



VOLUNTEER HANDBOOK



WWW.TOOELECITY.GOV

When we work in partnership with our citizens, we build upon our mission, vision, and values collectively.

WELCOME

Welcome to Tooele City! We are delighted that you have chosen to serve our beautiful City as a volunteer. We strive to promote community engagement through civic, charitable, and humanitarian services. Together, we can **#TakePrideTooele** and work together to enhance our City services, programs, and events.

Please take time to review the policies contained in this handbook. If you have questions, feel free to ask your supervisor or contact the Human Resources (HR) Department.

Volunteers are responsible for reading and familiarizing themselves with the contents of this Manual. The Manual can be found on the Tooele City website at www.tooelecity.gov

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MISSION, VISION, VALUES, & MOTTO

Mission – Why do we exist?

We provide required and essential services to maintain a safe, clean, and healthy City. We also strive to provide enriching amenities and services that enhance the quality of life for our residents in a fiscally responsible manner.

Vision – What do we desire to be?

In partnership with our community, Tooele City's vision is to keep true to our traditions while progressing forward. We strive to be a community that is a desirable place to live, learn, work, and engage.



Values – Our values make us an “E.P.I.C T.E.A.M”

What are our principles that shape our culture and support our Mission and Vision?

Ethics & Integrity. We serve the public interest with ethical awareness and ethical actions. While doing the work of the City, ethics and integrity should be at the forefront.

Professional & Respectful Service. We strive to be an example of professionalism, valuing those we serve and treating all with respect.

Innovation. We embrace technological advancement, demonstrate creativity, encourage new ideas, and solve challenges in ways that create value.

Communication. We strive to communicate effectively with others. We strive to keep the business of the City open and transparent.

Teamwork. We approach opportunities and challenges as a team and find ways to help each other succeed, which contributes to a positive and productive workplace.

Excellence. We believe excellence is achieved through thoughtful planning and careful decision making.

Accountability. We believe a healthy system of accountability promotes responsibility, improvement, good stewardship of public resources, and enables a degree of feedback between the City and the public that we serve.

Manage Finances Responsibly. We are trusted stewards of taxpayer money. We allocate it responsibly and for the purpose of fulfilling the mission of the City.

Motto – #TAKEPRIDETOOELE!

The call to “*Take pride Tooele*” began with our annual community clean-up initiative and has become the guiding motto within the community and for our staff. When we work in partnership with our citizens, we build upon our mission, vision, and values collectively. Together we #TAKEPRIDETOOELE!

DISCLAIMER

Volunteer Manual & Tooele City Personnel Policies & Procedures Manual

This Manual is intended to communicate many of Tooele City's desired goals and expectations relating to our work force and also provide our volunteers with information about various workplace matters that are subject to laws, ordinances, policies, procedures, and guidelines.

The Tooele City Personnel Policies & Procedures Manual, in general, covers paid Tooele City employees. However, this Manual will refer back to the Tooele City Personnel Policies & Procedures Manual to establish applicability of certain sections to volunteers. The Tooele City Personnel Policies & Procedures Manual can be found on the City's website under the Human Resource Department.

TooeleCity.gov/P&PManual

This Manual does not limit, affect, or alter any legal or constitutional rights the City or our volunteers may have.

Not a Contract

Volunteers have no contractual rights, neither express nor implied. Nothing in this volunteer Manual creates or is intended to create an employment agreement or contract, neither express nor implied. In addition, no City representative is authorized to modify this or to enter into any contractual agreement, oral or written, without written approval by the Mayor.

Guidelines

This Manual cannot and does not address all circumstances and situations in which volunteers might find themselves or that the City may encounter, nor does it describe all policies, procedures, and guidelines that might affect the service relationship with Tooele City.

Right to Modify

Tooele City reserves the right to change, modify, alter or otherwise deviate from these guidelines at any time and without notice.

VOLUNTEER CLASSIFICATION, APPROVAL, & DUTIES

Service at Will

Volunteer service to Tooele City is on an at-will basis with no expectation of remuneration or service commitment. Either the volunteer or the City may terminate the relationship at any time, for any reason or no reason, with or without notice. Class A Volunteer Appointments may have terms of appointment specified in City Code.

Volunteer Defined by the Fair Labor Standards Act (FLSA)

A volunteer is not, and shall not be deemed to be, an employee of Tooele City.

29 CFR §553.101 of the Fair Labor Standards Act provides a definition of “volunteer.” A volunteer is:

(a) An individual who performs hours of service for a public agency [Tooele City] 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.

(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.

City Employees Volunteering for City in a Different Capacity

As stated in (d) above, a City employees may not volunteer for Tooele City in a capacity where they will be performing the same types of services as those performed in their paid City position. The human resource department should be consulted to determine whether or not the positions are the “same” and would preclude an employee from volunteering.

FLSA non-exempt City employees, if approved for volunteer services, must volunteer on their own time including clocking off work to attend to their volunteer duties.

Classification of Volunteers

Class A - Volunteer Boards, Commissions, & Official Appointment

Class A volunteers are appointed to fill boards, commissions, or similar assignments pursuant to City Code or Ordinance.

Class A volunteers are generally appointed and approved pursuant to the qualifications and discretion of City Code or another regulatory guideline.

CLASS A EXAMPLES

Planning Commission; Library Board; Downtown Alliance Board; Historical Preservation Committee; Library Teen Advisory Board; Tooele Valley Museum Advisory Board; Tree Advisory Board.

Class B - Authorized Roster Volunteer

Class B volunteers are approved and added to Tooele City's official Authorized Volunteer Roster to fill a specific volunteer position with an established position description and known or unknown service duration.

Tooele City reserves the right to fill or authorize Class B volunteers at management's direction to meet the changing business conditions and needs of the City.

CLASS B EXAMPLES

Volunteer firefighters; museum volunteers; Miss Tooele City royalty/ongoing volunteers; golf course volunteers; volunteer coaches and instructors; and victims' advocate volunteers.

Class B volunteers are generally expected to either submit a resume and/or application and provide the name, address, telephone number, contact person in the event of an emergency, department/division, and nature of the anticipated services, and any other information required by the department, program, or human resource department that may be necessary for a background check or determination of the qualifications and suitability of the individual. Class B volunteers must be approved by the Mayor, Department Head, and Human Resource Director (or their designees) and are maintained on the official Authorized Volunteer Roster until such time of their removal.

In the event of a **community emergency or disaster**, Tooele City may classify volunteers as Class B – Authorized Roster Volunteers at the designated incident command location when identification is established (generally by showing ID or personally known to site facilitator), and a sign in and sign out roster and tracking system is used. This should include the volunteer's name, address, telephone number, contact person in the event of an emergency, dates and times of service, and nature of service provided.

Class C – Authorized Incidental Volunteer / Volunteer Facilitator

An Incidental Volunteer differs from Class B volunteers in that they do not have an established and ongoing relationship with the City. They volunteer for an incidental service, event, or project.

Tooele City may approve incidental volunteers at the designated service location provided:

- Proper identification is established (i.e. by showing ID or personally known to site facilitator); and,
- A sign in and sign out roster and tracking system is used. This should include the volunteer's name, address, telephone number, contact person in the event of an emergency, dates and times of service, and nature of service provided. If not, the individual is generally not an Authorized City volunteer and will be deemed a Class E Individual.

A Volunteer Facilitator differs from Class B volunteers in that they are selected, coordinated, supervised, and managed by a business, group, or organization that has arranged to provide service as a group under the sponsorship and liability coverage of that group. These volunteers are generally authorized to volunteer by the facilitating business, group, or organization.

CLASS C EXAMPLES

Incidental Volunteer

An individual who assist in a limited capacity at a specific City-sponsored event; individuals who assist at the City's 4th of July-related activities (and are not Class B volunteers); individuals who volunteer to read to the public at the library; ushers at City concerts; or performs other similar incidental service projects.

Volunteer Facilitator

Animal rescue groups; religious groups; youth organizations; sports teams; community clubs or nonprofit organizations; businesses whose employees are volunteering service; services coordinated through justserve.com; etc.

Class D – Authorized Compensatory Service Worker

Class D volunteers perform a public service with or without compensation for Tooele City as a condition or part of the person's incarceration, plea, sentence, diversion, probation, or parole *Utah Code 67-20-2 and 67-20-2 (5) (b) (ii)*.

Class D volunteers disclose the court that has ordered the community service, the number of hours of court-ordered community service, the charges for which the Court has ordered the services, and a contact person for the Court.

Tooele City may authorize individuals to perform court ordered community service, at our discretion. All court-ordered community service volunteers must meet eligibility requirements including age, assignment, background, etc.

No City department or office is required to accept a court-ordered volunteer, especially if work is not available or the circumstances under which the volunteer's services are inappropriate or undesirable.

Class E – Non-affiliated Individual

Non-affiliated individuals are those who perform service within the City without the involvement or approval of Tooele City or those who have not been authorized as Class A, B, C, or D volunteers, including those who did not register or sign in properly as required by each class.

These individuals are not considered Authorized Tooele City Volunteers even though the service they provide is within City limits and may or may not be at a City facility or advertised by Tooele City as a need that could be performed. These are community members who **#TakePrideTooele** on their own.

CLASS D EXAMPLES

Court appointed community service.

Services by compensatory service workers is generally coordinated by the Tooele City Parks & Recreation department.

CLASS E EXAMPLES

An individual or family shows up at a neighborhood clean-up day; a parent stands along a bike path at a race to provide guidance to racers; an individual drives a golf cart at a junior league or junior tournament; neighbors assist neighbors with filling sandbags at a City fill site; an individual picks up garbage in a park or roadway; individuals lay wreaths or flags on veterans' graves for holidays.

Volunteer Job Descriptions / City Code / Service Agreements

In general, department heads will have discretion, with approval from the Mayor, to identify and define services that can be performed by volunteers.

Volunteers are expected to be fit for duty and able to safely perform the physical duties of the position.

CLASS	SERVICE DEFINITION & REQUIREMENTS
Class A	Duties, terms, responsibilities, and authority of these are generally stated in City ordinance, resolution, or Charter.
Class B	Duties, responsibilities, qualifications (including physical), background check requirements, and work environment are generally stated in written volunteer job descriptions that are subject to revision at any time.
Class C	<p>Authorized Incidental Volunteer</p> <p>Duties are generally established at time of service and listed on the sign in/out sheets.</p> <p>Volunteer Facilitator</p> <p>General project goals and objectives are coordinated between Tooele City and the volunteer facilitator. Actual duties performed are generally assigned by the volunteer facilitator at the time of service.</p>
Class D	As agreed with court, etc.
Class E	These individuals are not Tooele City volunteers and are independent of the City.

In the absence of a job description, sign-in/out documents, or service agreements, department documents may outline the services to be performed and qualifications required of the service opportunity.

Age/Eligibility

The Fair Labor Standards Act establish restrictions on the types of work-related activities in which young people may participate. Tooele City intends to use the same minimum age standards to determine the volunteer services minor can perform for Tooele City.

CLASS	AGE
Class A	Generally at least 18 years old.
Class B	Generally at least 16 years old. There are some limited-service opportunities where youth age 14 or older can volunteer such as Oquirrh Hills Golf Course First tee program. There are also some volunteer positions that require that the volunteer be at least 18 and some at least 21.
Class C	Authorized Incidental Volunteer Generally at least 14 years old. If under age 14, volunteer services must be under direct supervision of their parent or guardian. Volunteer Facilitator While group volunteers are generally selected and monitored by the organization / facilitating coordinating the service activity, we ask that these volunteers be at least 10 years old unless volunteering with a parent or responsible adult. Youth volunteer activities sponsored or facilitated by a recognized group/organization are asked to provide appropriate leadership and supervision with at least 1 responsible adult for each 8 minors.
Class D	Generally at least 16 years old.
Class E	These individuals are not Tooele City volunteers and are independent of the City.

Minors (under age 18) and Safety-Sensitive Work Prohibited

In all classes of volunteers, individuals under age 18 are not permitted to volunteer for Tooele City in any capacity that is hazardous or may pose a detriment to their health or safety. This includes, but is not limited to:

- Any position deemed hazardous for minors under the Fair Labor Standards Act.
- Working at heights above 3 feet, scaffolding, roofing, or similar duties.
- Operation of equipment beyond small hand tools, push mower, or trimmer.
- Operation of chain saw, drills, motorized saws, and other motorized or power-driven equipment (except a volunteer may operate a golf cart on City property at age 16 when trained; they may not drive on public roadway or right of way).
- Working with, or having access to, hazardous substances including chemicals, herbicides, pesticides, flammable materials (except paint purchased over the counter and in general consumer quantity), explosives, poisons, etc.
- Working with drugs, medication, paraphernalia, or similar substances.

- Working in a capacity that involves having responsibility for the care, safety, or security of others (except for lifeguards if certified and trained, or if in another position they are working in a capacity as an aid or helper where the responsibility falls on an adult).
- Working with improper access to safety notifications or alone in the dark.
- Driving a City vehicle or a personal vehicle for City purposes (except 17 years old may be authorized to drive if meeting our driver standards and the driving is incidental to their volunteer service).
- Working in pressurized work systems, confined spaces, trenches, or work environment with risk of engulfment, entrapment, and similar hazards.
- Working in culinary water systems or other highly secured environment.
- Working with access to highly confidential or private information.

Background Check Requirements for Class A, B, C, & D Volunteers

See: [Tooele City Personnel Policies & Procedures Manual Section 3: Hiring & Job Assignments.](#)

Criminal history records do not automatically disqualify an individual from service. Tooele City's Personnel Policies & Procedures will be used as a guide for determining fitness for duty of individuals with criminal history records.

Class A, B, C, & D volunteers may require post-offer background investigation. Based on the job requirements, a post-offer background investigation may include, but is not limited to:

- **Driving Records.** Reviewing driving records for jobs with driving responsibilities to determine the volunteer's insurability and risk level;
- **Credit Reports.** Reviewing personal credit reports for jobs with access to City bank accounts or other highly responsible financial matters;
- **Criminal History Records.** Reviewing criminal history records obtained from various sources, including but not limited to, the Utah Bureau of Criminal Identification, other State Criminal Records, prosecution and court records, for all City jobs.
- **Sex Offender Registries.** Reviewing sex offender registries or other public databases for jobs working unsupervised in positions of trust or proximity to children to verify that the volunteer does not appear in the database of persons who have been convicted of certain sex crimes;
- **Web Based Information.** Reviewing information available via the internet, social networking sites, trade association sites, or other web based sites to determine whether information publicly available to the general public via electronic means may be perceived as being derogatory to a protected class, sexually objective, offensive, violent, threatening, criminal, illegal, harassing, discriminatory, or as having other publicly available information may have the potential to compromise the volunteer's credibility, present an unprofessional image for the City, compromise the public's confidence in the individual as a City volunteer, or be contrary to position for which

the applicant is being considered. These types of inquiries may be made for jobs with the following types of responsibilities:

- Responsibility for the care, safety, or security of people including children and minors;
- Working in a position of trust or in proximity to children and minors;
- Having access to private residences, yards, buildings, or other properties not otherwise accessible to the general public;
- Working in a position with access to controlled substances, drugs, paraphernalia, restraint systems, or other safety sensitive materials; and/or,
- Working in a position established to protect and preserve public safety, confidential or highly sensitive information, or other enforcement or legal proceedings.

EQUAL OPPORTUNITY, DISCRIMINATION, HARASSMENT, OR RETALIATION

No Discrimination & No Harassment

See [Tooele City Personnel Policies & Procedures Manual Section 2: Equal Employment Opportunity & Workplace Accommodations](#), and [Section 16: No Harassment & No Retaliation](#).

Tooele's goal is to foster a workplace culture that values diversity at all levels in the organization where our diverse skills, experiences, and unique perspectives contribute to the success of the organization. In support of this goal, we expect staff, including volunteers, to conduct themselves and City business in a manner that supports our goal.

While laws such as Title VII of the Civil Rights Act, Age Discrimination Act, Genetic Information Non-Discrimination Act, and others covering employment discrimination, equal employment opportunity, or illegal harassment do not necessarily apply to volunteers' service, it is Tooele City's goal to apply similar principles of equal opportunity, no-discrimination, no-harassment, and no-retaliation to our volunteers and volunteer services.

Protected classes include:

- Race;
- Color;
- Religion;
- National Origin;
- Sex or gender (including pregnancy, childbirth, and pregnancy-related conditions), gender identity or expression, sexual orientation;
- Marital status;
- Age (if over 40);
- Disability;
- Genetic information or predisposition;
- Service in the military; or,
- Any other characteristic protected by applicable federal, state, or local laws and ordinances that would otherwise apply to an employment relationship.

PROTECTED CLASS

This provision of the Manual is not meant to redress all workplace misconduct and hostility. Instead, this provision specifically addresses issues when the conduct is related to a protected class. The action or conduct must bear a relationship to the protected class and be severe or repetitive.

Insensitive remarks, for example, do not necessarily establish a hostile work environment but may still be in conflict with Tooele City expected standards of conduct and professionalism within our work place.

Definition of “discrimination.” Tooele City considers prohibited discrimination to be treatment of a person differently and less favorably based on membership in one or more of

the classes described above, unless doing so is a bona fide occupational qualification for service.

In the context of discrimination, examples of discrimination based on a protected class may include, but are not limited to:

Direct Discrimination

This type of discrimination generally arises from negative attitudes and biases.

- A person treats another person differently because of their protected class.
- Refusing to allow someone to serve based on their gender out of fear that they cannot perform the physical requirements of the job, but there are also men volunteering who cannot perform the essential physical requirements themselves.
- Stereotyping or racial profiling.

Indirect Discrimination

This type of discrimination generally occurs when something is the same for everyone but people in a protected class are negatively affected and the City cannot establish a bona fide occupational qualification (BFOQ).

- A grooming policy prohibits certain hairstyles at work. This could be indirect discrimination against a certain race of people who wear such hairstyles as part of their culture or ethnicity.
- The City holds a volunteer appreciation event but does not provide a vegetarian or vegan option (when requested). This could be indirect discrimination against those who cannot eat certain meats or animal-based products for religious or personal reasons.
- A blanket policy that prohibits anyone with a criminal record may have a disproportionate impact on people of various races or color.

Definition of discriminatory “harassment.” Discriminatory harassment is conduct that has the purpose or effect of creating an intimidating, hostile, or offensive work environment; has the purpose or effect of substantially and unreasonably interfering with an individual’s performance; or otherwise adversely affects an individual’s opportunities and is because of the individual’s membership in a protected class.

In the context of harassment, examples of conduct **based on a protected class**

- Epithets
- Slurs
- Jokes
- Pranks
- Innuendo
- Comments
- Written or Graphic Material
- Stereotyping
- Other threatening, hostile, or intimidating acts

Definition of “sexual harassment.” Sexual harassment can include all of the above actions, as well as other unwelcome conduct, and is generally defined as unwelcome

sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature whereby:

- Submission to or rejection of such conduct is made either explicitly or implicitly a term or condition of any individual's service or as a basis for decisions. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.
- Other sexually oriented conduct, whether intended or not, that is unwelcome and has the effect of creating a work environment that is hostile, offensive, intimidating, or humiliating to others may also constitute sexual harassment.

While it is not possible to list all additional circumstances that may constitute sexual harassment, the following are some examples of conduct that, if unwelcome, may constitute sexual harassment depending on the totality of the circumstances, including the severity of the conduct and its pervasiveness:

- Unwanted sexual advances, whether they involve physical touching or not;
- Sexual epithets; jokes; written or oral references to sexual conduct; gossip regarding one's sex life; comments about an individual's body; and comments about an individual's sexual activity, deficiencies, or prowess;
- Displaying sexually suggestive objects, pictures, or cartoons;
- Unwelcome leering, whistling, brushing up against the body, sexual gestures, or suggestive or insulting comments;
- Inquiries into one's sexual experiences; *and*
- Discussion of one's sexual activities.

Retaliation Prohibited

Tooele City prohibits retaliation. In general, prohibited retaliation is conduct that dissuades an individual from exercising protected rights including, but not limited to, actions such as taking adverse action against an individual because he/she has: (1) opposed workplace discrimination or harassment (2) participated in investigative proceedings such as conducting, testifying, assisting, or participating in any manner; or (3) engaged in "whistle blowing" activities such as communicating, in good faith, allegations of waste, misuse of public funds, property, or labor, or reporting violations of health, safety, or environmental standards; or, (4) otherwise asserted rights under laws or policy. Conduct may be retaliation regardless of whether it occurred on- or off-duty, in or outside of the workplace.

In the context of retaliation, examples of adverse actions include, but aren't limited to:

- Open hostility, threats, name calling, or intentional actions that the reasonable person would find to embarrass;
- Exclusion/ostracism;
- Tokenism or patronizing conduct;
- Unwarranted negative remarks, reprimands, or evaluations;
- Giving unwarranted negative job references;
- Increased supervisory attention such as: increased review of work product, intentionally searching computer e-mail or other records for no legitimate business reason or inconsistent reasons, asking others to pay more attention to an individual and to report any violations, reviewing problems that occurred before the employee filed the complaint and that the supervisor knew about but at the time did not take action;
- Refusal to hire or promote an otherwise best qualified individual;
- Taking adverse action against or conduct towards an employee because he/she supported someone in the workplace in his/her complaint or participation in an investigation (i.e. retaliating against an employed family member of someone who opposed allegedly unlawful employment practices);
- Substantial and unjustified changes in work assignments; or,
- Unreasonable supervisory-imposed time restrictions.

Complaint Procedure

If you believe you have been subject to or have witnessed unlawful discrimination, harassment, sexual harassment, or retaliation, you are requested and encouraged to make a complaint. You may complain directly to your immediate supervisor or department director, the HR Director, Mayor, or City Attorney.

Similarly, if you observe acts of discrimination toward or harassment of another volunteer, you are requested and encouraged to report this to one of the individuals listed above.

Investigation Procedure

All complaints will be investigated promptly, and confidentiality will be protected to the greatest extent possible. The investigation procedure outlined in the Tooele City Personnel Policies & Procedures Section 16: No Harassment & No Retaliation is generally used.

ETHICS & INTEGRITY

Ethical Conduct & Decision Making

Several topics contained in this Manual and Sections of the [Tooele City Personnel Policies & Procedures Manual](#) establish internal checks and balances, and assist our workforce in ethical conduct and decision making. While this is not an exclusive list, the following topics have ethical implications and should be carefully reviewed: Equal Employment Opportunity, Selection, Standards of Conduct, Nepotism / Relatives, Political Activity, No Harassment & No Retaliation, Gifts/Prizes/Awards/Discounts, Personal Use of City Resources (Funds, Property, Labor, Services, & Equipment), Purchases & Reimbursements, Driving & City Vehicles, City Purchasing Policies, City Conflicts of Interest Disclosure Requirements, and Utah State Code 67-16 Utah Public Officers' and Employees' Ethics Act.

Tooele City expects all staff, including volunteers, to conduct themselves and to conduct City business in a manner that reflects the highest standards of ethical conduct and in accordance with all federal, state, and local laws and regulations. Ethical conduct and decision making in the workplace takes into account the best interest of the public and use of taxpayer resources, as opposed to personal interest or gain, and avoids the potential for reputational harm to the City or potential erosion of the public's trust and confidence in the organization.

Conflicts of Interest & Disclosure Statement

Avoiding real or potential conflicts of interest is an important requirement of our ethics and integrity goals. There are also State and local statutes that require disclosure of certain real or potential conflicts of interest.

It is not possible to define all the circumstances that might create a conflict of interest. If a situation arises in which there is a potential conflict of interest, the volunteer should discuss this with a supervisor for advice and guidance on how to proceed.

Staff, including Class A or B volunteers, are required to submit to the Tooele City Recorder an annual Disclosure Statement of their private business interests. This form is available on the City Website under the HR Department and Forms.

<https://tooelecity.gov/HR>

Examples. The list below suggests some of the types of activities that indicate improper conduct, unacceptable personal integrity, or unacceptable ethics:

- Using access to information for personal gain;
- Misusing privileged information or revealing confidential, protected, or private information;
- Participating in civic or professional organization activities in a manner that divulges confidential City information, is in conflict with job duties;
- Directing business activities to a particular vendor due to personal relationships, for personal favor, or in conflict with Tooele City purchasing policies and procedures;
- Holding a substantial interest in, or participating in the management of, a vendor to which the City makes sales or from which it makes purchases without giving full and adequate disclosure of a potential conflict of interest;

- Accepting gifts or entertainment in violation of City policies and procedures and State Code;
- Speculating or dealing in materials, equipment, supplies, services, or property purchased by the City;
- Using one's position in the City or knowledge of its affairs for personal gain; *and*
- Engaging in practices or procedures that violate antitrust laws, commercial bribery laws, copyright laws, discrimination laws, campaign contribution laws, or other laws regulating the conduct of City business.

Confidential Records & Information

See Utah State Code Chapter 63G-2 Government Records & Management Act (GRAMA).

The disclosure of protected, private, controlled, and otherwise confidential information is governed by the Utah Government Records Management Act (GRAMA).

Requests for City records are handled by the Tooele City Recorder through a GRAMA request form. Volunteers should direct all requests for City records to their supervisor to ensure the proper release of information. The City Attorney will determine if a record is confidential under GRAMA.

Breaches of workplace confidentiality can result in a range of problems including legal, reputational, and financial to Tooele City and the public that entrusts us with this information for business purposes. Confidential information is any and all information disclosed to or known by you because of service with the City that is not generally known to people outside the City workplace. Some common confidential information includes, but is not limited to:

- Social security numbers
- Home address, home phone numbers
- Passwords
- Driver's license numbers
- Personal medical information obtained by Tooele City
- Bank account numbers or credit card numbers
- Investigation proceedings
- Minors who are victims of crime
- City utility customer accounts
- Library patron records

A volunteer who improperly uses or discloses confidential information or records will be subject to disciplinary action up to and including separation from service and criminal prosecution, if applicable.

Relatives / Nepotism

See [Tooele City Personnel Policies & Procedures Manual Section 6: Nepotism](#).

In general, City employees may supervise a “Relative” who is a volunteer provided it is not disruptive to the workplace.

Gifts, Prizes, Awards, & Discounts

See [Tooele City Personnel Policies & Procedures Manual Section 31: Gifts, Prizes, Awards, ... & Discounts](#); and *Utah State Code 67-16 Utah Public Officers’ and Employees’ Ethics Act*.

Volunteers are expected to comply with and follow the same policies applicable to City employees in the issuance and acceptance of gifts, prizes, awards, & discounts.

Some highlights of the City’s personnel policy that should be reviewed and followed include:

- What “Gifts, Prizes, & Awards” may be provided to volunteers by Tooele City using City funds
- What “Gifts, Prizes, & Awards” may be accepted by volunteers from external sources
 - Volunteers shall comply with the provisions of state and federal law governing the acceptance of gifts and gratuities applicable to government employees and must avoid the appearance of favoritism or conflict of interest;
 - The types and value of gifts, prizes, and awards that may be accepted
 - The types and value of gifts, prizes, and awards that may NOT be accepted
 - What to do if a volunteer or work area receive an unacceptable item

See Benefits below for discounts that may be provided to volunteers by Tooele City.

Personal Use of City Resources (Funds, Property, Labor, Services, & Equipment)

See [Tooele City Personnel Policies & Procedures Manual Section 36: Personal Use of City Resources \(Funds, Property, Labor, Services, & Equipment\)](#) & *Utah State Code 76-8-402 Misusing public money or public property, as amended*.

Volunteers are expected to comply with and follow the same policies applicable to City employees as it relates to Personal Use of City Resources including City Funds, Property, Labor, Services, & Equipment. Volunteers are reminded that we are trusted stewards of

DID YOU KNOW?

Prohibited “gifts” can be disguised as free items, meals, and discounts.

\$50 Limit - State law & City policy limits acceptance of gifts to values less than \$50 when given as a token of appreciation and does not pose potential conflict of interest. Anything over this limit has special rules to follow.

Fees, meals, discounts, etc. can also be “gifts” and in some situations may be acceptable. Review City policy for more guidance.

tax-payer resources and we are trusted to keep business and personal use of City resources separate.

Some highlights of the City's personnel policy that should be reviewed and must be followed include:

- Volunteers may not use City resources such as: funds, property, labor, services, tools, and equipment, for their own personal use or for the private advantage of any other person, unless:
 - the use of resources is available to the public on the same terms;
 - the use is acceptable de minimis or incidental use as outlined below; or,
 - the use is specifically allowed for, under specific Sections of this Manual, such as: incidental use of computer and electronic systems, and incidental use of City vehicles.

- There are limited circumstances where de minimis and incidental use of some City property, tools, or equipment during the course of a work day may occur and may be reasonable. "Incidental use" is intended to mean that the use is so infrequent and incurs so little cost that tracking it would be unreasonable. For example, a volunteer may: use a City telephone to make a local phone call, make a personal note on a piece of paper or use tape to hang up a family photo, or stop at a store to purchase a drink or deposit a check in a City vehicle while on break. Such de minimis or incidental use is generally acceptable provided that the use:
 - complies with other Sections of this Manual and other City policies and procedures;
 - does not disrupt, distract, or interfere with City business activities;
 - does not involve solicitation;
 - does not support, operate, manage, or promote a for-profit business endeavor. Any City employee with a second job or private business must conduct it on their own time, using their own equipment and supplies, and away from the workplace;
 - does not involve illegal activity; and,
 - does not have the potential to harm, bring discredit to, or be adversarial to the City or public confidence in our responsible use of City resources.

WORKPLACE SAFETY & SECURITY

Health, Safety, & Emergency Preparedness Guidelines

See Tooele City Employees' Health, Safety, & Emergency Preparedness Guidelines and safety policies, procedures, and guidelines unique to each respective work area or assignment and available from your supervisor.

Tooele City has both global health, safety, and emergency preparedness guidelines and department/division/job specific safety policies, procedures, and guidelines that reflect the unique requirements of the work area or assignment. These are available from your supervisor. Some of these matters are specifically contained in this Manual for convenience. It is the City's intent to apply our health, safety, and emergency preparedness guidelines to our volunteers even if not specifically stated in this Manual.

We believe that all staff, including our volunteers, have the opportunity and responsibility to contribute to a safe work environment by using commonsense rules and safe practices and by notifying management when any health or safety issues are present. All volunteers are encouraged to partner with management to ensure maximum safety for all.

Minimum Age Safety Considerations

See "Volunteer Job Descriptions & Qualifications" in this Manual for information on minimum age/eligibility requirements and types of volunteer services permitted.

Safety Training

See Tooele City's Health, Safety, & Emergency Preparedness Guide & any workplace specific safety programs.

Volunteers must participate in and complete any required workplace safety training as a condition of service. Each worksite will identify and be responsible ensuring volunteers are properly trained in safety aspects relevant to their duties.

Fitness for Duty

Volunteers are expected to report to work fit for duty and able to efficiently and safely perform their assigned work tasks. This includes, but is not limited to, the ability to perform any safety-sensitive duties, and perform any physical and/or mental requirements.

Emergency Assistance

In the event of an emergency, notify the appropriate emergency personnel by dialing 911.

Accidents, Injuries, & Critical Incident Reporting

Any workplace injury, accident, or illness must be reported to the volunteer's supervisor as soon as possible, regardless of the severity of the injury or accident. An Incident Report Form and an Incident Investigation Form needs to be completed and returned to the Human Resource Office preferably within 24 hours.

In the event of a vehicle accident, contact your supervisor as soon as possible, regardless of the severity of the accident or damage and regardless of whether you were at fault or not. Appropriate notices and claims must be filed with insurance providers in a timely manner.

Medical Evaluation Needed

In the event emergency care is needed, call 911 or report to the nearest emergency room.

In the event that a workplace injury, accident, or illness has occurred, volunteers should notify their supervisor as soon as possible and report to one of the following facilities:

Mountain West Worx
196 E 2000 N, Ste. 110
Tooele, Utah 84074
435-843-3677

Tooele Valley Urgent Care
1244 N Main Ste. #201
Tooele, UT 84074
435-882-3968

In the event medical care is needed after hours, report to the ER at Mountain West Medical Center and notify them that you are there because the Worx Clinic is closed.

Driving & City Vehicles – Authorized Driver Roster

See [Tooele City Personnel Policies & Procedures Section 39: Driving & City Vehicles.](#)

Tooele City's human resource office maintains the City's roster of authorized drivers. In general, only authorized drivers may drive a City vehicle or their personal vehicle for City business. City business means driving at the direction of, or for the benefit of, the City. It does not include normal commuting in a personal vehicle to and from the workplace. Class C volunteers are not required to be on the City's roster of authorized drivers when volunteering for or with their respective group or organization.

Limited circumstance may be approved on a case-by-case basis where someone not on the authorized driver roster may drive for City business such as a member of the community agreeing to drive an elected official in a parade.

Driver Expectations

Drivers are expected to follow the same policies and procedures applicable to City employees when driving City vehicles or personal vehicles for City volunteer services.

Some highlights of the City's personnel policy that should be reviewed and must be followed include:

- Volunteer must be authorized to drive for Tooele City and added to our Authorized Driver Roster
- Possess and maintain a valid Utah State Driver License and driving record that is acceptable to Tooele City for our insurance and risk management standards
- Complete any City-required driver training

- Drive safe & courteously
- Drive responsibly
- Obey the law
- Do not drive impaired
- Wear seat belts
- Do not smoke in a City vehicle
- Be alert and not distracted
- Do not use cell phones or other electronic devices while driving – find a safe place to pull over to make or receive phone calls, send or receive text messages, or manipulate navigation apps
- Secure vehicles and not leave vehicles unattended while running
- Avoid unnecessary idling
- Secure loads
- Use City vehicles for City business only, except for incidental use as allowed in the Tooele City Personnel Policies & Procedures Manual
- Limit passengers to individuals who need to ride in a City vehicle to conduct City business
- Maintain valid insurance on any personal vehicle being used for City business
- Promptly report accidents to law enforcement and the responsible supervisor

Cell Phone, Video, & Camera Safety (Use of by Staff & Public)

In order to maintain security and safety for our employees, volunteers, and others, respective work areas may set limitations on the possession or use of cell phones, videos, and cameras in the workplace.

Tooele City's facilities include a lot of public areas and you may have circumstances where visitors enter and are recording or taking photos of you or others in a public area. They may have a legal right to do so. In these cases, give your best customer service and if you have questions or concerns, speak with your supervisor.

Video Surveillance

As part of our safety and security measures, Tooele City has positioned video cameras to monitor various areas of our facilities. Video cameras will not be used in private areas, such as break rooms, restrooms, locker/dressing rooms, etc. Video footage does not include an audio component.

GPS & Vehicle Monitoring Devices

As part of our safety and security measures, Tooele City has installed GPS and data collection devices on several City vehicles and equipment. All data collected from such devices is subject to review by the City at any time without notice to the volunteers.

Drug and Alcohol-Free Workplace

See [Tooele City Personnel Policies & Procedures Manual Section 17: Drug and Alcohol-Free Workplace.](#)

Tooele City's Drug and Alcohol-Free workplace policies and procedures were established to support the City's goals of: (1) assuring employees report to work fit for duty and able to safely and effectively perform their work duties, (2) fostering a workplace that is safe, productive, and free from the effects of unlawful drug and alcohol use and activity, and, (3) to reasonably protect City assets. These objectives also apply to volunteers.

While our volunteers are not subject to drug & alcohol testing by Tooele City, all volunteers are required to follow the same policy requirements pertaining to a drug and alcohol-free workplace.

- Volunteers are to report to work fit for duty and able to safely and effectively perform their work duties.
- Volunteers may not unlawfully use or be impaired/under the influence of drugs or alcohol while on duty or while operating a City vehicle after hours.
- Volunteers may not engage in illegal activity while on duty nor use City equipment, facilities, or resources as part of illegal activity such as the unlawful sale, purchase, transfer, manufacture, dispense, possession, storage, or distribution of alcohol, drugs, or paraphernalia.
- To maintain a positive public perception, volunteers may not use a City vehicle or equipment to patron a liquor store or establishment deemed a bar, nor may alcohol be stored in City equipment, facilities, or resources.

City approved exceptions include, but are not limited to:

- Volunteers may possess paraphernalia in the workplace that is required for their lawful use of prescriptions (i.e. needles for injections of prescriptions) and provided the employee takes prudent safety measures to prevent potential for injury to another person (i.e. sharps container disposal).
- Volunteers may possess drug paraphernalia in performance of their work duties such as cleaning up needles.
- Non-CDL drivers may have and use alcohol-containing products that are not designed for consumption such as hand sanitizer and disinfecting products.
- Police department volunteers may be exempt from policy requirements in performance of official police business and in compliance with police department policies & procedures.
- ONLY Authorized golf course employees with the appropriate certifications and licensing, may sell, purchase, transfer, dispense, possess, and distribute alcohol for patron consumption when part of their job duties.

Use of Prescriptions & Over the Counter Drugs:

- Volunteers may not unlawfully use or misuse prescriptions, including medical cannabis, and over the counter drugs while on duty, while on City premises, or in the workplace.
- Volunteers may lawfully use prescribed or over the counter drugs, including medical cannabis, provided the use does not adversely affect their fitness for duty and/or their ability to safely and effectively perform their work duties.
- Any volunteer lawfully taking a prescribed or over the counter drug are expected to consult with their prescribing physician and/or pharmacist to determine whether the drug has the potential to adversely affect their fitness for duty and ability to safely and effectively perform their work duties. Employees shall use appropriate personnel procedures (i.e. call in sick, use accrued leave, request change of duty, notify supervisor, notify human resources, exercise FMLA rights, request accommodation, etc.) to ensure they do not violate any provision of this policy.

In general, volunteer's lawful use and possession of **medical cannabis** is handled in the same manner as the lawful use of any other prescribed drug, unless:

- Use of medical cannabis would jeopardize federal funding for the employee's position;
- Use of medical cannabis would jeopardize a federal security clearance required for the employee's position;
- The volunteer's service is dependent on a license that is subject to federal regulations; or,
- Use of medical cannabis conflicts with any other federal background determination required for the employee's position. This provision restricts CDL drivers' use of medical cannabis due to the Federal DOT testing requirements.

Volunteers lawfully using medical cannabis, pursuant to Utah State law, are subject to the same policy requirements for lawful use of other prescriptions.

Workplace Inspections & Detection Methods

Tooele City reserves the right to conduct unannounced inspections of the workplace, equipment, facilities, and resources whether used solely by the employee or shared with others. Tooele City recognizes that employees have a reasonable expectation of privacy to be free from unwarranted searches of their personal items such as their personal bags, purses, coats, wallets, etc. This expectation of privacy does not apply, however, if alcohol, drugs, or paraphernalia are in plain view. Tooele City also reserves the right to utilize detection methods including, but not limited to, electronic detection equipment and trained animals.

Smoke-Free Workplace

The Utah Indoor Clean Air Act prohibits smoking, or using electronic-cigarettes (vaping), in all enclosed indoor places of public access and within 25 feet of any entrance, exit, open

window, or air intake of a building where smoking is not allowed. Additionally, Tooele City prohibits smoking in public parks (golf course has an exception), in any vehicles or equipment, around flammable materials or chemicals, within 25 feet of non-smoking co-workers, at school crossings or on school grounds, or in any other location with smoking prohibitions while conducting City business. "Smoking" includes the use of any tobacco products (including chewing tobacco), electronic smoking devices, and e-cigarettes.

Smoking is only permitted during break times in designated outdoor areas. Volunteers using these areas are expected to dispose of any smoking debris safely and properly.

Workplace Violence Prevention

See [Tooele City Personnel Policies & Procedures Manual Section 5: Corrective Action, Discipline, and Separation](#), and [Section 16: No-Harassment & No-Retaliation](#).

Tooele City's goal is to provide a safe, violence-free workplace. In support of this:

- We discourage staff and volunteers from engaging in any physical confrontation with a violent or potentially violent individual and to contact dispatch for police assistance when such conduct is violent or concern about escalation is present; and,
- Prohibit staff and volunteers from behaving in a threatening or violent manner. Threats, threatening language, or any other acts of aggression or violence made toward or by any volunteer will not be tolerated. A threat may include any verbal or physical harassment or abuse; attempts to intimidate others; menacing gestures; stalking; or any other hostile, aggressive, and/or destructive actions taken for the purposes of intimidation.

This policy covers any violent or potentially violent behavior that occurs in the workplace or at City-sponsored functions.

All Tooele City volunteers bear the responsibility of keeping our work environment free from violence or potential violence. Any volunteer who witnesses or is the recipient of violent behavior should promptly inform their supervisor, department director, or HR department. All threats will be promptly investigated.

Any individual engaging in violence against the City, its volunteers, or its property may be referred for criminal prosecution.

Visitors in the Workplace (Including Family & Friends)

In order to provide for a productive, disruptive free environment, and to maintain security and safety for our staff, "visitors" should not come to the workplace and "hang out" (as opposed to just dropping off dinner, etc.) unless specifically authorized by the department head. Visitors may include family, friends, and others who do not have a business purpose for being in the facility.

Some workplaces have specific security measures that must be followed for entry. This does not apply to issues of the general public frequenting our workplaces to conduct business.

Personal Protective Equipment (PPE)

See Tooele City Employees' Health, Safety, & Emergency Preparedness Guidelines and safety policies, procedures, and guidelines unique to each respective work area or assignment and available from your supervisor.

Departments are expected to provide the necessary Personal Protective Equipment (PPE) required for tasks. This may include head, eye, hand, and foot protection (except for personal items that are worn outside the workplace such as steel-toe shoes).

Volunteers are required to follow safety requirements of the job including wearing required PPE and using the PPE properly.

Keys & Facility Access

As part of our safety and security measures, Tooele City carefully evaluates issuance of keys and granting unsupervised access to City facilities. Department heads, with concurrence from the Mayor, will determine who has a business need to be issued keys and what facility access permissions are given to volunteers.

OTHER WORKPLACE GUIDELINES

Department/Division Specific Workplace P&P and SOG's

Department heads, with concurrence from the Mayor, may establish department/division specific workplace policies and procedures, and/or Standard Operating Guidelines to carry out the business of the workplace, cover matters not addressed in this Manual, or to clarify/refine/further restrict (but not less than) those established in the Manual.

Standards of Conduct

Tooele City's mission, vision, and values; established City ordinances; Personnel Policies & Procedures; internal operating procedures; verbal and written directions; and this Manual are all tools to assist our staff in understanding expected standards of conduct in our workplace.

A few key principles expected:

- Demonstrate City values in your conduct and performance
- Know and follow established policies, procedures, and guidelines
- Conduct yourself in a way that creates positive working relationships with others
- Conduct yourself and perform your work in a manner that reflects positively upon the City and is not disruptive to the efficient and effective operations of the City
- Act within the Law
- Resolve disputes constructively
- Contribute to a workplace where everyone can feel comfortable at work

[Tooele City's Personnel Policies & Procedures Section 5: Corrective action, Discipline, & Separation](#) provide examples of offenses that are considered serious upon first occurrence and would be the guideline used for volunteer serious offences as it relates to standards of conduct as well:

- Disobedience or insubordination to constituted authorities, including refusal or deliberate failure to carry out or follow lawful and safe directives and orders from any supervisor or person of authority; or challenging the authority of any supervisor or person of authority;
- Conviction of any criminal offence which in the opinion of management adversely affects the employee/employer relationship, whether on- or off-duty;
- Conviction of any felony crime, any sexual crime, any crime involving violence (i.e. domestic abuse, assault, etc.), any crime of dishonesty (i.e. theft, forgery, etc.), or any crime directly related to the employee's ability to perform his/her job (i.e. DUI when the job requires driving);
- Misappropriating or misusing public funds;
- Engaging in disorderly or indecent (lewd, sexual, etc.) conduct,
- Engaging in acts of workplace violence or threats, whether on or off duty, whether direct or implied;

- Using profane, obscene, or demeaning language toward others;
- Engaging in conduct which has the potential to endanger the health or safety of others;
- Inducing or attempting to induce any employee in the service of the City to commit an unlawful act in violation of law or City policies, procedures, or regulations;
- Using, threatening to use, or attempting to use personal or political influence in an effort to secure special consideration as a City employee;
- Offering or accepting a bribe or other valuable consideration with a view of corrupting the behavior of a person;
- Continued incompetency and inefficiency in the performance of job duties despite prior disciplinary action;
- Recklessness (when a person knows or should have known that an action would cause a certain result) or negligence (when a person disregards the potential risks of committing an action) with City monies or property;
- Theft or the wrongful borrowing, loaning, selling, giving away or appropriating any City property for the personal use of the employee or any unauthorized person;
- Falsifying any work-related records, the making of misleading entries or statements which can reasonably be inferred to be done so with malicious intent or intent to deceive, or the willful and unauthorized destruction and/or mutilation of any City records, books, papers, or documents;
- Failing to disclose, or misrepresenting material facts, or the making of any false or misleading statement either verbally or in writing form including, but not limited to, examinations, official documents, report forms, or during the course of any work-related investigation;
- Refusing to cooperate or provide information during an internal investigation;
- Engaging in deliberate acts of discrimination or harassment or instructing or aiding someone to commit an act of discrimination, harassment, or victimization in breach of the Equal Opportunities and Harassment policies herein this Manual;
- Retaliating against an employee who has engaged in a legally protected right;
- Violating a serious safety rule or practice such as driving recklessly, operating equipment employee is not authorized to operate, removing safety devices from equipment, horseplay and other related kinds of conduct that has the potential to put other's safety in jeopardy;
- Smoking in posted "No Smoking" or unauthorized areas;
- Sleeping while on duty except as provided for in official City regulations;
- Failing to obtain or maintain - any certification, license, or other qualification necessary to perform the job. Any certification, license or other necessary qualification lost due to a temporary disability must be regained within a reasonable time, as determined by the supervisor or department head, upon the disability being removed; or,
- Other reasons deemed valid by the Mayor to have the potential to bring the City into disrepute or to disrupt the workforce.

Volunteer Privacy/No Expectation of Privacy

It is Tooele City's goal to respect the individual privacy of our volunteers and, at the same time, maintain a safe and secure workplace.

Tooele City reserves the right to conduct unannounced inspections of the workplace and City equipment, facilities, and resources whether used solely by the employee or shared with others.

Tooele City recognizes that volunteers have a reasonable expectation of privacy to be free from unwarranted searches of their personal items such as their personal bags, purses, coats, wallets, etc. This expectation of privacy does not apply, however, if items such as alcohol, drugs, paraphernalia, or City assets are in plain view.

Accordingly, materials that appear on City hardware or networks are presumed to be for business purposes, and all such materials are subject to review by the City at any time without notice to the volunteers.

Political Activity

See [Tooele City Personnel Policies & Procedures Section 15: Political Activity](#).

Tooele City aims to balance respecting first amendment rights of public employees/volunteers to speak "as private citizens" on "matters of public concern" with the City/employer's interest in an efficient, safe, respectful, and disruption-free workplace.

Examples of political activity **prohibited in the workplace** include, but are not limited to:

- Speech by an employee/volunteer that constitutes political campaign or lobbying activity if it is done in the workplace or if out of the workplace may be attributed to the City if it can be inferred that an employee's speech is made as a representative of the City or that the speech has been ratified by the City. This could happen, for example, if an employee, using their own social media account that the employee also uses to engage in speech on behalf of the organization, engages in lobbying activity by urging followers to contact their state representative to advocate for the adoption or rejection of proposed legislation or the election of a candidate.
- Political conversations that cause disruption in the workplace such as elevated voices/arguing/fighting;
- Political conversations done as "official" business such as a supervisor or leader making a political advocacy statement as part of a meeting or official business;
- Using position to coerce or influence subordinate employees' votes or political activities whether actual or perceived coercion;
- Placing campaign fliers on a City counter or handing out fliers to others in the workplace unsolicited;
- Wearing clothing, pins, or other insignia advocating for a political candidate for elected office;

- Using City clothing, photos, equipment, or materials for political activities or endorsements whether on or off duty;
- Using City equipment and resources, such as work computers, email, and bulletin boards for political activity such as sending a group email endorsing a specific candidate or cause [See guidelines regarding use of City equipment...for personal use];
- Expression of political opinions that may potentially violate nondiscrimination laws;
- Expressions that conflict with official duties as a City agent/volunteer/employee (i.e. a racial joke made in a public meeting by a volunteer of the police department may erode public trust and credibility); or,
- Soliciting political contributions from others during hours of operation.

Examples of activity that **is not prohibited** political activity includes:

- Tooele City encourages involvement in political activity when done as a private citizen outside of the workplace
- Political discussions between mutually participating individuals that are not disruptive to the workplace and do not pose other potential adverse implications in the workplace such as anti-harassment or discrimination laws;
- Participating in politics or becoming candidates for public office [City employees may be limited by the federal Hatch Act];
- Employees turn to social media to discuss the election and other political and social issues and uses social media accounts that are in no way connected or representative of their position with Tooele City;
- Handing out a flier in the parking lot outside of work hours or off-duty without disrupting public access to the government building or service;
- Posting campaign signs in a private yard;
- Activities done on personal time and representing no City affiliation or representation;
- Participating in a political protest outside of the workplace, on personal time, and representing personal opinions or views as opposed to representation on behalf of the City.

Tooele City has established policies regarding use of City facilities for political or partisan purposes. This includes but is not limited to campaigning

Attendance

Attendance expectations are established by the department/division.

Performance

Performance expectations are established by the department/division.

City Identification Cards

Department heads, with concurrence from the Mayor, will determine who has a business need to be issued official City identification.

Dress and Grooming

See Tooele City Dress & Grooming Standards.

Tooele City provides a casual yet professional work environment. Even though the dress code is business-casual, it is important to project a professional image to our customers, visitors, and co-workers, and to ensure that employees meet safety expectations of the workplace.

In general, the dress and grooming standards for volunteers should follow the same guidelines employees follow within the division/department and similar job assignment.

Certain volunteers may be required to meet special dress and grooming requirements, such as wearing uniforms or safety equipment/clothing.

Each department/division may determine whether or not they will provide the uniform and safety equipment/clothing, or whether volunteers purchase them on their own.

Computers, Internet, E-Mail, and Other Technological Resources

See [Tooele City Personnel Policies & Procedures Section 12: Computer Systems, Internet, and Electronic Mail \(E-mail\)](#).

Department heads, with concurrence from the Mayor & IT Director, will determine who has a business need to be given access to Tooele City's computer and technological systems and what access or permissions are given to volunteers.

Volunteers are expected to comply with and follow the same policies applicable to City employees if authorized to utilize City technology.

Some highlights of the City's personnel policy that should be reviewed and followed include:

- Use is for City purposes
- Do not install software on City systems without authorization from the IT Department
- The importance of strong passwords and system security
- Password requirements and policy to NOT share passwords
- When personal use is allowed and prohibited
- Email guidelines
- Using personal devices for City business
- City website
- Use of Social Media including City, exceptions, and personal use of social media
- Storage and retention of electronic records
- Software vendors, guests, and contractors need access to City's computer systems
- Reporting violations
- Penalties

Tooele City provides a variety of communication tools and resources to use in running day-to-day business activities. Whether it is the telephone, voicemail, scanner, Internet, intranet, e-mail, text messaging, portable electronic devices, or any other City-provided technology, use should be reserved for business-related matters during working hours. All communication using these tools should be handled in a professional and respectful manner.

Volunteers should keep in mind that even if they delete an e-mail, a voicemail, or another communication, a copy may be archived on the City's systems. These are likely government records and are subject to recordkeeping requirements, as well as to discovery in the event of litigation. Be aware of this possibility when sending e-mails within and outside the City.

Volunteers should also be aware that information transmitted through e-mail and the Internet is not completely secure or may contain viruses or malware, and information you transmit and receive could damage Tooele City's systems. To protect against possible problems, don't open attachments that are received from unknown senders and advertisers. Report these to IT.

Social Media Acceptable Use

See [Tooele City Personnel Policies & Procedures Section 12: Computer Systems, Internet, and Electronic Mail \(E-mail\)](#).

Personal use of social media. As used in this section, "social media" refers to blogs, forums, and social networking sites, such as Twitter, Facebook, LinkedIn, YouTube, Instagram, and Snapchat, among others.

- Tooele City respects your First Amendment rights to speak/comment as a private citizen on matters of *public concern*. Nothing in this policy is meant to, nor should it be interpreted to, in any way limit your private rights under any applicable federal, state, or local laws, including your First Amendment rights to comment on *matters of public concern*.
- Matters of public concern generally relate to broad state, federal, or municipal law, regulation, or ordinance; a danger to public health or safety; gross mismanagement; substantial waste of funds, or clear abuse of authority. Matters of public concern generally do not relate to airing personal grievances.
- Volunteers who, in using social media for personal use, identify themselves as City volunteers or discuss matters related to their positions, must include a disclaimer stating that it does not express the views of the City and that the volunteers are expressing only personal views—for example: "The views expressed on this website/Weblog are mine alone and do not necessarily reflect the views of Tooele City." Place the disclaimer in a prominent position, and repeat it for each post expressing an opinion related to the City or the City's business. Volunteers must keep in mind that if they post information on a social media site that is in violation of

City policy and/or federal, state, or local law, the disclaimer will not shield them from liability.

- Volunteers may post personally about their service in general but may not disclose any confidential, private, or protected information. For examples of confidential information, please refer to the confidentiality policy. When in doubt, ask first.
- Similarly, volunteers should not engage in harassing or discriminatory behavior that targets other volunteers or individuals because of their protected class status or make defamatory comments or engage in other behavior that violates the City policies.

Work Use of Social Media

- The department head, with Mayor approval, may authorize volunteers to perform service for the City as it relates to social media activities.
- Volunteers are expected to comply with and follow the same policies applicable to City employees regarding use of social media.
- When using social media pursuant to your official duties, volunteers are not speaking as private citizens for First Amendment purposes.

Corrective Action & Disciplinary Guidelines for Volunteers

Volunteers have no merit protection, no expectation of continued relationship with Tooele City, and may be released at any time with cause or without cause and with or without following progressive discipline. These guidelines do not modify the status of volunteers as volunteers at will or in any way restrict the City's right to bypass the disciplinary procedures suggested.

Under normal circumstances, Tooele City endorses the use of progressive discipline in which it attempts to provide volunteers with notice of workplace concerns and an opportunity to make needed changes. **We do, however, recognize that progressive discipline may not be appropriate given the totality of the circumstances and retain the right to initiate corrective action or administer discipline in any manner deemed appropriate by management.**

Tooele City believes it is important to bring matters or concerns needing correction to the attention of volunteers so that they may realize success. When progressive discipline is appropriate given the totality of circumstances, the following steps are suggested and should be documented:

Step 1: Informal Discussion. When a problem is first identified, the nature of the problem and the action necessary to correct it should be discussed with the volunteer.

Step 2: Counseling. If informal discussion with the volunteer has not resulted in needed correction, the supervisor should meet with the volunteer and (a) discuss the problem, (b) permit the volunteer to present information regarding the problem, (c) if further counseling is warranted, advise the volunteer that the problem must be corrected, (d) inform the volunteer

that failure to correct the problem will result in further disciplinary action that may include discharge, and (e) issue a counseling notice to the volunteer.

Step 3: Reprimand/Written Warning. If satisfactory performance and corrective action are not achieved under Steps 1 and 2, the supervisor and department head should meet with the volunteer in private and proceed to issue a reprimand/written warning.

Step 4: Suspension. Supervisors have the authority to temporarily remove volunteers from the workplace if approved by the department director.

Step 5: Failure to improve. Failure to improve performance or behavior after the written warning or suspension can result in termination.

In cases involving serious misconduct, or any time the supervisor determines it is necessary, such as a significant breach of policy or violation of law, the suggested procedures contained above may be disregarded. Typically, the supervisor should suspend the volunteer immediately and an investigation of the incidents leading up to the suspension should be conducted to determine if any further action, such as separation from service, should be taken.

Grievance Procedure

Normal day-to-day discussions between volunteers and their supervisor regarding working conditions and service-related matters are the most constructive and expeditious means of developing and enhancing favorable and effective work relationships. Tooele City encourages volunteers and supervisors to attempt resolution of a situation by using informal problem-solving techniques.

If a volunteer declines to use informal means to resolve their grievance or has done so but the concern was not resolved to his/her satisfaction, volunteers are encouraged to use their chain of command including communicating with the department head and then the Mayor.

It is preferred that formal grievances be submitted in writing along with any supporting information and a statement of the specific remedy or resolution the volunteer desires.

Meals (Same Day & Not Associated with Travel)

See [Tooele City Personnel Policies & Procedures Section 34: Travel](#), *Tooele City Purchasing Policy*, and *Utah Code Chapter 20 Volunteer Government Workers Act*.

Volunteers are expected to comply with and follow the same policies applicable to City employees regarding use of City funds for incidental lunches or other meals.

It is the goal of Tooele City to keep departments operating under uniform guidelines and policies, to treat similarly situated individuals similarly, and to ensure that tax dollars are used responsibly for business purposes. The use of City funds to purchase volunteer meals may be considered job-related and a business necessity under certain circumstances, approved by the department head with the Mayor's consent. Some may however, be classified as an employee "gift" or "perk" and the Tooele City Personnel Policies and

Procedures and applicable Sections within this Manual should be referred for policy implications relative to such personal purchases for employees.

Some highlights of the City's personnel policy, purchasing policy, and Utah Code Chapter 20 that should be reviewed and followed include:

- Utah Code Chapter 20 Volunteer Government Workers Act "meals..., not exceeding \$50 in value, provided as part of a volunteer appreciation event by the volunteering agency.
- When in conjunction with training that has been approved by the department head, a training itinerary shall be included.
- Incidental meal provided due to safety reasons or to handle an emergency or natural disaster if working beyond their normal work schedule (usually an 8-hour shift). The amount should follow the per diem listed in the City's travel policy for the respective meal.
- If it is a retirement luncheon, and allowed under Tooele City Personnel Policies and Procedures.

Travel

See [*Tooele City Personnel Policies & Procedures Section 34: Travel*](#).

Volunteers are expected to comply with and follow the same policies applicable to City employees if required to travel for City business.

Some highlights of the City's personnel policy that should be reviewed and followed include:

- What authorization is needed
- Same day versus overnight travel
- Use of personal or City vehicles
- Meal allowances and per diems
- Other reimbursable expenses relating to travel
- Special rules for room sharing
- Travel advances
- Alternative travel arrangements yielding cost savings for the City

Purchases & Expense Reimbursements

See [*Tooele City Personnel Policies & Procedures Section 38: Purchases & Reimbursements*](#); and *Tooele City Purchasing Policy*.

Volunteers are expected to comply with and follow the same policies applicable to City employees regarding purchases for the City and requests for reimbursements.

Some highlights of the City's personnel policy that should be reviewed and followed include:

- The requirement to follow the approved Tooele City purchasing policy which is available through the designated City purchasing agent

- Prohibition on making purchases by deception such as using Tooele City's tax-exempt ID number for private, personal use or benefit
- Prohibition on accepting City established discounts on goods or services for personal purchases
- Prohibition on deceiving a vendor or representing to a vendor that a purchase was made for City purposes when it was for personal purchase
- Guidelines on what to do if an error is identified and a requirement to promptly notify your supervisor and to correct the vendor's error
- How to submit requests for reimbursement for purchases made for the City or City business and the documentation that must be submitted with the expense reimbursement request.

Donations to Tooele City

All donations made to the City, or for the benefit of a City service or program, are considered property or funds of the City and shall be treated as such. Tooele City has policies and procedures that guide how surplus assets are disposed of if a donation is of no use to the City. A City supervisor should contact the Tooele City Purchasing Agent for further guidance.

Volunteers may not redirect donations for their or others personal use or benefit.

Issuance and/or Loss of Property or Funds

See [Tooele City Personnel Policies & Procedures Section 35: Loss of Property or Funds](#).

The respective supervisor, with consent from the department head, determines what property or funds are issued to volunteers for the purpose of conducting City business or their work duties. An inventory or issue log should be kept of all City assets that have been issued to the volunteer and should be reviewed periodically to account for the continued quality and possession of City assets.

Volunteers that have access to or are given possession of City property or funds and are expected to safeguard them. If property or funds entrusted to the volunteer are lost or missing, volunteers are expected to comply with and follow the same policies applicable to City employees.

Some highlights of the City's personnel policy that should be reviewed and followed include:

- The requirement to notify your supervisor/department head immediately when you realize City property or funds have been lost, irrespective of who may be the party responsible for the loss
- Who reports loss to police and/or the City's insurance provider

Return of City Resources within 48 Hours of Service Conclusion

All City issued property must be returned to Tooele City within 48 hours of conclusion of volunteer service. This includes, but is not limited to, equipment, tools, PPE, identification, and keys. Failure to return items may result in being invoiced by Tooele City for the cost of such materials or referral for theft charges.

Budgets & Expenditures

If there is a fiscal impact attributable to a volunteer program within a division/department, that respective budget request should include a fiscal component stating the anticipated expenditures that pertain to their volunteer programs.

Stipends / Nominal Fee

The Fair Labor Standards Act (FLSA) and Internal Revenue Service (IRS) have specific legal requirements for payment of stipends or a nominal fee to volunteer.

In general, volunteers donate time without expectation of compensation or benefits. In some cases, however, Tooele City may determine that payment of a stipend or nominal fee is appropriate and include such cost in the respective department budget.

Stipends / nominal fees cannot be tied to productivity or based on “hours worked.”

Stipends / nominal fees should not exceed 20% of what would be paid to a City employee performing the same services. The FLSA’s 20% rule with regard to volunteers is essentially – those volunteers who receive some nominal compensation do not lose their status as volunteers provided they receive “generally, an amount not exceeding 20 percent of the total compensation that the employer would pay to a full-time employee for performing comparable services.”

To determine “total compensation” the FLSA requires the City to look at what we pay our similarly situated employees, and include additional benefits such as pensions, health care, and vacations. For assignments that have no comparable employees, the City they may look to comparable entities in our geographic area.

VOLUNTEER COMPENSATION

A stipend / nominal fee of \$25 per meeting may be paid to Planning Commissioners but not a \$10/hour for all hours spent at meetings or conducting research as this would be akin to payment of wages for hours worked.

20% Rule - If the total compensation for full time firefighters is determined to be \$40,000 per year, and a volunteer is given an \$800/year stipend, then because \$800 is less than 20% of the total compensation there is no FLSA violation. However, if a volunteer were to be compensated at a higher rate, say \$8,500/year – then it would be an FLSA violation and the department would then have to pay the firefighter at least minimum wage for all hours worked.

Volunteer Benefits

In general, volunteers donate time without expectation of compensation or benefits. In some cases, however, Tooele City may determine that providing benefits is required by law or beneficial/appropriate and include such cost in the respective department budget.

The Volunteer Government Workers Act - Workers Compensation, Liability Insurance and Indemnification

The Volunteer Government Workers Act, Title 67, Chapter 20, Utah Code Ann., provides in Section 67-20-3 that a [Approved] volunteer is considered a government employee for purposes of:

- Receiving workers' compensation **medical** benefits;
- The operation of motor vehicles if the volunteer is licensed [Tooele City also requires that they be approved and listed on our Authorized Driver Roster]; and
- Liability protection and indemnification normally afforded paid government employees.

Volunteer Government Workers Act, Title 67, Chapter 20, Utah Code Ann., provides that a volunteer facilitator [Tooele City Class C] is immune from liability for damages or injuries arising out of or related to the volunteer service of a volunteer provided by the volunteer facilitator to an agency, unless: (a) an action or omission of the volunteer facilitator is grossly negligent, not made in good faith, or made maliciously, and causes harm to a person or property; or (b) the volunteer facilitator fails to exercise due diligence in determining the fitness of a volunteer to provide voluntary service to the City under circumstances that make the volunteer facilitator's failure to exercise due diligence grossly negligent, not in good faith, or malicious.

Defense against claims. Tooele City will, within the requirements of law, defend any action brought against a Class A, B, C or D "Approved" volunteer arising from any act or omission of the volunteer occurring during the performance of the volunteer's duties and within the scope of the volunteer's officially approved job description or service plan with the City for volunteer services. Before the City will defend any volunteer against a claim, the volunteer must make a written request to the City for legal defense and submit it within ten days after the service of any process upon the volunteer. The request may be filed within a longer period if the delay does not prejudice the City in any manner in maintaining a defense of the volunteer.

Defense Declined. Tooele City may decline to defend any actions against a volunteer if the City or a court determines that the act or omission in question did not occur during the

"APPROVED"

Tooele City considers our Class A, B, C, and D volunteers to be "Approved" [Authorized] volunteers coming under the provisions of the Volunteer Government Workers Act, Title 67, Chapter 20, Utah Code Ann. Class E volunteers generally are not.

performance of the volunteer's duties or within the scope of his/her officially approved volunteer arrangement or status; that the injury or damage resulted from the fraud or malice of the volunteer; or that the injury or damage on which the claim was based resulted from the volunteer's driving of a vehicle or being in actual physical control of the vehicle or equipment:

- With a blood alcohol content equal to or greater by weight than the established legal limit
- While under the influence of alcohol or a controlled substance that rendered the volunteer impaired or incapable of safely driving a vehicle or operating equipment; or
- While under the combined influence of alcohol and any controlled substance that rendered the volunteer incapable of safely driving a vehicle; or if the injury or damage on which the claim was based resulted from the volunteer being physically or mentally impaired so as to be unable to reasonably perform his/her volunteer functions because of the use of alcohol, a controlled substance, or the combined influence of both.

Volunteer Firefighter Benefits

Tooele City provides the following benefits to our Volunteer Firefighters:

- Ancillary Fire Insurance
- Life Insurance
- Tooele City Volunteer Firefighters' Length of Service Award Plan
- Wellness Pass
- State Association Membership
- Emergency Services Worker Mental Health Benefits (EAP)

The volunteer assistance program (EAP) is a resource designed to provide highly confidential and experienced help for volunteers in dealing with issues that affect their lives and the quality of their job performance. **Tooele City** wants volunteers to be able to maintain a healthy balance of work and family that allows them to enjoy life. The EAP is a confidential counseling and referral service that can help volunteers successfully deal with life's challenges.

This free, comprehensive counseling service offers volunteers three visits per issue each year and a 24-hour hotline answered by professional, degreed counselors. For legal or financial issues, volunteers receive a 25 percent discount on any services that might be needed.

The City encourages volunteers to use this valuable service whenever they have such a need. Volunteer firefighters who choose to use these counseling services are assured the information disclosed in their sessions is confidential and not available to the City, and the City is not given any information on who chooses to use the services. For questions or additional information about this program, volunteers may contact the HR department.



VOLUNTEER CHECK-IN / OUT SHEET

(Other document may be used if similar information is tracked)

CLASS C – ON SITE AUTHORIZED INCIDENTAL VOLUNTEER/VOLUNTEER FACILITATOR

Tooele City may approve incidental volunteers at the designated service location provided that the proper identification is established (by showing ID or personally know to site facilitator) and a sign in and sign out roster and tracking system is used.

Date: _____ Service Site: _____

City's Responsible Site Facilitator: _____

Volunteer Check-in & Check-out

Name:	Address:	Phone:	
Emergency Contact Name/#:	Description of Service:	Check-in Time:	Check-out Time:
Name:	Address:	Phone:	
Emergency Contact Name/#:	Description of Service:	Check-in Time:	Check-out Time:
Name:	Address:	Phone:	
Emergency Contact Name/#:	Description of Service:	Check-in Time:	Check-out Time:
Name:	Address:	Phone:	
Emergency Contact Name/#:	Description of Service:	Check-in Time:	Check-out Time: