



City of Dunnellon Volunteer Application

Name: _____ Home Phone: _____

Address: _____ Cell Phone: _____

Driver's License # _____

E-Mail Address: _____ Birth Date _____

Emergency Contact: _____ Phone: _____

Employer: _____ Phone: _____

Are you currently enrolled in school? Yes No

If yes, is this for volunteer hours?

If yes, what school are you enrolled in? _____

If yes, your current grade level? _____

Program(s)/Area(s) of Interest:

Personal References (optional): Verified (city use) Verified (city use)

Name: _____ Relationship: _____

Address: _____ Phone: _____

Name: _____ Relationship: _____

Address: _____ Phone: _____

I understand that I will not be compensated for services provided. I understand that I am not an employee of the City of Dunnellon and I will abide by the rules outlined in the City of Dunnellon Volunteer Handbook. I understand that as a condition of the volunteer assignment, my signature authorizes the City of Dunnellon to conduct a review of my criminal history, and obtain verification of my driver's license. I certify that the information provided is true and accurate to the best of my knowledge.

Volunteer's Signature: _____ Date: _____

Parent Signature (if under age 18): _____ Date: _____

FOR CITY USE ONLY:

Volunteer Approved to Work (Background Check Completed) Yes No

If "Yes" City Supervisor's Name: _____

Job Assignment: _____

Date Approved: _____



**CITY OF
DUNNELLO
VOLUNTEER
HANDBOOK**

Dear City of Dunnellon Volunteer,

Welcome to the City of Dunnellon team! We are excited that you decided to spend your time with us, making a difference in our community. City of Dunnellon volunteers are a crucial link in our efforts to provide the high-quality services that preserve this “Historic River Town”.

As an important part of our department, we have prepared this manual for you, which describes some of the policies, procedures and responsibilities of our volunteers.

Please read it carefully. After your review, please sign the Volunteer Verification, Waiver of Liability and ADA Statement and complete the Emergency Contact Information Sheet. Please return to Dunnellon City Hall.

We hope that your experience here will be enjoyable and rewarding.

Sincerely,

Dunnellon City Council

City of Dunnellon Mission Statement

It is the City's mission to establish and maintain a quality driven organization that assures the efficient management of all resources and delivery of quality municipal services to all citizens, property owners and organizations within Dunnellon.

The City will establish a process to measure every endeavor that utilizes public funding, to evaluate and inform the public of progress, to eliminate programs that are not effective and to continuously improve the things that are of value to the City.

Vision for Dunnellon, FL

Dunnellon will continue to be a City of great natural beauty with a historic downtown center. Dunnellon is dedicated to preserving and enhancing its historic, cultural, economic, environmental and recreational assets while planning and building for the future. Dunnellon celebrates its diversity in a friendly, small town atmosphere supported by its citizenry, who demonstrate a strong sense of community spirit.

Capitalizing on this spirit, the City will strive to provide a safe environment composed of strong neighborhoods with excellent parks and public spaces, while fostering a supportive economic environment. We, as citizens of Dunnellon, should and will work together diligently to maintain Dunnellon as a historic "River Town."

Customer Service and Communications

Customer Service

The following is important information regarding customer service expectations.

1. Providing quality opportunities with friendly and caring staff.
2. Citizens are not an interruption to our work; they are the reason for our work.
3. Everyone should be treated with respect and dignity.
4. Volunteers should be helpful, courteous and represent the department in a professional manner.

Volunteer/Citizen Communication

Tips on how to deal with citizens in various situations:

1. When a citizen seeks information:
 - A. Give them your full attention.
 - B. Stop what you are doing and take time to be helpful.
 - C. Politely listen to information given to you.
 - D. If a citizen makes a request for a public record, please advise them to contact the Office of the City Clerk, 20750 River Drive or call 352-465-8500.
2. Dealing with an angry citizen and/or conflict:
 - A. Take time to listen.
 - B. Be understanding and show concern.
 - C. Apologize for the situation.
 - D. Explain what you can do, not what you can't do for them. If a quick on-site minor adjustment solves the concern, do what needs to be done to solve the problem. If more major action is needed, talk to your supervisor and with their knowledge or assistance, do what needs to be done to solve the problem.
3. When explaining rule or policy enforcement:
 - A. Explain a regulation whenever possible.
 - B. Keep the situation on a positive note.
 - C. Refer complaints or problems to your supervisor.

General Information

Volunteer Appearance

Appearance should be appropriate to the work situation. Every volunteer has some contact with the public and, therefore, represents the City of Dunnellon by his/her actions. Please dress as you have been instructed. Volunteers will receive a T-shirt and/or name badge. Please wear these items when you are volunteering.

Illness/Incident/Injury Reports

Volunteers should report any illnesses, incidents and/or accidents whether involving a park/beach user, volunteer or employee immediately to their supervisor. The supervisor will forward the report to the proper administrative staff to process.

Background Checks

In an effort to ensure the health and safety of every program participant and volunteer, the City of Dunnellon will require a local criminal and sexual offender background check on volunteers over the age of 18, regardless of the work assignment. The City of Dunnellon will incur all expenses, if any, related to any backgrounds checks on volunteers. Your supervisor will advise you.

Drug Screening

The City of Dunnellon may, depending on the volunteer assignment, require drug screening on volunteers who work with powered equipment. If you are not qualified to use such equipment or will not utilize any such equipment, this does not apply. Your supervisor will advise you.

Volunteer Time Sheets and Recognition

The City of Dunnellon likes to show appreciation to its volunteers. Forms of recognition vary from t-shirts to trophies and plaques given in both formal and informal settings.

If you are volunteering for community service hours for a school or organization, keeping and turning in records of your hours enables the City of Dunnellon to track volunteers for service recognition. It is your responsibility to turn in volunteer time sheets.

Smoking/Alcohol/Drugs

The City of Dunnellon prohibits the use of tobacco, alcohol and recreational drugs inside any of their facilities.

General Guidelines

1. Please arrive at the work site in a timely manner.
2. After the work day, please make sure work areas are in the same condition as found.
3. Precaution should be taken with any/all equipment on a project site.
4. If any problems occur with patrons, supervisor or staff members seek help from the supervisor in charge. He/she will be available to discuss the problems with you.
5. Always remain calm and polite in all situations.
6. Do not leave any tools or materials unattended during the project.

Volunteer Monitoring and Supervision

Volunteers will be supervised as to assignments, work performance, activity, use of equipment, etc. Performance problems will be corrected or the volunteer service will be terminated. It shall be the responsibility of the Department Director to ensure that annual evaluations are conducted.

Volunteer Incentive Program

The City of Dunnellon is proud and appreciative of your service to our organization. Volunteers are very important, as many programs would not be possible without you!

As an expression of our gratitude for your services, you will receive the following:

1. One T-shirt that identifies you as a volunteer.
2. Volunteer Appreciation gifts, vary from time to time, awarded to volunteers working and recording a minimum of 25 hours of service during the year.

We hope that your experience as a City of Dunnellon volunteer proves to be a rewarding experience for you.

Important Safety Information

The City of Dunnellon conducts its volunteer projects and activities in the safest manner possible and therefore holds the safety of participants in high regard. Participants and/or parents registering their child(ren) in volunteer projects should recognize that there is an inherent risk of injury when choosing to participate in volunteer activities. The City of Dunnellon continually strives to reduce such risks and requires participants to follow safety instructions, which are designed to protect the participant's safety. Our HR/City Clerk's Department requires the execution of the Volunteer Waiver of Liability. Thank you for your cooperation.

Volunteer Verification

I understand that the Volunteer Manual describes important information about the City of Dunnellon and that I should consult my supervisor regarding any questions not answered in this manual. Since provisions of the manual are subject to change, I further understand that revisions to the manual may supersede or eliminate one or more existing policies and that all such changes will be communicated through official notices.

I acknowledge that this manual is neither a contract nor a legal document. I have received, read, understand and will comply with both the policies contained in this manual and any subsequent revisions.

Volunteer Emergency Information

The following form must be completed by each volunteer and will be kept on file.

Date _____ Date of Birth _____
Name _____
Address _____
City _____ State _____ Zip Code _____
Phone _____
Email _____

In case of emergency, contact:

_____	_____
Name	Phone
_____	_____
Name	Phone

Waiver of Liability

As a participant (or parent/guardian of a participant) in the City of Dunnellon volunteer program, I recognize and acknowledge that there are certain risks of physical injury and I agree to assume the full risk of any injuries, damages of loss which I may sustain as a result of participation in any and all activities connected with or associated with such a program.

I hereby freely consent to participate in this program. I agree to waive and relinquish all claims I may have as a result of participating in the program against the City of Dunnellon and its officers, agents, servants and employees. I do hereby fully release and discharge the City of Dunnellon and its officers, agents, servants and employees from any and all claims from injuries, damage or loss which I may have or which may occur to me on account of participation in a program. I further agree to indemnify and hold harmless and defend the City of Dunnellon, its officers, agents,

