

Dear Volunteer,

Welcome to **Citizens InVolved in Centerville, (CIVIC)**, the City of Centerville's municipal volunteer program. We are delighted you are interested in volunteering for our community.

The City of Centerville relies on citizens from the CIVIC Municipal Volunteers Program to assist in every city department. More than 200 volunteers are giving their time, talent and services to our city. Each year our volunteers contribute more than 12,000 hours of time saving the city over \$100,000. Their efforts help the city take on new projects while still providing superior services to our residents.

Included in this packet is information about our volunteer program and policies, job opportunities, and sample forms. Please review this handbook and contact me with any questions.

The City of Centerville and its volunteer program are always looking for enthusiastic individuals to continue our tradition of excellence. Your time and energy is most appreciated by our City council, staff, and residents. Please contact me at 428-4716 or LFilaseta@centervilleohio.gov with any questions.

Enjoy your volunteer experience with us!

Sincerely,

A handwritten signature in cursive script that reads "Laura Filaseta".

Laura Filaseta
Community Resources Coordinator

CITY OF CENTERVILLE MISSION STATEMENT

The mission of the city of Centerville is to provide exceptional services and preserve Centerville as a primarily residential community while strategically expanding our economic base.

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City of Centerville

Mission Statement

The City of Centerville delivers exceptional services through thoughtful governance to ensure progress and stability.

Vision Statement

Centerville is a thriving, financially sound, diverse city which values community, economic growth and education. We embrace the core values of accountability, integrity, responsiveness and leadership in governance. Centerville is a community inspired by its own sense of history, stability, progress and is:

- Characterized by diverse, desirable neighborhoods with welcoming gateways and tree-lined streets
- Enhanced by multiple bustling unique business centers, including a vibrant historic downtown
- Known for engaged citizens and dedicated volunteers
- Enriched by robust economic growth and job creation
- Home to worldwide arts, recreational and cultural programs and competitions
- Recognized for its nationally-acclaimed and award-winning schools, parks and libraries
- Acknowledged for outstanding value in the delivery of municipal services and public safety

Values Statement

We value

Accountability: Ensuring a personal commitment to its customers with responsibility to deliver sound, ethical governance

Community: Contributing to a responsive and thriving place to live, work, learn and play, while embracing history and traditions

Economic Growth: Providing support for business development to enhance our region's quality of life

Education: Supporting diverse and quality educational opportunities for lifelong learning.

Integrity: Practicing ethical, accountable and trustworthy behavior in the stewardship of City services and resources

Leadership: Securing the respect and trust of our community and region while leading by example and adhering to the City's Mission, Vision and Values

Responsiveness: Addressing the needs of our citizens, businesses, customers and neighbors in a courteous, efficient and innovative manner

THE CITY OF CENTERVILLE MUNICIPAL VOLUNTEER PROGRAM

CIVIC Citizens InVolved In Centerville

Throughout history, there have been individuals willing to give of themselves in time, effort, resources, talent and money to help their neighbors, communities and world around them. These individuals are known as volunteers. The dictionary defines a volunteer as a "person who performs a service willingly without pay."

Volunteers are our nation's largest untapped natural resource. They are interested, vital individuals who are willing to contribute their time and talent to others. The City of Centerville's Municipal Volunteer program, CIVIC, links volunteers together with city departments and services.

A volunteer can assist a department by providing skills, expertise, fresh ideas, objective viewpoints, and extra hands. As requirements for city services grow, work overloads can be minimized by utilizing volunteers to supplement the workforce. When a need has been identified and the concept of volunteerism fits, we utilize this valuable resource.

The City of Centerville's Citizens InVolved In Centerville (CIVIC) Municipal Volunteer Program has resulted in substantial dollar saving in both day-to-day operations of the city, and in the time and staffing required to meet special project needs. The support that each department gives to the CIVIC Program is crucial to its success.

CIVIC PURPOSE and GOALS

The City of Centerville's municipal volunteer program, Citizens InVolved in Centerville (CIVIC), assists the city in its efforts to provide superior services to its residents, and extends opportunities for citizens to participate in their government and community.

The CIVIC Program was established in 1984 to promote citizen participation in the expansion, enhancement and delivery of quality services to the residents of Centerville.

CIVIC Program Goals:

- Encourage and provide opportunities for citizens to participate in City government and in their community
- Enhance City services by utilizing volunteers to supplement the efforts of City staff
- Promote and assist citizen understanding of municipal problems, issues and programs

CIVIC PROGRAM Objectives:

- Instill in each volunteer an understanding of the goals of the CIVIC program and of the role of the individual volunteer within the CIVIC program
- Provide an evaluation of each volunteer, each project and the CIVIC program
- Insure a positive working experience for each volunteer and the successful completion of the job assigned to each volunteer
- Provide sufficient recognition of each volunteer's contribution
- Foster in each volunteer a better understanding of city government

VOLUNTEER PLACEMENT

After a prospective volunteer expresses interest in the CIVIC program, the Community Resources Coordinator will contact him/her. The prospective volunteer completes a volunteer application and returns it to the Community Resources Coordinator. The two will then discuss the volunteer's interests and position availability either by phone or in-person. Based on the prospective volunteer's interests and availability, and the city's needs, the Community Resources Coordinator will review current opening and contact departments about potential positions. During this initial meeting, an orientation to the CIVIC program also takes place. After the meeting, the Community Resources Coordinator will forward a copy of the volunteer application to the appropriate city department. The volunteer supervisor in that department will then call the volunteer to schedule an interview. The decision to accept a volunteer applicant and work out a schedule is then the volunteer and department's decision. The prospective volunteer will also receive a volunteer handbook and other CIVIC information.

OHIO REVISED CODE SECTION 109.575

This law, passed in 2001, is “for organizations and entities that have volunteers who regularly have unsupervised access to children...to provide for warnings to such volunteers that they might be subjected to criminal records checks, and to provide parental notification in certain circumstances regarding the outcome of criminal records checks of such volunteers.”

Organization or entity means a religious, charitable, scientific, educational, athletic, or service institution organization or local government entity that provides care, treatment, education, training, instruction, supervision, or recreation to children.

Unsupervised access is defined as the person in question having access to a child and that either

- 1) No other person eighteen years of age or older is present in the same room with the child,
- 2) If outdoors, no other person eighteen years of age or older is within a 30 yard radius of the child, or has visual contact with the child

Although this law affects a small number of city volunteers, it does mandate that the City

- Send written notice to all volunteers with unsupervised access to children that at any time, they might be required to be fingerprinted and have a criminal records check conducted
- Inform prospective volunteers via the volunteer application that at any time, they might be required to be fingerprinted and have a criminal records check conducted

VOLUNTEER PROFILE

Volunteers have widely varying skills, backgrounds and interests. Our volunteers:

- range in age from 18 to 80+
- are employed full- and part-time; work at home; are retired; attend high school and college;
- are residents of Centerville; Washington Township; Kettering; Springboro and beyond.
- are giving, committed, dedicated citizens.

People volunteer to:

- Gain job experience and references
- Learn new skills, explore new careers
- Be with other people
- Feel useful
- Feel involved with our city
- Work toward a better community
- Give back to our city and community

VOLUNTEER CONTRIBUTIONS

Volunteers are helpful in so many ways. Some of these include:

- Contributing skills and expertise
- Providing an extra pair of hands
- Offering fresh ideas
- Giving an objective viewpoint
- Sharing experience and knowledge

VOLUNTEER RESPONSIBILITIES

- Completes assignments to the best of ability
- Maintains confidentiality of sensitive information
- Notifies the appropriate person if unable to work as scheduled
- Accepts supervision and follows the guidelines of the department /division
- Works as a team member, with staff and other volunteers
- Is professional in contacts with the public
- Attends scheduled orientations and training
- Keeps an accurate record of hours worked

STAFF RESPONSIBILITIES

The City of Centerville and the CIVIC Volunteer Program:

- Supervise and train volunteers
- Provide volunteers with adequate work space and supplies
- Treat volunteers as a team member
- Keep volunteers informed about the city, its operations and activities
- Give volunteers recognition
- Evaluate volunteer performance on a regular basis, suggesting new or alternative assignments as appropriate

Community Resources Coordinator

- Serves as administrative liaison between the CIVIC program and City administration
- Administers the CIVIC program throughout City departments
- Assists department staff in developing appropriate job descriptions
- Recruits and interviews volunteers to determine skills and interests
- Provides CIVIC orientation to volunteers
- Implements volunteer recognition activities
- Maintains regular communication with volunteers through newsletters and other updates
- Maintains accurate records of volunteers, positions and volunteer hours

Department/Division Head

- Oversees the CIVIC program at the department/division level
- Approves volunteer job descriptions
- Interviews prospective volunteers for placement
- Periodically evaluates volunteers and the CIVIC program

Volunteer Supervisor in Department

- Analyzes department needs and writes job descriptions with Community Resources Coordinator
- Interviews prospective volunteers for placement
- Provides department orientation for volunteers
- Schedules, supervises and trains volunteers
- Maintains accurate records of volunteer hours for monthly submission to the Community Resources Coordinator
- Recognizes volunteers at the department level
- Consults with Community Resources Coordinator regarding progress and concerns

CIVIC VOLUNTEER BENEFITS

Volunteers are an integral part of the City of Centerville. Your commitment and service are greatly appreciated. Following are a few of the ways our city supports its volunteers and provides recognition. Other special events may also occur throughout the year.

- Annual Volunteer Salute, usually held in spring
- Annual Golf Outing, held in the fall
- Annual Holiday party, held in December
- Mileage at the current rate, when working as a courier
- Volunteer newsletters and updates

Volunteer Record Keeping

Please keep an accurate account of the time you volunteer your services for the City of Centerville. Your supervisor should have time sheets like the one at the back of this handbook. Please record your time each day you work. Your supervisor will submit volunteer hours on a quarterly basis. Contact Laura Filaseta, 428-4716 for more information.

Volunteer Reimbursement

If your responsibilities require services that involve a cost, complete a reimbursement form (sample is located in the back of this packet) and submit it to the community resources coordinator. Some examples of reimbursement include a volunteer who has driven his/her car for any courier responsibilities or a volunteer who purchases items for a specific duty, such as film.

Volunteer Communication

The Community Resources Coordinator keeps in regular contact with volunteers through email and newsletters. The communication features lists of volunteer positions and upcoming events, and other information highlighting activities of interest to our CIVIC municipal volunteers. An excellent way to keep on top of Centerville news is to visit the website www.centervilleohio.gov or visit our Facebook page.

Injury on the job/Insurance Coverage/Volunteer Courier

If you observe or are involved in an accident while performing city volunteering duties, report the incident to your supervisor immediately and complete required accident reporting forms, as instructed. In the case of an emergency or if you are involved in a traffic accident, call 9-1-1 to report your location, whether anyone is injured or trapped, the nature of injuries if known, and the exact location of the accident. Seek medical attention as necessary.

If you are in a city-owned car while volunteering, you will be covered by the city's automobile insurance policy. The City does not provide coverage for privately-owned vehicles. If you are in your own car, your insurance carrier will be responsible. Consult the community resources coordinator with any questions regarding coverage.

Volunteers who serve as couriers are required to have a valid driver's license and insurance coverage. The City will conduct periodic driving records checks for all couriers.

HELPFUL HINTS

DO

- Be reliable and on time for work.
- Keep personal belongings in designated areas to insure security.
- Know your limitations. Know when to refer questions to the appropriate staff member. It's better to say "I don't know, but I'll find out" than to give incorrect or incomplete answers.
- Maintain a professional attitude and appearance, especially when working in a public area.
- Let the community resources coordinator or your department supervisor know if your assignment is not working out.
- Call the community resources coordinator, 428-4716, for information or assistance.

LEAVING OR CHANGING YOUR POSITION

Sometimes a volunteer is given an assignment that is not suited for his/her interests, skills or personality. If your job is not what you expected, or, if you sense there isn't a good "fit", discuss your concerns with your supervisor or the community resources coordinator. Usually we can work out the conflict, or suggest a different position, better suited for your interests.

CITY OF CENTERVILLE VOLUNTEER OPPORTUNITIES

We have a variety of volunteer positions, special projects, and group and individual positions including Benham's Grove, Police Department, Building Inspection Office, City Manager's Office, Clerk's Office, Engineering Department, Planning Department, Public Works Department, Zoning Inspection Office, and The Golf Club at Yankee Trace. Following are specific volunteer opportunities:

BENHAM'S GROVE:

- Landscaper: assist with plantings, flowers, etc. flexible hours

BUILDING INSPECTION:

- Clerical: as needed

CITY MANAGER'S OFFICE:

- Scrapbook Coordinator: coordinate city news clippings, file, and paste in book
- Council meeting videographer: run camera during council meetings, third Monday of each month
- General, On-Call Volunteers: assist with one-time-only or short-term projects on a short notice

ECONOMIC DEVELOPMENT:

- Clerical: as needed

ENGINEERING

- Clerical: as needed

PLANNING DEPARTMENT:

- Clerical: as needed
- Courier: as needed

CONTINUED ON NEXT PAGE

POLICE DEPARTMENT:

- Courier: deliver court documents and other information to various locations
- Speed Board: in teams of two, monitor vehicle speed on various Centerville streets
- General, on-call volunteers: assist department with projects on an as needed/as available basis
- Centerville Citizens Police Academy Alumni (CCPAA): upon completion of the Citizens Police Academy, students have the opportunity to continue their involvement by joining this group. Activities include assisting the Police Department by providing volunteer assistance with special events and projects. The organization also offers a monthly speaker series and assists with CPA classes.

PUBLIC WORKS DEPARTMENT:

- Receptionist: Answer phones, greet customers, provide assistance. As needed.
- General, to assist with various projects: as needed.

ZONING INSPECTION OFFICE:

- Clerical: input reports as needed

YANKEE TRACE GOLF COURSE:

Guest Relations:

- North Range Attendants: Shuttle golfers to North Range, clean range area, other as needed.
- Greeter/Player Assistants: Monitor pace of play, provide customer service, enforce course rules, and assist with beautification around clubhouse as needed.
- Special Events: Assist with events such as junior golf week and other youth programs, special outings, and other events as needed.

Course Beautification:

- Golf Course Preparation & Beautification: Tee, Green and Fairway Repair
- Landscaping: assist with planting, flower bed upkeep

YANKEE TRACE RESTAURANT/BANQUET FACILITIES:

- Receptionist: answer phones and other clerical duties, as needed.

Complete position descriptions are available from the Community Resources Coordinator.

If you are interested in volunteering in one of these departments or in an area not listed, please call Laura Filaseta at 428-4716 to discuss your interests and talents.

CITY OF CENTERVILLE CIVIC VOLUNTEER AGREEMENT

AS A VOLUNTEER, I WILL:

- Complete assignments to the best of my ability.
- Maintain confidentiality of sensitive information.
- Notify the appropriate person if I am unable to work as scheduled.
- Accept supervision and follow the guidelines of the department to which I am assigned.
- Work as a member of the team, with staff and other volunteers.
- Maintain a professional demeanor at all times.
- Attend scheduled orientations and training, as provided.
- Keep an accurate record of my hours worked.

THE CITY OF CENTERVILLE WILL:

- Supervise and train me for my volunteer work.
- Provide me with adequate workspace and supplies.
- Treat me as a member of the team, with staff and other volunteers.
- Keep me informed about the City, its operations and activities.
- Give me recognition for my efforts.
- Evaluate my performance on a regular basis, suggesting new or alternative assignments as appropriate.

CENTERVILLE VOLUNTEER INFORMATION

CITY FACTS

Date settled: 1796
Incorporated as a city: December 2, 1968
Form of Government: Council/Manager
Land Area: 10.08 Square miles
Population: 23,999
Miles of Street: 92
Major Highways: Interstates 75 and 675
State Routes: 48 and 725
Single family dwellings: 5,593
Multiple family dwellings: 4, 986
Businesses: 700

CENTERVILLE CITY COUNCIL

Mayor: Brooks Compton
Deputy Mayor: Belinda Kenley
Council: John Beals, JoAnne Rau,
John Palcher, Mark Engert, Bill Serr
Clerk of Council: Carin Andrews
Asst. Clerk:

CITY ADMINISTRATION

City Manager: Wayne Davis
Assistant City Manager:
Mariah Butler Vogelgesang
Communications Director: Kate Bostdorff
Events Coordinator: Laura Filaseta
Economic Development:
Michael Norton-Smith
Engineer: Jim Brinegar
Finance: Tyler Roark
Human Resources: Rory Garrity
Planning:
Police: Chief Matt Brown
Public Works: Doug Spitler

Yankee Trace Golf Course: Steve Marino
Yankee Trace Restaurant: Jason Pajari
Yankee Trace Maintenance: Terry Taylor

VOLUNTEER SUPERVISORS

Benham's Grove: Randy Bishop
Building Inspection: Margot Pocisk
Engineering: Mary Lou Pence
Public Works: Jamie Feilen
Police:
Administrative: Christine Smart
Community Relations: Officer John Davis

EMERGENCY SERVICES

Police and Fire Emergency: 9-1-1
Police Non-emergency: 433-7661
Fire Non-emergency: 433-3083

CITY CONTACT INFORMATION

Centerville Municipal Offices: 433-7151
Public Works Center: 428-4782
Website: www.centervilleohio.gov
Email: information@centervilleohio.gov

DIRECTORY OF LOCAL SERVICES

Centerville-Washington Park District:
433-5155
Centerville-Washington History: 291-2223
Walton House Museum: 433-0123
Washington Twp Admin Offices: 433-0152
Rec West Enrichment Center: 438-7985
Centerville Library
West Spring Valley Road: 433-8091
Woodbourne Library: 435-3700

CIVIC Citizens InVolved In Centerville Performance Evaluation

Volunteer's Name _____

Position _____ Department _____

Reporting Period: From _____ To _____

Describe major tasks performed during this period _____

(Circle appropriate response)

	Unsatisfactory			Outstanding	
Reports to work as scheduled	1	2	3	4	5
Notifies supervisor when unable to work	1	2	3	4	5
Understands position purpose and task	1	2	3	4	5
Performs assignments and tasks accurately	1	2	3	4	5
Anticipates and addresses problems	1	2	3	4	5
Respects the confidentiality of information	1	2	3	4	5
Asks questions/makes suggestions	1	2	3	4	5
Is professional in demeanor	1	2	3	4	5
Works well with staff	1	2	3	4	5
Works well with other volunteers	1	2	3	4	5
Accepts supervision	1	2	3	4	5
Learns from experience	1	2	3	4	5
Enjoys volunteer work	1	2	3	4	5
Overall rating	1	2	3	4	5

Will you continue to use this volunteer? Yes _____ No _____

What assignments do you anticipate this volunteer will perform in the future? _____

Additional comments _____

Evaluated by _____ Date _____

Dept Head _____

CIVIC VOLUNTEER EXPENSE RECORD

Please submit by the last day of each month

Name _____ For the month of _____

MILEAGE ACCOUNT # 100-022-7333

Date:

Purpose of trip

Number of miles

OTHER EXPENSES--Please attach receipts

Date:

Nature of expense (parking, supplies, etc.)

Amount

ACCOUNT # _____

Volunteer's signature

Date

Approved by

Community Resources Coordinator

Date

4-16

