



Volunteer *Centerville* **Handbook**

100 West Spring Valley Road, Centerville, Ohio 45458

centervilleohio.gov

Dear City of Centerville Volunteer,

Welcome to Volunteer Centerville, the City's municipal volunteer program. We are delighted you are interested in volunteering for our community.

The City of Centerville relies on participants from Volunteer Centerville to help in City departments. More than 100 volunteers give their time, talent and services to our City. Every year our volunteers contribute nearly 10,000 hours of their time, saving the City hundreds of thousands of dollars. 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 and contact Community Resources Coordinator Drew Simon at (937) 428-4716 or dsimon@centervilleohio.gov with any questions.

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

Thank you and enjoy your volunteer experience with us!

Sincerely,



Wayne Davis
City Manager



Volunteer
Centerville



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

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

PURPOSE

The City's volunteer program was first established as the CIVIC Program in 1984 to promote citizen participation in the expansion, enhancement and delivery of quality services to the residents of Centerville.

In 2023, the CIVIC program was renamed Volunteer Centerville to embrace the progress made within the City with expanded volunteer opportunities for residents.

Centerville's municipal volunteer program assists the City in providing exceptional services to residents and extends opportunities for citizens to participate in their government, community and City events.



VOLUNTEER CENTERVILLE 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 challenges, issues and programs
- Instill an understanding of the goals of the Volunteer Centerville 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 Volunteer Centerville 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.

The City has a variety of volunteer positions, special projects, and group and individual positions including Benham's Grove, Building Inspection, Centerville Police Department, City Events, City Manager's Office, Clerk of Council's Office, Community Resources Department, Engineering Department, Planning Department, Public Works Department, The Golf Club at Yankee Trace and Zoning Inspection.

BENHAM'S GROVE

- **Maintenance:** Assist with post-event cleaning

BUILDING INSPECTION

- **Clerical:** As needed

CENTERVILLE 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.

CITY EVENTS:

- **Event service:** Assist with customer service positions at City events, including greeters, shuttle drivers, task runners and City booth attendants
- **Parking attendant:** Assist with traffic control inside event venues during City events

CITY MANAGER'S OFFICE:

- **Courier:** Distribute communication between City buildings
- **General, on-call volunteers:** Assist with one-time-only or short-term projects on short notice



CLERK OF COUNCIL'S OFFICE:

- **Clerical:** As needed

COMMUNITY RESOURCES DEPARTMENT:

- **Media production:** Assist with producing City videos, social graphics and audio recordings
- **Clerical:** As needed to prepare for City events

ENGINEERING DEPARTMENT:

- **Clerical:** As needed

PLANNING DEPARTMENT:

- **Clerical:** As needed

PUBLIC WORKS:

- **Park maintenance:** Assist with trash pickup and overall upkeep in parks
- **Logistics:** Assist with transporting parts between job sites and other tasks

THE GOLF CLUB AT YANKEE TRACE (APRIL - OCTOBER):

Positions with Yankee Trace require an 8-hour per week commitment, typically divided into two 4-hour shifts with flexible scheduling. Yankee Trace volunteers are eligible for the course's volunteer incentive program (see page 8). CPR certification is required and classes are offered free-of-charge each season. CPR certification is valid for two years.

- **Golf operations:** Play coordinators and shuttle drivers
- **Golf maintenance:** Assist with course landkeeping and beautification

ZONING INSPECTION DEPARTMENT:

- **Clerical:** As needed

If you are interested in volunteering in one of these departments or in an area not listed, please call (937) 428-4716.



The City of Centerville values its volunteers and strives to make their experience a memorable one. The City has an incentive program for its volunteers to show appreciation for those who dedicate their time to the City.

VOLUNTEER CENTERVILLE INCENTIVE PROGRAM:

- Volunteer Centerville polo
- Food vouchers for City events worked
- Invitation to annual Volunteer Salute

YANKEE TRACE VOLUNTEER INCENTIVE PROGRAM:

- Unlimited standby golf
- Golf shop discount
- Restaurant discount on volunteer days
- Yankee Trace polo
- Quarterly pro sessions
- Golf passes available for assisting with youth programs



VOLUNTEER LEADERSHIP DEVELOPMENT OPPORTUNITIES

The City of Centerville views Volunteer Centerville as a key component of cultivating future community leaders. To strengthen the foundation of Volunteer Centerville, the City provides development opportunities for all volunteers through a series of programs.

COMMUNITY LEADERSHIP FORUM

- Engage with other community leaders
- Receive leadership training from guest speakers
- Get updates on ongoing projects in the City

QUARTERLY LUNCH AND LEARN SESSIONS

- Gain knowledge of City policies
- Learn about departments and projects within the City



The City of Centerville has established a number of citizen committees, boards, commissions, and task forces that advise and make recommendations to the City Council and/or City Staff.



DEFINITIONS:

- **Board:** Group of people appointed by City Council having supervisory or investigative powers
- **Commission:** Group of people appointed and directed by City Council to carry out a specific function. A commission within a city government, once established by City Council through an ordinance, is of a permanent nature and has official jurisdiction

OPPORTUNITIES:

- **Arts Commission:** The role of the Arts Commission to provide art-related knowledge and expertise, to represent the Centerville community desires, to review plans, to make recommendations to staff, to assist in implementation and to oversee and staff art-related events and programs. The purpose of Arts Commission is to provide the Centerville Community with access to visual and performing arts in their own hometown.
- **Board of Architectural Review:** The City of Centerville, recognizing the unique panorama of architectural history that has developed along the major crossroads of our community, established an Uptown Historic District and Landmark Preservation Ordinance to preserve and protect areas, places, structures, works of art or similar objects having a special historical, cultural or aesthetic interest to the citizens of Centerville. City Council established the Centerville Board of Architectural Review to implement these regulations, provide reference materials and guides for residents, businesses and property owners and to advise the City Council.
- **Board of Tax Appeals:** The Board of Tax Appeals meets to hear, affirm, reverse or modify a decision of the Tax Superintendent. It is the taxpayer's right of due process to have a hearing in front of the Board of Tax Appeals before taking his or her complaint to a court of law.

OPPORTUNITIES (cont.):

- **Centerville Community Improvement Corporation:** The Corporation is formed for the purpose of advancing, encouraging and promoting the industrial, economic, commercial and civic development of the City of Centerville, Montgomery and Greene Counties, Ohio and in furtherance, thereof, to have all the powers granted a corporation not for profit that is a community improvement corporation under Chapter 1702 and 1724 of the Ohio Revised Code, as such now exist or as the same may be amended from time to time.
- **City Beautiful Commission:** The purpose of the City Beautiful Commission is to promote the planting, care and preservation of Centerville's urban forest by enhancing and recognizing excellence in outdoor landscaping and maintenance in Centerville. The Commission assists City planners with their views on and concerns about landscape requirements, recommends areas for potential increased landscape plantings and renovations to City staff and monitors the City and assists in bringing problem areas to the attention of the City staff.
- **Community Reinvestment Area Housing Council:** The Community Reinvestment Area (CRA) Housing council oversees the City's CRA program. The CRA program can grant temporary property tax relief on the increase in value that results from major renovations or expansions of existing buildings and on the construction of new structures. Incentive periods range from 10-15 years depending upon certain factors. The CRA program is meant to incentivize redevelopment and reinvestment.
- **Personnel Appeals Board:** The purpose of the Personnel Appeals Board is to hear disciplinary grievances involving suspensions, demotions and terminations. It functions like a court of law - the members are neutral and unbiased.
- **Planning Commission:** Planning Commission reviews new applications for development. The Commission enforces and interprets the City's land use ordinances including zoning laws, subdivision regulations and parkland dedication. Planning Commission also serves as the Property Review Commission and the Board of Zoning Appeals in the event that someone files an appeal or variance.
- **Records Commission:** A Records Commission was created in each municipal corporation by State law for the purpose of reviewing official documents and the appropriateness of their destruction. The Records Commission is composed of the City Manager, the Municipal Attorney, the Finance Director and an appointed citizen.
- **Streets, Highway and Drainage Commission:** The mission of the Streets, Highway and Drainage Commission is to improve the City of Centerville's streets, highways and drainage facilities.

The collaborative work between volunteers and City staff is what makes Volunteer Centerville successful. Both volunteers and City staff carry responsibilities within the program to ensure the City meets its mission, vision and values.

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
- 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:

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

The Community Resources Coordinator serves as the liaison for Volunteer Centerville. The liaison is in charge of recruiting new volunteers, providing orientation material, implementing recognition programs, maintaining records of hours served and providing regular communication with the City's volunteers.

The Community Resources Coordinator works collaboratively with other City departments to analyze departmental needs, interview prospective volunteers and schedule volunteers.

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 mandates 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 TIME KEEPING

Volunteers must keep an accurate report of time volunteered for the City of Centerville. Time sheets are included in the handbook (Attachment 1). You will submit your time records to the Community Resources Coordinator each quarter.

VOLUNTEER REIMBURSEMENT

If your responsibilities involve a cost, you must receive prior authorization for any purchase and complete a reimbursement form (Attachment 2) to submit to the Community Resources Coordinator. Please ensure you have a tax exempt form for any purchases and retain all receipts. Some examples of reimbursement include a volunteer who has driven his/her car for courier responsibilities or a volunteer who purchases items for a specific duty.

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 record checks for all volunteers.



Community Resources: Drew Simon

Benham's Grove: Randy Bishop

Building Inspection: Margot Pocisk

Planning: Ian Vanness

Police: Lt. Anthony Green

Police Community Relations: Officer Ed Skinner

Human Resources: Jennifer McCormick

The Golf Club at Yankee Trace: Steve Marino

The Golf Club at Yankee Trace Maintenance: Terry Taylor

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ABOUT THE CITY OF CENTERVILLE

CITY FACTS

- Date settled: 1796
- Incorporated as a City: December 2, 1968
- Form of Government: Council/Manager
- Land Area: 11.0 Square miles
- Population: 25,156 (2022)
- 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:

100 West Spring Valley Road

Centerville, Ohio 45458

(937) 433-7151

centervilleohio.gov

Email: information@centervilleohio.gov





Volunteer *Centerville*

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