

**VOLUNTEER**



**TOWN OF TROUTMAN  
VOLUNTEER PROGRAM  
GUIDE**

**TROUTMAN PARKS & RECREATION  
334 NORTH AVE  
TROUTMAN, NC 28166  
704-528-7600, EXT 3**

**DEAR VALUED VOLUNTEER:**

**WELCOME TO THE TROUTMAN VOLUNTEER PROGRAM. WE APPRECIATE YOUR INTEREST AND ARE GRATEFUL THAT YOU HAVE CHOSEN TO SHARE YOUR TIME AND TALENT WITH THE TOWN OF TROUTMAN. IN WHATEVER CAPACITY YOU HAVE CHOSEN TO SERVE, WE HOPE THAT YOU FIND YOUR EXPERIENCE FULFILLING AND GRATIFYING.**

**THIS PROGRAM GUIDE WILL ASSIST YOU IN SERVING AS A VOLUNTEER SUCCESSFULLY. IT PROVIDES BASIC INFORMATION ABOUT YOUR RESPONSIBILITIES, VOLUNTEER EXPECTATIONS AND RELATED TOPICS. TOGETHER, WE ARE WORKING TO MAKE TROUTMAN A PLACE WE ARE ALL PROUD TO CALL HOME.**

**ON BEHALF OF THE TOWN OF TROUTMAN, WE THANK YOU FOR VOLUNTEERING YOUR TIME AND SUPPORTING OUR COMMUNITY.**

**EMILY WATSON  
TOWN OF TROUTMAN  
PARKS & RECREATION DIRECTOR**

## **OVERVIEW**

**THE TOWN OF TROUTMAN VOLUNTEER PROGRAM IS DESIGNED TO COORDINATE AND MANAGE TOWN-WIDE VOLUNTEER EFFORTS TO ENHANCE THE COMMUNITY IN WHICH WE LIVE. THE PROGRAM ADDRESSES COMMUNITY SERVICE NEEDS WHILE PLACING SPECIAL EMPHASIS ON THE TOWN'S OBJECTIVES.**

**THIS PROGRAM IS DESIGNED TO EFFECTIVELY MATCH INDIVIDUALS AND GROUPS IN THEIR DESIRE TO PROVIDE VOLUNTEER SERVICES TO TOWN DEPARTMENTS THAT HAVE CORRESPONDING NEEDS AND OPPORTUNITIES.**

## **MISSION**

**WE NEED VOLUNTEERS LIKE YOU TO HELP US MEET OUR MISSION OF PROVIDING THE HIGHEST QUALITY SERVICE TO OUR CITIZENS AND THE TOWN OF TROUTMAN AS A WHOLE. WE BELIEVE THAT BY ENGAGING OUR COMMUNITY IN CIVIC INVOLVEMENT, WE CREATE A MORE ENLIGHTENED AND ACTIVE CITIZENRY.**

## **OBJECTIVES**

- INCREASE PUBLIC AWARENESS OF MUNICIPAL SERVICES AND OPERATIONS**
- SUPPORT INNOVATIVE WAYS TO IMPROVE OUR COMMUNITY THROUGH VOLUNTEER EFFORTS**
- ALLOW AND ENHANCE INCLUSIVE PARTICIPATION IN TOWN GOVERNMENT**
- CULTIVATE POSITIVE RELATIONSHIPS AND EFFECTIVE PARTNERSHIPS.**

## **VOLUNTEER RESPONSIBILITIES**

**EVERY VOLUNTEER FOR THE TOWN OF TROUTMAN HAS RESPONSIBILITIES AND EXPECTATIONS THAT WILL BE REVIEWED WITH THEM BEFORE THEY BEGIN THEIR NEW ASSIGNMENT.**

**ALL VOLUNTEERS ARE EXPECTED TO:**

- COMPLY WITH THE TOWN'S STANDARDS OUTLINED IN THIS GUIDE.**
- KEEP YOUR VOLUNTEER COMMITMENT. WE COUNT ON YOU.**
- ADHERE TO ALL CONFIDENTIALITY REQUIREMENTS IN THE COURSE OF CARRYING OUT DUTIES AND RESPONSIBILITIES.**
- TREAT CITIZENS AND ALL YOU ENCOUNTER WITH RESPECT.**
- BE AWARE OF DEPARTMENTAL PROCEDURE, RULES, AND SAFETY POLICIES APPLICABLE TO YOUR VOLUNTARY ASSIGNMENT.**
- BE COOPERATIVE BY ACCEPTING INSTRUCTION, GUIDANCE, AND SUGGESTIONS FROM STAFF.**
- BE FRIENDLY AND OUTGOING, AND KEEP A POSITIVE ATTITUDE.**

## **POLICY STATEMENT**

**THE PURPOSE OF THIS POLICY IS TO ESTABLISH GUIDELINES FOR VOLUNTEER PARTICIPATION IN VARIOUS FACILITIES AND DEPARTMENTS TO ENSURE THEIR PROPER UTILIZATION AND SAFETY.**

**THESE GUIDELINES DO NOT CONSTITUTE, EITHER IMPLICITLY OR EXPLICITLY, A BINDING CONTRACTUAL OR PERSONNEL AGREEMENT. THE TOWN OF TROUTMAN RESERVES THE RIGHT TO CHANGE ANY OF THESE POLICIES AT ANY TIME AND TO EXPECT ADHERANCE TO THE CHANGED POLICY.**

### **ORIENTATION AND TRAINING**

**EACH INDIVIDUAL DEPARTMENT HEAD IS RESPONSIBLE FOR ORIENTING AND TRAINING EACH VOLUNTEER FOR THEIR SPECIFIED ASSIGNMENT. VOLUNTEERS' ORIENTATION IS TO BE CONDUCTED ON OR BEFORE THEIR FIRST VOLUNTEER SHIFT. THE DEPARTMENT HEAD WILL CONVEY ALL NECESSARY INFORMATION TO THE VOLUNTEER IN ORDER FOR HIM/HER TO PERFORM THE JOB TO THE BEST OF THEIR ABILITY.**

### **BACKGROUND CHECK**

**ALL VOLUNTEERS OVER THE AGE OF 16 ARE REQUIRED TO FILL OUT A BACKGROUND CHECK. THE BACKGROUND CHECK IS GOOD FOR 3 YEARS, UPON WHICH TIME, IF STILL VOLUNTEERING, YOU WILL NEED TO COMPLETE ANOTHER BACKGROUND CHECK DISCLOSURE FORM. BACKGROUND ASSESSMENT AND MONITORING ARE CONDUCTED BY TOWN OF TROUTMAN HUMAN RESOURCES DEPT.**

### **PLACEMENT AND SCHEDULES**

**OUR NEED FOR VOLUNTEERS VARIES DEPENDING ON THE DEPARTMENT, PROGRAM, AND TIME OF YEAR. VOLUNTEER SCHEDULES ARE FLEXIBLE AND MAY VARY. VOLUNTEERS MUST WORK WITH THEIR POINT OF CONTACT TO DETERMINE A SCHEDULE AND PLACEMENT THAT IS MUTUALLY ACCEPTABLE AND BENEFICIAL.**

**IF A VOLUNTEER CAN NOT MAKE IT TO HIS/HER ASSIGNMENT ON A SCHEDULED DAY, THE VOLUNTEER SHOULD NOTIFY HER/HER POINT OF CONTACT AS SOON AS POSSIBLE.**

### **DRESS AND APPEARANCE**

**ALL VOLUNTEERS ARE EXPECTED TO PRESENT AN IMAGE THAT IS BOTH PROFESSIONAL AND APPROPRIATE TO THEIR WORKING CONDITIONS. YOU ARE A REPRESENTATIVE OF THE TOWN OF TROUTMAN DURING YOUR TIME VOLUNTEERING.**

### **SAFETY**

**SAFETY IS EVERYONE'S RESPONSIBILITY AND MUST BE GIVEN PRIMARY IMPORTANCE IN EVERY ASPECT OF PERFORMING VOLUNTEER ACTIVITIES. THEREFORE, VOLUNTEERS MUST ADHERE TO ALL SAFETY GUIDELINES APPLICABLE TO THE ASSIGNMENT. VOLUNTEERS MUST REPORT ALL INJURIES TO THEIR POINT OF CONTACT IMMEDIATELY.**

### **DRUGS & ALCOHOL**

**THE TOWN OF TROUTMAN DOES NOT TOLERATE ILLEGAL DRUG USE, DRUG ABUSE, ALCOHOL USAGE, OR THE UNLAWFUL MANUFACTURE, DISTRIBUTION, DISPENSE, POSSESSION, OR USE OF A CONTROLLED SUBSTANCE OR ALCOHOL. FURTHER, THE TOWN RECOGNIZES DEPENDENCY ON LEGAL DRUGS FOR OTHER THAN THEIR INTENDED PURPOSE AS ABUSE. SUCH BEHAVIOR CAN AFFECT AN INDIVIDUAL'S PRODUCTIVITY AND EFFICIENCY, JEOPARDIZE THE SAFETY OF THE VOLUNTEERS, EMPLOYEES, AND THE PUBLIC, AND HARM THE REPUTATION OF THE TOWN.**

**VOLUNTEERS SHALL NOT REPORT FOR DUTY OR REMAIN ON DUTY WHEN USING, UNDER THE INFLUENCE OF, OR POSSESSING ANY SUBSTANCE IN VIOLATION OF THE TOWN'S DRUG AND ALCOHOL STANDARDS WILL RESULT IN IMMEDIATE DISMISSAL FROM THEIR VOLUNTEER DUTIES AND WILL BE REPORTED TO THE TROUTMAN POLICE DEP IN VIOLA**

### **TOBACCO PRODUCTS**

**SMOKING OR ANY USE OF TOBACCO PRODUCTS IS PROHIBITED IN ANY TOWN VEHICLE AND IN ALL TOWN FACILITIES.**

### **TRAVEL/MILEAGE REIMBURSEMENT**

**UNLESS APPROVED BY THE DEPARTMENT HEAD RESPONSIBLE FOR YOUR SPECIFIC VOLUNTEER ASSIGNMENT, VOLUNTEERS WILL NOT BE ELIGIBLE FOR TRAVEL OR MILEAGE REIMBURSEMENT.**

### **CONFIDENTIALITY**

**AS A VOLUNTEER, YOU ARE RESPONSIBLE FOR MAINTAINING THE PRIVACY OF ANY INFORMATION YOU MAY OBTAIN WHILE SERVING AS A VOLUNTEER, WHETHER THE INFORMATION INVOLVES STAFF, VOLUNTEERS, CITIZENS, OR OTHER PERSONS ENCOUNTERED WITHIN THE ORGANIZATION. DURING THE COURSE OF VOLUNTEERING WITH THE TOWN, YOU SHALL NOT USE OR DISCLOSE INFORMATION THAT IS NOT SUBJECT TO PUBLIC DISCLOSURE TO ANY PERSON OR ENTITY EXCEPT AS NECESSARY FOR THE PROPER PERFORMANCE OF DUTIES PRESCRIBED BY THE TOWN AND ONLY AS SPECIFICALLY AUTHORIZED BY THE TOWN.**

**FOLLOWING THE CONCLUSION OF SUCH VOLUNTEER OPPORTUNITY, YOU SHALL NOT DISCLOSE ANY INFORMATION THAT IS NOT SUBJECT TO PUBLIC DISCLOSURE TO ANY PERSON OR ENTITY FOR ANY REASON. ANY REQUESTS FOR INFORMATION SHOULD BE FORWARDED TO YOUR VOLUNTEER POINT OF CONTACT. VOLUNTEERS SHOULD ALSO REMEMBER THAT DOCUMENTS AND EMAILS WRITTEN AND RECEIVED BY A VOLUNTEER MAY BE OPEN TO PUBLIC INSPECTION UNDER NORTH CAROLINA'S PUBLIC RECORDS LAW.**

### **STANDARD OF CONDUCT**

**THE TOWN OF TROUTMAN STRIVES TO MAINTAIN A HIGH LEVEL OF PUBLIC CONFIDENCE. ALL VOLUNTEERS SHOULD CONDUCT THEMSELVES IN A POSITIVE AND PROFESSIONAL MANNER. VOLUNTEERS ARE EXPECTED TO USE GOOD JUDGMENT TO DICTATE APPROPRIATE BEHAVIOR. WHILE IT IS NOT POSSIBLE TO LIST EVERY ASPECT OF BEHAVIOR THAT IS OR IS NOT APPROPRIATE, THE FOLLOWING LIST INCLUDES SOME EXAMPLES OF TYPES OF CONDUCT THAT ARE CONSIDERED IMPERMISSIBLE. VIOLATION OF ANY OF THESE MAY RESULT IN DISMISSAL FROM YOUR VOLUNTARY ASSIGNMENT.**

- VIOLATING CRIMINAL LAWS ON TOWN OF TROUTMAN PREMISES**
- DISCRIMINATION OR HARASSMENT OF ANY KIND BASED ON GENDER, RACE, RELIGION, COLOR, DISABILITY, NATIONAL ORIGIN, AGE, PREGNANCY, MEDICAL CONDITION, MARITAL STATUS, PARENTAL STATUS, VETERAN STATUS, OR ANY OTHER STATUS PROTECTED BY LAW.**



- **THREATENING, INTIMIDATING, COERCING, USING ABUSIVE OR VULGAR LANGUAGE.**
- **FIGHTING, THROWING THINGS, HORSEPLAY, PRACTICAL JOKES, OR OTHER DISORDERLY CONDUCT THAT MAY ENDANGER THE WELL-BEING OF OTHERS ON TOWN OPERATIONS.**
- **ILLEGALLY MANUFACTURING, POSSESSING, USING, SELLING, DISTRIBUTING OR TRANSPORTING DRUGS.**
- **UNAUTHORIZED OR INAPPROPRIATE USE OF TOWN MATERIAL, EQUIPMENT, OR PROPERTY.**
- **UNAUTHORIZED OR INAPPROPRIATE USE OF TOWN OF TROUTMAN PROPERTY.**
- **FAILURE TO FOLLOW SAFETY POLICIES, PROCEDURES, AND REGULATIONS.**

## **USE OF POSITION**

**NO VOLUNTEER MAY USE HIS OR HER STATUS WITH THE TOWN OF TROUTMAN TO OBTAIN ANY PRIVILEGE, FINANCIAL OR OTHERWISE. VOLUNTEERS MUST NOT ACCEPT GIFTS, FAVORS, LOANS, OR OTHER DISPENSATIONS THAT ARE OFFERED TO THEM IN CONNECTION WITH VOLUNTEERING WITH THE TOWN OF TROUTMAN. VOLUNTEERS ARE NOT TO PRESENT THEMSELVES AS EMPLOYEES OF THE TOWN OF TROUTMAN.**

## **ACCEPTABLE USE**

**ACCESS TO EMAIL, COMPUTERS, OR ANY OTHER TOWN EQUIPMENT IS GRANTED ONLY IN CONJUNCTION WITH FULFILLING VOLUNTEER ASSIGNMENTS WITH THE TOWN. WHILE VOLUNTEERING, VOLUNTEERS MAY NOT USE TOWN EQUIPMENT FOR PERSONAL USE.**

## **WORKING WITH CHILDREN**

**IF YOUR VOLUNTEER ASSIGNMENT INVOLVES WORKING WITH CHILDREN, THERE COULD BE THE POSSIBILITY THAT A CHILD SHARES INFORMATION THAT CAUSES YOU TO BELIEVE THAT THEY MAY HAVE BEEN ABUSED OR NEGLECTED. NORTH CAROLINA LAW REQUIRES THAT WE REPORT ANY SUSPECTED CHILD ABUSE AND NEGLECT. "ANY PERSON OR INSTITUTION WHO HAS CAUSE TO SUSPECT THAT ANY JUVENILE IS ABUSED OR NEGLECTED OR DEPENDENT, AS DEFINED BY G.S. 7B-101, SHALL REPORT THE CASE OF THAT JUVENILE TO THE DIRECTOR OF THE DEPARTMENT OF SOCIAL SERVICES IN THE COUNTY WHERE THE JUVENILE RESIDES OR IS FOUND." (GS 7B-301)**

**IF A DISCLOSURE LIKE THIS OCCURS, YOU MUST REPORT THE INCIDENT TO THE DIRECTOR OF THE DEPARTMENT YOU ARE SERVING IN IMMEDIATELY. THEY WILL FURTHER ASSESS THE SITUATION AND CONTACT THE APPROPRIATE AUTHORITIES IF NECESSARY.**

**PLEASE FOLLOW THESE GUIDELINES SHOULD A DISCLOSURE OCCUR:**

**DON'T: PANIC, ACT SHOCKED OR UPSET, BLAME OR BE JUDGMENTAL, PROBE FOR DETAILS, OR MAKE PROMISES TO HELP, SAY YOU WON'T TELL ANYBODY**

**DO: STAY CALM AND LISTEN CAREFULLY, TELL THE CHILD YOU BELIEVE THEM, TELL THE CHILD THEY DID THE RIGHT THING BY TELLING YOU, TELL THE CHILD THAT YOU ARE REQUIRED TO TELL SOMEONE**

# **TOWN OF TROUTMAN VOLUNTEER PROGRAM INFORMATION GUIDE ACKNOWLEDGEMENT**

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**I HEREBY ACKNOWLEDGE THAT I HAVE RECEIVED THE TOWN OF TROUTMAN VOLUNTEER PROGRAM INFORMATION GUIDE. I UNDERSTAND IT IS MY RESPONSIBILITY TO REVIEW THE INFORMATION GUIDE. I AGREE TO ABIDE BY ALL POLICIES AND PROVISIONS OF THE INFORMATION GUIDE. IF I HAVE ANY QUESTIONS ABOUT ANY GUIDELINES, I SHALL CONTACT MY DEPARTMENT DIRECTOR OR HIS/HER DESIGNEE.**

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**VOLUNTEER NAME- PRINTED**

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**VOLUNTEER SIGNATURE**