

City of Centerville



Volunteer Handbook



100 West Spring Valley Road Centerville, Ohio 45458

centervilleohio.gov

Dear City of Centerville 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 participants from the CIVIC Program to help in every City department. More than 200 volunteers give their time, talent and services to our City. Every year our volunteers contribute more than 15,000 hours of their time, a value to the City of over \$100,000. Volunteers' efforts help the City achieve its mission of delivering exceptional services through thoughtful governance to ensure progress and stability.

Included in this packet is information about our volunteer program and policies, volunteer opportunities and sample forms. Please review this handbook contact me at (937) 428-4716 or dsimon@centervilleohio.gov with any questions and contact me with any questions.

The City of Centerville and its volunteer program are always looking for enthusiastic people to continue our tradition of excellence. Your time and energy is most appreciated by our City council, staff and residents.

Thank you and enjoy your volunteer experience with us!

Sincerely,

A handwritten signature in black ink, appearing to read 'Drew Simon', written in a cursive style.

Drew Simon
Community Resources Coordinator



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CUSTOMER SERVICE PHILOSOPHY

We deliver prompt and courteous service to all customers. Since we are only as good as our last customer service experience, we relentlessly pursue innovation, problem solving and value for our community.

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City of Centerville

MISSION

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

VISION

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

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

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 Municipal Volunteer Program has resulted in substantial savings in both day-to-day operations of the City and in the time and staff required to meet special project needs.

CIVIC PURPOSE

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.

The City of Centerville's municipal volunteer program, assists the City in its efforts to provide exceptional services to its residents and extends opportunities for citizens to participate in their government and community.



CIVIC PROGRAM GOALS

- Provide opportunities and encourage citizens to participate 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
- Instill in each volunteer an understanding of the goals of the CIVIC program and of the role of the individual volunteer
- Ensure a positive working experience for each volunteer and the successful completion of each assignment
- Recognize volunteers' contributions

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. Based on the prospective volunteer's interests and availability, and the City's needs, the Community Resources Coordinator will review current openings and contact departments about potential positions. The decision to accept a volunteer applicant and work out a schedule is then the responsibility of the volunteer and department.

CITY OF CENTERVILLE VOLUNTEER OPPORTUNITIES

The City has 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.

BENHAM'S GROVE:

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

BUILDING INSPECTION:

- Clerical: as needed

CITY MANAGER'S OFFICE:

- Couriers
- General, on-call volunteers: assist with one-time-only or short-term projects on short notice

ECONOMIC DEVELOPMENT:

- Clerical: as needed

ENGINEERING:

- Clerical: as needed

HUMAN RESOURCES:

- Clerical/data collection
- Analysis of job descriptions

PLANNING DEPARTMENT:

- Clerical: as needed
- Courier: as needed

POLICE DEPARTMENT:

- Courier: deliver court documents and other information to various locations
- 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 and provide assistance as needed.
- General: assist with various projects as needed.

ZONING INSPECTION OFFICE:

- Clerical: input reports as needed

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 (937) 428-4716.





THE GOLF CLUB AT YANKEE TRACE VOLUNTEERS

All Yankee Trace volunteers are a part of the City of Centerville's CIVIC Municipal Volunteer Program. All prospective volunteers must complete an application packet and be accepted into the program through the Community Resources office. Please contact Drew Simon at (937) 428-4716 or dsimon@centervilleohio.gov.

AREAS OF SERVICE

- Golf operations
 - Play coordinators and shuttle drivers
- Golf course maintenance
 - Golf course prep and beautification

TIME COMMITMENT

- 8 hours per week
 - Flexible schedules
 - Two 4-hour shifts

INCENTIVE PROGRAM

- Complimentary standby golf
- Complimentary Yankee Trace polo
- Golf shop merchandise and apparel discounts
- Food and beverage discounts

SPECIAL EVENTS

- Golf passes are available for assisting with summer youth programs

VOLUNTEER PROGRAM REQUIREMENTS

- Active season is April 1 – October 31
- Volunteers must meet an annual minimum hours requirement to remain in the program. Minimum hours are determined at the end of each season.

CPR/AED/FIRST AID TRAINING MANDATORY

- CPR Certification is valid for 2 years. Concussion Awareness is valid for 3 years.
- Classes are offered at no cost; schedule will be posted via email.



OHIO REVISED CODE SECTION 109.575

Information provided by volunteers having access to children

At the time of a person's initial application to an organization or entity to be a volunteer in a position in which the person on a regular basis will have unsupervised access to a child, the organization or entity shall inform the person that, at any time, the person might be required to provide a set of impressions of the person's fingerprints and a criminal records check might be conducted with respect to the person. Not later than thirty days after the effective date of this section, each organization or entity shall notify each current volunteer who is in a position in which the person on a regular basis has unsupervised access to a child that at any time the volunteer might be required to provide a set of impressions of the volunteer's fingerprints and a criminal records check might be conducted with respect to the volunteer.

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

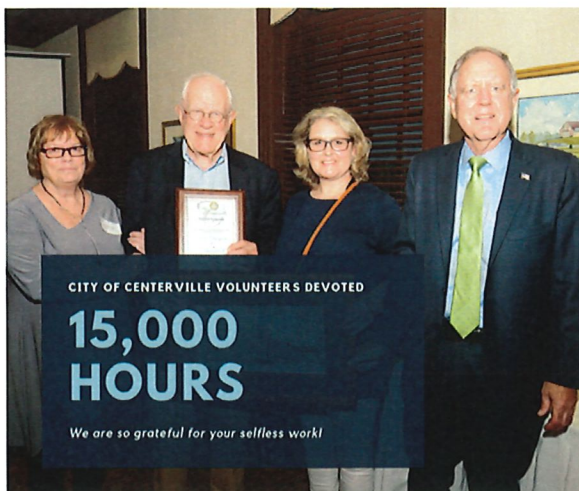
- 1. No other person eighteen years of age or older is present in the same room with the child*
- 2. If outdoors, no other person eighteen years of age or older is within a 30-yard radius of the child or has visual contact with the child*

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.



VOLUNTEER RESPONSIBILITIES

- Complete assignments to the best of their ability
- Maintain confidentiality of sensitive information
- Notify the appropriate person if unable to work as scheduled
- Accept supervision and follow the guidelines of the department/division
- Work as a team with staff and other volunteers
- Behave professionally in contact with the public
- Attend scheduled orientations and training
- Keep an accurate record of hours worked
- Update the City on relevant personal matters including loss of driving privileges

STAFF RESPONSIBILITIES

The City of Centerville and the CIVIC Volunteer Program:

- Supervise and train volunteers
- Provide volunteers with appropriate resources
- Treat volunteers as team members
- Keep volunteers informed about the City, its operations and activities
- Recognize contributions of volunteers

COMMUNITY RESOURCES COORDINATOR

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



VOLUNTEER SUPERVISOR IN DEPARTMENT

- Analyzes department needs and writes descriptions of roles and assignments with Community Resources Coordinator and approves job descriptions
- Interviews prospective volunteers for placement
- Schedules, supervises and trains volunteers
- Maintains accurate records of volunteer hours for quarterly submission to the Community Resources Coordinator
- Consults with Community Resources Coordinator regarding progress and concerns

Volunteers are an integral part of the City of Centerville. Your commitment and service are greatly appreciated. Our City supports its volunteers and provides frequent recognition.



VOLUNTEER RECORD KEEPING

Please keep an accurate account of the time you volunteer for the City of Centerville. Some supervisors have time sheets (Attachment 2). Your supervisor will submit volunteer hours on a quarterly basis. Contact Laura Filaseta at (937) 428-4716.

VOLUNTEER REIMBURSEMENT

If your responsibilities involve a cost, complete a reimbursement form (Attachment 1) 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

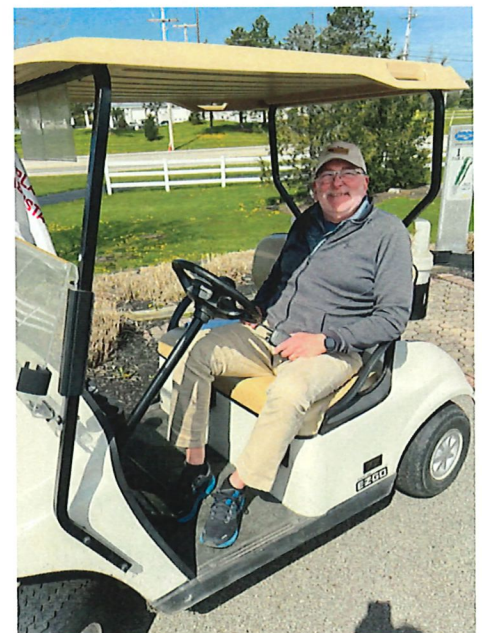
The Community Resources Coordinator keeps in regular contact with volunteers through email. The communication features lists of volunteer positions, upcoming events and other information of interest to our CIVIC municipal volunteers. An excellent way to stay on top of Centerville news is to visit the website at 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.

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 volunteers.



CITY OF CENTERVILLE INFORMATION

CITY FACTS

Date settled: 1796
Incorporated as a City: December 2, 1968
Form of Government: Council/Manager
Land Area: 11.0 Square miles
Population: 23,787 (2017)
Miles of Street: 111.6
Major Highways: Interstates 75 and 675
State Routes: 48 and 725
Single-family dwellings: 5,593
Multiple-family dwellings: 4,986
Businesses: 700

CITY CONTACT INFORMATION

Centerville Municipal Offices:
(937) 433-7151
Website: centervilleohio.gov
Email: information@centervilleohio.gov



VOLUNTEER SUPERVISORS

Community Resources:
Benham's Grove: Randy Bishop
Building Inspection: Margot Pocisk
Planning: Ian Vanness
Police: Lt. Anthony Green
Community Relations: Officer Ed Skinner
Human Resources: Jennifer McCormick
Yankee Trace Golf Course: Steve Marino
Yankee Trace Maintenance: Terry Taylor

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smarino@yankeetrace.org
ttaylor@yankeetrace.org



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

