



VOLUNTEER HANDBOOK

Thank you for choosing the City of Pendleton as a place to volunteer your time and talent! We value your contribution to the successful operation of City programs and appreciate your help. We are committed to having your volunteer experience be satisfying and rewarding.

Over 300 volunteers regularly support the City of Pendleton's programs. You are joining a diverse, talented group of citizens who believe in the importance of volunteering and are committed to serving our community and helping to make it a better place to live.

Volunteer Program Contacts

Volunteer Coordinator

Tiffany Hegarty, (541) 966-0244; tiffany.hegarty@ci.pendleton.or.us
500 SW Dorion Ave. Pendleton, OR 97801
Hours: Varied

Library

Jennifer Costley, (541) 966-0380; Jennifer.costley@ci.pendleton.or.us
Mary Finney, (541) 966-0380; mary.finney@ci.pendleton.or.us
502 SW Dorion, Pendleton, OR 97801
Hours: M-Thurs: 10am – 8pm; F-Sat: 10am -5pm; closed Sunday

Parks and Recreation

Lisa Patrick, (541) 966-0228; lisa.patrick@ci.pendleton.or.us
Laura Rhodes, (541)966-0228 laura.rhodes@ci.pendleton.or.us
510 SW Dorion, Pendleton, OR 97801
Hours: Vary
ADOPT-A-PARK/PARKWAY
Casey Brown, (541) 276-8100; Casey.Brown@ci.pendleton.or.us
865 Tutuilla Rd., Pendleton, OR 97801
Hours: Monday-Friday: 7am-4pm

Police Department

Shelly Studebaker, (541) 276-4411, ext. 1109; shelly.studebaker@ci.pendleton.or.us
622 Airport Rd., Pendleton OR 97801
Hours: Monday-Friday: 8am-5pm

Eastern Oregon Regional Airport at Pendleton

Erica Stewart, (541) 276-7754; erica.stewart@ci.pendleton.or.us
2016 Airport Rd, Pendleton, OR 97801
Hours: Varied

Important Volunteer Information

- Prior to volunteering for the City, an individual must complete a volunteer application, pass a criminal background check and attend an orientation.
- Children, age 7-11 years, may volunteer for family volunteer activities when accompanied by a parent or legal guardian. Youth, age 12-17 years, may volunteer with written parent or legal guardian permission. Some positions and/or tasks are limited to volunteers 18 years of age and older.
- Once you have been assigned to a specific department and supervisor, please report to that supervisor when you arrive.
- Please complete your volunteer timesheet daily (even when volunteering on behalf of a group or club); tracking hours is a requirement.
- Wear your name badge if given one. It identifies you as a City volunteer.

- If you will be late or unable to report for your volunteer shift, please contact your supervisor and report your absence immediately. If possible, please speak directly to your supervisor or someone from their department, rather than leaving a message on an answering machine.
- If you are assigned to a job in a public service area and a patron/citizen asks you for information please respond politely and answer as best you can. If needed, please refer the person to a staff member on duty.
- All volunteers shall maintain a neat and clean appearance and dress appropriately for the conditions and performance of their duties.
- All volunteers are to provide excellent customer service to the public and be polite and respectful to others. Private conversations should be held only in non-public areas.
- Due to the nature of services that the City offers to the public, volunteers may become aware of confidential information; please do not discuss this information with anyone besides your co-workers that are directly involved. Confidentiality applies to information that is overheard, read, or a situation that you are directly involved with.
- Personal use of staff computers for internet surfing or email use is not allowed at any time. Volunteers may use any available public terminal in the library for personal use before or after their volunteer activities.
- Cell phone use (talking/ receiving calls/ texting) is not allowed in the public areas of business offices or the staff workrooms. You may use a cell phone in a designated area per your supervisor; please keep use to a minimum.
- When using a shared workspace, please leave the area exactly as you found it.
- Volunteers may drive their own personal vehicle as part of their volunteer duties, if driving is required. Volunteers must provide a copy of their driver's license and proof of insurance prior to driving. All traffic laws must be obeyed while conducting business for the City.
- You must report any injury (however small) that occurs while volunteering to your supervisor immediately.
- Volunteers who do not adhere to the rules and procedures of the program or who fail to satisfactorily perform their volunteer assignment are subject to termination of their volunteer services.
- If you are unable to continue your volunteer work or wish to change your work assignment, please notify your supervisor or the Volunteer Coordinator.
- Your feedback is welcome; please let us know your ideas for improving services and the volunteer program.

Volunteer's Bill of Rights

Volunteers are viewed as a valuable resource to the City's departments, programs, staff, and patrons. Volunteers shall be extended:

- The right to be given meaningful assignments
- The right to be treated respectfully and professionally
- The right to effective supervision and training
- The right to full involvement and participation
- The right to recognition for work done

In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the goals and procedures of the program.

Volunteer Facts & Figures

- **Over 300 volunteers perform thousands of hours of service each year for the benefit of the City of Pendleton. Without the generosity of volunteers, many programs & services would not exist in Pendleton.**
- **Oregon ranks the 10th in the nation for volunteer service**
- **One in four adults in America (25.4%) volunteered through an organization, demonstrating that volunteering remains an important activity for millions of Americans.**
- **Volunteers living in rural areas have a 55% higher likelihood of finding employment when out of work than non-volunteers.**
- **According to a study by the *Americans' Changing Lives* survey, volunteers reported higher levels of happiness, life-satisfaction, self-esteem, a sense of control over life, and greater physical health, as well as lower levels of depression.**

**Thank you for your interest in
volunteering with the City of Pendleton.
Your time and talent is truly appreciated!**

City of Pendleton Core Values

Respect

Recognizing the value of diversity and treating each person with dignity, fairness and respect. Demonstrating self-respect and regard for others and their property.

Integrity

Demonstrating principles such as trustworthiness, honesty and conformance to professional ethics. Performing ones duties to enhance the public trust. Making prudent decisions.

Caring

Being responsive to the needs of customers, co-workers and the public. Demonstrating professionalism through mastery of skills and dedication to work. Performing work carefully and safely.

Responsibility

Being accountable for actions. Cultivating customer trust through competence, courtesy, and honoring of responsibilities. Being dependable, timely, and mindful that work performed reflects on the City.

Citizenship

Is a good steward of public resources, using them only in support of the City's work. Performs work efficiently, effectively, and economically. Adheres to laws, rules and regulations.

Cooperation

The ability to work willingly and well with associates, co-workers and the public. Communicating appropriately and showing dedication to teamwork principles. Contributing positively to the work environment.

Industriousness

Demonstrating strong work ethics through commitment to excellence in work, being reliable in attendance and meeting obligations. Is innovative, self-motivated, and solutions-oriented.

City of Pendleton Policies

Drug Free Workplace Policy

The City of Pendleton is committed to providing a drug free workplace. The unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the workplace.

The City does not tolerate any use of alcoholic beverages, illegal drugs, or the illegal use of legal drugs in the work place or away from the work place in a way that affects the employee's or volunteer's ability to perform work for the city or its residents.

The city also does not tolerate the use of tobacco in any public city buildings or outside of buildings other than the designated smoking areas. Employees and volunteers must use their scheduled breaks to use tobacco products. Additionally, tobacco use is prohibited in any City of Pendleton vehicle.

Volunteers are required to abide by the terms of this policy and to notify your supervisor, within five days of conviction, of any criminal drug statute conviction for a violation that occurs in the workplace or company vehicle.

Volunteers who violate the policy are subject to termination of their volunteer services.

Non-Discrimination Policy statement

The City is committed to providing a work environment free from harassment, discrimination and workplace violence, and will not tolerate discrimination in employment or the provision of services to the public.

Employment decisions are made and services are provided without regard to race, age, religion, gender, national origin, physical or mental disability, marital or veteran status, sexual orientation, or any other classification protected by law. These policies of nondiscrimination will prevail throughout every aspect of the employment relationship.

All employees and volunteers in the City are responsible for following this policy. Management provides and supports a dispute resolution procedure for complaints alleging discrimination.

Whenever possible, employees and volunteers are encouraged to resolve workplace issues or problems by going first directly to the person involved, or through the supervisor. Our policy is to resolve less serious problems and misunderstandings informally at the lowest level possible and to provide employees an opportunity to clarify any misunderstandings that may arise between co-workers, their supervisors or the City.

Employees and volunteers are expected to bring any questions, issues, or complaints to management's attention. If you believe you have been harassed or discriminated against, or if you witness or suspect any violation of this policy, you should report the matter immediately to your manager, Department Head, or the Human Resources Manager. Retaliation by anyone for filing a complaint or cooperating in an investigation will not be tolerated or permitted. If retaliation should occur, you are required to report it.