



Volunteer Handbook

2022

# South Sound 911 Volunteer Handbook

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## INTRODUCTION AND PURPOSE

South Sound 911 welcomes you as a volunteer and hopes your association with the agency will be a satisfying experience. Regardless of your contribution, you are making a dramatic difference in the lives of others by volunteering your time. By taking the time to participate in our programs, volunteers influence the future of South Sound 911. In assisting staff with both daily tasks and new programs, volunteers enhance the levels of quality services the agency provides. We thank you for the time, devotion, and care you are willing to share, and welcome you to South Sound 911.

The purpose of the volunteer handbook is to provide overall guidance and direction so that you will be an effective, well-informed volunteer.

The policies outlined in the handbook are intended for guidance only, and do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. South Sound 911 reserves the right, at any time, to change/revise terms and conditions of voluntary service. As such, the contents of this handbook are subject to change in order to reflect those changes. Areas not specifically covered by the policies will be addressed by the Volunteer Coordinator, to include policies outlined in the South Sound 911 Employee Manual.

South Sound 911 also reserves the right to utilize, or not utilize, services of volunteers. Volunteers are not considered to be South Sound 911 employees and being a volunteer is not a guarantee of later employment with the agency.

## FUNDAMENTALS OF VOLUNTEERING

### **Attitude**

A volunteer needs to be open minded, willing to be trained, and able to accept direction and supervision. At the same time, South Sound 911 encourages volunteers to ask questions regarding policies, practices, or procedures.

### **Dependability and Reliability**

The dependability of a volunteer is extremely important. It is the volunteer's responsibility to notify the Volunteer Coordinator if unable to volunteer at an appointed time, or if there are other factors that may affect the volunteer's performance.

### **Communication**

A volunteer not only serves the needs of the agency and the public in an important way, but also provides a vital link between the organization and the community.

Communication is an essential element to a successful program. Both volunteers and the Volunteer Coordinator are encouraged to share questions, comments, and concerns that may arise in a positive, constructive manner.

### **Responsibility**

Volunteers represent South Sound 911 to the citizens. As a volunteer affiliated with the agency, you will be seen as a visible extension of our paid staff to citizens we serve. While most agency business is

considered public information, certain information is confidential. Volunteers will not discuss or disseminate any confidential information that the volunteer may have knowledge. It is vital that volunteers uphold the high professional standard that the public expects in order to maintain South Sound 911's reputation of integrity, professionalism, and trust.

## VOLUNTEER EXPECTATIONS

### **The following rules must be followed while volunteering for South Sound 911**

1. Volunteers shall obey all applicable city, county, state and federal laws.
2. Volunteers shall sign a volunteer agreement.
3. Volunteers shall not commit any acts nor fail to perform any acts which constitute a violation of any of the policies, procedures, guidelines or directives of the agency, whether stated in this Volunteer Handbook and/or in the South Sound 911 Employee Manual.
4. Volunteers shall conduct themselves in a manner as to reflect most favorably on the agency. Volunteers shall not engage in any conduct which is unbecoming of persons associated with the agency.
5. While on duty, the volunteer will not use his or her volunteer status to obtain any goods, products or services.
6. Volunteers shall not solicit or accept any gift or gratuity from any person, business or organization for the benefit of the volunteer, South Sound 911 or others if it may reasonably be inferred that the person, business or organization: (a) seeks to influence action of an official nature; (b) seeks to affect the performance or non-performance of an official duty (c) has an interest which may be affected directly or indirectly by the performance of the volunteer's duty; or (d) creates an appearance of fairness issue.
7. Volunteers shall not use their official position or official identification for personal or financial gain to obtain privileges not otherwise available to them, or to avoid consequences of illegal acts. Volunteer identification should only be used in the performance of volunteer duties with South Sound 911.
8. Volunteers acting in an official capacity shall not recommend or suggest in any manner the employment or procurement of any particular product, or private, professional or commercial service.

## VOLUNTEER BEHAVIORS

### **Volunteers are governed by the same rules of behavior that govern paid South Sound 911 employees. Inappropriate behavior may be cause for termination from the agency's volunteer program.**

Inappropriate behaviors include, but are not limited to:

1. Unauthorized absence and/or repeated tardiness
2. Intoxication and/or drinking alcoholic beverages or the use of or being under the influence of narcotics or drugs on the premises or at any time while providing volunteer service
3. Dishonesty or theft
4. Unprofessional behavior towards customers, employees, or other volunteers
5. Unwillingness to comply with South Sound 911 standards or volunteer position expectations
6. Falsification of records
7. Insubordination

8. Divulging confidential information
9. Damaging, defacing, or deliberately mishandling South Sound 911 equipment, property or supplies
10. Sleeping while on duty
11. Failing to report an injury, incident, or accident concerning an employee, customer, volunteer or any person within the agency or on South Sound 911 property
12. Carrying prohibited weapons on South Sound 911 property
13. Willful violation of South Sound 911 policies, rules or regulations

## CUSTOMER SERVICE

Serving our customers is the number one priority of all South Sound 911 volunteers and regular employees. Volunteers will be called upon to provide residents with the high quality customer service they have come to expect. It is important to keep in mind that “customer” includes everyone the volunteer comes in contact with while representing the agency, including citizens, patrons, South Sound 911 employees, and representatives from other agencies and organizations. South Sound 911 is dedicated to providing quality customer service and as part of our commitment to customer service, it is important to keep the following points in mind when serving customers:

1. Listen actively to determine the customer’s needs.
2. Always remain courteous, calm and professional.
3. Make an extra effort to help the customer solve his/her problem.

## VOLUNTEER HOURS

Any questions related to policies, procedures, or volunteer assignments should be discussed with the Volunteer Coordinator. Specific Volunteer work assignment information will be covered with the individual assigning the work.

## IDENTIFICATION

Administration will issue each volunteer a photo identification badge. While performing duties for South Sound 911 volunteers must wear the volunteer identification badge. The identification badge must be worn on the outermost garment, in an easily visible manner. Volunteers shall protect their badge and not reproduce or give it to anyone for any purpose. If the identification badge is lost, immediately report the loss to the Volunteer Coordinator.

Volunteers shall furnish their name and show their identification badge to any person requesting this information when on duty or while representing South Sound 911 in any capacity.

Volunteers are responsible for returning ID cards and/or card-key to the Volunteer Coordinator when ending volunteer status with South Sound 911.

## RESIGNATION/TERMINATION

Volunteer placements are made on a conditional basis. Either the agency or the volunteer may terminate the arrangement at any time if it is not agreeable or acceptable to either party and/or when the assignment has been completed.

## RECEIPT OF VOLUNTEER HANDBOOK

I have received a copy of the Volunteer Handbook, which outlines the policies and procedures of South Sound 911. I have read and understand the information in it and agree to abide by the policies while volunteering.

*The handbook does not constitute a contractual arrangement or agreement between South Sound 911 and its volunteers of any kind including, but not limited to, the terms and conditions of volunteering. South Sound 911 reserves the right to utilize, or not utilize, the services of volunteers.*

I understand that it is my responsibility to secure information from the Volunteer Coordinator if I have questions or concerns about any of the information outlined in this Volunteer Handbook. I understand that these policies and procedures are continually evaluated and may be amended, modified or terminated at any time and at the sole discretion of South Sound 911 with or without notice.

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature of Volunteer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Assigned Department

Volunteer Program for South Sound 911