



Igniting Hope. Restoring Lives.

CityTeam Volunteer Policies for Programs and Events

CityTeam is committed to encouraging community participation and the efficient and safe coordination of volunteers to enhance community programs, services and events while maintaining health and safety as a priority. This policy is intended to help provide a general overview of CityTeam's volunteer guidelines to all staff members coordinating and or supervising volunteers.

Volunteers are individuals or groups who give their time, talent, and skills to meet a need and or to further CityTeam's mission without being paid for their services. Volunteers serve at the will of CityTeam, and their assignments can be altered or terminated by CityTeam at any time and for any reason not prohibited by law.

A Youth Volunteer is a person who is under the age of 18. A signed by parent/guardian waiver form is required for all youth volunteers to participate. For youth volunteers ages 10-14, an adult parent, guardian or youth group supervisor will be required to be present with the Youth Volunteer for the duration of volunteering. Youth Volunteers ages 14+ may volunteer independently with a signed by parent/guardian waiver form. The minimum age requirement for an onsite volunteer is 10 years of age but exceptions may be made with the approval of the event or program manager and Executive City Director.

All adults and abled youth **must** complete their registration and waiver of liability through our volunteer management system, Volunteer Hub. Volunteers may be required to submit to a background and fingerprint check (depending on state and volunteer assignment) and the required training for placement in some positions before volunteering.

Volunteers should dress appropriately to their volunteer assignment. Should a volunteer have any questions, or need more specific information about the dress code, the volunteer should speak with the Program Staff or Volunteer Coordinator.

Safety is of primary importance in every aspect of volunteer activities. Volunteers are expected to obey safety rules, follow safe work practices and procedures, and exercise caution in all activities. Volunteers must immediately report any injury, unsafe conditions and any equipment or situation that may pose a safety hazard to a staff member or their supervisor.

Volunteers are to refrain from engaging in inappropriate conversations or relationships with staff or clients and volunteers must not exchange contact information with any clients or customers being served. Any reasonable suspicion of this type of behavior must be reported to CityTeam HR's Department or Program Supervisor and may be reason for denial of future volunteering opportunities.