City of Pacific Grove Volunteer Handbook

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"Alone we can do so little; together we can do so much."

- Helen Keller

PART 1: WELCOME LETTER

It is my sincere pleasure to welcome you to the City of Pacific Grove's Volunteer Service Program. You are embarking on what will be a rewarding experience for you and the City of Pacific Grove.

Our volunteer program is designed for people of many skills and interests. As a City of Pacific Grove volunteer, you will have the opportunity to contribute your unique talents and energy toward providing a richer quality of life for your community. That's something you can point to with a great deal of pride. You'll also be able to meet other community members with similar interests and work with our professional staff who directly provide municipal services.

City government is really an extension of the power of local residents. This city belongs to our citizens. It only makes good sense that we form partnerships such as our volunteer program.

Through your involvement, we can all ensure a successful community. Thanks to you we will be able to provide more and better services to our residents and visitors. For that we thank you, and welcome you!

Sincerely,
Ben Harvey
City Manager

PART 1: MISSION STATEMENTS

CITY OF PACIFIC GROVE MISSION STATEMENT

The City of Pacific Grove's mission is to foster and preserve a sense of community, deliver city services and support economic and environmental vitality.

CITY COUNCIL MISSION STATEMENT

The mission of the Pacific Grove City Council is to serve the public as ambassadors and the governing body that plans and oversees the City's fiscal management and long-term goals, engenders respect for the community, its citizens and each other as council members and fulfills our commitment to protecting the environment and quality of life for Pacific Grove.

CITY OF PACIFIC GROVE VISION STATEMENTS

The City of Pacific Grove is a model of sustainability, adaptability and resilience with a vibrant local business community . . . a genuine refuge from the hustle and bustle … original, yet constantly renewing.

VOLUNTEER PROGRAM MISSION STATEMENT

The Volunteer Program connects the public to the City of Pacific Grove through active volunteer participation with City programs and projects, resulting in a strong partnership between the community and the City to support a safe and enriched quality of life for everyone.

PART 1: CITY DEPARTMENTS

CITY COUNCIL

The City Council sets policy and guides for the City as elected representatives of the citizens. The City of Pacific Grove is committed to providing many opportunities for community members to participate in City government and keep up to date on activities and projects. Attending and participating in City Council meetings is just one of the ways you can get involved. City Council meetings are held the first and third Wednesday of the month beginning at 6:00 p.m. in the City Council Chambers located at City Hall, 300 Forest Avenue, Pacific Grove, California. Agendas and minutes are available by contacting the City Clerk at 831-648-3106, or online at www.ci.pg.ca.us/citycouncil/agmin.

CITY MANAGER

The chief executive officer for the City, the City Manager is hired by the City Council to run the day to day efforts of all departments and to serve as liaison to the City Council. The City Manager serves as the professional administrator of the City and is responsible for coordinating all day-to-day operations and administration. Duties include personnel and labor relations, the preparation and administration of the City budget, inter-governmental relations and organizing and implementing the City Council's policies.

CITY ATTORNEY

Legal Counsel for the City of Pacific Grove, the City Attorney provides legal advice to the City Council and City Departments, assists in answering legal questions, reviews and approves contracts and other legal documents.

COMMUNITY DEVELOPMENT

Encompasses the planning, building, housing, and code compliance activities of the City. The department issues permits, conducts building inspection, code enforcement, enacts and monitors the City's general plan, coordinates housing, and all related duties to these areas. Staff works with the Planning Commission, Architectural Review Board and Historic Resources Committee on zoning issues, new constructions and historic preservation.

PUBLIC WORKS

Responsible for maintenance, repairs and improvements to City facilities and buildings and infrastructure such as streets, sidewalks, lighting, parks, sewers, the recreation trail, etc. and services such as waste management, water, recycling and cable. The department also oversees and manages the El Carmelo Cemetery. Staff works with the Beautification and Natural Resources Committee and the Special Events Committee.

FINANCE

Responsible for keeping all financial records, budget planning and implementation, providing financial advice to the City, accounts payable for goods and services, accounts receivable for fees due the City and payroll.

POLICE

Assures the safety and security of the City and its residents through law enforcement and crime investigation. Works with the community to solve the problems of crime, illicit drugs, fear of crime, traffic issues and neighborhood decay. Also monitors City facilities and buildings, events and activities within the City. Staff works with the Traffic Safety Commission.

FIRE

Provides emergency medical aid, fire prevention, public education, suppression, disaster response, and related emergency services. The Fire Department is operated by the City of Monterey through a services consolidation agreement.

LIBRARY

Provides books, resources, and other materials as well as a full range of professional library services including reference and referral, interlibrary loan, outreach, and several levels of programming for children. Staff works with the Library Board.

RECREATION

Offers a wide variety of programs and activities under its direction include: sports leagues for youth and adults, summer swim lessons, summer and school-break day camps, a variety of leisure classes, including dance, exercise, yoga, and chess, a preschool for toddlers, programs and trips for teens, and special events for people of all ages. Staff works with the Recreation Board.

PART 1: DEPT. PHONE NUMBERS

MAIN DESK 648-3100
CITY MANAGER OFFICE 648-3174
CITY CLERK/DEPUTY CITY CLERK 648-3181
HUMAN RESOURCE 648-3171
VOLUNTEER COORDINATOR 648-3123
FINANCE/MAIN DESK 648-3103
POLICE (Non-emergency) 647-7911
FIRE (Non-emergency) 242-8733
PUBLIC WORKS 648-5722
COMMUNITY DEVELOPMENT
- Planning 648-3190
- Building 648-3183
- Housing 648-3199

LIBRARY 648-5760
GOLF COURSE 648-5775
RECREATION 648-3130
- Youth Center 648-3134

PART 2: ROLE OF VOLUNTEERS

The City of Pacific Grove supports integrating volunteers into the organization with the purpose of increasing community involvement in local government affairs. The role of volunteers is to enhance and augment the efforts of City staff. Volunteers reach out with their individual talents, skills and interests to help the residents and visitors meet needs, solve problems and assist others.

Volunteers are members of the City team and represent the City in the execution of their assignments along-side City staff. Volunteers make special events, community efforts and new projects a reality—each is an important part of the services provided to local citizens and visitors.

PART 2: HOW DO I START?

Your first step to participate in the volunteer programs is to complete a Volunteer Application form. Providing as much information to us as you can will give us a better opportunity to find service assignments that suit your talents and interests.

You will then be interviewed and given an orientation by the Volunteer Coordinator. Final decision on participating is contingent upon the City's staff's acceptance of a Volunteer and the Volunteer's agreement to do the assignment. All Volunteers must sign a Volunteer Agreement and Release form before starting.

We encourage all volunteers to consider themselves a long-term volunteer with the City whether they are serving on an on-going basis or for a special event or project. We will offer you opportunities for assisting with future projects and events, if you express the desire and interest in doing so.

Volunteers don't necessarily have the time; they just have the heart!"
- Elizabeth Andrew

As with any other volunteer program, either the City or the volunteer may end a volunteer assignment at any time since the agreement is based on mutual convenience. Volunteers are not considered "employees" and as such are not eligible for normal employee benefits. Please try to give some notice in advance so that we have time to survey our volunteers for a replacement.

PART 2: ORIENTATION

Orientation is very important for all new volunteers. Policies that affect volunteer assignments and your safety are reviewed, along with other aspects of the program. The nature and scope for orientation and training depends on the assignment. These include:

- Injury and illness prevention guidelines
- Information about the City of Pacific Grove
- City policies affecting volunteers
- How to report your time
- Assignment outline, work area assigned
- Introduction to staff and orientation to the work that is performed in the department and how the volunteer assignment benefits the department
- Tour of the office and/or facility the volunteer will be using (restroom, supplies, work areas, etc.)
- Explanation of any particular department policies or procedures (phone use, parking, notification when unable to report for an assignment, etc.)
- Specific safety training related to the assignment
- Sexual Harassment Prevention Training

"Life's most persistent and urgent question is, What are you doing for others?"

- Martin Luther King, Jr.

PART 2: GENERAL INFORMATION

- City Hall encourages all who work on the premises to dress in an appropriate business office fashion. However, you should dress appropriately for your assignment and location. For example: If you are working outside, casual clothes and work shoes are essential. If you are working with the public, consider the image you want to express as a representative of the City of Pacific Grove.

- Restrooms are located in all City facilities.

- In case of accident or illness while volunteering, please notify your supervisor immediately. If injured, please follow our procedures for reporting.

  NOTE: Per City Council Policy No. 300-3, City volunteers are covered by Workers Compensation Insurance for any injuries sustained while on the job.

- City offices are open 8:00 a.m. to 5:00 p.m. weekdays and closed on weekends and major holidays. Should you designate this area to work in, please be aware that special events can occur weekdays as well as evenings or on weekends.

PART 2: TIME REPORTING

There are two ways in which a volunteer can report their hours. The preferred method is to access your online volunteer profile by going to **MyVolunteerPage.com**. The Volunteer Coordinator will provide you with your username and password to access your online profile in which you can log your hours at the beginning and end of each shift. The second method is to complete paper time sheets for each shift and submit to your supervisor on a weekly basis or at the end of each shift.

Tracking your volunteer hours is mandatory. Accurate volunteer time recording is very important to both the City and the volunteer.

PART 2: VOLUNTEER RECOGNITION

The City of Pacific Grove appreciates all of its volunteers, whether they are helping with a one time special event or project or are ongoing/long term volunteers. An annual City-wide recognition event along with individual departmental recognition honor volunteers and say a big "Thank You!" for all of your efforts. Of course, hopefully one of the best rewards you experience during your volunteer time with the City is the ongoing gratitude of both staff and residents as you serve to enhance and expand all that the City of Pacific Grove has to offer. Our annual volunteer recognition is generally held each year in April.

"The best way to find yourself is to lose yourself in the service of others."

- Ghandi

PART 2: VOLUNTEER RIGHTS

The City of Pacific Grove is committed to providing a safe and supportive environment for all our volunteers. It is important that all volunteers understand they have the right to:

- Receive city orientation and specific training in your volunteer area.
- Receive safety and health training.
- Receive support and guidance from your supervisor.
- Receive feedback and recognition for your contributions.
- Talk to supervisor regarding any problems or issues you may have with the assignment, staff, other volunteers or the public.
- Feel able to say "NO" to any situation which makes you feel unsafe.

PART 2: CODE OF CONDUCT

- Uphold the mission and values of the City of Pacific Grove.
- Conduct yourself as a representative of the City of Pacific Grove.
- Treat public, staff and other volunteers with dignity and respect.
- Follow the City's policies and procedures.
- Dress appropriately and accordingly to that of your volunteer duties.
- Refrain from the use of profane, insulting, or offensive language.
- At no point be under the influence of alcohol or drugs while volunteering.
- Keep an honest and accurate accounting of hours worked.
- Work as part of a team and contribute to a positive work environment.
- Comply with City's Sexual Harassment Prevention policy.

"The meaning of life is to find your gift. The purpose of life is to give it away."

— William Shakespeare

PART 3: SAFETY GUIDELINES

All volunteers in ongoing assignments will review the safety guidelines appropriate to the assignments they will do. Special event volunteers are given on-site safety training specific to the assignment.

The State of California, by law, mandates that anyone entering a working environment must be informed of safety guidelines and practices. Your supervisor will review specific safety issues to the assignment and sign off on your safety checklist. Please use safe practices during your assignment. In the unlikely event of an accident or injury, please inform your supervisor immediately so that we may assist you in treatment. If you see unsafe conditions, please report them to your supervisor or appropriate staff.

I. GENERAL SAFETY PRACTICES

1. Volunteers will be expected to follow these safe practices rules, render every possible aid to safe operations, and report all unsafe conditions to the manager or supervisor.

2. Anyone known to be under the influence of drugs or intoxicating substance which impair the volunteer's ability to safely perform the assigned duties shall not be allowed on the job while in that condition.

3. Activities which tend to have an adverse influence on the safety or well-being of the employees or volunteers shall be prohibited.

4. No one shall knowingly be permitted or required to work while the volunteer's ability or alertness is so impaired by fatigue, illness, or other causes that it might unnecessarily expose the volunteer or others to injury.

5. All injuries shall be reported promptly to the manager or supervisor so that arrangements can be made for medical or first aid treatment.

II. FIRE SAFETY PRACTICES

1. Volunteers shall sound alarm and evacuate in the event of fire.

2. Upon hearing the fire alarm, stop work and proceed to the nearest clear designated exit and gather at a pre-designated location.

3. Only trained workers may attempt to respond to a fire or other emergency.

III. WORK AREA MAINTENANCE

1. Stairways should be kept clear of items that can be tripped over and all areas under stairways that are exit routes should not be used to store combustibles.

2. Keep walkways and exits clear.

3. Never stack material precariously on top of lockers, file cabinets or other relatively high places.

4. Cleaning supplies should be stored away from edible items on kitchen shelves.

IV. SAFE MATERIAL AND EQUIPMENT HANDLING

1. Volunteers are not permitted to handle hazardous and biohazard substances. Do not eat in areas where hazardous chemicals are present.

2. Volunteers shall not handle or tamper with any electrical equipment, machinery, or air or water lines in a manner not within the scope of their duties, unless they have received instructions from their manager or supervisor.

3. When lifting heavy objects, the large muscles of the leg instead of the smaller muscles of the back shall be used and/or help should be obtained. Use proper step stools or ladders when reaching; never use a chair or other item not designed for this purpose.

4. When carrying material, caution should be exercised in watching for and avoiding obstructions, loose material, etc.

5. Never leave lower desk or cabinet drawers open that present a tripping hazard. Use care when opening and closing drawers to avoid pinching fingers. Do not open more than one upper drawer at a time; particularly the top two drawers on tall file cabinets.

6. Equipment such as scissors, staples, etc., should be used for their intended purposes only and should not be misused as hammers, pry bars, screwdrivers, etc. Misuse can cause damage to the equipment and injury to the user.

All volunteers are to be job-specific trained in safety procedures through their department supervisor or designee.

PART 4: VOLUNTEER POLICIES

I. EQUAL OPPORTUNITY

No volunteer recruitment, orientation or placement activity shall be influenced in any manner by consideration of race, gender, ethnicity, marital status, ancestry, national origin, age (40 years and older), political or religious opinion or affiliation. Volunteers who are physically unable to perform a service assignment due to a disability will be assisted in finding an appropriate service opportunity.

11. HARRASSMENT, DISCRIMINATION, AND RETAILIATION PREVENTION POLICY AND COMPLIANT PROCEDURE (Policy 100.080)

100.085 Purpose. The purpose of this policy is to establish a strong commitment to prohibit and prevent harassment, discrimination, and retaliation in the workplace, and to set forth a procedure for investigating and resolving complaints of harassment, discrimination, and retaliation. This Policy applies to all terms and conditions of employment including, but not limited Administrative Policy and Procedures Manual (APPM) Page 35 of 39 to, hiring, placement, promotion, disciplinary action, layoff, recall, transfer, leave of absence, compensation and training.

100.090 Policy. Harassment is illegal and will not be tolerated. Discrimination on the basis of any protected classification, as defined below, is illegal and will not be tolerated. Disciplinary action up to and including termination will be instituted for behavior described in the definitions of harassment and discrimination set forth below. Supervisors and managers who knew or should have known of harassment or discrimination and fail to report such conduct and fail to take the appropriate corrective action are also subject to disciplinary action up to and including termination. Any retaliation against a person for filing a harassment charge or making a harassment complaint is prohibited. Employees found to be retaliating against

another employee shall be subject to disciplinary action up to and including termination.

100.095 Definitions.

A. Adverse Conduct. Discussing or spreading rumors about a complaint, shunning and avoiding an individual who reports harassment or discrimination or real or implied threats of intimidation to prevent an individual from reporting harassment or discrimination. This includes individuals who make good-faith reports of harassment or discrimination and those who associate with an individual who is involved in reporting harassment or discrimination or who participates in the complaint or investigation process.

B. Discrimination. Basing an employment decision on one's protected classification; treating an applicant or employee differently with regard to any aspect of employment because of his or her protected classification; engaging in harassment.

C. Harassment includes, but is not limited to:

1. Verbal. Epithets, derogatory comments, inquiries into sexual experiences, jokes, or slurs and propositioning on the basis of a protected classification. This might include inappropriate comments on appearance, including dress or physical features.

2. Physical acts. Assault, impeding or blocking movement, offensive touching or gestures, any physical interference with normal work or movement when directed at an individual on the basis of a protected classification. This could be conduct in the form of pinching, grabbing, patting, or making explicit or implied job threats or promises in return for submission to physical acts.

3. Visual Acts. Derogatory posters, notices, bulletins, notes, letters, cartoons, or drawings, making sexual gestures, or leering related to a protected classification.

4. Unwelcome Sexual Conduct. Unwelcome sexual advances, request for sexual favors, and other verbal or physical conduct of a sexual nature which is explicitly Administrative Policy and Procedures Manual (APPM) Page 36 of 39 or implicitly conditioned upon a term or condition of employment, where submission to or rejection of the conduct is used as a basis for employment decisions or where the conduct is intended to or actually does unreasonably interfere with an individual's work performance or creates an intimidating, hostile, humiliating or offensive working environment because

of the pervasive or severe nature of the conduct. Sexual harassment can occur between employees of the same sex. Sexual desire is not necessary.

D. Protected Classifications. Include race, religion (includes religious dress and grooming practices), color, national origin, ancestry, physical or mental disability, medical condition (genetic characteristics, cancer, or a record or history of cancer), genetic information, marital status, sex (pregnancy, childbirth, breastfeeding, and/or related medical conditions), gender, gender identity, gender expression, sexual orientation, military or veteran status, age (40 and above), and other status protected from workplace harassment or discrimination by state or federal law.

E. Retaliation. Any adverse conduct taken because an individual has reported harassment or discrimination or has participated in the complaint or investigation process described herein.

100.100 City complaint procedure.

A. Reporting. The City encourages all individuals to report, as soon as possible, any conduct believed to violate this policy. An employee, job applicant, independent contractor, volunteer, or nonemployee who believes he or she has been harassed, discriminated against, or retaliated against may make a complaint orally or in writing to any of the following:

1. Immediate supervisor.

2. Any supervisor, manager or department head within or outside the department.

3. The city manager or designee, or the Human Resources Manager or designee. There is no need to follow the chain of command. Such a complaint may be reported at any time, but preferably within 30 calendar days of the last incidence of the alleged conduct. Any supervisor, manager, or department head who receives a harassment complaint should notify the city manager or Human Resources Manager immediately. Where the complainant is an employee, the supervisor, manager, or department head receiving the complaint shall offer the complainant employee assistance and/or counseling through the City's Employee Assistance Program (EAP). An individual has the option to report harassment, discrimination, or retaliation to the U.S. Equal Employment Opportunity Commission (EEOC) or the California Department of Fair Employment and Housing (DFEH). These administrative agencies offer alternate legal remedies and a complaint process. There are time limits for filing complaints with Administrative Policy and Procedures Manual (APPM) Page 37 of 39 these agencies.

Posters listed in common area bulletin boards provide the nearest office locations and telephone numbers.

B. Investigation and Determination. Upon notification of a complaint, the City Manager, Human Resources Manager, or designee shall:

1. Authorize the investigation of the complaint and supervise and/or investigate the complaint within a reasonable time period. The investigation may include interviews with:

(a) the complainant;

(b) the accused harasser; and

(c) any other persons the investigator has reason to believe has relevant knowledge concerning the complaint.

2. Review factual information gathered through the investigation to determine whether the alleged conduct constitutes harassment, discrimination, or retaliation; giving consideration to all factual information, the totality of the circumstances, including the nature of the conduct and the context in which the alleged incidents occurred.

3. Report the results of the investigation and the determination, as to whether harassment, discrimination, or retaliation occurred, to appropriate persons including to the complainant, the alleged harasser, the supervisor, and the department head. If it is determined that harassment has occurred, the complainant shall be notified regarding (1) steps taken to correct the behavior and (2) action the complainant should take if harassment, discrimination or retaliation recurs. However, if discipline is imposed on the harasser, the specific manner of discipline (e.g., termination, suspension, reprimand) imposed will not be communicated to the complainant.

4. If it is determined that conduct in violation of this policy occurred, recommend and/or take prompt and effective remedial action. The remedial action will be commensurate with the severity of the offense.

5. Take reasonable steps to protect the victim and other potential victims from further harassment, discrimination or retaliation.

6. If appropriate, take action to remedy the victim's loss, if any, resulting from the harassment.

C. Confidentiality.

1. Anonymous complaints can be made regarding this policy to assist those who believe they may be victims of sexual harassment or discrimination in determining available options. Anonymous complaints may be made by phone at 648-3171 (using a blocked number) or via email (using an

anonymous email account). Administrative Policy and Procedures Manual (APPM) Page 38 of 39

2. An individual who is interviewed during the course of an investigation is prohibited from discussing the substance of the interview, except as otherwise directed. Any individual who discusses the content of an investigatory interview will be subject to discipline or other appropriate action. The City will make every effort to maintain the confidentiality of complaints made under this policy and other information gathered during the investigative process and will not disclose such information except as deemed necessary to support a disciplinary action, to take remedial action, to defend the City in adversarial proceedings or to comply with the law or court order.

D. Record Retention. All materials related to a complaint of harassment, including reports, correspondence, data, documents, tapes and testimony gathered during the investigation shall be retained for a minimum of three years. All materials used to support a disciplinary action shall be retained in the personnel file of the employee disciplined.

100.110 Dissemination of policy. All employees, supervisors, and managers shall be provided with a copy of this policy. The City will distribute all other information relating to the illegality of harassment and discrimination as required by law.

OTHER RESOURCES: EEOC's National Contact Center (NCC) customer service representatives are available to assist in more than 100 languages between 8:00 a.m. and 8:00 p.m. Eastern Time. An automated system with answers to frequently asked questions is available on a 24- hour basis.

U.S. Equal Employment Opportunity Commission
Phone: 1-800-669-4000
TTY: 1-800-669-6820
info@ eeoc.gov

DFEH --Employment/Public Accommodations: 1-800-884-1684

Housing: 1-800-233-3212 (within California) 1-510-622-2946 (outside California)

II. ALCOHOL AND CONTROLLED SUBSTANCE ABUSE

a. City volunteers shall not be permitted to possess, distribute or use alcoholic or controlled substances while on assignment for the City, while on City property, or using City equipment. City volunteers are not permitted to perform services and/or operate motor vehicles while under the influence of alcohol or controlled substances. Consumption of alcohol or controlled substances at rest or meal breaks prior to returning or going to work is not permitted.

b. For the purpose of enforcing this policy, the City reserves the right to search all work areas and property in which the City maintains full or joint control with the volunteer, including, but not limited to, City vehicles, desks, lockers, file cabinets, and bookshelves. Such searches may be conducted with the City has reasonable grounds to conclude that there has been a violation of this section.

   The volunteer shall be given notice prior to such a search, but not the opportunity to remove items and materials present in the area to be searched. The volunteer may be present during the search, but the volunteer's presence is not required for the search to occur. If the volunteer wishes to be present during the search, the volunteer cannot be denied the opportunity to be present, provided, however, that the City will determine the time of the search with or without the volunteer's concurrence.

c. If a department manager has reason to suspect that a volunteer is under the influence of alcohol or a controlled substance while on assignment or subject to assignment, the volunteer may be required to submit to a drug and alcohol analysis provided at the City's expense.

d. Exceptions to this policy would be prescription drugs used in compliance with a doctor's instructions, unless the effect of the prescribed medication has the potential to impact either/or the volunteer's or employee's well-being and/or safety (i.e., operation of machinery).

III. VIOLENCE PREVENTION

The City of Pacific Grove will not tolerate physical acts of violence or threats of physical acts of violence from City volunteers, employees nor non-employees on site, and will take proactive steps to protect its volunteers, employees and others

conducting business with the City. Threatening remarks or threats of physical violence made in person, via phone, voice mail, or electronic mail (email) will not be tolerated and may be considered harassment.

A volunteer who is in immediate danger of a violent act or who has just been victimized by a violent act, or another volunteer or employee who witnesses a violent act or the threat of a violent act shall place themselves out of harms way and make immediate contact with a supervisor or appropriate staff.

Volunteers who have reason to believe they, or another City volunteer or employee may be victimized by a violent act sometime in the future, at the workplace, or as a direct result of their employment with the City of Pacific Grove, shall notify their supervisor immediately so appropriate action may be taken. The supervisor shall notify the department manager.

IV. TELECOMMUNICATIONS

The City's telecommunications services include telephones, voice mail, cellular phones, faxes, local and long distance calling services, Internet access, and electronic mail (email). Incidental and occasional person use of City telecommunication services is permitted. However, personal use must not include conducting work activities pertaining to outside employment. Personal use should not become excessive or interfere with a volunteer's job duties. The use of City telecommunications services for personal purposes is done at the volunteer's own risk. In some circumstances these communications may be subject to disclosure, such as under the Public Records Act or litigation.

The use of any City telecommunications services for content or purpose that is defamatory, derogatory, obscene, or otherwise inappropriate is prohibited. Communications that are in any way sexually or racially harassing is also prohibited. Information available through the Internet is not perceived equally by all users. Great care must be exercised when viewing information, photos, video clips, etc. that other users of the workplace may consider offensive. Violation of the telecommunications policy may result in discipline up to and including termination of volunteer services.

V. SMOKING

a. Per the City of Pacific Grove Municipal Code:

Section 11.24.030 - Prohibition Of Smoking In Designated Enclosed Places.

Smoking shall be prohibited in the following places within the city:
(a) Within public buildings in areas available to and customarily used by the general public;
(b) Public areas of all buildings used for recreational purposes; provided, that this prohibition shall not apply when such an area is rented for a private, closed function;
(c) Elevators, public restrooms, indoor service lines, buses, taxicabs and other means of public transit under the authority of the city;
(d) Enclosed theaters, auditoriums and halls which are used for motion pictures, stage dramas and musical performances, ballets or other exhibitions, except when smoking is part of any such production;
(f) The Elmarie Dyke Open Space between Sixteenth Street and Seventeenth Street and contiguous to Chautauqua Hall.

Section 11.24.035 - Prohibition Of Smoking At Designated Beach Areas.

Smoking shall be prohibited in the following places within the city:
(a) The beaches at Lovers Point. This nonsmoking area shall be inclusive of all sandy areas on both the northern and southern sides of the main pier at Lovers Point Beach.

VII. DRESS CODE

The City of Pacific Grove is a professional workplace, and as such, it is important to maintain a professional image with the community, visitors, and the general public, as well as fellow co-workers. A professional appearance reflects favorably on both the volunteer and the City. Volunteers are expected to use good judgment in determining their dress and appearance. Clothing and appearance should always be neat, clean, in good business taste, and not reflect poorly on the City or constitute a safety hazard.

For office-based volunteers, attire is expected to be business professional, and appropriate to the work assignment. Worn/torn/patched jeans, shorts, sweats, sportswear, and similar informal attire are not appropriate, even on designated "business casual" days. Attire on any designated "business casual day" shall be business casual attire, such as the City-provided shirts. Exceptions may be made to this policy for volunteers with certain field-based assignments, such as in the Public

Works Department or Recreation Department where shorts may be appropriate professional attire. Exceptions may also be made by supervisors for specific tasks, such as a moving or cleaning day. Department managers and supervisors are responsible for ensuring that volunteers meet the professional appearance guidelines.

APPROPRIATE ATTIRE AND APPEARANCE FOR ALL:

- Clean, neat, tidy and professional
- Appropriate personal hygiene, well groomed
- Safe and tasteful jewelry
- Tattoos and body piercing (other than ears) shall be covered or removed
- Perfume – Many people are allergic to perfume, please use with discretion

Acknowledgment Signature Page

PLEASE SIGN AND COMPLETE BOTH PARTS BELOW, AND RETURN THIS PAGE TO YOUR SUPERVISOR

I have read, understand and will abide by the Safety Guidelines as outlined in this Volunteer Handbook.

_____ _____
Signature Date

_____
Print Name

_____ _____
Parent or Legal Guardian Signature if under 18 Date

I have read, understand and will abide the Summary of Policies Governing Volunteer Service Conditions as outlined in this Volunteer Handbook.

_____ _____
Signature Date

_____
Print Name

_____ _____
Parent or Legal Guardian Signature if under 18 Date

City of Pacific Grove Volunteer Program
300 Forest Avenue
Pacific Grove, CA 93950
831-648-3123; acolony@cityofpacificgrove.org

APPENDIX – LIST OF ATTACHED FORMS

i. Volunteer Application and Release

ii. Volunteer Designation of Physician

iii. Timesheet

Revised Version: 1/23/2020