



Serve Sugar Land

Volunteer Handbook

Welcome

Thank you for registering with the City of Sugar Land's Serve Sugar Land Volunteer Program. We appreciate your commitment to helping improve our community and the services we provide. All volunteer opportunities are based on the specific and constantly changing needs of the City of Sugar Land and its various departments. As specific opportunities arise throughout the year, requests for volunteers are made by the responsible City department, and may range across a wide variety of needs and special projects. Available positions are then filled as volunteer needs and resources dictate.

The duties assigned to a volunteer will depend largely upon the specific volunteer needs of the department and or special project requiring the assistance. Duties from one volunteer opportunity to the next vary, and thus may range from helping the Parks and Recreation Department with a holiday event to assisting the Utilities or Fire Department with office tasks.

A volunteer may participate in more than one of the available positions with the City at any point in time, providing their time commitments and obligations allow. Further volunteer positions, tasks and responsibilities may change at any time dependent upon the needs of the City. Volunteers should therefore strive to maintain a healthy and flexible attitude in order to make the most of each opportunity.

When an opportunity becomes available it will be posted on the City's website or an email will be distributed. The departmental volunteer supervisor for that specific need will draw from the list of volunteers in the database. As projects and events occur, the City will make every effort to pair prospective volunteers with opportunities matching their identified interests and skills.

Volunteers are also welcome to browse the current list of opportunities at any time on the City's website and apply to any and all that may interest them.

City of Sugar Land
Volunteer Office
111 Gillingham Drive
Sugar Land, TX 77478
281-275-2329
volunteer@sugarlandtx.gov
<https://volunteer.sugarlandtx.gov>

Guidelines

Hours of Service

The hours that a volunteer may serve will be contingent upon the specific needs advertised and will be coordinated between the departmental volunteer supervisor and the volunteer. Volunteers are expected to arrive promptly at the assigned/agreed upon time. If unavailable the volunteer must contact the departmental supervisor for their specific task and notify them that they are unable to report at the prearranged time.

My Departmental Supervisor is _____

They can be reached by phone at _____ and

their email address is _____ and an

alternate person to contact is _____ phone _____.

I have arranged to volunteer the following day (s) and time (s) _____

Tasks

Volunteers will have assigned tasks and responsibilities and should not deviate from those tasks unless the departmental volunteer supervisor communicates otherwise to the volunteer. If issues arise in the absence of the departmental supervisor the volunteer should wait until further instruction is given to him/her by a similarly responsible departmental contact. Do not guess and never assume, ask and find out for sure.

Volunteer satisfaction and safety are top priorities for the City of Sugar Land.

Dress Code

As dress code requirements will be specific to each posted opportunity, volunteers should ask their departmental volunteer supervisor for the appropriate dress suggestions for the tasks they will be engaging in. Follow all dress code requirements if provided with a description of the volunteer opportunity.

Volunteer Timesheets

Each volunteer is responsible for recording his or her total volunteer hours. This reporting should be submitted upon completion of each volunteer activity an individual participates in or by the 30th of each month. Time logs are available from the Volunteer Office or City staff supervisors. Volunteers should submit their time logs to the departmental supervisor for their task. Students requesting service hour forms to be completed must provide their own documents to be signed by their departmental supervisors.

Public Contact

All contact with the public should be conducted in a professional manner. When you are acting in the capacity of a volunteer, you represent the City of Sugar Land! If you are unsure as to how to handle a situation or respond to a request, please defer to the supervising City of Sugar Land staff on hand.

Volunteer Paraphernalia

Volunteers cannot develop, print, or distribute letterhead, business cards or other type of paraphernalia without the prior approval of the City of Sugar Land. All such requests should be made to the volunteer supervisor for their assigned task and will be forwarded along as appropriate.

Accompaniment

While you are volunteering please do not bring along other persons that you would be responsible for watching over during your volunteer time; this includes underage children not registered to volunteer, siblings or family members. Please do not bring your pet.

Task Performance

Volunteers are expected to perform tasks effectively. They should follow the departmental guidelines and maintain confidentiality. Volunteers should be open to receive and provide constructive feedback. Volunteers should continue to ask questions or ask for clarification if unsure of directions. Any volunteer who is involved in an accident while operating a City vehicle or motorized equipment will be required to follow the City's At Fault/Post Accident drug and alcohol test policy.

Orientation

- Review with the departmental supervisor what your role and duties will be
- Review who to ask questions of if departmental supervisor is unavailable
- Tour the office area, locate any necessary facilities and exits
- Review departmental operating procedures including dress code
- Review any equipment you may be using to ensure you are comfortable with it
- Become familiar with any safety procedures in the area you will be volunteering
- Review use of a volunteer badge if applicable and volunteer hours log location
- If volunteering in City Hall please review sign in and sign out procedures

Additional Guidelines

Certain volunteer opportunities and or departments may have additional guidelines to be reviewed- these include but are not limited to; Animal Shelter, C.A.S.T. Program, Junior Camp Counselor and Intern Programs which will be provided at the time of orientation.

Disqualification

Unless otherwise stated the assignment of a citizen to a volunteer opportunity and the removal of a person from that opportunity is at the sole discretion of the City of Sugar Land. Some criteria for such a decision include, but are not limited to the following:

Automatic

- ✓ Violation of an applicable City of Sugar Land standard operating procedure
- ✓ Been convicted of a felony or any offense that would be a felony if committed in the State of Texas
- ✓ Been convicted of a class A or class B misdemeanor
- ✓ Used, tried or sold any dangerous drug or narcotic
- ✓ Been dishonorably discharged from any branch of the United States Armed Forces
- ✓ Had a pattern of abusing prescription drugs
- ✓ Had excessive traffic violation within the past five years
- ✓ Been convicted of committing or violating federal, state or city laws pertaining to criminal activity
- ✓ Lied during the volunteer application process or falsified any portion of application
- ✓ The possession, carrying or attempt to carry a firearm on city premises to include all city facilities, vehicles and any other applicable city property. This includes all individuals who possess a permit to carry a concealed handgun.
- ✓ Possession of any firearms or other objects considered to be an illegal weapon as defined by the Texas Penal Code. Examples of some of the items are an expandable baton, illegal knives, and brass knuckles.

Discretionary

- ✓ A physical or mental disability that would substantially impair an individual's ability to perform his/her volunteer duties in a safe manner
- ✓ Alcohol misuse and or abuse prior to and or during the volunteer term
- ✓ Unlawful sexual conduct prior to and or during the volunteer term
- ✓ Any other conduct or pattern of conduct that would tend to disrupt, diminish, or otherwise jeopardize the intent and mission of the City of Sugar Land's volunteer program.
- ✓ Want of Trust or Breach of Confidentiality, including but not limited to the removal, copying, transmittal or release of any information considered confidential or non confidential or the verbal release of any confidential information
- ✓ In appropriate behavior relating to sexual harassment or other types of racial slurs
- ✓ A volunteer who is called or asked to perform a task and agrees to perform the said task by a set deadline, and fails to do so.