Conduct	
	B. Non-Disclosure Agreement	

# **Carteret County Government Volunteer Program Policy**

## **I. PURPOSE**

Carteret County Government takes pride in maintaining and developing a strong community partnership which allows community members with interest and applicable skills to take part in each of the County's departments. Volunteer opportunities range from annual one-time assignments to those that are ongoing. Countless volunteers invest their time, energy, skills, and talent to help make the departments of Carteret County run efficiently.

## **II. VOLUNTEER DEFINED**

A volunteer is defined as an individual who performs hours of service within the County's Departments for civic, charitable, or humanitarian reasons without promise, expectation, or receipt of compensation for services provided or to gain experience in specific endeavors.

Individuals shall be considered volunteers only where their services are offered freely and without pressure of coercion, direct or implied, from the County.

Carteret County Government complies with regulations set forth in the Fair Labor Standards Act for individuals performing volunteer services for local governments.

## **III. EEO POLICY**

Carteret County Government volunteers will be selected and placed without regard to race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, parental status, military service, or other applicable legally protected characteristics.

## **IV. CARTERET COUNTY SAFETY AND HEALTH RULES**

Carteret County Government values its volunteers and their participation with the same commitment that it values its employees. Because of this, Carteret County Government requires all volunteers to understand the general safety rules outlined in this policy. It will also be extremely important to follow all safety rules exclusive to the area in which the volunteer is functioning.

1. Supervisors will be responsible for training volunteers on their building safety rules and Emergency Evacuation Plan. Supervisors will be responsible for training

each volunteer in their area for specific job tasks and safety requirements for each task.

2. Volunteers shall report to their department supervisor any incident or accident immediately, but no later than 24 hours from the date of the incident. The volunteer's supervisor shall document the incident on the Injury/Incident Report form and forward it to the Risk Analyst in the Human Resources Department.
3. It is the responsibility of every volunteer to adhere to the safety rules and regulations that apply to the area that they are volunteering.
4. Volunteers should perform duties in which they have experience in or have been trained for. If any volunteer is asked to perform any task that is unsafe or that gives a level of concern, they should consult with their supervisor or the Risk Analyst.
5. Volunteers will not operate vehicles and equipment unless they have been trained and certified in the same manner as a regular employee. Supervisors will be held accountable that the training is complete, prior to the volunteer operating the equipment. All volunteers must have approval from County Manager prior to driving a County owned vehicle.
6. Each department supervisor should equip each volunteer with the correct Personal Protective Equipment for each task requiring it.
7. Report any unsafe condition to your supervisor.
8. Under normal conditions, walk and do not run.
9. Fighting, disorderly conduct, horseplay and practical jokes are not allowed.
10. Smoking regulations must be followed at all times.
11. Unauthorized firearms or explosives will not be allowed on County property.
12. No volunteer will be permitted to perform duties if his or her abilities or alertness is so impaired through fatigue, illness, or other causes, as to make it unsafe for himself or others.
13. Being under the influence of alcoholic beverages, prescription drugs, non-prescription drugs, or illegal drugs on County property is prohibited.
14. Jewelry, loose clothing, neckties, or loose headbands will not be worn when volunteering around rotating machinery or equipment.
- 15. Under NO circumstances should a volunteer be allowed to work on any electrical circuit or device. Only County employees perform these tasks.**
- 16. Under NO circumstance should a volunteer be allowed to handle Hazardous Chemicals. Supervisors must train each volunteer of any chemical that they will be working around.**

## V. **PROCEDURES**

### A. Department Procedures

Each department that needs to utilize volunteers will develop and maintain written procedures to supplement this policy which will address specific methods to recruit, interview, select, orient, train, supervise, and recognize volunteers within their department. These procedures are subject to review by the Human Resources Department.

### B. Recruitment

Each department that needs to utilize volunteers will use consistent recruiting procedures appropriate to the specific program area. Standardized use of forms and pre-employment screenings are part of this process.

1. Potential volunteers must complete a Carteret County Government Volunteer Application and the Consent to Perform Background Check form.
2. As warranted by the department and specific program, background checks may include driving record, reference checks of prior employment and/or volunteer service, and criminal investigation to check for criminal history of abuse.
3. Failure to consent and/or submit to background checks as required for the volunteer opportunity will render the applicant ineligible to volunteer for Carteret County.
4. Volunteers that are inactive for six months will be required to undergo the application and background check process again.

### C. Record Management

1. A system of records will be maintained on each volunteer within each County department, including dates and hours of service, position(s) held, volunteer services performed, and evaluation of volunteer performance.
2. Volunteer personnel records shall be kept confidential in the Carteret County Government Human Resources Department.

### D. Attendance and Time

1. Departments shall establish work schedules which will meet the operational needs of the department.
2. Volunteers shall notify their supervisor in advance if they are unable to be present on their scheduled day and time.
3. Any volunteer needing service hours recorded, will be responsible for self-recording their time and providing that time to your supervisor for approval.
4. Volunteers shall not be compensated for their time served.

#### E. Dress Code

1. It shall be the responsibility of all volunteers to represent the County, to the public, in a manner which shall be courteous, efficient and helpful. County volunteers should always be well-groomed and dressed in a manner suitable for the public service environment and to reflect favorably the County's image. The volunteer's supervisor will discuss the subject of personal appearance with the employee if it is felt it does not positively reflect the image of the County.
2. All attire should be neat, clean, pressed and in good condition. Any volunteer deemed by the Department Head to be inappropriately dressed will be asked to return home in order to change clothes.

#### F. Orientation, Education, and Training

1. Volunteers are provided with orientation, education, and training programs as applicable to the department in which they are volunteering. The department will arrange an induction to the organization and relevant training.

### **VI. VOLUNTEER LIABILITY**

#### A. Conduct

Volunteers are expected to follow rules of conduct that will protect the safety and interest of Carteret County Government, volunteers and staff. Examples of conduct which could lead to dismissal include, but are not limited to, the following:

1. Demonstrated inefficiency, negligence or incompetence in performance of duties
2. Frequent absences or tardiness of volunteer's schedule
3. Violation of safety rules
4. Fraud or theft;
5. Falsification of records for personal profit, to grant special privileges, or to obtain employment;
6. Willful misuse or gross negligence in the handling of County funds;
7. Willful or wanton damage or destruction to property;
8. Willful or wanton acts that endanger the lives and property of others;
9. Brutality in the performance of duties;
10. Engaging in incompatible employment or servicing a conflicting interest;
11. Request or acceptance of gifts in exchange for favors or influence;
12. Stated refusal to perform assigned duties or flagrant violation of work rules and regulations.

## B. NON-DISCLOSURE AGREEMENT

This Volunteer Non-Disclosure agreement is made between Carteret County Government and the volunteer and is effective on the first day of volunteering. Volunteer is performing services for Carteret County Government without promise, expectation or receipt of compensation for services rendered/provided, and in the process may be exposed to Confidential Information. The Agreement is intended to prevent the unauthorized disclosure of Confidential Information.

- I. Personal Health Information.** During your time as a volunteer for Carteret County Government, you may have access to personal health information (“PHI”) relating to employees or citizens. PHI may consist of medical records, billing, and financial records or any individually identifiable health information. PHI is protected by the Health Insurance Portability and Accountability Act (“HIPAA”). HIPAA permits access to PHI on a “need to know” basis. Therefore, unless authorization has been granted, any intentional accessing of PHI, or circumvention of PHI security protocols, is prohibited.
- II. Confidential Information.** “Confidential Information” consists of PHI as well as proprietary information relating to Carteret County Government and its employees or citizens, including but not limited to: medical and financial records, revenues, identification and account numbers and names or other information conveyed in writing or in a discussion that is indicated to be confidential.
- III. Non-Disclosure.** Without assigned departments’ prior written consent, volunteer will not: (a) disclose Confidential Information to any third party; (b) make or permit to be made copies or other reproductions of Confidential Information; or (c) make any commercial/personal use of Confidential Information.
- IV. Return of Confidential Materials.** Upon assigned department’s request, volunteer shall immediately return all original materials provided by and any copies, notes or other documents in volunteer’s possession pertaining to Confidential Information.
- V. Term.** This Agreement and volunteer’s duty to hold Confidential Information in confidence shall remain in effect until termination or until whichever of the following occurs first: (a) Company sends volunteer written notice releasing it from this Agreement, or (b) Confidential Information disclosed under this Agreement ceases to be confidential.

My signature below represents that I have read and received the Volunteer Policy adopted [DATE] and agree to abide by its guidelines.

Print Full Name: \_\_\_\_\_

Sign Full Name: \_\_\_\_\_

Date: \_\_\_\_\_