

Metro | *Policies and procedures*

Subject Volunteers
Section Human Resources
Approved by Martha Bennett, Chief Operating Officer; MERC Commission

POLICY

Metro values the contributions of volunteers throughout the agency. Metro's volunteer programs expand Metro's capacity to provide services, engage the community, and fulfill its mission while serving as good stewards of public funds.

Applicable to

All departments.

Where provisions of an applicable collective bargaining agreement directly conflict with this policy, the provisions of that agreement will prevail.

Definitions

Volunteer program: A program that provides and manages volunteer opportunities for a specific Metro department or facility.

Volunteers: Individuals who provide services to Metro without expectation of monetary or non-monetary compensation.

Guidelines

1. Volunteers are not employees of Metro and are subject to Metro's personnel policies only where noted in the policy or otherwise provided by law. Volunteers may also be required to follow department procedures applicable to their work.
2. Volunteers are expected to meet the performance and conduct standards applicable to the volunteer opportunity and to fulfill their agreed commitments.
3. Metro employees may not volunteer to perform duties for Metro that are the same as, similar, or related to their normal job duties. Metro and its managers and supervisors may not require employees to perform volunteer work.

Procedures

1. Metro's volunteer programs develop and manage volunteer opportunities in accordance with the applicable Metro policies and legal requirements and the specific needs of that program. Volunteer programs are responsible for recruiting and selecting volunteers, tracking volunteer assignments and hours, and establishing the expectations and procedures applicable to a particular volunteer assignment.
2. Volunteer programs are responsible for providing volunteers in recurring or ongoing assignments with an opportunity to review all applicable policies and procedures, including but not limited to the following:
 - a. Discrimination and Harassment policy;
 - b. Criminal Background Check policy;
 - c. Workplace Violence policy;
 - d. Driving and Vehicle Use policy (if applicable);
 - e. Information Technology: Acceptable Use policy (if applicable);
 - f. Whistleblowing policy
 - g. All safety rules and procedures applicable to the assignment;
 - h. All conduct and performance standards, procedures, and other information applicable to the assignment.
3. For one-day volunteer assignments, volunteer coordinators may provide policies for review as they deem appropriate.
4. Metro is legally restricted from providing direct or indirect compensation to its volunteers. Volunteer supervisors must request review from the Office of Metro Attorney (OMA) before offering new discounts, privileges, or other benefits to volunteers.
5. Supervisors are required to track volunteers' work hours and report this information to the HR Department Payroll Division no later than 10 calendar days after the end of each quarter for workers' compensation purposes.
6. A volunteer may be removed from his or her assignment with or without notice for any lawful, non-discriminatory reason. Volunteer supervisors must consult with the Human Resources (HR) Department and/or the Office of Metro Attorney before removing a volunteer for performance or conduct reasons.
7. Volunteers may contact their supervisor or HR with any questions or concerns.

Responsibilities

Volunteer Coordinators, Supervisors and Managers:

- Establish standards and procedures and manage volunteer programs in accordance with applicable law. Consult with HR and OMA as needed and/or as directed by this policy.
- Provide volunteers with all applicable policies and procedures.
- Track volunteers' work hours and report this information to the HR Department Payroll Division no later than 10 calendar days after the end of each quarter.

Human Resources Department:

- Advise staff and volunteers on policies as needed.
- Conduct appropriate background checks on potential volunteers.

Volunteers:

- Comply with all applicable policies and procedures.
- Promptly advise your supervisor or his/her designee of any changes to your availability.
- Contact your supervisor or the HR Department with any questions or concerns.

References

Criminal Background Check policy

Discrimination and Harassment policy

Driving and Vehicle Use policy

Information Technology: Acceptable Use policy

Whistleblowing policy

Workplace Violence policy