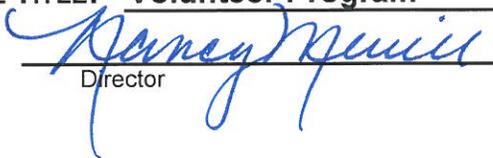


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## IDAHO DEPARTMENT OF PARKS AND RECREATION POLICY AND PROCEDURES MANUAL

PROCEDURE TITLE: Volunteer Program

APPROVAL:

  
Director

VOLUNTEER COORDINATOR  
Policy Owner

### 1.0 THE VOLUNTEER PROGRAM:

#### 1.1 IDPR Volunteer Services Program Mission Statement

The Idaho Department of Parks & Recreation Volunteer Services Program fosters highly effective volunteer engagement throughout all state parks and programs. We strive to attract and involve multiple resources from local, statewide, and international communities in order to enhance the quality of life for Idahoans. The achievement of the goals of IDPR is best served by the active participation of citizens of the community. To this end, IDPR accepts and encourages the involvement of volunteers at all levels in the department and within all appropriate programs and activities. All staff members are encouraged to assist in the creation of meaningful and productive roles in which volunteers might serve and to assist in recruitment of volunteers from the community.

#### 1.2 Philosophy

We believe that volunteers are a crucial component of our workforce and enhance our ability to offer quality recreation programs in Idaho. We also believe that Idaho State Parks and Recreation programs serve as a catalyst within their communities to create a climate for developing leisure-time activities that enhance the quality of life and meet the basic needs shared by all human beings. These include: a need to belong, to achieve, to be recognized, to have status, to acquire and use skills, and to have a creative outlet.

#### 1.3 The Goals of the Volunteer Services Program are:

To create State Parks & Recreation advocates and stewards who believe in and support our mission.

- To give an added personal touch to the services we provide our customers.
- To provide outreach to the communities where our facilities and programs are located.
- To create a channel for community input into our facilities and programs.
- To provide positive opportunities for individuals to “give something back” to their community.
- To enable IDPR to respond to offers of assistance from the volunteering public.
- To engage needed skills when resources are simply not there to make a staff appointment.
- To build linkages to and partnerships with other local, state, and federal entities.
- To extend our budget beyond anything we could otherwise afford by partnering with volunteers.

#### **1.4 Purpose of Volunteer Policy**

The purpose of the policy is to provide overall guidance and direction to staff and volunteers engaged in volunteer involvement and management efforts. The policy is intended for internal management guidance only, and does not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. Idaho Department of Parks & Recreation reserves the exclusive right to change any aspect of the policy at any time and to expect adherence to the changed policy. Alterations to or exceptions from these policies may only be granted by the Volunteer Services Coordinator, and must be obtained in advance and in writing. The Volunteer Services Coordinator shall decide matters in areas not specifically covered by these policies.

#### **1.5 Scope of the Volunteer Policy**

Unless specifically stated, the policy applies to all non-elected volunteers in all programs and projects undertaken by or on behalf of IDPR, and to all departments and sites of operation of IDPR.

#### **1.6 Role of the Volunteer Services Office**

The productive involvement of volunteers requires a planned and organized effort. Overall responsibility for the IDPR Volunteer Program rests with the Volunteer Services Coordinator, located in the Boise office. The coordinator monitors the IDPR volunteer programs statewide, provides assistance to the parks as requested, and serves as a liaison between volunteers, parks and program staff, and the Boise office. Additionally, the coordinator facilitates the recruitment, placement, training, tracking and recognition of volunteer's system-wide. The Boise volunteer office provides a clearinghouse of opportunities for people interested in volunteering, distributes applications, compiles status reports from the parks, provides training programs for both volunteers and staff, and attends conferences and training sessions to maintain a high professional standard of volunteer management within IDPR. The coordinator also develops the program structure; forms, manuals, recognition items, procedures and processes.

#### **1.7 Role of IDPR Parks & Programs**

At the program/park level, a volunteer supervisor administers the volunteer program. Each program office that involves volunteers in its operations is required to have someone on its staff that has been assigned the responsibility for the volunteer program. The Park Manager makes that assignment and the duties are included in that individual's work plan. A volunteer supervisor can be located in any division in the department, depending on the characteristics of the particular program and on where he or she would be most effective.

#### **1.8 Definition of 'Volunteer'**

Idaho Statute 67-2334 defines a "volunteer" as any person who contributes his services in a program or service conducted or sponsored by any agency, department or unit of state government for which he receives no financial remuneration, except for reasonable and necessary expenses actually incurred in the course of his participation in the program. Additionally, IDPR defines a volunteer as anyone who performs work for IDPR under a current, signed volunteer agreement (IDPR Form VOL 50.13.)

#### **1.9 Special Case Volunteers**

Idaho Department of Parks & Recreation also accepts as volunteers those participating through the criminal justice system, and volunteers in student community service activities, student intern projects, alternative sentencing programs, employee volunteering programs, and other volunteer referral programs. In each of these cases, however, a special agreement must be in effect with the

agency, school, company, or program from which the special case volunteers originate and must identify responsibility for management and care of the volunteers.

### **1.10 Group Volunteers**

Special arrangements will be undertaken when members of a group or an organization volunteer their time as a group effort. These arrangements will include changes in the normal application process, orientation, training, screening, and record-keeping requirements as determined necessary by the Volunteer Services Coordinator. However, a Volunteer Group Service Agreement (IDPR Form VOL 50.09) should still be completed prior to group involvement.

### **1.11 Employees as Volunteers**

At the federal level, the Fair Labor Standards Act (FLSA), administered by the Wage and Hour Administration, is the law that governs the ability of employees of an organization to also volunteer within that same organization. The intent of the FLSA is to prevent abuse of employees, particularly those paid by the hour (non-exempt employees). Individuals are considered to be volunteers only when their services are offered freely and without pressure or coercion, direct or implied, from an employer.

An IDPR employee can serve as a volunteer for the department as long as:

- The duties he or she performs as a volunteer are not the same types of duties for which he or she is paid. For example, an administrative assistant in the region office can volunteer to give an interpretive program in a park on his or her own time, but cannot volunteer to do secretarial work for a park manager.
- The employee is not being paid for the work and uses accrued leave, compensatory time, or time outside of their normal business hours to perform the volunteer duties. When volunteering, employees must sign an Individual Voluntary Agreement for Service (IDPR Form VOL 50-13) to be covered under Worker's Compensation, Tort Liability, and the IDPR General Automobile/Liability insurance policies.
- The employee voluntarily requests to participate with no "coercion" or "undue pressure" to do so.

Family members and relatives of IDPR employees may serve as volunteers as long as the IDPR employee signing the agreement for voluntary services is not an immediate family member.

NOTE: It is the policy of IDPR that seasonal employees volunteering time during their "off season" must complete all required volunteer enrollment paperwork prior to volunteering.

### **1.12 Service at the Discretion of IDPR**

Idaho Department of Parks & Recreation accepts the service of all volunteers with the understanding that such service is at the sole discretion of the Department. Volunteers agree that IDPR may at any time decide to terminate the volunteer's relationship with the department or to make changes in the nature of their volunteer assignment.

A volunteer may at any time, for whatever reason, decide to sever the volunteer's relationship with IDPR. Notice of such a decision should be communicated as soon as possible to the

volunteer's supervisor.

### **1.13 Volunteer Right and Responsibilities**

Volunteers are viewed as a valuable resource to IDPR, its staff, and its customers. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated as equal co-workers, the right to effective supervision, the right to full involvement and participation, and 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 values, goals and procedures of the Department.

### **1.14 Acceptance of Volunteers**

Idaho Statute 67-2335 states that no law of this state prohibits any agency, department or unit of state government from accepting volunteers for any program that it conducts or sponsors. The department sponsoring the program or service may reimburse volunteers for reasonable and necessary expenses actually incurred in the course of their participation in those programs.

**No person, who has been convicted of any violent crime, crime against persons, or crime involving the use of a weapon, shall be enlisted in the IDPR Volunteer Program in any manner whatsoever.**

### **1.15 Scope of Volunteer Involvement**

Volunteers may be involved in all programs and activities of the department, and serve at all levels of skill and decision-making. However, it is unethical and unacceptable to displace paid staff with unpaid staff. The availability of volunteer resources will never be a factor in the consideration of staff reduction in force, terminations, or loss through attrition.

### **1.16 Discrimination and Sexual Harassment**

Volunteers are recruited and accepted from the public without regard to race, creed, religion, age, gender, color, disability, or national origin. Discrimination and sexual harassment are against the law and will be grounds for disciplinary action, including dismissal. The sole qualification for volunteer recruitment shall be suitability to perform a task on behalf of the department.

## **2.0 VOLUNTEER MANAGEMENT PROCEDURES:**

### **2.1 Maintenance of Records**

A system of records will be maintained on each volunteer, including dates of service, positions held, duties performed, evaluation of work, and awards received. Volunteers and appropriate staff shall be responsible for submitting all appropriate records and information to the volunteer management office in a timely and accurate fashion. For further information concerning which forms must be submitted and when they are to be submitted to the Volunteer Management Office, see Volunteer Management Guidelines chapter 6 – Forms and Record Keeping.

Volunteer personnel records shall be afforded the same confidentiality as staff personnel records.

### **2.2 Representation of Idaho Department of Parks & Recreation**

Prior to any action or statement that might significantly affect or obligate the Department, volunteers should seek consultation and approval from appropriate staff. These actions may

include, but are not limited to, public statements to the press, lobbying efforts with other organizations, collaborations or joint initiatives, or any agreements involving contractual or other financial obligations. Volunteers are authorized to act as representatives of IDPR as specifically indicated within their position descriptions and only to the extent of such written specifications.

Volunteers may not use their IDPR affiliation in connection with partisan politics, religious matters, or community issues contrary to positions taken by the department.

### **2.3 Drug-Free Workplace**

See IDPR Procedures Manual Number I-33-2.1

### **2.4 Worksite**

An appropriate worksite shall be established prior to the enrollment of any volunteer. This worksite shall contain necessary facilities, equipment, and space to enable the volunteer to effectively and comfortably perform his or her duties. Worksites and equipment provided to volunteers shall be comparable to that of paid staff performing similar duties.

### **2.5 Dress Code**

As representatives of the department, volunteers, like staff, are responsible for presenting a good image to customers and to the community. Volunteers shall dress appropriately for the conditions and performance of their duties. At no time, shall a volunteer wear an IDPR state park ranger uniform.

### **2.6 Timesheets**

Individual volunteers and supervising staff are responsible for the accurate completion and timely submission of timesheets. For more information concerning timesheets, refer to the Volunteer Management Guidelines chapter 6 – Forms and Record Keeping.

## **3.0 VOLUNTEER RECRUITMENT AND SELECTION:**

### **3.1 Position Descriptions**

Volunteer staff (just as paid staff) requires a clear, complete, and current description of the duties and responsibilities of the position that they are expected to fill. Prior to any volunteer assignment or recruitment effort, a position description must be developed for each volunteer post. This will be given to each accepted volunteer and used in subsequent management and evaluation efforts. Position descriptions should be reviewed and updated at least every two years, or whenever the work involved in the position changes substantially.

All position descriptions shall include a description of the purpose and duties of the position, a designated supervisor and worksite, a timeframe for the performance of the job, a listing of job qualifications, and a description of job benefits. The Volunteer Services Coordinator is available to assist staff in the development of volunteer jobs and position descriptions. Generic Volunteer Position Templates can be found in the appendix of the Volunteer Management Guidelines.

### **3.2 Staff Requests for Volunteers**

Requests for volunteers shall be submitted in writing (IDPR Form Vol. 50.14) by interested staff, complete with a draft position description and a requested timeframe. All staff should understand that the recruitment of volunteers is enhanced by creative and interesting jobs and by advance

notice. The Volunteer Services Office reserves the right to refuse to recruit or place any volunteers until staff is prepared to make effective use of the volunteer resource, and to provide an adequate worksite.

### **3.3 Recruitment**

Volunteers shall be recruited by the Department on a pro-active basis, with the intent of broadening and expanding the volunteer involvement of the community. Efforts to attract volunteers will be given similar attention and support as efforts to attract qualified staff, financial resources and donors of money. Volunteers may be recruited either through an interest in a specific job or through a general interest in volunteering which will be matched with a specific park or program need. No final acceptance of a volunteer shall take place without a specific written volunteer position description for that volunteer.

### **3.4 Recruitment and Supervision of Minors**

Volunteers who have not reached the age of 18 years must have the written consent of a parent or legal guardian on the Volunteer Service Agreement 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. For more information about child labor laws see the Volunteer Management Guidelines chapter 7 – Supervising Minors.

### **3.5 Interviewing**

Prior to being assigned or appointed to a position, all volunteers will be interviewed to ascertain their suitability for an interest in that position. The interview should determine the qualifications of the volunteer, their commitment to fulfill the requirements of the position, and should answer any questions that the volunteer might have about the position. Interviews may be conducted either in person or by other means.

### **3.6 Screening**

The purpose of the initial interview will be to determine the qualifications, ability and suitability of the individual to perform work on behalf of IDPR. Prospective volunteers will be informed in advance that the interview process is designed so that each party can screen the other, and that acceptance, as a volunteer is not automatic.

### **3.7 Criminal Records Check**

As appropriate for the protection of customers, volunteers in certain assignments (positions where volunteers work unsupervised with children, fee collection, retail sales, or bookkeeping) **may** be asked to submit to a background criminal record check. Volunteers who do not agree to the background check may be refused assignment to those particular positions. Where volunteers are to be placed in direct contact with minors additional screening may be instituted. These procedures may include reference checks, direct background investigation, criminal investigation, etc. Volunteers who refuse permission to conduct these checks will not be accepted for placement with at-risk customers.

### **3.8 Reasonable Accommodations**

Disabled volunteers are protected by the Americans with Disabilities Act of 1990 (ADA) and have the right to request a **reasonable accommodation** for the hiring process and the job. A reasonable accommodation is any change or adjustment to a job, the work environment, or the way things are usually done that would allow individuals to apply for volunteer positions, perform job functions, or enjoy equal access to benefits available to other individuals in the

workplace. For example, if the job requires a volunteer to be able to stand in the park kiosk and take entrance fees, a reasonable accommodation for a person of small stature could simply be placing a step stool in the booth. Some of the most common types of accommodations include:

- Installing a ramp or modifying a workspace or restroom to accommodate a wheelchair.
- Sign language interpreters for people who are deaf or readers for people who are blind.
- A quieter workspace for someone with a mental disability.
- Training materials written in Braille, put on audiotape, or computer disks for people who cannot hear.
- Special telephones for people who are deaf.
- Time off for someone who needs treatment for a disability.

A request for reasonable accommodation can be made at any time during the application process or any time before or after the volunteer starts working. However, disabled volunteers must be still qualified and able to do the job they are hired to do, with or without reasonable accommodation.

### **3.9 Placement**

In placing a volunteer in a position, attention shall be paid to the interests and capabilities of the volunteer and to the requirements of the volunteer position. No placement shall be made unless the requirements of both the volunteer and the supervising staff can be met: no volunteer should be assigned to a “busy-work” position and no position should be given to an unqualified or uninterested volunteer.

### **3.10 Staff Participation in Interviewing and Placement**

Wherever possible, staff that will be working with the volunteer should participate in the design and conduction of the placement interview. Final assignment of a potential volunteer should not take place without the approval of appropriate staff with whom the volunteer will be working.

### **3.11 Acceptance and Appointment**

Service as a volunteer with Idaho Department of Parks & Recreation shall begin with an official written notice of acceptance or appointment to a volunteer position. No volunteer shall begin performance of any position until they have officially accepted the 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 receive a copy of their job description and a copy of the Voluntary Services Agreement.

### **3.12 Probationary Period**

All volunteer host (see the classification of “host” in the Volunteer Management Guidelines - Chapter 1: IDPR Volunteer Programs) placements shall initially be done on a trial period of 30 days. At the end of this period an interview with the volunteer shall be conducted to evaluate the extent to which the objectives of both the Department and the volunteer are being satisfied. Terms of the position such as expectations and job description may be renegotiated to bring about a more satisfactory placement for both parties. Other options such as reassignment or termination may be appropriate.

### **3.13 Certification of Qualification**

Prior to the acceptance of volunteers into professional service positions for which certification or

a license is required, volunteers will be required to submit proof of professional or technical ability, qualification, experience record, license or membership. A copy of such certificate or license should be maintained in the volunteer's record.

### **3.14 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. All volunteer assignments shall end at the conclusion of their set term, without expectation or requirement of re-assignment of that position to the incumbent.

Volunteers are neither expected nor required to continue their involvement with IDPR at the end of their set term, although in most cases they are welcome to do so. They may seek a different volunteer assignment within IDPR or with another organization, or choose to leave volunteer service altogether.

### **3.15 Leave of Absence**

At the discretion of the supervisor, leaves of absence may be granted to volunteers. This leave of absence will not alter or extend the previously agreed upon ending date of the volunteer's term of service.

## **4.0 VOLUNTEER TRAINING AND DEVELOPMENT:**

### **4.1 Orientation**

All volunteers will receive a general orientation on the goals and mission of the Idaho Department of Parks & Recreation, an orientation on the nature and operation of the park, program, or activity for which they were recruited, and a specific orientation on the purposes and requirements of the position that they are accepting.

### **4.2 Training**

The volunteer training program is an integral part of volunteering with IDPR. Volunteers have the right to be fully prepared to perform their volunteer duties as assigned. All volunteers will receive complete, current, and timely training to ensure they are fully qualified to perform their assigned duties. Volunteer training may include on-the-job training and/or a buddy system of support and education. All volunteers are required to complete a training program within a few days of the start of their volunteer placement.

### **4.3 Staff Involvement in Orientation and Training**

IDPR park and program staff should have an active role in the design and delivery of both orientation and training of volunteers. They have the responsibility to provide the necessary training for satisfactory volunteer performance. Staff who will be in a supervisory capacity to volunteers shall have the primary responsibility for design and delivery of on-the-job training to those volunteers assigned to them.

### **4.4 Volunteer Involvement in Orientation and Training**

Experienced volunteers should be included in the design and delivery of volunteer orientation and training.

### **4.5 Continuing Education**

Just as with staff, volunteers should attempt to improve their levels of skill during their terms of

service. Additional training and educational opportunities will be made available to volunteers during their connection with the Department where deemed appropriate. This continuing education may include both additional information on performance of their current volunteer assignment as well as more general information, and might be provided by the Volunteer Services Office or by assisting the volunteer to participate in educational programs provided by other groups.

#### **4.6 Conference Attendance**

Volunteers are authorized to attend conferences and meetings that are relevant to their volunteer assignments, including those run by IDPR and those run by other organizations. Prior approval from the volunteer's supervisor should be obtained before attending any conference or meeting if attendance will interfere with the volunteer's work schedule or if reimbursement of expenses is sought.

#### **4.7 Risk Management**

Volunteers will be informed of any hazardous aspects, materials, equipment, processes or persons that they may encounter while performing volunteer work and will be trained and equipped in methods to deal with all identified risks.

### **5.0 SUPERVISION AND EVALUATION:**

#### **5.1 Requirement of a Supervisor**

Each volunteer who is accepted to a position within IDPR must have a clearly identified supervisor who is responsible and accountable through his or her performance plan for direct management of that volunteer. This supervisor shall be responsible for day-to-day management and guidance of the work of the volunteer, and shall be available to the volunteer for consultation and assistance. The supervisor will have primary responsibility for developing suitable assignments for the volunteer, for involving the volunteer in the communication flow of the park or program, and for providing feedback to the volunteer regarding their work.

#### **5.2 Volunteers as Volunteer Supervisors**

A volunteer may act as a supervisor of other volunteers, provided that the supervising volunteer is under the direct supervision of a paid staff member.

#### **5.3 Volunteer/Staff Relationships**

Volunteers and paid staff are considered to be partners in implementing the mission of Idaho Department of Parks & Recreation, with each having an equally important and complementary role to play. It is essential to the proper operation of this relationship that each partner understands and respects the needs and abilities of the other.

#### **5.4 Acceptance of Volunteers by Staff**

Since individual staff members are in a better position to determine their own workloads and their own abilities, no volunteer will be assigned to work with an IDPR staff member without the consent of that person. Since volunteers are considered a valuable resource in performing IDPR's work, employees are encouraged to consider creative ways in which volunteers might be of service to their park or program and to consult with the Volunteer Services Coordinator if they feel in need of assistance or additional training.

### **5.5 Volunteer Management Training for IDPR Employees**

Immediate supervisors of volunteers, and other staff who work regularly with volunteers, will receive training on the principles of effective volunteer management, including motivation, supervision, and recognition.

### **5.6 Lines of Communication**

Volunteers are entitled to all necessary information pertinent to the performance of their work assignments. Accordingly, volunteers should be included in and have access to all appropriate information, memos, materials, and meetings relevant to their work assignment. To facilitate the receipt of this information on a timely basis, volunteers should be included on all relevant routing schedules and should be given a method for receipt of information circulated in their absence. Primary responsibility for ensuring that volunteers receive such information will rest with the direct supervisor of the volunteers.

Lines of communication should operate in both directions, and should exist both formally and informally. Volunteers should be consulted regarding **all** decisions that would substantially affect the performance of their duties.

**5.7 Absenteeism** Volunteers are expected to perform their duties on a regular scheduled and punctual basis. When expecting to be absent from a scheduled duty, volunteers should inform their staff supervisor as far in advance as possible so that alternative arrangements may be made. Continual absenteeism will result in a review of the volunteer's work assignment or term of service.

### **5.8 Standards of Performance**

Standards of performance shall be established for each volunteer position. These standards should list the work to be done in that position, measurable indicators of whether the work was accomplished to the required standards, and appropriate timeframes for accomplishment of the work. Creation of these standards will be a joint function of staff and the volunteer assigned to the position, and a copy of the standards should be provided to the volunteer along with a copy of their job description at the beginning of their assignment.

### **5.9 Evaluations**

Volunteers have the right to receive regular, timely, and constructive feedback on the performance of their assignments. Evaluation procedures should be non-threatening, constructive, supportive, flexible, and empowering. They should motivate the volunteer to aim for the highest standards and pinpoint where IDPR can help the volunteer to achieve his or her goals. The performance review should offer the opportunity for volunteers to give input and to negotiate change.

It shall be the responsibility of each member of staff in a supervisory relationship with a volunteer to schedule and perform periodic evaluations (once every month or at the end of the volunteer's term of service). See IDPR Form PER 51.03.

### **5.10 Dismissal of a Volunteer**

Volunteers who do not adhere to the rules and procedures of Idaho Department of Parks & Recreation or who fail satisfactorily to perform their volunteer assignment may be subject to dismissal. Prior to dismissal of a volunteer, any affected member of staff should seek the

consultation and assistance of the Volunteer Services Coordinator.

#### **5.11 Reasons for Dismissal**

Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property or misuse of IDPR equipment or materials, abuse or mistreatment of customers or co-workers, failure to abide by IDPR policies and procedures, failure to meet physical standards of performance, and failure to satisfactorily perform assigned duties. Further, a volunteer may be dismissed when the project or job is complete and no additional help is needed.

#### **5.12 Notice of Departure of a Volunteer**

In the event that a volunteer departs from IDPR, whether voluntarily or involuntarily, or is re-assigned to a new position, it shall be the responsibility of the volunteer's supervisor to inform the Volunteer Services Office that the volunteer is no longer assigned to work with them.

#### **5.13 Resignation**

Volunteers may terminate their service with IDPR at any time and for any reason. It is requested that volunteers who intend to resign provide advance notice of their departure and a reason for their decision. Additionally, both the volunteer and volunteer's supervisor should officially terminate the Volunteer Service Agreement in writing by signing and dating the form that was previously completed before service began.

#### **5.14 Exit Interviews**

Exit interviews, where possible, should be conducted with volunteers who are leaving their positions. The interview should ascertain why the volunteer is leaving the position, suggestions the volunteer may have to improve the position, and the possibility of involving the volunteer with IDPR in the future. See IDPR Form PER 51.04.

#### **5.15 Communication with the Volunteer Services Office**

Staff supervising volunteers are responsible for maintaining regular communication with the Volunteer Services Coordinator on the status of the volunteers they are supervising, and are responsible for the timely provision of all necessary paperwork to the office in Boise. The volunteer office should be informed immediately of any substantial change in the work or status of a volunteer and should be consulted when any corrective action is being considered.

#### **5.16 Evaluation of Idaho Parks & Recreation Volunteer Program**

The Volunteer Services Office shall conduct an annual evaluation of volunteer contributions to IDPR. This evaluation will include information gathered from volunteers, staff, and customers.

### **6.0 VOLUNTEER SUPPORT AND RECOGNITION:**

#### **6.1 Reimbursement of Expenses**

Volunteers may be eligible for reimbursement or reasonable expenses incurred while undertaking business for IDPR. Reimbursement expenses will be paid from the individual park or program O&E budget. The determination to reimburse volunteers should be based on:

- What is required to accomplish the job, such as tools or protective eyewear?
- Whether or not the reimbursement will allow parks or programs to retain competent volunteers.
- Providing "reasonable accommodations" to all qualified volunteers.

The following items may be reimbursable, when approved in advance by the volunteer's immediate supervisor:

- Standard mileage rate as determined by the IRS or the cost of public transportation to and from their assignment
- Parking Expenses
- Meals
- Refreshments
- Telephone or postage for work done at home
- Special clothing needs (aprons, work gloves, etc)
- Fees for conferences related to volunteer assignment

## **6.2 Access to IDPR Property and Materials**

As appropriate, volunteers shall have access to IDPR property and those materials necessary to fulfill their duties, and shall receive training in the operation of any equipment. Property and materials shall be used only when directly required for the volunteer task. Idaho's General Liability/Automobile Liability policy provides coverage to volunteer workers as insured with the limited restrictions concerning the use of an automobile. The policy provides coverage for any driver of a state owned or hired automobile, but does not cover the volunteer worker operating their personally owned or hired automobile.

## **6.3 Insurance**

### **Worker's Compensation**

Volunteers receive the same benefits and protection as state employees and are considered to be "employees in public employment" under Idaho Statute Title 72-205 Worker's Compensation Law. It states that "every person in the service of the state, under any contract of hire, express or implied, whether elected or appointed, while performing his official duties [shall be covered]. Volunteers are not covered for loss of employment time due to an injury or illness, nor for a lasting disability or death. Volunteer service is not creditable for leave accrual or any other benefit.

### **Tort Liability**

Section 6-902 of the Idaho Code, defines the term 'employee' as follows:

"...persons acting on behalf of the governmental entity in any official capacity, temporarily or permanently, whether with or without compensation..."

By this definition, and for this purpose only, volunteer workers and/or persons serving without pay come under the purview of the Idaho Tort Claims Act, Section 6-901 of the Idaho Code. This means that if a volunteer should be sued for property damage or for personal injury that occurs while carrying out these duties, the State of Idaho will defend them (under the Idaho Tort Claims Act). The coverage extends to all volunteers who have completed and signed, and which has been signed by the volunteer supervisor, an "Agreement for Individual Voluntary Services" prior to participation in a volunteer project. The coverage extends to any accident, act, error, omission, or event during the coverage period that results in damages and rises within the scope of the volunteer's duties for the state. All situations will be considered for coverage on a case-by-case basis.

## **6.4 Formal Recognition**

An annual volunteer recognition event will be conducted by the Volunteer Services Office to

highlight and reward the contribution of volunteers to IDPR. Volunteers and staff will be consulted and involved in order to develop an appropriate format for the recognition event.

Recognition is closely associated with motivation. If people are rewarded with things that are significant or relevant to them then the recognition process is most effective. Managers of volunteers should make every effort to use personalized recognition to build an ongoing relationship with each volunteer. There can be no “one size fits all” approach to volunteer recognition. The kinds of recognition may be as varied and wide ranging as the individuals. Recognition that is well received and appreciated by volunteers in one situation may not be the most appropriate or effective for volunteers in another situation. Both formal and informal methods of recognizing volunteers can be effective and managers should experiment to determine which combinations are most effective in a specific situation. Contact the Volunteer Services Coordinator for guidance when considering volunteer recognition items exceeding \$50.

### **6.5 Informal Recognition**

All staff responsible for volunteer supervision is encouraged to undertake methods of recognition of volunteer service on a regular basis throughout the year. These methods of informal recognition should range from simple “Thank You’s” to a concerted effort to include volunteers as full participants in decision making and implementation for projects which involve the volunteer. See Volunteer Management Guidelines – Chapter 8: Recognizing Your Volunteers.

### **6.6 Volunteer Career Paths**

Volunteers are encouraged to develop their skills while serving with IDPR, and are to be assisted through promotion to new volunteer jobs to assume additional and greater responsibilities. If so desired by the volunteer, this organization will assist the volunteer in maintaining appropriate records of volunteer experience that will assist the volunteer in future career opportunities, both paid and volunteer.

### **6.7 Staff Recognition**

The Volunteer Services Office shall design a recognition system for staff that work well with volunteers, and shall consult with volunteers and staff supervisors to identify appropriate staff to receive such awards.

