

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. In 2004, our volunteers gave more than 11,000 hours of time saving the city over \$90,000. Their efforts helped the city take on new projects while still providing superior services to our residents.

Included in this packet is information about our volunteer program, an organizational chart, volunteer job opportunities, sample forms for reimbursement and hour record keeping, and volunteer policies. Please review this information 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 call me at 428-4765 should you have any questions.

Enjoy your volunteer experience with us!

Sincerely,

Maureen Russell Hodgson
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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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 together volunteers 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 match the volunteer to a job in a city department. 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 then 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
- Places volunteers in appropriate departments
- Implements volunteer recognition activities
- Creates quarterly newsletter regarding volunteers and their activities
- Maintains accurate and up-to-date 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 the third week in April
- Annual Holiday party, held in December
- Mileage at the current rate, when working as a courier
- Credit union membership
- Volunteer newsletters

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. Contact Maureen Russell Hodgson, 428-4765 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 Newsletter

The Community Resources Coordinator keeps in regular contact with volunteers through a quarterly newsletter. The letter features lists of volunteer positions and upcoming events, and other information highlighting activities of interest to our CIVIC municipal volunteers. Please call Maureen Russell Hodgson with any information you'd like included.

Injury on the job/Insurance Coverage

Volunteers are rarely injured while working. However, if an accident does occur while you are performing city duties, please contact your supervisor immediately and complete an accident report form. If you are injured and need immediate medical assistance, go to any Urgent Care, Emergency Room or medical doctor. Please notify the Community Resources Office at 428-4765.

If you are in a city-owned car while volunteering, you will be covered by the city's automobile insurance policy; if you are in your own car, your insurance carrier will be the primary insurance, the city's insurance will be the secondary. Consult the community resources coordinator with any questions regarding coverage.

Credit Union Membership

Volunteers may join CODE Credit Union, a full-range credit union offering savings and checking accounts, and other services. For more information, contact the credit union at 222-8971 or stop by the offices at 355 W. Monument Street in Dayton.

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, Maureen Russell Hodgson, 428-4765, for information or assistance.

DON'T

- Allow personal conversation to interfere with your work or anyone else's work.
 - Be afraid to ask about your assignment so that you fully understand all instructions. Contact your supervisor or the community resources coordinator.

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 in most city offices including Benham's Grove, the Police Department, City Manager's Office, Clerk's Office, Engineering Department, Income Tax Department, Planning Department, Public Works Department, Zoning Inspection Office, and Yankee Trace Golf Course.

Following are specific volunteer opportunities:

BENHAM'S GROVE:

- Landscaper: assist with plantings, flowers, etc. flexible hours
- Receptionist: work a two-hour shift, 11 a.m.-1 p.m. or 1-3 p.m. Monday - Friday, answering phone and providing tour information

CITY MANAGER'S OFFICE:

- Town Crier Labelers: affix labels to publication, every other month, usually on Thursday mornings for about 2 hours, on call
- Scrapbook Coordinator: coordinate city newsclippings, file, and paste in book
- General, On-Call Volunteers: assist with one-time-only or short-term projects on a short notice

ECONOMIC DEVELOPMENT:

- Writers/Reporters: write business stories and other related information for quarterly City business newsletter. Flexible days and time.

INCOME TAX:

- Mail processors: flexible hours Mon-Fri, open and separate mail, file, and other duties

PLANNING DEPARTMENT:

- Clerical: as needed
- Courier: as needed

POLICE DEPARTMENT:

- Data Entry: enter department reports into computer
- Crime Statistics Maps: once a month, 4-8 hours, knowledge of city 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

PUBLIC WORKS DEPARTMENT:

- Courier: deliver for Public Works Department on a weekly basis
- Inventory Control: flexible hours

ZONING INSPECTION OFFICE:

- Clerical: input reports, two times per month

YANKEE TRACE GOLF COURSE:

- North Range Supervisors: set up, operations, closing, and other duties
- Ambassadors: assist golfers in their use of range
- Tee & Green Repair/Golf Course Prep Supervisors: maintenance for tee and greens repair
- Greeters: Welcome golfers, assist where needed
- Special Events Assistants: assist with special events and activities
- Landscaping Assistants: assist with planting, flower bed upkeep

YANKEE TRACE RESTAURANT/BANQUET FACILITIES:

- Receptionist: answer phones and other clerical duties, once or twice per week, 11 a.m. - 1 p.m.

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 Maureen Russell Hodgson at 428-4765 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: 23,700
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: Mark Kingseed
Deputy Mayor: Doug Cline
Council: Brooks Compton, Bob
Corbin, Sue Lienesch, James Singer
Clerk of Council: Marilyn McLaughlin*

CITY ADMINISTRATION

City Manager: Greg Horn
Assistant to the City Mgr.: Jennifer Wilder
Asst.to the City Mgr.: Jennifer Kuschnerus

DEPARTMENT/DIVISION HEADS

Benham's Grove: Anita Besco*
Economic Development: Bill Covell*
Engineering: Doug Spitler
Finance: Mark Schlagheck*
Human Resources: Michele York*
Planning: Steve Feverston*
Police: Chief Steve Walker
Public Works: Rob James*
Yankee Trace Golf Course: Steve Marino*
Yankee Trace Maintenance: John Miller*
Yankee Trace Restaurant: Steve Shaw*

* also serves as Volunteer supervisor

CIVIC MUNICIPAL VOLUNTEERS

Maureen Russell Hodgson*

VOLUNTEER SUPERVISORS

Engineering: Mary Lou Pence
Income Tax: Sue Noe
Police: Lt. David Williams
Administrative: Julie Gerspacher
Records: Judy Kuhns
Speed Board:
Crime Prevention: Officer Matt Dunn
DARE: Officer Ronnie Bowling

EMERGENCY SERVICES

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

DIRECTORY OF LOCAL SERVICES

Centerville Municipal Offices: 433-7151
Centerville Fax: 433-0310
Web site: www.ci.centerville.oh.us
E-mail: information@ci.centerville.oh.us
Centerville Washington Park District:
433-5155
Asahel Wright Complex:
Peppermint Shoppe Gifts: 291-2223
Walton House Museum: 433-0123
Washington Twp Admin Offices: 433-0152
Centerville Library
West Spring Valley Road: 433-8091
Woodbourne Library: 435-3700
Hithergreen Senior Center: 435-2415

City of Centerville Organizational Chart

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 assignment's 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 #

I certify that this information is correct.

Volunteer's signature Date

Approved by

Community Resources Coordinator Date
6-05

CIVIC MUNICIPAL VOLUNTEER TIME SHEET

