



Granville County

# Volunteer Policy

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## I. Policy Purpose

This Volunteer Services Policy is intended to provide Granville County staff with guidelines on departmental volunteer programs. This policy establishes a Countywide foundation for volunteer services to which each department will adhere (more restrictive policies may be implemented in some departments, but the County policy must be met at a minimum). The Granville County Volunteer Services Policy applies to all persons who perform voluntary service for the County of Granville, and provides such persons with the terms and conditions of their volunteer service to the County of Granville. This policy is designed to enable the County to accept volunteers, reduce volunteer risk, and protect the interests of Granville County, its volunteers, its staff, and the community it serves. All volunteers and County staff are expected to abide by County policies.

## II. Policy Administration

Administration of volunteers and a volunteer program are largely the responsibility of the department for which the volunteer works. Changes to this policy will go through the Granville County Administrative Office. Departments are responsible for creating specific department policies for their volunteer program while meeting the expectations outlined in this Countywide policy. Departments must get approval for the departmental specific policy from the County Manager and appropriate governing boards.

## III. Equal Volunteer Opportunity

Granville County is an Equal Employment Opportunity Employer and conducts its personnel practices in compliance with all applicable state and federal laws. Granville County is committed to a volunteer services program that is non-discriminatory; volunteer decisions shall be made without regard to a volunteer's race, color, sex, gender, religion, national origin, age, disability, or veteran status.

## IV. Volunteer Code of Ethics

All Granville County volunteers will operate under the below Code of Ethics:

*As a volunteer for Granville County, I understand that I am subject to a code of ethics similar to that which binds the staff of Granville County. I assume certain responsibilities and I am expected to be accountable for my actions. I will keep confidential matters confidential. I will conduct myself in a professional manner. As a volunteer, I agree to work without compensation of money, but will be expected to do my work in accordance with the facility and department for which I am volunteering, as well as for the entirety of Granville County Government.*

## V. Definition of Volunteer and Volunteer Types

A Granville County volunteer performs services directly related to the business of the County for humanitarian, public service, or charitable benefit or to gain experience. Volunteers for Granville County are uncompensated and must be willing to act in accordance with the Granville County Volunteer Services Policy.

Granville County volunteers assist full and part-time staff members in the implementation of programs and special events. Volunteers assist departments in working on specific goals. Volunteers offer suggestions and comments on improving current programs and ideas for new programs.

Department heads may accept all eight types of volunteers as appropriate, as well as not accept one or multiple types of volunteers as appropriate for the needs of their department.

It is possible for volunteers to be classified in more than one type of volunteer role as appropriate.

There are eight broad types of volunteers:

- General Volunteer: Not assigned to sensitive areas or situations; does not require licensing or certification
- Special Volunteer: Assigned to work in sensitive areas, such as the Department of Social Services; this category of volunteer requires a background check and drug test
- Pro Bono/Skilled Volunteer: A professional offering their services at no charge
- Youth Volunteer: A volunteer under the age of 18; a signed parental consent form is required (Appendix B)
- Public Safety Volunteer: Performs volunteer services related to law enforcement and public safety; this category of volunteer may require a background check and drug test
- Court Referral: Perform volunteer services as mandated by a judge
- Advisory Boards and Commissions: Appointed to an advisory board or commission by the Granville County Board of Commissioners
- Internal Volunteer: Granville County staff that volunteers internally and/or with a project related to a Granville County department or Countywide event; Granville County staff may not volunteer in the department where they work (applies to part-time and full-time employees)
- Team Volunteers: This is a team of people (adults and/or children) that volunteers as a one-time project (for example: classes, corporate work groups, church groups, Girl Scout troop, etc.)

Department heads may provide further detail for each type of volunteer in their departmentally specific policy. Department heads may also provide more restrictions for each type of volunteer within their departmentally specific policy.

## VI. Responsibility of the Department to the Volunteer

Departments that use volunteer services are expected to uphold a certain level of responsibility to the volunteers that give of their time and services to Granville County. These responsibilities include, but are not limited to:

- Offer proper training and orientation
- Maintain records of hours spent in service
- Assure that volunteers will be treated with respect
- Provide supervision, guidance, and orientation
- Provide an opportunity for a meaningful volunteer experience.

## VII. Responsibility of Volunteer to the Department

Granville County values the willingness of volunteers to give of their time, resources, and services to the work of the County. In order for Granville County staff to maintain the County brand and integrity of services, volunteers are expected to comply with the terms outlined in this policy. Volunteers have a certain level of responsibility to the departments for which they volunteer including, but not limited to:

### *Pre-Volunteer Approval*

- Complete the volunteer application
- Attend the departmental orientation program
- Sign volunteer contract(s) and waiver(s)

### *Upon Volunteer Approval*

- Adhere to policies and procedures
- Be on time and in attendance as scheduled

- Notify departments of any deviation in scheduled hours
- Follow the direction of County personnel

## VIII. Volunteer Administration

### Recruitment

Departments are responsible for recruitment of their own volunteers. Granville County Administration and Human Resources will assist in general marketing through the public information function (including Facebook, website, listservs, etc.). All departments must adhere to Countywide policies and procedures when recruiting volunteers.

### Selection

Departments are responsible for selecting their own volunteers. All departments must adhere to Countywide policies and procedures when selecting volunteers.

### Orientation

In order for both the County and volunteers to have a complete understanding of what's expected when a volunteer comes on board, volunteers must complete an orientation for each department that also goes over the Countywide volunteer policy. This can be done in-person or by video or webinar. Volunteers will also review County policies such as, but not limited to, sexual harassment, drug free workplace, HIPAA, and information technology. Departments are responsible for conducting appropriate orientations for their volunteers. An orientation checklist is strongly encouraged.

### Tracking Volunteer Time

Granville County uses a Countywide volunteer tracking system; all departments using volunteers will use this system.

## IX. Advisory Boards and Commissions

Members of Granville County advisory boards and commissions are considered volunteers, and are still held accountable for following state procedures for open meetings outline in Article 33C "Meetings of Public Bodies" in the NC General Statutes.

## X. Public Records and Retention Schedules

When volunteers interact with Granville County staff and/or conduct business for Granville County, they are potentially creating public records that may be subject to retention schedules set by the NC State Archives. This includes, but is not limited to, digital communications such as email, text, and social media postings. Granville County department heads or their designee (s) supervising Granville County volunteers should work to ensure that all records subject to the North Carolina retention schedule are being archived, even if those records are created by volunteers. Volunteers should act in accordance with County policy on public records, archiving, and retention.

## XI. Policies and Procedures

Individuals that volunteer with Granville County Government are working to transact the business of Granville County. Therefore, volunteers and departments utilizing volunteers are expected to adhere to a framework of policies and procedures that maintain the integrity of Granville County services, while protecting the safety of volunteers and County staff.

## General Guidelines for Volunteers

Volunteers agree to the following general guidelines during their volunteer service:

- Please be on time for assigned volunteer shifts.
- Make sure to follow proper protocol when signing in for a shift, scheduled or unscheduled.
- Be friendly and helpful to staff, other volunteers, and the public at all times.
- Smoking is permitted in approved areas only.
- Report all accidents, no matter how small, to the direct supervisor immediately.
- Be alert and practice good safety habits. Follow the rules of the volunteer training.
- Volunteers must wear identification stating that they are a volunteer.

## Age Policy

Volunteers of all ages are welcome to serve with Granville County; however, each department may have varying policies on the minimum age allowed for volunteering in that department. Please contact each individual Granville County department to determine any volunteer age restrictions.

## Attendance

Volunteers are expected to report to work as scheduled. The work of Granville County volunteers is important to the effectiveness and efficiency of Granville County operations; therefore, attendance and timeliness is an important part of a volunteer's responsibility to the department. Should a volunteer find that they cannot perform their scheduled volunteer assignment, please notify the supervisor as soon as possible. Granville County understands that volunteers sometimes have extenuating circumstances and these will be taken into consideration. Each situation will be handled on an individual basis.

## Dress Code/Appearance

Volunteers are representatives of Granville County. Volunteers should adhere to dress code policies for each individual department.

## Granville County Information Technology Policy and Social Media

All Granville County volunteers are expected to follow the Granville County Information Technology Policy (found on [www.granvillecounty.org](http://www.granvillecounty.org)). This policy outlines acceptable use, legal, safety, and security guidelines for using Granville County information technology systems and equipment. Department heads are responsible for making sure that all Granville County volunteers adhere to the Granville County IT Policy.

All volunteers will adhere to the Social Media Policy outlined in the Granville County Information Technology (IT) Policy. This policy can also be found in Appendix E of the Granville County IT Policy. All volunteers should sign the Granville County Social Media Acknowledgement and Acceptance form found in Appendix G of the Granville County IT Policy.

## Photo Consent

All volunteers over the age of 18 will consent to use of their image in photos used by Granville County on its website, social media outlets, and other public relation channels as a part of the volunteer application process. Volunteers under the age of 18 must have parental consent before Granville County can use any images of minors on public relation channels. This form can be found in Appendix C of the Granville County Volunteer Policy.

## Public/Media Relations

Only Granville County staff and elected officials may provide information to representatives of the news media. Any inquiries from the press or other agencies must be referred directly to the department head.

## Drug Free Workplace

Granville County Government is a drug free workplace. Use or possession of illegal drugs or controlled substances will result in termination.

## Solicitation

Volunteers are prohibited from soliciting for any purpose during their regular hours of work.

## Problem Resolution

Volunteers should bring all problems to their department head. If a solution cannot be achieved, volunteers should contact the County Manager's Office.

## Disclosure of Confidential Information

Granville County has a moral and legal obligation to maintain confidentiality in medical, personal, and financial information about its volunteers, staff, and program participants. All volunteers and staff will comply with all federal, state, and local laws to protect confidential information of volunteers, staff, and program participants.

## Insurance/Liability and Workers Compensation

Granville County does not provide volunteers with any medical, health or accident benefits; volunteers who are officially recognized as such by a Granville County department will be covered under Worker's Compensation in the event that they are injured while performing duties in the capacity as a volunteer.

All Granville County volunteers will sign the Granville County Volunteer Acknowledgement and Agreement (Appendix A of the Granville County Volunteer Policy). Each department may implement additional waivers as needed.

## Harassment

No individual with Granville County shall subject another volunteer or staff to any form of harassment. Harassment is defined as improper conduct, verbal or physical, which interferes with an individual's work performance or creates a negative (intimidating or hostile) work environment. Volunteers who engage in harassment will be cease to be a Granville County volunteer.

## Care of Property

It is the responsibility of each volunteer to properly care for Granville County property. Volunteers should report broken or defective equipment to their supervisor immediately. Volunteers are strongly discouraged from using County equipment for personal use.

## Personal Business/Telephone Calls

Personal visits, calls, and other forms of non-Granville County related business should be limited during a volunteer's shift.

## Conflicts of Interest

A conflict of interest can arise through various relationships including, but not limited to, family relationships, economic relationships, or intimate relationships. No volunteer of Granville County shall operate or act in any manner that is contrary to the best interest of Granville County.

## Use of Organizational Affiliation

A volunteer may not abuse their affiliation as a Granville County volunteer in connection with partisan politics, religious matters, or community issues contrary to mission of Granville County. Department heads may exercise their discretion on this matter.

## Separation

Volunteers serve at the pleasure of Granville County. Accordingly, a volunteer can be dismissed without notice or cause.

## Prohibited Activities

The following list of violations is not meant to be all-inclusive, but is an example of the type of conduct that may result in immediate discharge and/or may result in legal action:

- Deliberate destruction of Granville County property
- Reporting to a volunteer assignment with drugs or alcohol in one's system or selling, using, dispensing, or possessing alcohol, illegal drugs, or other controlled substances
- Possessing a firearm or other weapon on County property and/or the volunteer site while engaged in County business
- Engaging in harassment or discrimination in violation of the County's policies on equal employment and/or harassment
- Negatively interfering with another volunteer or employee in the performance of that employee or volunteer's job
- Unauthorized disclosure of confidential information
- Conduct or action that endangers the safety or well-being of any person
- Refusing to perform a volunteer assignment that is reasonably requested by a supervisor
- Unauthorized use of the County's property
- Excessive absenteeism or tardiness

# Appendix A: Granville County Volunteer Policy Acknowledgement and Agreement

## Granville County Volunteer Policy Acknowledgment and Agreement

Volunteer Name: \_\_\_\_\_

Address:

\_\_\_\_\_  
(Street) (PO Box) (City) (State) (Zip)

Age (for volunteers under 18 years of age): \_\_\_\_\_

**I acknowledge that I have read and/or been instructed on the terms of the Granville County Volunteer Policy; I acknowledge that I understand the terms outlined in the Granville County Volunteer Policy. I agree to comply with the terms outlined in the Granville County Volunteer Policy.**

**I acknowledge that signing this form means I consent to the use of my image in photos used by Granville County. (Volunteers under the age of 18 must have a parent complete the photo consent form.)**

\_\_\_\_\_  
Volunteer's Signature

\_\_\_\_\_  
Date

\*\*For volunteers under 18 years of age, a parent also needs to acknowledge that their child has read and/or been trained on the Granville County Volunteer Policy.

**I acknowledge that my child has read and/or been instructed on the terms of the Granville County Volunteer Policy; I acknowledge that my child understands the terms outlined in the Granville County Volunteer Policy. My child will comply with the terms outlined in the Granville County Volunteer Policy.**

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Date

## Appendix B: Parental Consent for Youth Volunteer

### Granville County Volunteer Policy Parental Consent for Volunteers Under the Age of 18

I, \_\_\_\_\_, give permission for my child,  
\_\_\_\_\_, to volunteer with Granville County in

the following departments:

- Administration       Animal Control       Board of Elections       Senior Services  
 Library System       Sheriff's Office       Social Services       Solid Waste/Recycling  
 Parks and Recreation       Cooperative Extension       Emergency Management  
 Other \_\_\_\_\_

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Date

# Appendix C: Photo Consent Agreement



141 Williamsboro Street, PO Box 906  
Oxford, NC 27565

## PHOTO CONSENT FORM Granville County Government

Granville County Government often uses photographs, video and audio recordings of local residents and/or visitors to the area for informational purposes. These materials may appear in print or online. All use of such items will be for informational use only.

This form will allow you to give consent for your image to be used. For those under the age of 18, a parent and/or guardian can give consent by signing this form.

**PLEASE CHOOSE ONE:**

**For anyone younger than 18 years old:**

I give permission for Granville County Government to make photographs, videos or audio recordings of my child. Furthermore, I understand that I may not have the opportunity to inspect or approve the final product for its specific use before publication.

**For anyone 18 years of age or older:**

I give permission for Granville County Government to make photographs, videos or audio recordings of me. Furthermore, I understand that I may not have the opportunity to inspect or approve the final product for its specific use before publication.

Signature \_\_\_\_\_

Printed name \_\_\_\_\_

Name of minor child (if applies) \_\_\_\_\_ Age \_\_\_\_\_

City of Residence \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Phone \_\_\_\_\_

Today's Date \_\_\_\_\_

# Appendix D: Volunteer Waiver, Release, and Indemnity for External Volunteers

## Granville County Volunteer Waiver, Release, and Indemnity

Volunteer Name: \_\_\_\_\_

Address:

\_\_\_\_\_  
(Street) (PO Box) (City) (State) (Zip)

Email address: \_\_\_\_\_

I, the undersigned volunteer, desire and agree to work for the County of Granville. I further understand and also agree to the following:

1. I am donating my time and services without any compensation and shall at no time be considered an employee or independent contractor of the County, and the County will not provide insurance coverage for me with the exception of workers' compensation;
2. I know of no reason, medical or otherwise, that would prevent me from performing the tasks required to participate in volunteer activities with Granville County;
3. With the exception of workers' compensation as mentioned in the above item 1, I agree to waive, release, absolve, hold harmless, defend and indemnify the County of Granville, and their officers, agents, employees and volunteers from and against all damages, claims, demands, suits, or actions resulting from my volunteering for the County of Granville.
4. I (and parent/legal guardian if volunteer is under age 18) have carefully read this release and understand and agree with the terms and conditions set forth herein in their entirety.

\_\_\_\_\_  
Volunteer's Signature

\_\_\_\_\_  
Date

**Signature of parent/guardian if volunteer is under the age of 18:**

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Date