

DRAFT

TOWN OF MILFORD, N.H.

VOLUNTEER POLICY

Municipal volunteering is an activity where individuals decide, freely and by choice, to enhance the Town without expectations of financial or other rewards in kind. Volunteers benefit by gaining a greater understanding and appreciation for their local government while simultaneously strengthening the community's bond. People volunteer for many reasons and the Town values their contribution, commitment, and participation. Their involvement compliments the work the Town undertakes, but does not replace the work of paid staff members.

Who does this policy apply to?

This policy shall govern those volunteers utilized by Town boards, commissions, committees, and departments, not noted below.

Who does the policy NOT apply to?

1. **Appointed Volunteers** – This policy shall not apply to volunteers appointed by the Milford Board of Selectmen serving on Town Boards, Commissions or Committees. Those appointed volunteers are covered under the Town's BOS Policy No. 2013-001 Administration of Commissions, Committees and Special Boards.
2. **Diversion Program** – This program is overseen by the **Milford Police Department** and involves, usually, minors being afforded the opportunity to provide community service in lieu of a harsher penalty. The Milford Police Department will keep all records of hours and dates of individual participants and see to it that the appropriate forms have been signed as applicable.
3. **Workfare Program** – This program is overseen by the **Welfare Department** and involves repayment of distributions from Welfare by a recipient. It could be in the form of a) actual monetary repayment or b) volunteering within a department in lieu of repayment as a form of community service. Arrangements for this program will be between Welfare and the Department in which the individual is volunteering. The Welfare Department will keep records of volunteer hours, dates, etc. and see to it that the appropriate forms have been signed and are in place.
4. **Milford Ambulance Services** - This department utilizes volunteers and has their own established process and procedures for the vetting of volunteers.
5. **Elections** – Volunteers are trained by the Town Clerk and Moderator. Volunteers are never left alone. Election Volunteers are sworn in with Oath of Office.
6. **Court-Ordered** – This arrangement does not fall within the scope of the Volunteer Policy.

Section 1. Purpose

1. To recognize the essential role that volunteers play in building a healthy and vibrant community and in contributing to make the Town of Milford a community of choice for present and future generations.
2. To utilize motivated citizens to enhance and supplement the productive work of the Town to improve the quality of life of the citizens and the Town of Milford through the generous efforts of volunteerism
3. To provide guidance and direction to volunteers and Town officials engaged in volunteer involvement.
4. To develop systems and processes that support municipal volunteers and volunteerism by establishing best practices in the management of volunteers and for minimizing risk to both the organization and the volunteers.

5. To provide a framework for municipal volunteers to complement and/or supplement the Town of Milford's programs, services, and events.
6. To ensure that municipal volunteers understand their responsibilities and commitments to the Town of Milford.
7. To provide the overall guidance and direction to staff and volunteers engaged in volunteer involvement and management efforts. These policies are intended for internal management guidance only and do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. The Board of Selectmen reserves the right to change any of these policies at any time and to expect adherence to the changed policy. Changes to or exception from these policies may only be granted by the Town Administrator, and must be obtained in advance and in writing.

Section 2. Definitions

Volunteer – an individual performing service for the municipality who does not receive compensation, other than reimbursement for expenses actually incurred for such services. In the case of volunteer teaching or instructing a class, i.e. Recreation Trainers, such volunteers shall possess proper certification or validation of competence in the rules, procedures, practices, and programs they will instruct. See [NH RSA 508:17, V \(c\)](#). Volunteers are not considered “employees” of the Town.

Vulnerable Person – a person under the age of 18 or a person living with a disability who is need of assistance to meet their basic needs with regards to personal care or the management of their property.

Section 3. Procedure

1. The Department Head will determine available volunteer roles and will delineate the qualifications, duties, and responsibilities for each available role.
2. All individuals interested in volunteering will complete a volunteer application and submit it to the Human Resource Department.
3. The Department Head will implement a consistent selection process that is appropriate for the particular volunteer role.

The process may include a recommendation by the department head or by the chair of the board/commission/committee that the volunteer is seeking to assist, as well as interviews, reference checks, and/or a criminal records background check.

4. Special Events - Volunteers who may be recruited for a single or two day event as seen with the Recreation Department. Types of events include Daddy-Daughter Dances, July 4th Festivities, Easter Bunny Activity, etc. The Town of Milford provides opportunities for volunteers to work on specific projects that involve a one-time only or a non-reoccurring volunteer experience. In such situations, it is impractical to follow the procedure for approving individual volunteers, but rather registration records should be kept by the department(s), noting the volunteer activity, the date and location of the activity, the name of the individual volunteer, the number of hours each volunteer works and the total number of volunteers working on the project. The volunteer must complete the Release and Hold Harmless Agreement.
5. Depending on the nature of the volunteer role, the Board reserves the right to require individuals conditionally accepted as volunteers to cooperate with and satisfactorily complete, as determined by the Board, a criminal records background check before a final acceptance is offered.

Specifically, but without limitation of the foregoing, individuals conditionally accepted as volunteers, whose volunteer role will involve them working with a vulnerable person, will be required to cooperate

with and satisfactorily complete, as determined by the Board or designee, a criminal records background check.

Criminal records background checks may not be required for persons volunteering specifically for “one time” events (i.e. special events). The cost associated with this background check will be borne by the Town.

6. Individuals will not begin their volunteer role until all required paperwork has been completed, including the receipt of a satisfactory criminal records background check, when applicable.
7. Training will be provided as needed and appropriate to the volunteer role.
8. A volunteer service agreement is required for volunteer onboarding.
9. Volunteers will be expected to follow the Town’s policies and appropriate department policies and will be required to confirm in writing that they will do so with regard to their volunteer role.
10. The Department Head may revoke its acceptance of a volunteer, at its sole discretion, with or without notice or cause.

_____	Gary Daniels	_____
Signature Board of Selectman – Chair		Date
_____	Christopher Labonte	_____
Signature Board of Selectman – Vice Chair		Date
_____	Paul Dargie	_____
Board of Selectman		Date
_____	Laura Dudziak	_____
Board of Selectwoman		Date
_____	David Freel	_____
Board of Selectman		Date

Adopted on _____

DRAFT – VOLUNTEER GUIDE AND EXPANDED POLICY

Volunteer Management Policy and Guide Town of Milford, NH

To be posted on Town Website



Created:

Approved by Board of Selectmen:

Please print double-sided

DRAFT – VOLUNTEER GUIDE AND EXPANDED POLICY

INDEX

<p style="text-align: center;">Volunteer Guide</p> <p>SECTION 1</p> <p>1.0 Welcome</p> <p>1.1 About Milford</p> <p>1.2 Scope of Volunteer Involvement</p> <p>1.3 Glossary</p> <p>1.4 Department Utilization of Volunteers</p> <p>1.4 Location of Departments/Necessary Access Points</p> <p style="text-align: center;">Volunteer Management Policy-Extended</p> <p>Overview</p> <p>Overall Policy on Volunteer Utilization</p> <p>Who does this policy apply to</p> <p>Who does the policy NOT apply to</p> <p>Purpose of Volunteer Policies</p> <p>SECTION1 (Summary of above)</p> <p>SECTION 2</p> <p>2.0 Scope of Volunteer Policies</p> <p>2.1 CFR § 553.101 “Volunteer” defined.</p> <p>2.2 Types of Volunteerism</p> <p>2.3 Services at the Discretion of the Town</p> <p>2.4 Town Responsibilities</p> <p>2.5 Volunteer Rights and Responsibilities</p> <p>2.6 Volunteer Code of Conduct/Conflict of Interest/Confidentiality</p> <p>2.7 Scope of Volunteer Involvement</p> <p>SECTION 3 - VOLUNTEER MANAGEMENT PROCEDURES</p> <p>3.0 Maintenance of Records</p> <p>3.1 Code of Conduct/Conflict of Interest/Confidentiality</p> <p>3.2 Representation of the Agency</p> <p>3.3 Worksite</p> <p>3.4 Dress code</p> <p>SECTION 4 - VOLUNTEER RECRUITMENT AND SELECTION</p> <p>4.0 Process</p> <p>4.1 Position Description</p>	<p>4.2 Recruitment</p> <p>4.3 Recruitment of Minors</p> <p>4.4 Interviewing</p> <p>4.5 Health Screening (Milford Ambulance Services)</p> <p>4.6 Background Checks</p> <p>4.7 Acceptance</p> <p>4.8 Length of Service</p> <p>SECTION 5 - VOLUNTEER TRAINING AND DEVELOPMENT</p> <p>5.0 Orientation</p> <p>5.1 Training</p> <p>SECTION 6 - VOLUNTEER SUPERVISION AND EVALUATION</p> <p>6.0 Requirement of a Supervisor</p> <p>6.1 Evaluations</p> <p>SECTION 7 - CORRECTIVE ACTIONS</p> <p>7.0 Dismissal of a Volunteer</p> <p>7.1 Reasons for Dismissal</p> <p>7.2 Liability</p> <p>SECTION 8 - VOLUNTEER SUPPORT AND RECOGNITION</p> <p>8.0 Reimbursement of Expenses</p> <p>8.1 Access to Agency Property & Materials</p> <p>8.2 Recognition</p> <p>Volunteer Rights and Responsibilities</p> <p>Volunteer Code of Conduct/Conflict of Interest/Confidentiality</p> <p>508:17 Volunteers; Nonprofit Organizations; Liability Limited</p>
--	---

Please print double-sided

DRAFT – VOLUNTEER GUIDE AND EXPANDED POLICY

Volunteer Guide

SECTION 1

1.0 Welcome

Welcome to the Town of Milford! The Volunteer Guide and Policy document is basically for your use as a guide to the Town policies and practices. Occasionally, there may be updates to the policies. As those updates occur, they will be posted on the Town's web page, will be distributed by email and will be posted on the employee boards at the various departments. <https://www.milford.nh.gov/human-resources/pages/employee-handbook-policies>

The material contained within is subject to change at the sole discretion of the Milford Board of Selectmen (Board) or designee. This guide is not intended to be a contract, or part of a contractual agreement, between the Volunteer and the Town. It is merely a resource compiled to assist with your introduction to the Town of Milford.

1.1 About Milford

Milford, the hub of the Souhegan Valley, is a robust mid-sized community with a population of approximately 15,500 people. The Town of Milford employs 111 full-time staff and approximately an additional 150 +/- part-time, call, volunteer, seasonal and limited part-time employees.

1.2 Scope of Volunteer Involvement

Volunteers should be used to supplement, not supplant existing staff.

1.3 Glossary

“Applicant” means an individual who has filed an application for a volunteer opportunity in response to a posting or department recruitment.

“Appointed” means an individual who has been officially appointed to a Board, Commission or Committee by the Milford Board of Selectmen.

“Board” means the Milford Board of Selectmen.

“Conflict of Interest” means a conflict between the public obligations and the private interests of a public volunteer.

“Discharge” means the dismissal of a volunteer from the Town's service.

“Position Description” a general outline of tasks and responsibilities the volunteer may perform during their volunteer time with the Town.

“Separation” means the complete termination of a volunteer from the Town's service for any reason.

“Vulnerable Person” – a person under the age of 18, an elderly person or a person living with a disability who is in need of assistance to meet their basic needs with regards to personal care of the management of their property.

“Volunteer” means an individual performing service/task, at the direction of the Town, committee, commission or department who, generally, does not receive compensation, other than what is permissible by law. The individual decides freely and by choice to enhance the Town without expectations of financial or other rewards in kind. Volunteers shall not be considered “employees” of the municipality. (FLSA Advisor Volunteers) A “volunteer” must be officially accepted by the municipality prior to performance of a task. *(See second page of “Volunteer Service Statement & Release of Liability Form”)*

1.4 Department Utilization of Volunteers

Please print double-sided

DRAFT – VOLUNTEER GUIDE AND EXPANDED POLICY

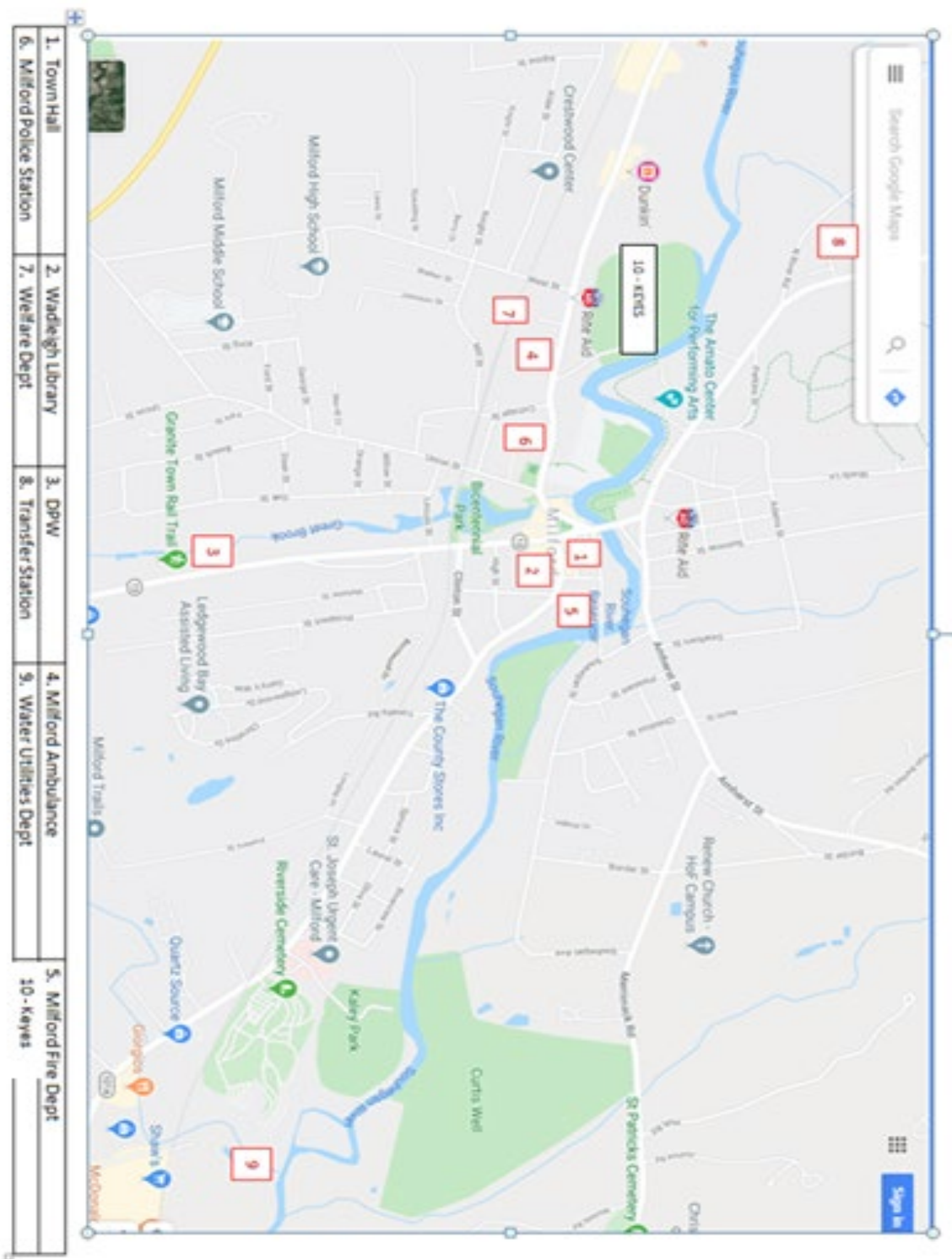
Department	Contact	Uses Volunteers	Examples of Volunteer Opportunities
Ambulance	603-249-0610	Y	
Community Development Planning & GIS	603-249-0620	Y	Collecting Water Samples
Community Media	603-249-0670	Y	Videographers
Fire Dept	603-249-0680	Y	Breakfast fundraiser Pumpkin Festival
Human Resources	603-249-0605	Y	
Library	603-249-0645	Y	Friends of the Library
Public Works	603-249-0685	Cemetery/Parks - Y	Graveside flowers Placing flags
		Facilities - N	
		Highway/Streets - Y	Trash pick-up
		Transfer Station - Y	Checking for Car Stickers
Recreation	603-249-0625	Y	Ice Rink Daddy Daughter Dance July 4 th Activities Swim Meet
Town Administrator	603-249-0601	Y	Proofreading Annual Report

Department	Contact	Uses Volunteers	Examples of Volunteer Opportunities
Assessing	603-249-0615	N	
Finance	603-249-0640	N	
IT	603-249-0612	N	
Police Dept	603-249-0630	Diversion Program	Directly through MPD
Tax Collection	603-249-0655	N	
Added - Town Clerk	603-249-0650	Y-Elections	Sworn in by Oath of Office
Water Utilities	603-249-0660	N	
Welfare	603-249-0672	Y-repayments (WorkFare)	Coordinate directly with Welfare, not through General Volunteering

1.5 Location of Departments/Necessary Access Points

Please print double-sided

DRAFT – VOLUNTEER GUIDE AND EXPANDED POLICY



Please print double-sided

DRAFT – VOLUNTEER GUIDE AND EXPANDED POLICY

Town of Milford, NH Volunteer Management Policy

OVERVIEW

Overall Policy on Volunteer Utilization

Municipal volunteering is an activity where individuals decide, freely and by choice, to enhance the Town without expectations of financial or other rewards in kind. Volunteers benefit by gaining a greater understanding and appreciation for their local government while simultaneously strengthening the community's bond. People volunteer for many reasons and the Town values their contribution, commitment and participation. Their involvement compliments the work the Town undertakes, but does not replace the work of paid staff members.

Who does this policy apply to?

This policy shall govern those volunteers utilized by Town boards, commissions, committees, and departments not noted below.

Who does the policy NOT apply to?

1. **Appointed Volunteers** – This policy shall not apply to volunteers appointed by the Milford Board of Selectmen serving on Town Boards, Commissions or Committees. Those appointed volunteers are covered under a the Town's *Administration of Commissions, Committees, and Special Boards Policy (2013-001) Approved September 9, 2013*
2. **Diversion Program** – This program is overseen by the **Milford Police Department** and involves, usually, minors being afforded the opportunity to provide community service in lieu of a harsher penalty. The Milford Police Department will keep all records of hours and dates of individual participants and see to it that the appropriate forms have been signed as applicable.
3. **Work Fare Program** – This program is overseen by the **Welfare Department** and involves repayment of distributions from Welfare by a recipient. It could be in the form of a) actual monetary repayment or b) volunteering within a department in lieu of repayment as a form of community service. Arrangements for this program will be between Welfare and the Department in which the individual is volunteering. The Welfare Department will keep records of volunteer hours, dates, etc. and see to it that the appropriate forms have been signed and are in place.
4. **Milford Ambulance Services** - This department utilizes volunteers and has their own established process and procedures for the onboarding of volunteers.
5. **Elections** – Volunteers are trained by the Town Clerk and Moderator. Volunteers are never left alone. Election Volunteers are sworn in with Oath of Office.
6. **Court-Ordered** – This arrangement does not fall within the scope of the Volunteer Policy.

Purpose of Volunteer Policies

1. To recognize the essential role that volunteers play in building a healthy and vibrant community and in contributing to make the Town of Milford a community of choice for present and future generations.
2. To utilize motivated citizens to enhance and supplement the productive work of the Town to improve the quality of life of the citizens and the Town of Milford through the generous efforts of volunteerism
3. To provide guidance and direction to volunteers and Town officials engaged in volunteer involvement.
4. To develop systems and processes that support municipal volunteers and volunteerism by establishing best practices in the management of volunteers and for minimizing risk to both the organization and the volunteers.

Please print double-sided

DRAFT – VOLUNTEER GUIDE AND EXPANDED POLICY

5. To provide a framework for municipal volunteers to complement and/or supplement the Town of Milford’s programs, services, and events.
6. To ensure that municipal volunteers understand their responsibilities and commitments to the Town of Milford.
7. To provide the overall guidance and direction to staff and volunteers engaged in volunteer involvement and management efforts. These policies are intended for internal management guidance only and do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. The Board of Selectmen reserves the right to change any of these policies at any time and to expect adherence to the changed policy. Changes to or exception from these policies may only be granted by the Town Administrator, and must be obtained in advance and in writing.

SECTION 1

Section 1 in the **Volunteer Guide** includes a welcome message, an “About Milford” section, a glossary, and potential opportunities for volunteers within each department and locations of Town facilities.

SECTION 2

2.0 Scope of Volunteer Policies

Unless specifically stated, these policies apply to all non-elected, non-appointed volunteers in all programs and projects undertaken on or on behalf of the municipality, and to all departments and sites of operation of the municipality. Changes to or exception from these policies may only be granted by the Town Administrator, and must be obtained in advance and in writing.

2.1 CFR § 553.101 “Volunteer” defined.

(a) An individual who performs hours of service for a public agency for civic, charitable, or humanitarian reasons, without promise, expectation or receipt of compensation for services rendered, is considered to be a volunteer during such hours. Individuals performing hours of service for such a public agency will be considered volunteers for the time so spent and not subject to sections 6, 7, and 11 of the FLSA when such hours of service are performed in accord with sections 3(e)(4) (A) and (B) of the FLSA and the guidelines in this subpart. (<https://www.ecfr.gov/current/title-29/subtitle-B/chapter-V/subchapter-A/part-553>)

(b) Congress did not intend to discourage or impede volunteer activities undertaken for civic, charitable, or humanitarian purposes, but expressed its wish to prevent any manipulation or abuse of minimum wage or overtime requirements through coercion or undue pressure upon individuals to “volunteer” their services.

(c) Individuals shall be considered volunteers only where their services are offered freely and without pressure or coercion, direct or implied, from an employer.

(d) An individual shall not be considered a volunteer if the individual is otherwise employed by the same public agency to perform the same type of services as those for which the individual proposes to volunteer.

2.2 Types of Volunteerism Appointed Volunteers

Appointed volunteers are individuals who will serve on a committee or commission in an official capacity. These individuals will meet with the Board of Selectmen and will be formally appointed in their role as a committee or commission volunteer by the Board of Selectmen.

Please print double-sided

DRAFT – VOLUNTEER GUIDE AND EXPANDED POLICY

Special Case Volunteers

The Town also accepts as volunteers those participating in student community service activities, student intern projects, corporate volunteer programs and other volunteer referral programs. In each of these cases, however, a special agreement must be in effect with the organization, school or program from which the special case volunteer originates and must identify responsibility for management and care of the volunteers.

Employees as Volunteers

The municipality may accept the services of staff as volunteers. This service is accepted provided that the volunteer service is provided totally without any coercive nature, involves work which is outside the scope of normal staff duties and is provided outside of usual working hours.

Family Members Family members are allowed to volunteer for the municipality. When family members are engaged as volunteers, there may be instances where they are placed within the same department as other members of their family who are employees. (Recreation Department is an example of this occurrence).

Clients and Relatives as Volunteers

Municipal clients may be accepted as volunteers, where such service does not constitute an obstruction to or conflict with provision of services to the client or to others. Relatives of clients may also serve as volunteers, but will not be placed in a position of direct service or relationship to members of their family who are receiving services.

Special Event Volunteers (primarily Recreation Department)

Volunteers may be recruited for a single or two day event as seen with the Recreation Department. Types of events include Daddy-Daughter Dances, July 4th Festivities, Easter Bunny Activities, etc., but not limited to those events. The Town of Milford provides opportunities for volunteers to work on specific projects that involve a one-time only or a non-reoccurring volunteer experience. In such situations, it is impractical to follow the procedure for approving individual volunteers, but rather registration records should be kept by the department(s), noting the volunteer activity, the date and location of the activity, the name of the individual volunteer, the number of hours each volunteer works and the total number of volunteers working on the project. **The volunteer must complete the Release and Hold Harmless Agreement.**

Court Ordered Community Service – The Town will make every effort to accommodate an individual seeking “Court Ordered Community Service”. There are special parameters around this type of arrangement. (See Volunteer Related Forms)

2.3 Services at the Discretion of the Town

The Town accepts the service of all volunteers with the understanding that such service is at the sole discretion of the municipality. Volunteers agree that the Town may at any time, for whatever reason, decide to end the volunteer’s relationship with the municipality. The volunteer may at any time, for whatever reason, decide to sever the volunteer’s relationship with the Town. Notice of such a decision should be communicated as soon as possible to the Department Head, who will then convey the information to the Town Administrator and Human Resources.

Please print double-sided

DRAFT – VOLUNTEER GUIDE AND EXPANDED POLICY

2.4 Town Responsibilities

- a. The Town Administrator (or BOS) in concert with the Department Head will determine available volunteer roles.
- b. The Town Administrator, as directed by the BOS, will implement a consistent selection process that is appropriate for the particular volunteer role. This process may include a recommendation by the department head or by the chair of the board/commission/committee that the volunteer is seeking to assist, as well as interviews, reference checks and /or criminal records background check.
- c. The Department Head and HR will delineate the qualifications, duties and responsibilities for each available role, as well as identify necessary safety equipment, etc.
- d. A **Volunteer Position Description** will be crafted and provided to the Town Administrator for final approval.
- e. The Town Administrator, in concert with the Department Head, will assign someone to “oversee/supervise” the volunteer during the course of the event/act of volunteering.
- f. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated respectfully by staff of the municipality, the right to effective supervision, the right to a safe volunteer space, and the right to recognition for work done.

2.5 Volunteer Rights and Responsibilities – Provide an outline of **Volunteer Rights and Responsibilities** so each volunteer is aware of what the municipality will offer its volunteers and the expectations of the municipality.

2.6 Volunteer Code of Conduct/Conflict of Interest/Confidentiality – Provide an outline of expectations the municipality has of its volunteers.

2.7 Scope of Volunteer Involvement

Volunteers may be utilized in all programs and activities of the municipality, and serve at all levels of skill and decision-making. **Volunteers should not, however, be utilized to displace any paid employees from their positions.**

SECTION 3 - VOLUNTEER MANAGEMENT PROCEDURES

3.0 Maintenance of Records *(See Volunteer Forms - Examples of Sign in sheets)*

A system of records will be maintained on each volunteer to include dates and hours of service, position held, tasks performed and location of service.

- **Single Sign in Sheet** – For one or two day events a single sign in sheet may be used to track volunteers and hours. (Recreation).
- **Volunteer Register** – An individual who volunteers for a department on an on-going basis may sign in each day on a Volunteer Register.
- **Volunteer Weekly Time Log** – The department may maintain weekly logs on site. Department Heads will retain volunteer information on site.

This recordkeeping is necessary to ensure volunteers are being used appropriately. This documentation will also be of use for grant writing purposes if we need to reflect volunteer hours relative to a specific department or program. Volunteer records shall be accorded the same confidentiality as staff personnel records.

3.1 Code of Conduct/Conflict of Interest/Confidentiality

All volunteers will sign a **Code of Conduct/Conflict of Interest/Confidentiality Policy form acknowledging** the expectations of the Town and disclosing any potential conflicts.

Please print double-sided

DRAFT – VOLUNTEER GUIDE AND EXPANDED POLICY

Under Code of Conduct, volunteers will be expected to treat everyone they encounter fairly, with respect, regardless of gender, ethnicity, race, sex, age, religion, political beliefs or economic status.

Under Conflict of Interest, no person who has a conflict of interest with any activity or program of the municipality, whether person, philosophical or financial shall be accepted or serve as a volunteer with the municipality. Volunteers should disclose any conflicts of interest to their Department Head, Supervisor and/or Human Resources as soon as they become aware of the conflict.

In regards to Confidentiality, volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed to while serving as a volunteer, whether this information involves a single staff, volunteer, client or other person or involves overall municipal business. Failure to maintain confidentiality may result in termination of the volunteer's relationship with the municipality or other corrective action.

3.2 Representation of the Agency

Volunteers should not speak on behalf of the agency on matters relative to any action which might affect or obligate the municipality. All such matters should be directed to the Department Head.

3.3 Worksite

An appropriate worksite shall be established prior to the enrollment of any volunteer. The worksite shall contain the necessary facilities, equipment and space to allow the volunteer to effectively, safely and comfortably perform their duties.

3.4 Dress code

As representative of the agency, volunteers, like staff, are responsible for presenting a good image to clients and to the community. Volunteers shall dress appropriately for the conditions and performance of their duties. Any department specific dress requirements will be outlined in the volunteer position description.

SECTION 4 - VOLUNTEER RECRUITMENT AND SELECTION

4.0 Process

- a. Human Resources and Department Heads will develop a **Volunteer Position Description** (*similar to a job description*) and provide it to the Town Administrator (or BOS) for approval.
- b. Departments will advertise the notice of need for volunteers. Each department will be responsible for the recruitment of their own volunteers. The Human Resource Department will be available to assist with position postings, collections of resumes/applications and drafting of position descriptions.
- c. All individuals interested in volunteering with the Town of Milford will complete a **Town of Milford Volunteer Application** and submit it to the appropriate Department Head, who will in turn forward a copy of the application to Human Resources (HR). There is an exception for special one or two day events. Please refer to 2.2 Special Events.

4.1 Position Descriptions

Please print double-sided

DRAFT – VOLUNTEER GUIDE AND EXPANDED POLICY

Volunteers, just as paid staff, should have a clear, complete understanding of the duties and responsibilities of the function being asked of them. Each volunteer should have access to a **Volunteer Position Description** form which will advise them of the purpose and duties of the position, identify a designated “supervisor” (primary and secondary) and worksite, what skills are needed to perform the duties being requested of them and what safety equipment they are required to wear, if any.

4.2 Recruitment

Volunteers shall be recruited by the municipality on a pro-active basis, with the intent of broadening and expanding the volunteer involvement of the community. Volunteers shall be recruited without regard to gender, handicap, age, race or other condition. The sole criteria for volunteer recruitment shall be the suitability to perform a task on behalf of the municipality.

4.3 Recruitment of Minors

Volunteers who have not reached the age of majority must have the written consent of a parent or guardian prior to volunteering. The volunteer services assigned to a minor should be performed in a non-hazardous environment and should comply with all appropriate requirements of child labor laws. <https://www.nh.gov/labor/faq/youth-employment.htm>

4.4 Interviewing

Prior to being assigned a position, all volunteers who will be volunteering on an on-going basis, will be interviewed to ascertain their suitability for, and interest in, that position.

4.5 Health Screening (Milford Ambulance Services)

There may be instances where volunteers will be working with citizens/clients with health difficulties. A health screening procedure may be required prior to a volunteer assignment. In addition, if there are physical requirements necessary for performance of a volunteer task, a screening or testing procedure may be required to determine the ability of the volunteer to safely perform the task.

4.6 Background Checks

The Town reserves the right to require individuals conditionally accepted as volunteers to cooperate with and satisfactorily complete a criminal records background check before a final acceptance is offered. Generally, volunteers will not begin their volunteer role until all required paperwork has been completed, including the receipt of a satisfactory criminal records background check, waiver, etc. Volunteers who do not agree to the background check may be refused assignment.

Placement with At Risk Population

Individuals conditionally accepted as volunteers whose volunteer role will involve them working with a vulnerable person (youth, elderly, etc.) will be required to cooperate with and satisfactorily complete a criminal records background check, a BEAS (Bureau of Elderly Services) background check, a check against the National Sex Offender Registry, and/or a Division of Motor Vehicle check if the volunteer drives on behalf of the Town. Volunteers who refuse permission for the background checks will not be accepted for placement with at risk clients.

Note: The criminal records background checks may not be required for persons volunteering specifically for a “one time” events (i.e. special events). Additionally, if a staff member will be present with the volunteer, then a background check may not be required.

Cost of Background Checks

Please print double-sided

DRAFT – VOLUNTEER GUIDE AND EXPANDED POLICY

The cost associated with this background check will be absorbed, or reimbursed, by the Town/Department.

4.7 Acceptance

Services as a volunteer with the municipality shall begin with an official notice of acceptance to a volunteer position. Notice of acceptance may only be given by an authorized representative of the Town (i.e. Department Head, Supervisor or Human Resources). No volunteer shall begin performance of any position until they have been officially accepted for that position and have completed all necessary screening and paperwork. At the time of final acceptance, each volunteer shall complete all necessary enrollment paperwork and shall have access to a copy of their position description.

4.8 Length of Service

All volunteer positions shall have a set term of duration. It is highly recommended that this term shall not be longer than one-year, with an option for renewal at the discretion of both parties. The volunteer shall extend, in writing, their desire to continue the volunteer relationship, knowing there is no expectation of compensation, other than what is permissible by law and that volunteerism is being done freely and by choice to enhance the Town without expectations of financial or other rewards in kind. *(See Volunteer Service Statement & Release of Liability Agreement)*

SECTION 5 - VOLUNTEER TRAINING AND DEVELOPMENT

5.0 Orientation

Volunteers will be given a general orientation on the nature and operation of the program or activity for which they are recruited. Town and/or Department policies will be reviewed with the volunteer. **Volunteers will be expected to follow the Town's policies and required to confirm in writing that they will do so with regard to their volunteer role.**

5.1 Training

- a. Volunteers may receive specific on-the-job training to provide them with the information and skills necessary to achieve success in their assignment. The timing and methods of delivery for the training should be appropriate to the complexity and demands of the position and match or compliment the capabilities of the volunteer. Municipality staff may have input into the orientation and training. In some cases, volunteers will be able to attend in-service trainings to improve on the delivery of their services and/or enhance their skillset.
- b. Trainings may include
 - i. Fire Safety (Primex webinar)
 - ii. Slip, Trip and Fall (Primex webinar)
 - iii. Lifting (Primex webinar)
 - iv. Reporting of injuries:
 - A. If someone is injured during their assigned task, the supervisor shall be notified immediately
 - B. Proper documentation and reports must be completed according to organizations policy.
- c. **Training will be provided as needed and appropriate to the volunteer role.**
- d. A "buddy/supervisor" will be assigned to the volunteers to be a point person for questions, concerns, etc.
- e. **The Department Head may revoke its acceptance of a volunteer, at its sole discretion, with or without notice or cause.**

Please print double-sided

DRAFT – VOLUNTEER GUIDE AND EXPANDED POLICY

- f. Emergency Procedures
 - i. Volunteers will be provided information regarding Right-to-Know and Workers' Compensation laws plus safety information on hazardous materials, toxic substances, handling practices, emergency procedures, Material Safety Data Sheets and New Hampshire Department of Labor Lab 1400 Health and Safety requirements.
 - ii. Right to Know/Public Records request – refer to supervisor
 - iii. Volunteers will be trained for the activities they will do, including the safety aspects. When personal protection equipment is required for the position, the volunteer will be properly equipped by the department and trained in the use of equipment prior to conducting any such work.

SECTION 6 - VOLUNTEER SUPERVISION AND EVALUATION

6.0 Requirement of a Supervisor

Each volunteer who is accepted to a position with the municipality must have a clearly identified supervisor who is responsible for the direct management of that volunteer. This supervisor shall be responsible for the day to day management and guidance of the work of the volunteer, and shall be available to the volunteer for consultation and assistance.

6.1 Evaluations

The process used for supervising and evaluating volunteers includes:

- a. Feedback will be provided to volunteers in an on-going manner.
- b. See Evaluation Form (under Forms) if longer term volunteer.

SECTION 7 - CORRECTIVE ACTIONS

7.0 Dismissal of a Volunteer

Volunteers who do not adhere to the rules and procedures of the department or who fail to satisfactorily perform their assignment are subject to being relieved of the volunteer status.

7.1 Reasons for Dismissal

Possible grounds for dismissal of a volunteer may include, but are not limited to, the following: gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property; misuse of municipal equipment or materials, abuse or mistreatment of citizens or staff, failure to abide by municipal policies and procedures, failure to meet physical or mental standards of performance and failure to satisfactorily perform assigned duties.

Prohibited behavior/conduct

- a. The Town of Milford reserves the right to dissolve a volunteer relationship at any time, with or without notice, for any reason or no reason, as it deems appropriate. A list illustrating the types of actions or conduct that are grounds for immediate release as a volunteer can be reviewed in the employee handbook, [Chapter 7 - Disciplinary Process \(A\) and \(B\)](#). Note: This is not an all-inclusive list, but is representative of actions or behaviors that might lead to separation.

7.2 Liability *(508:17 Volunteers; Nonprofit Organizations; Liability Limited. See Appendix E)*

- Volunteers should sign a waiver (*release of liability - see Appendix D*) prior to being placed in the volunteer position.
- Volunteers are encouraged to consult their own insurance agents regarding the extension of their personal insurance to include community volunteer work.

Please print double-sided

DRAFT – VOLUNTEER GUIDE AND EXPANDED POLICY

- Student interns assigned from a school should present a Certificate of Liability adding the Town as additional insured.
- Interns paid by the Town would fall under the Towns Workers Compensation insurance.
- Unpaid volunteers are not covered under workers compensation.

SECTION 8 - VOLUNTEER SUPPORT AND RECOGNITION

8.0 Reimbursement of Expenses

Volunteers may be eligible for reimbursement of reasonable expenses incurred while undertaking business for the Town. Please refer the volunteer to Human Resources if there are questions regarding reimbursement.

8.1 Access to Agency Property & Materials

As appropriate, volunteers shall have access to agency property and materials necessary to fulfill their duties and shall receive any necessary training of these items.

8.2 Recognition

We thank you for taking the time to volunteer with/for the Town of Milford. We look forward to a mutually beneficial experience. We realize many organizations and communities are asking for volunteers and we appreciate the time and skill you give to the Town of Milford.

Town of Milford Board of Selectman Adopted: _____

Please print double-sided

DRAFT – VOLUNTEER GUIDE AND EXPANDED POLICY

TOWN OF MILFORD

Volunteer Rights and Responsibilities



RIGHTS

1. A position description should be provided outlining their duties and responsibilities
2. Volunteers will receive general orientation of their department and Town, relative to their position
3. Volunteers will be assigned a primary supervisor and will be aware of who to access in their absence
4. Volunteers will be provided clear direction, effective oversight and involvement from their supervisor or assigned staff
5. Volunteers have the right to offer and receive feedback, to and from their supervisors, and to be treated fairly
6. Volunteers will be informed about any ongoing training that may be relevant to their position
7. Volunteers shall be extended the right to be given meaningful assignments
8. Volunteers should feel that their skills are needed and wanted and are part of the team
9. Volunteers should be recognized for a job well done

RESPONSIBILITIES

Volunteers agree to:

1. complete a Volunteer Application;
2. undergo required background checks (if considered a suitable candidate and the situation necessitates);
3. will be on time and follow through on any commitments;
4. observe the same rules and policies of the organization as paid staff;
5. maintain confidentiality in all issues pertaining to the organization;
6. take part in training which is required for their role;
7. adhere to the safety rules and procedures of the Town of Milford;
8. will perform their duties to the best of their abilities;
9. be prompt in the reporting of any details relative to an incident or accident; and
10. provide adequate notice to supervisors if scheduling conflicts occur and/or before they terminate their position.

Please print double-sided

DRAFT – VOLUNTEER GUIDE AND EXPANDED POLICY

TOWN OF MILFORD Volunteer Code of Conduct/Conflict of Interest/ Confidentiality



Volunteers for *the Town of Milford* should promote the development of healthy and positive values towards themselves, fellow volunteers and the public. The following *Code of Conduct* has been developed to help increase the positive nature of your experience while volunteering in *the Town of Milford's* programs and activities. **As a participant in our programs, you have a responsibility for the following:**

Code of Conduct

1. Treat everyone you encounter fairly and with respect, regardless of gender, ethnicity, race, sex, age, religion, political beliefs or economic status.
2. Consistently display high personal standards, including refraining from public criticism of fellow volunteers and paid staff members; refraining from the use of profane, insulting or otherwise offensive language; refraining from any conduct that causes damage to, or destruction of, the personal property of others; and to treat fellow volunteers, paid staff, supervisors and the public with the utmost respect, and refrain from any conduct that might be regarded as harassment, disrespectful, or otherwise unacceptable to *the Town of Milford*.
3. Be aware of and observe the [Town's Policy on Conduct of Town Officials/Code of Ethics](#) and agree to conduct themselves in a manner reflective of the values outlined in the policy with a special note to:
 - a. **2006.04.020 Principles of Public Service**
 - A. Public Service as a Public Trust** – Town officials and Town employees **and volunteers** should treat their positions as a public trust, only using the powers and resources of their positions to advance public interests, and not to attain personal benefits or pursue any other private interest incompatible with the public good.
 - B. Principle of Independent Objective Judgment** – Town officials and Town employees **and volunteers** should employ independent objective judgment in performing their duties, deciding all matters on the merits free from conflicts of interest and both real and apparent improper influences.
 - b. **2006.04.030 Grounds for an Ethics Complaint**
 - C. Misuse of Position** – No Town official or Town employee **or volunteer** shall disclose or use confidential or privileged information for personal benefit or for financial gain. Town officials and Town employees **and volunteers** shall not use their governmental positions to secure privileges or advantages for themselves, which are not generally available to Town officials or Town employees **or volunteers**, or to improperly secure governmental privileges or advantages for others.

Conflict of Interest

I am aware it is my responsibility to inform the person I report to if I become aware of any potential or actual conflict of interest.

Confidentiality

No Town official or Town employee **or volunteer** shall disclose or use confidential or privileged information for personal benefit or for financial gain.

I have read and understand the above *Code of Conduct*. I understand that violation of it may result in immediate discipline, up to and including dismissal as a volunteer and ineligibility for future involvement.

Please print double-sided

DRAFT – VOLUNTEER GUIDE AND EXPANDED POLICY

RSA 508:17 (<http://www.gencourt.state.nh.us/rsa/html/lii/508/508-mrg.htm>)

TITLE LII ACTIONS, PROCESS, AND SERVICE OF PROCESS CHAPTER 508 LIMITATION OF ACTIONS Section 508:17

508:17 Volunteers; Nonprofit Organizations; Liability Limited. –

I. Any person who is a volunteer of a nonprofit organization or government entity shall be immune from civil liability in any action brought on the basis of any act or omission resulting in damage or injury to any person if:

(a) The nonprofit organization or government entity has a record indicating that the person claiming to be a volunteer is a volunteer for such organization or entity; and

(b) The volunteer was acting in good faith and within the scope of his official functions and duties with the organization; and

(c) The damage or injury was not caused by willful, wanton, or grossly negligent misconduct by the volunteer.

I-a. [Repealed.]

II. Liability of a nonprofit organization for damage or injury sustained by any one person in actions brought against the organization alleging negligence on the part of an organization volunteer is limited to \$250,000. Such limit applies in the aggregate to any and all actions to recover for damage or injury sustained by one person in a single incident or occurrence. Liability of a nonprofit organization for damage or injury sustained by any number of persons in a single incident or occurrence involving negligence on the part of an organization volunteer is limited to \$1,000,000.

III. Nothing in this section shall be construed to affect any civil action brought by any nonprofit organization against any volunteer of such organization.

IV. Volunteer activity related to transportation or to care of the organization's premises shall be excepted from the provisions of paragraph I of this section.

V. In this section:

(a) "Damage or injury" includes physical, nonphysical, economic and noneconomic damage and property damage.

(b) "Nonprofit organization" shall include, but not be limited to, a not for profit organization, corporation, community chest, fund or foundation organized and operated exclusively for religious, cultural, charitable, scientific, recreational, literary, agricultural, or educational purposes, or to foster amateur competition in a sport formally recognized by the National Collegiate Athletic Association, and an organization exempt from taxation under section 501(c) of the Internal Revenue Code of 1986 organized or incorporated in this state or having a principal place of business in this state.

(c) "Volunteer" means an individual performing services for a nonprofit organization or government entity who does not receive compensation, other than reimbursement for expenses actually incurred for such services. In the case of volunteer athletic coaches or sports officials, such volunteers shall possess proper certification or validation of competence in the rules, procedures, practices, and programs of the athletic activity. **Source.** 1988, 280:1. 1990, 116:1-3. 1998, 255:1, 2, eff. Jan. 1, 1999.

Please print double-sided

Volunteer Application

TOWN OF MILFORD VOLUNTEER APPLICATION



GENERAL INFORMATION	
Last Name:	
First Name:	
Middle:	
Street Address:	
City, State, Zip:	
Phone# (cell):	
Phone# (home)	
Email:	
Are you under?	(<input type="checkbox"/>) 14 – 15 (<input type="checkbox"/>) 16 – 17 (<input type="checkbox"/>) 18+

IF UNDER 18 YEARS OF AGE
If under 18, please provide a parent's email address:
If under 18, please get parent or guardian's signature on last page

EMERGENCY CONTACT			
EMERGENCY CONTACT #1			
First Name:	Last Name:		
Street:	State:	Zip:	
Phone# (cell):	Phone# (work):	Phone (other):	
Relationship:			

WHICH DEPARTMENTS ARE YOU INTERESTED IN? ANY SPECIAL INTERESTS?								
DEPARTMENT: (in order of preference) – 1 = high interest 5 = low interest	<input type="checkbox"/>	Ambulance	<input type="checkbox"/>	Finance	<input type="checkbox"/>	Library	<input type="checkbox"/>	Recycling & Transfer Station
	<input type="checkbox"/>	Assessing	<input type="checkbox"/>	Fire Dept	<input type="checkbox"/>	Police	<input type="checkbox"/>	Town Clerk
	<input type="checkbox"/>	Community Development	<input type="checkbox"/>	HR	<input type="checkbox"/>	Public Works	<input type="checkbox"/>	Water Utilities
	<input type="checkbox"/>	Community Media	<input type="checkbox"/>	IT	<input type="checkbox"/>	Recreation	<input type="checkbox"/>	Welfare
SPECIAL INTERESTS:								

CONSENT

- ✓ I understand that I am not an employee of the Town of Milford and that any duties I perform are as a volunteer.
- ✓ I agree to abide by the policies and procedures set forth by the Town of Milford while performing my assigned volunteer duties.

- ✓ Some volunteer assignments will require a background check. If applying for such a position, I understand I will be notified of this fact and will be required to give the Town of Milford permission to have this done.
- ✓ I recognize there are certain risks of injury as a result of my (or my child's) participation in this volunteer activity. I agree to assume the full risk of any injuries, damages, or loss which I (or my child) may sustain as a result of participating in any of the activities connected with or associated with this program, or products provided, including allergic reactions to foods consumed.
- ✓ I agree to waive and relinquish all claims I may have, as a result of my (or my child's) participation in this program, against the Town of Milford and their agents, employees, and volunteers and against any co-sponsors of the program.
- ✓ I understand that neither the Town of Milford, its staff, nor its volunteers assume responsibility for accident or injury to participants during this activity.
- ✓ The Town of Milford may take photos during the programs and events. The Town of Milford reserves the right to use photographs of participants taken for the purposes of advertising and promoting its programs. I authorize the Town to reasonable use of any and all images and statements of/by/about the participant during any part of a Town program for promotional purposes, including the internet.
- ✓ I have read and agree to the above conditions.

Volunteer Signature: _____ Date: _____

Parent/Guardian Signature: _____ Date: _____

The Town of Milford considers applications without regard to race, color, religion, creed, sex, national origin, disability, sexual orientation, citizenship status or any other legally protected status. The Town of Milford reserves the right to utilize, or not utilize, the services of volunteers.

You may also apply on-line

[Volunteers - Commission, Committee & Boards](#)

or

[Volunteers General](#)

TOWN OF MILFORD



Volunteer Acknowledgement Form

My signature below acknowledges that I am aware of the following documents related to volunteering for the Town of Milford. These documents have been placed on the Town's website for easy access and are part of the Volunteer Guide.

1. Volunteer Rights and Responsibilities
2. Volunteer Code of Conduct/Conflict of Interest/Confidentiality Policy
3. Receipt of or location of Volunteer Guide and Volunteer Policy
4. [508:17 Volunteers; Nonprofit Organizations; Liability Limited](#)

I understand these documents are available in hard copy if that is my preference. I also understand it is my responsibility to read these documents and, if I am unclear about any information contained within these documents, it is my responsibility to ask a supervisor, committee chair or department head for clarification. I agree to abide by the procedures and protocols outlined in the handbook and reviewed during orientation.

Further, I understand there will be a Volunteer Service Statement & Release of Liability Agreement form that needs to be completed if I am volunteering on an on-going basis. This Release of Liability information will also appear at the top of any single event sign in sheet. If I am under 18, my parent or guardian needs to sign the form as well.

Volunteer Signature

Printed Name:

Date

Parent/Guardian

Printed Name:

Date

TOWN OF MILFORD

VOLUNTEER SERVICE STATEMENT & RELEASE OF LIABILITY FORM



Name:
Address:
Email:
Phone:

I, _____, hereby make this Volunteer Service Statement and Release of Liability Form in order to provide – and to be authorized to perform – the following uncompensated services to my community:

Name of Event

(Nature and Scope of Services)

Under the direction of:

Town of Milford -

(Department or Supervisor with Official Oversight Authority)

Between

Date(s)

(Time period in which work will be performed)

In performing the specified volunteer service(s), I acknowledge that:

- ❖ I am 18 years of age or older and know of no reason (medical or otherwise) which would prevent me from performing the tasks required;
- ❖ If I am under the age of 18, I have provided a permission form signed by a parent or guardian;
- ❖ I have acquainted myself with what is required to perform the tasks and represent that I have the skills and ability to perform them;
- ❖ I assume full responsibility for my own safety and the safety of others and, except where resulting from the negligence of the Town of Milford or its employees,
- ❖ I **release** and **hold harmless** the Town of Milford, its agents, employees and officers from any and all claims of any nature for any illness, bodily injury, or personal injury to me or damage to any property arising in any way from my participation in the above-described activity. I further acknowledge that this **release** and **hold harmless agreement** is binding upon my heirs, successors or assigns, that I have read the foregoing and understand its significance, and that I have voluntarily executed this document; and
- ❖ I will perform the volunteer service in compliance with the standards and specifications established, or approved, by the Town of Milford and will honor the direction of Town of Milford officials to suspend or terminate this service;
- ❖ Individuals under 18 years of age require their parent or guardian's signature.

Dated this _____ day of _____, 20 ____.

Volunteer Signature **Printed Name:** **Date**

Parent or Guardian Signature (if under 18) **Phone number of Parent/Guardian** **Date**

Supervisor Signature **Date**

To be executed prior to issuing Letter of Approval under RSA 508:17

APPROVAL (to be completed by Dept Head)

You are hereby recognized and approved as an uncompensated Volunteer for the project listed above. Your tenure as a Volunteer will continue until your resignation or termination by the Town/Designee /Project Supervisor, or the end of the project, whichever comes first.

We thank you for your offer of time and services, and look forward to a productive relationship.

Town/Designee/Project Supervisor Signature: _____ Date _____

Department Head: _____ Date: _____

Town Administrator: _____ Date: _____

Department Head to Complete
REQUEST FOR VOLUNTEERS

Name of Person Requesting Volunteers:	
Department:	
For what date/dates:	
Number of Volunteers Needed:	
Department Head Signature:	

VOLUNTEER POSITION DESCRIPTION

Volunteer Title:			
Department:			
Actual Work Location:			
Who does Volunteer Report to-Primary:	Name:		Phone:
Who does Volunteer Report to-Contingent:	Name:		Phone:

GENERAL INFORMATION	
Can a youth do activity?	
Has appropriate Youth paperwork been completed?	
Is parental permission on file?	
Does the volunteer have to be over 18?	
Will volunteer be driving?	
Duration volunteer needed – Day? Week? Month? On-going?	
How many hours/day or week:	Up to _____ hr/week
Days that work best for Dept:	
Is your volunteer replacing the work of paid employees?	No
Will volunteer be alone with vulnerable populations during their volunteer activity?	
POSITION SPECIFIC	
What is volunteer needed for:	Assistance during Easter function, breakfast function, swim meet, etc
Description of Activity (Purpose - general):	The volunteers may assist with directing cars to park, greeting table, assist with set up or tear down of activity, composting, checking car dump stickers, attend still good shed
What will the Volunteer’s main duties entail (Responsibilities and Expectations)?	Take photographs during Easter program It is anticipated this volunteer will assist with weeding
Equipment used (specify):	Example: Computer, phone, copy machine, fax machine, calculator, snow blower, leaf blower, etc.
Is there an evaluation process?	Feedback will be on-going
Environment inside and/or outside	Inside: <u> 0 </u> % Outside: <u> 100 </u> %
Any Occupational Exposures?	Example: May be exposed to cleaning fluids, printer and copier toner. Bee stings, poison ivy, etc.
Work Surface (generally)	Standard office to include: desk, chair, computer station. Carpeted and/or tiled floors. Or gravel, dirt, uneven territory

Please print double-sided

Dress Code:	Example: Business casual, boots, etc. (no open toed shoes,)
Safety equipment needed:	Vest, glasses, gloves, mask
Requirements:	Example: Self-motivating, ability to perform repetitive tasks, ability to work with public, reliable, accuracy etc.
Experience:	Example: Data entry, MS Office applications, etc. / N/A
Other Training/Skills (List or N/A):	N/A
Other Considerations/Requirements?	<ul style="list-style-type: none"> • Must be able to understand and follow oral and written instructions. • Must be able to follow established safety rules and procedures. • Must be dependable, responsible and conscientious. • Requires that this volunteer treat the citizens of the Town and members of the staff with respect and courtesy to promote and maintain effective working relationships between taxpayers, the public and all Town departments. • Requires the projection of a positive attitude and image about the Town of Milford, a pleasant demeanor, and a commitment to service to the public and staff.
Cite any special training the volunteer will receive from any department:	
The volunteers will need to be able to communicate with the general public. Physical Activity may include lifting, climbing, standing and reaching.	
Benefits	There is no pay and there are no benefits associated with a volunteer position.

Send to HR for Creation of Position Description

Please print double-sided



Volunteer Name:	
Department Volunteering for:	
Position/Event:	
Start Vol:	End Vol:

GENERAL INFORMATION	Done	N/A
Completed Volunteer Application		
Emergency Contact		
References ___ Written ___ Verbal		
Volunteer Position Description		
Certificates/Licenses (if applicable)		
Volunteer Time Log		
BACKGROUND CHECKS ___ BEAS ___ Criminal Record Check ___ DMV ___ Sexual Offender Database		

YOUTH SPECIFIC	Done	N/A
Parental Permission		
Verify Adequate Health of Child		
Youth Certificate		

SIGNATURES FOR:	Done	N/A
Volunteer Acknowledgement Form <i>(acknowledges receipt/knowledge of Volunteer Rights and Responsibilities; Volunteer Code of Conduct/Conflict of Interest/Confidentiality Policy; Receipt of Volunteer Guide and Policy; Anti-Harassment Policy and RSA 508)</i>		
Volunteer Service Statement & Hold Harmless Agreement		

I affirm the items listed above have been reviewed and discussed. I understand any questions may be brought forward to my Supervisor, the Department Head or Human Resources.

Employee Signature	PRINT	Date
Staff Completing this form	PRINT	Date

Please print double-sided

Only for individuals volunteering on an on-going basis

Volunteer Performance Evaluation

Name: _____ Date: _____

Department: _____

Supervisor: _____

Evaluation Period: From _____ to: _____ (insert dates)

Work Habits:	Yes	No
Reports for assignments as scheduled		
If unable to work, notifies supervisor promptly.		
Exhibits enthusiasm for work.		
Completes assignments in timely manner.		
Utilizes time effectively.		
Quality of Work:	Yes	No
Understands purpose and goal of department		
Understands assignments.		
Executes assignments with little supervision.		
Asks questions when in doubt.		
Completes assignments on time.		
Relationship with Others	Yes	No
Is courteous and uses tact		
Relates well to public.		
Works well with other paid and volunteer staff.		

Overall comments: _____

Signature of Volunteer: _____ Date: _____

Signature of Supervisor: _____ Date: _____

Department Head: _____ Date: _____

Please print double-sided



SAMPLE POSITION DESCRIPTION

SAMPLE EVENT VOLUNTEER POSITION DESCRIPTION

Volunteer Position:	SWIM MEET	Created:	9/29/2021
Type of Event:	Multi Day Event	Date of Event:	
Department:	RECREATION		
ACCOUNTABILITY:	REPORTS TO RECREATION DIRECTOR		
ENVIRONMENT:	Dependent on weather (Keyes Field/Swimming Pool)		
WORK SURFACES:	Keyes - Grass, cement, gravel, uneven areas Swimming Pool Area – Concrete, wet concrete		
Duties:	<p>May serve in any of the following capacities:</p> <ul style="list-style-type: none"> • Set up event • Tear down of event • Register volunteers • Greet Teams • Direct vehicles where to park (Safety Vest required) • Take pictures • Man concession stand • Collect cash (should be a staff member) 		
Requirements:	<ul style="list-style-type: none"> • Must be able to understand and follow oral and written instructions If under 18 years of age, must have parental permission and relative paperwork • Present a positive image, pleasant demeanor, and commitment to serving the public 		
Safety Equipment:	Safety Vest; Mask if COVID precautions		

Please print double-sided

TOWN OF MILFORD



SAMPLE 1 – Town of Milford Single Day Volunteer Sign-in Sheet

The purpose of this document is to comply with the provisions of RSA 508:17 and 216-A:3-h, the Volunteer Immunity Laws, and document the official activities and duties that have been agreed upon between the Town of Milford and its valued Volunteers.

Other than for indemnification purposes, by serving as a volunteer you acknowledge that you are not an employee of the Town of Milford, and therefore not entitled to certain benefits provided to Town of Milford employees, including, but not limited to workers' compensation coverage. As a volunteer, you agree to abide by all policies and procedures and follow the instruction of the designated Town Site Supervisor. Failure to do so will result in the termination of your volunteer services for the Town of Milford.

I understand and accept the risks, hazards, and dangers inherent in carrying out the duties and responsibilities of my volunteer activities and trainings. I agree for myself and my heirs, to release and hold harmless the Town of Milford, its officers, employees, partnering organizations, and volunteers, from and against all claims, demands, actions, and causes of action as a result of personal injury, death, or property damage sustained by me or by others due to my volunteer activity.

Anyone under the age of 18 must submit a Youth Volunteer Parental Consent form signed by their parent or legal guardian to Town of Milford's Volunteer Program contact along with this form prior to the start of any work.

Date	Volunteer Printed Name (if 18 yrs of age and older)	Volunteer's signature (confirming that you have read and agree to the terms above)	Activity	Contact Information: Phone or email (will not be shared or used for any reason outside of matters related to this project)

Department Head Signature

Please use second page if necessary to list each individual that participated in the service project. →

Please return form to: _____

Please print double-sided

TOWN OF MILFORD



SAMPLE 2 – Volunteer Register

Multiple volunteers throughout the day or week – on-going

SAMPLE VOLUNTEER REGISTER – WADLEIGH LIBRARY				
Date	Volunteer Printed Name (if 18 yrs of age and older)	Volunteer's signature (confirming that you have read and agree to the terms above)	Project/Task/Activity (general)	# of Hours
9/29/21	John Smith		Re-stocking shelves	2
9/29/21	Andy Jones		Answering phones	3

Department Head Signature

This form can be maintained at a front desk and volunteers can sign in/out for any activity they are scheduled for.

Please print double-sided

TOWN OF MILFORD



SAMPLE 3 - Individual Volunteer Weekly Time Log

Volunteer Name:	
Department:	

Date	Project/Task/Event/Activity	Time In	Time Out	Total Hours (required)

Total Hours Volunteered This Week: _____

Volunteer Signature	Date
Supervisor Signature (if applicable)	Date
Dept Head Signature	Date

This form can be maintained by the volunteers and turned in weekly/monthly to their Department Head.

Please print double-sided