



VOLUNTEER MANUAL

Invest in your community and make a difference.

MISSION STATEMENT

Provide quality municipal services to our residents and visitors in a fiscally responsible manner consistent with our Villages historic tradition and community atmosphere.

WELCOME!

The Village of Riverside extends its gratitude and welcomes you as a volunteer. By choosing to volunteer, you have shown a willingness to contribute to your community and gain a better understanding of your local government. Opportunities exist for you to learn new skills, share new ideas and energy, increase community knowledge and support, socialize with new friends, and enhance the services provided by the Village. Whatever your motivation, we hope your service with the Village will be meaningful and that you will quickly feel that you are an integral part of the Village's operations.

This manual provides an outline of the Village policies and guidelines including our responsibility to you and your responsibility to the Village of Riverside. If anything is unclear, please discuss the issue with your volunteer coordinator. We hope you will enjoy the time you spend with the Village of Riverside. We look forward to a mutually beneficial and pleasant experience.

CONFIDENTIALITY

Our residents and suppliers entrust the Village with important information relating to their interests. The nature of this relationship requires maintenance of confidentiality. In safeguarding this information received, the Village earns the respect and further trust of our residents and suppliers. As a representative of the Village, you are expected to assume an obligation to maintain confidentiality, even after your service is completed.

No one is permitted to remove or make copies of any Village records, reports or documents without prior department head approval. Because of the seriousness, disclosure of confidential information could lead to a termination from service. Only administration is authorized to release information to the media.

HARASSMENT POLICY

For a copy of the Village's Harassment Policy or to report harassment, contact your volunteer coordinator.

ACCIDENTS AND INJURIES

Each eligible volunteer is covered under the Volunteer Accident insurance Program provided by the Village of Riverside. This program provides accidental death, specific loss, medical and disability benefits in case of an injury or mishap.

It is required that you immediately report all injuries and vehicle accidents resulting in property damage and/or personal injury or illness, no matter how slight, as well as anything that needs repair or is a safety hazard, to your volunteer coordinator. Report all injuries and unsafe conditions immediately to your volunteer coordinator.

Your safety and that of others is of the utmost concern to the Village. Please use caution when in unfamiliar surroundings and seek assistance before attempting a project that may exceed your abilities. Before starting work on an unfamiliar machine, seek the assistance of your volunteer coordinator to ensure you are aware of (and understand) all the procedures and precautions associated with using the equipment.

PERSONAL CONDUCT AND COURTESY

The atmosphere of the Village Government is one of support and encouragement. Our residents count on our professional skills, our personal attention and respect. Therefore, we expect only the highest standards of conduct from our volunteers. You are expected to conduct yourself in a friendly, respectful and cooperative manner. Your own awareness of the needs of others should lead you to appropriate behavior.

Our residents' impression of the Village is formed by the people who serve them. Regardless of your position, you are the Village's ambassador. The more goodwill you promote, the more our residents will respect and appreciate you, the Village and the Village's services.

SECURITY AND BACKGROUND CHECK

A criminal background check may be a condition of volunteering for the Village of Riverside; it may be conducted by the Illinois State Police or by the FBI. The department you volunteer for will determine if a background check is required. All information obtained is Village property and is kept confidential.

All volunteers are required to notify their volunteer coordinator if a criminal arrest occurs during their service to the Village of Riverside.

The Village of Riverside may exercise its right to inspect all packages and parcels entering and leaving our premises.

SUBSTANCE ABUSE POLICY

The Village has a vital interest in maintaining safe, healthful and efficient working conditions for its employees and volunteers. Being under the influence of drug or alcohol, on or off the job, may pose serious safety and health risks not only to the user, but to all those who work or volunteer for the Village, as well as our customers.

The Village of Riverside has established an alcohol and controlled substance policy and volunteers are obligated to conduct themselves accordingly. You may request a complete copy of the Village's policy from you supervisor.

Smoking is not tolerated in any of the Village's facilities.

The manufacture, possession, use, distribution, sale, purchase or transfer of alcohol or illegal drugs on Village premises or while performing Village business is strictly prohibited.

Volunteers may be subject to screenings during their service with the Village.

SEPARATION OF SERVICE

Should you choose to discontinue your volunteer service with the Village, you are requested to notify your volunteer coordinator. All Village property and equipment must be returned on the last day of service before leaving the premises, or whenever it is requested by your volunteer coordinator.

VOLUNTEER RECORDS

All data relating to your volunteer service is confidential and is the property of the Village. Report any change of address, telephone number or emergency contact to your supervisor.

Village of Riverside | 27 Riverside Road | Riverside, IL 60546

This manual has been prepared to furnish you with information about the Village and guidelines that concern your volunteer service. It is intended to serve as a general framework for setting forth the principles for which the Village of Riverside stands and the obligations you assume as a volunteer. None of the guidelines in this manual are intended, by reason of their publication, to confer any contractual or statutory rights, benefits or privileges upon you. Volunteers do not have a contractual agreement for continued service and may be dismissed by the Village or resign from service at any time, with or without cause and with or without notice or a hearing.