



## **City of Glendale Agreement & Confidentiality Statement**

### **The City's Obligations to the Volunteer**

Since you will be providing a valuable service to the city as a volunteer, you have a right to expect certain things from the City. While you are a member of "Glendale's Stars," the City agrees to:

- Provide basic information on the City's Volunteer Services Program, how the City operates and how the volunteer fits into the overall mission and plans.
- Provide supervision, city information and on-going assessment to achieve desired results.
- Maintain accurate volunteer records.
- Provide clear, consistent, and detailed directions.
- Allow flexible scheduling and other reasonable accommodations whenever possible.
- Offer personal development opportunities and meaningful work.
- Assign positions suited to personality, interests, individual needs, knowledge, skills and abilities.
- Treat volunteers with the respect due their position as an equal partner with co-workers, jointly responsible for the completion of the common departmental mission.
- Make every effort to answer questions and help solve any problems you might face within the City.
- Recognize volunteers for their individual accomplishments.
- Provide the necessary working space, conditions, and supplies.
- Be receptive to input regarding the policies and procedures of a department, the Volunteer Services Program, or any relevant city area.

### **The Volunteer's Obligations to the City**

Of course, every agreement should be mutual and reciprocal. Just as the city must fulfill certain obligations in exchange for your services, your actions within the City's Volunteer Services Program must follow certain rules and regulations. While you are a volunteer "Star," you must agree to:

- Obey all federal, state and local laws.
- Adhere to city, departmental, and Volunteer Services Program policies and procedures while performing your duties to the best of your ability.
- Give adequate notice to your Department Volunteer Liaison if you are unable to meet time or duty commitments.

- Maintain strict standards of professionalism in both attitude and appearance.
- Act as a mentor towards and provide a support system for fellow volunteers.
- **Respect the confidentiality of the city, its official business, its records, its employees, and the citizens of Glendale.** Use both your own discretion and the advice and consent of your immediate supervisor as a guide to the preservation of confidentiality.
- Refuse to endorse any product or employment of a particular service for which a fee is charged while acting in the capacity of a volunteer.
- Refrain from soliciting or accepting any personal gift, gratuity, or reward from volunteer services.
- Accept that there is no obligation to place, interview, or hire you for any paid position.
- Acknowledge that the city may amend, revise, or terminate your volunteer position if it no longer meets the needs or expectations of the organization.
- Ask questions without hesitation whenever any of these responsibilities are unclear.

### Grievance

If any employee(s) should behave in an unfriendly or uncooperative manner towards you, please discuss the matter with the employee(s) concerned, your supervisor, and, if necessary the Human Resources Programs Coordinator. After being informed of your difficulties, the city Volunteer Services Program will take appropriate action to resolve the situation. Do not tolerate an awkward atmosphere out of fear of reprisal or dismissal from the Program. The City is committed to its volunteers, and will do everything in its power to make your volunteer experience both pleasant and productive.

### Leaving the Program

Your separation from the Program will occur as a result of one of the following reasons:

- Your assignment has been completed.
- You choose to leave the Program for any reason.
- Your services have repeatedly or flagrantly violated the standards and rules of your "Agreement and Confidentiality Statement."

If you experience difficulties with your assignment and would like a reassignment, please speak with the Human Resources Programs Coordinator.

Although we do not formally require you to submit a two week notice of resignation to leave on good terms, it is highly suggested that you provide your supervisor with as much advance notice as possible so that your duties can be reassigned. In addition, you may also request an exit interview with your supervisor or the Human Resources Programs Coordinator.

I, \_\_\_\_\_, volunteer to serve as Crisis Team Member  
for the City of Glendale Fire Department's Crisis Response Program.

Volunteer Signature \_\_\_\_\_ Date \_\_\_\_\_

Authorized Signature \_\_\_\_\_ Date \_\_\_\_\_