

City of Torrance  
**Volunteer Program Handbook**

**[Volunteer Edition]**

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Coming together is a beginning, staying together is progress  
and working together is success.  
- Henry Ford

## **Welcome**

*Welcome to the City of Torrance Volunteer Program!*

We are grateful and excited to have you be a part of our volunteer community! Our steadfast commitment is to a future where we take pride in a shared purpose and a sense of personal responsibility and respect. In assisting staff with daily tasks and new programs, volunteers enhance the quality of services provided by the City of Torrance. We aim to work together and continue to build a community where people can enjoy an enriched quality of life and thrive in a shared sense of belonging.

*Thank you for choosing to join us!*

Check out our City of Torrance Volunteer Program website for more information:

<http://www.torranceca.gov/volunteerprogram.htm>

## **Introduction**

### *City of Torrance Mission Statement*

The mission of the City of Torrance is to encourage and respond to community participation as we provide for an attractive, clean, safe, secure and enriching environment that assures a high quality of life. Our vision of the City of Torrance is of a premier City thriving in a global community while building on the past, taking action in the present, and pursuing a dynamic future.

### *City of Torrance Volunteer Program Vision Statement*

The Volunteer Program provides an avenue by which the City and its citizens can work together to achieve the goals and objectives set forth in the Strategic Plan. Volunteerism allows residents to contribute time and skills in various ways to the community, enriching their lives as well as the lives of others.

The following lists the detailed goals and objectives of the City of Torrance Volunteer Program:

- Supplement and compliment existing citywide programs
- Extend services and initiate new and innovative programs that could not be otherwise provided
- Empower volunteers with the opportunity to gain public awareness of the operations of a public agency
- Enable the public with the means to provide more input in the development of their community
- Provide positive opportunities for volunteers to utilize their talents in a constructive manner while fulfilling their own needs
- Enable volunteers with an avenue to gain knowledge and experience
- Develop and enhance a greater understanding and appreciation between City staff and volunteers
- Extend a sense of pride and purpose to all participants

**You make a living by what you get. You make a life by what you give.**  
**- Winston Churchill**

## **What Volunteers can expect from the City of Torrance**

The City of Torrance values its volunteers' service to the community. Volunteers can first and foremost expect to be placed in an environment where their interests, skills and talents help meet the needs of the City.

Volunteers can expect:

- Respect, courtesy, cooperation and appreciation for their efforts
- To be assigned tasks in conjunction with their skills, interest, availability and training
- That all forms required for the application process to be held confidential by the City of Torrance Volunteer Program Coordinator and Volunteer Supervisors
- Orientation, adequate training and a clear understanding of duties, expectations, and time commitment
- Adequate space, equipment and supplies to perform assigned duties
- Their supervisors to enforce safety standards and requirements
- The right to work in an environment free from all forms of discrimination and conduct which can be considered harassing, coercive or disruptive
- To receive program and policy updates and changes
- Constructive and beneficial feedback on performance
- The opportunity to offer feedback and ask questions

All volunteers serving the City of Torrance will be working under the supervision of a staff member. Volunteers are an extension of the department system that enables staff to increase services in other areas.

**Do what you can, with what you have, wherever you are.  
-Theodore Roosevelt**

## **What the City of Torrance can expect from Volunteers**

The City of Torrance takes prides in having a diverse pool of volunteers. Community volunteer involvement reflects the pledge and steadfast commitment to a future where there is a shared purpose and a sense of community with personal responsibility and respect for all.

The following are general guidelines as to what the City expects of all volunteers, regardless of their age, gender or background:

- Consider your volunteer service to the City a serious commitment
- Report promptly to all shifts as assigned
- In the event that you cannot hold your commitment to the scheduled assignment, notify your supervisor or volunteer coordinator as soon as possible
- Update volunteer application and background check when required
- Cooperate with staff, other volunteers and community members
- Maintain a good attitude
- Comply with all rules of conduct of the City and Department you serve
- Remember that you represent the City of Torrance at all times

*Below are detailed policies and procedures we expect all volunteers to follow:*

### *Attendance:*

All volunteers are responsible for arriving on time for their scheduled commitments. In the event that a volunteer cannot make their scheduled appearance, alert the assigned supervisor or coordinator in advance.

### *Sign-In/Tracking Hours:*

All volunteers are required to sign-in for their shifts and all hours will be documented for City audits and/or reports.

### *Proper Attire/Grooming:*

Volunteers are responsible for presenting a professional image to the public. Volunteers should dress appropriately for the conditions and performance of their duties as well as maintain good hygiene and grooming while working. All volunteers should practice common sense rules of neatness, cleanliness, and comfort. Certain positions require specific clothing requirements which are left to the reasonable discretion of the City Department.

*Facility Usage:*

Please avoid personal phone calls, visits or other interruptions while on duty. Volunteers are prohibited from taking or using City supplies, materials, equipment, or facilities for personal use. City computer and telephone usage for personal reasons will be subject to the discretion of the City Departments.

*Drugs/Alcohol Use:*

The City is committed to providing a safe and drug/alcohol-free environment for volunteers, the staff and the public. Any volunteer who reports for duty under the influence of, or whose performance is impaired by, the use of alcohol, prescription or non-prescription drugs will be relieved of his/her volunteer duties. The use of illegal substances will not be tolerated.

*Smoking:*

Smoking is prohibited in all city buildings. Smoking will be limited to designated break times and in designated areas.

*Harassment:*

Harassment based on race, color, national origin, ancestry, gender, age, religious convictions or disability will not be sanctioned or tolerated. Harassment of any person is strictly prohibited, whether directed at an employee or citizen. A volunteer who experiences harassment should report the incident immediately to the program supervisor.

*Safety:*

Volunteers are expected to use safe work practices and immediately report unsafe conditions that exist in the workplace to their supervisor.

*Reassignment:*

Understanding that interest, availability and other factors change, volunteers may request reassignment at any time to another City Department.

*Dismissal:*

Volunteering for the City is a privilege. All volunteer assignments are served “at-will” and are subject to termination by the volunteer or the City at any time for any reason. Please notify your supervisor in the event that you decide to end your volunteer service.

Policies and procedures shall be enforced by any manager, supervisor or acting supervisor. Any exception(s) to these policies shall be determined on a case by case basis by the Civil Service Manager and/or Volunteer Program Coordinator.



## City of Torrance Anti-Harassment Policy

**Volunteers are responsible for understanding and abiding by the City’s policies and procedures as outlined in this handbook, your volunteer contract, and the City’s policy and procedure manuals. The following excerpts, from such manuals, identify the definitions, policies and procedures for anti-harassment.**

### **Chapter 34            Anti-Harassment Policy**

The City is committed to providing a workplace free of discriminatory harassment. This Policy defines discriminatory harassment and sets forth a companion procedure for the investigation and resolution of such complaints by or against any City employee, applicant, or contractor. This Policy applies to all terms and conditions of employment, including but not limited to hiring, placement, promotion, disciplinary action, layoff, recall, transfer, leave of absence, training opportunity and compensation.

Discriminatory harassment will not be tolerated and employees who violate this Policy may be subject to appropriate disciplinary action. Retaliation against any individual for making a complaint of such harassment or for participating in a harassment investigation constitutes a violation of this Policy. However, knowingly false accusations of retaliation or harassment similarly will not be tolerated.

#### ***Article 37.05            Definitions***

Discriminatory harassment: harassment based on actual or perceived race, religious creed, sex, national origin, ancestry, disability, medical condition, marital status, age or sexual orientation.

Harassment can consist of virtually any form or combination of verbal, physical, visual or hostile work environment conduct. It need not be explicit, nor even specifically directed at the victim. Sexually harassing conduct can occur between people of the same or different genders.

Harassment includes, but is not limited to the following misconduct:

Verbal: Inappropriate or offensive remarks, slurs, jokes or innuendoes based on actual or perceived gender, religious creed, national origin, ancestry, disability, medical condition, marital status, age or sexual orientation. This may include, but is not limited to, inappropriate comments regarding an individual’s body, physical appearance, attire, sexual prowess, marital status, pregnancy or sexual orientation; unwelcome flirting or proposition; demands for sexual favors; verbal abuse, threats or intimidation of sexual nature; or sexist, patronizing or ridiculing statements that convey derogatory attitudes about a particular gender.

Physical: Inappropriate or offensive touching, assault, or physical interference with free movement when directed at an individual on the basis of actual or

perceived gender, religious creed, national origin, ancestry, disability, medical condition, marital status, age or sexual orientation. This may include, but is not limited to, kissing, patting, lingering or intimate touches, grabbing, massaging, pinching, leering, staring, unnecessarily brushing against or blocking another person, whistling or sexual gestures.

Visual Or Written: The display or circulation of offensive or derogatory visual or written material related to sex, religious creed, national origin, ancestry, disability, medical condition, marital status, age or sexual orientation. This may include, but is not limited to, posters, cartoons, drawings, graffiti, reading materials, computer graphics or electronic media transmissions.

Work Environment: A work environment that is permeated with sexually-oriented talk, innuendo, insults or abuse not relevant to the subject matter of the job. A hostile work environment can arise from the following circumstances if:

- An unwarranted focus on sexual topics or sexually suggestive statements.
- An unwelcome sexual behavior is directed specifically at an individual.
- The individual merely witnesses unlawful harassment in his or her immediate surroundings.

The determination of whether an environment is based on the totality of the circumstances, including such factors as:

- The frequency of the conduct.
- The severity of the conduct.
- Whether the conduct is humiliating or physically threatening.
- Whether the conduct unreasonably interferes with an individual's work.

## **Chapter 134            Anti-Harassment Procedure**

All persons shall immediately report any evidence of discriminatory harassment or complaints regarding sexual harassment made to them or which they have directly observed, whether or not reported by the employee who is the object of the harassment, to their supervisor, manager, or to the Human Resources Department. Any supervisor or manager who receives a complaint regarding discriminatory harassment shall immediately report it to the Human Resources Department, followed by written documentation of the complaint.

### ***Article 134.10            Employees' Responsibilities***

1. Report any conduct which fits the definition of discriminatory harassment to their immediate supervisor or appropriate authority figure. This includes conduct of non-employees, such as sales representatives or service vendors or harassing conduct toward such contractors. Under no circumstances shall an employee of the City of Torrance who believes that he or she has been the victim

- of discriminatory harassment be required to first report the harassment to a supervisor or other authority figure who has done the harassing.
2. Cooperate with any investigation of any alleged act of harassment conducted by the City of Torrance.
  3. Maintain confidentiality to the extent possible in investigating any claims of alleged harassment.

**No matter how big and powerful government gets, and the many services it provides,  
it can never take the place of volunteers.**

**- Ronald Reagan**

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*Please return Volunteer Agreement to Civil Service*  
**Volunteer Agreement**  
**(For Volunteer)**

As a volunteer, I have received a copy of the Volunteer Handbook, which outlines the policies, procedures and expectations for volunteers of the City of Torrance. I have read and understand the information stated and agree to abide by the policies during my service to the City of Torrance.

I understand that it is my responsibility to raise any questions or concerns about any of the information outlined in this handbook to my Volunteer Supervisor or Volunteer Program Coordinator. Also, that these policies and procedures are continually evaluated and may be amended, modified or terminated at any time. The statements contained in the Handbook are not intended to create any legal obligations.

I further understand that I am to conduct myself in accordance with all City policies and procedures. I have received, read and understand the anti-harassment policy included in this Handbook.

\_\_\_\_\_  
Volunteer Name (Print)

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

\_\_\_\_\_  
Date

**(For Volunteers under 18):** I, \_\_\_\_\_ (Parent/Guardian Name), have read and understand the responsibilities and expectations of all volunteers recruited by and for the City of Torrance Volunteer Program. (Parent initials) \_\_\_\_\_

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**Volunteer Agreement**  
**(For Supervisor/Coordinator)**

As a volunteer supervisor, I have reviewed the information in the Volunteer Handbook with \_\_\_\_\_ (Name of Volunteer). I agree to meet the expectations of a Volunteer Supervisor and follow-up with any comments or questions raised by my volunteer. Furthermore, volunteer information will not be disclosed and will not be provided to anyone outside the management of the Volunteer Program.

\_\_\_\_\_  
Supervisor/Coordinator Name (Print)

\_\_\_\_\_  
Supervisor/Coordinator Signature

\_\_\_\_\_  
Date

<b>(For Office Use Only)</b> <b>Date:</b>	<b>Department/Program:</b>
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