

# Volunteer Handbook



## Welcome

Would you like to: engage in meaningful service that makes our community stronger? work alongside an enthusiastic team? meet new friends? feel helpful? act locally? and be a part of something big?

If the answer to all of these questions is 'yes,' then the Town has been looking for volunteers like YOU!

The achievement of the Town of Queen Creek's goals is best accomplished through active community involvement. For this reason, the Town promotes and encourages a diverse and inclusive volunteer program with participation from all ages and in all appropriate Town programs, services and events.

It is through QC Volunteers that the history of this place and the vibrancy of what the Town will be for future generations is communicated to the general public.

Thank you for contributing your time, talents and knowledge in service to the Town of Queen Creek.



## Meet your Volunteer Coordinator Kim Nishihara

**Contact:** Kim Nishihara, Volunteer Coordinator  
Office Phone: (480) 358-3216  
Cell Phone: (480) 904-5003  
Email: [Kim.Nishihara@QueenCreekAZ.gov](mailto:Kim.Nishihara@QueenCreekAZ.gov)

**Office Hours:** Monday – Thursday, 7 a.m. – 6 p.m.  
closed on Fridays

# Town of Queen Creek Vision, Mission and Values

**Vision:** To ensure a high quality of life, promote a strong sense of community, protect our residents, and provide world-class public service.

**Mission:** We honor our past and embrace our future in being the best place to live and do business.

**Values:** Responsive  
Innovative  
Transparent  
Respectful  
Friendly

## Benefits of Volunteering

There are many benefits that come with volunteering at the Town of Queen Creek. Some of these benefits are:

- Get on the job training
- Network and meet new people
- Obtain a job reference or enhance your resume
- Gain knowledge or learn a new skill
- Share your time, talents, skills and knowledge
- Learn more about how municipal government operates
- Act local
- Feel good about helping others
- Serve your community
- Make friends
- Have fun

## What is Volgistics?

Volgistics is the Town's volunteer program management software. When you applied to volunteer with the Town, your application went into Volgistics to create a profile just for you. Now you can log in at any time, on any device to: update your profile, view your schedule, sign up for new opportunities, see news and resources, report your time and communicate with the Volunteer Coordinator.

Already a Town volunteer? Access your account [HERE](#).

## Volunteer Policies and Procedures

**Service Requirements:** For you to be considered 'active' in QC Volunteers, you are asked to contribute 48 or more hours annually (calendar year) to the Town. The benefit of remaining on 'active' status, is that you will automatically qualify for service pins and will be invited to the Town's annual volunteer appreciation dinner.

Volunteers who do not contribute 48 or more hours annually to the Town, will still be recognized, however, they will not qualify for service pins nor the Town's annual volunteer appreciation dinner.

Volunteers who do not contribute any hours for six consecutive months are considered 'inactive.'

The Town understands that many volunteers travel or leave the Queen Creek area during the year for a prolonged period of time. If this is the case, please contact the Volunteer Coordinator so that she can make a note of when you will return to the area.

**Time Reporting:** In Volgistics, you will be asked to clock in/out for your volunteer shift. Please use it to log any hours that you work for the Town. This includes meetings, errands on your own time that involve doing something for the Town, trainings, social events, and the like.

Time reporting serves two purposes. First, the Volunteer Coordinator wants to keep track of your hours so that the Town can properly recognize your efforts. Second, Town Council likes to know about community involvement and this can be measured directly in volunteer service hours. Council also likes to see the kinds of activities that volunteers are performing, so make sure to record what you did as well as how long it took you to do it.

**Scheduling:** You and your department supervisor will decide on a schedule. Typically, volunteers will work the same day and shift each week, however, any schedule is permissible as long as both parties agree on the scheduled days and times.

Some assignments have a number of shifts that you may select from. The Volunteer Coordinator will work with you directly to schedule your preferred shift.

**Training:** Following orientation, the Volunteer Coordinator will place you in an assignment and connect you to your department supervisor. The department supervisor will train you for your assignment duties and any mandatory safety protocols. The goal of volunteer training is to give you information or specific skills that you may need to carry out your assignment and adhere to all Town standards and expectations.

Additional training by the Volunteer Coordinator or department supervisor may be offered on occasion.

**Securing Personal Belongings:** The Town does not assume responsibility for the loss of personal money, cell phones, laptops, purses, clothing, or other belongings, nor are they covered by insurance. Therefore, it is your responsibility to protect your personal belongings while volunteering for the Town.

**Communications:** All volunteer announcements are sent via email, so please make sure to provide your email address and keep it up-to-date in Volgistics. If you would like to receive information by phone or mail instead of email, please notify the Volunteer Coordinator.

For information on upcoming volunteer events, check out the calendar on Volgistics.

Texting, on occasion, may be used via Volgistics especially for special events or emergencies if you choose to opt in for text messages.

## Social Gatherings:

Social gatherings for volunteers Town-wide will be offered a few times throughout the year by the Volunteer Coordinator in order to create opportunities for you to meet volunteers in other Town departments.

## Dress Code:

For many volunteer assignments, t-shirts are required in order to identify you to the public as serving on behalf of the Town of Queen Creek. Additionally, you are responsible for wearing professional, appropriate attire for your assignment. Examples include close-toed shoes,



hat, protective safety equipment such as a hard hat, goggles or safety vest, and refrain from wearing loose clothing or jewelry if working around equipment. Department supervisors will work closely with you to define what is appropriate and safe attire for your assignment.

## Name Badges:

In most cases, volunteers working for the Town are required to wear a volunteer identification badge. This badge identifies you as a member of the Town's volunteer program. The badge, unless otherwise specified, will not give you access to any facilities – it is for identification purposes only.

Name badges are provided by the Volunteer Coordinator. Please wear your name badge during your shift, especially when interacting in public for a Town event, program or service.

## Representing the Town:

Volunteers are not permitted to make statements or suggestions in the name of the Town, unless specific prior permission has been given to the volunteer. Volunteers may not present themselves as representatives of the Town including, without limitation, cases dealing with contracts, financial obligations or in making any public statements or opinions on the Town's behalf.

When working with the public, it is ok to say, "I don't know the answer to your question, but if you give me your contact information I will pass it along

to my supervisor and a Town staff member will get back to you as soon as possible.”

**Youth Volunteers:** The Town of Queen Creek encourages and accepts volunteers of all ages; however, youth volunteers under the age of 18 are required to have parent/legal guardian consent on their application, hold harmless agreement, code of conduct and schedule.

In addition, a youth volunteer under the age of 14 must be accompanied by an adult (parent/legal guardian or a parent/legal guardian approved adult or group chaperone) during their scheduled volunteer shift.

**Accidents and Incidents:** If you are involved in an incident or accident while volunteering for the Town, please contact your supervisor immediately. Staff will call 911 if you need medical attention. Please keep your emergency contact information in Volgistics up-to-date so that Town staff can contact them on your behalf.

## Volunteer Responsibilities & Benefits

- Provide at least 48 hours of service each year to the Town.
- Become familiar with the policies and procedures described in this handbook.
- Participate in continued education and additional training offered by the Town.
- Be prompt and reliable in reporting for scheduled days and times.
- Notify your supervisor if you are unable to come in on your scheduled day.
- Notify the Volunteer Coordinator of extended leave or resignation.
- Be consistent and conscientious about recording the hours that you worked.
- Have fun and enjoy your time at the Town.



## Town of Queen Creek's Commitment to Volunteers

- Create opportunities for you to use your existing skills and develop new ones.
- Train you in your assignment with clear and specific directions from your supervisor.



- Give you the necessary information, equipment, materials, and assistance for you to meet the requirements of your assignment.
- Keep you informed about opportunities, events and news.
- Provide a safe, positive and friendly environment.
- Be receptive to hearing your needs, concerns, ideas and suggestions.
- Coordinate social gatherings for you and other volunteers.
- Recognize and appreciate you.

## Questions?

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