



MARION COUNTY BOARD OF COMMISSIONERS

# Board Session Agenda Review Form

Meeting date: March 12, 2025

Department: Human Resources

Title: Adopt revised Administrative Policy 207

Management Update/Work Session Date: May 21, 2024 Audio/Visual aids

Time Required: 5-10 minutes Contact: Sherry Lintner Phone: 503-588-7990

Requested Action: Approve an order adopting revised Marion County Administrative Policy 207, Volunteers and Volunteer Service. In addition to revising the existing administrative policy, two new administrative procedures have been developed. Adm. Procedures 207-A Affiliated Volunteers and Volunteer Service and 207-B Episodic Volunteers and Volunteer Service provide county departments with guidance for these two distinct group of volunteers.

Issue, Description & Background: Marion County engages approx. 1,300 volunteers each year. Maintaining policies and procedures related to volunteer service within county departments helps to ensure consistency across departments. Policy 207 was last revised in 2009, and there is no accompanying procedure.  
Volunteer Services recommends adopting the updated policy to establish expectations, align operations across departments, clarify roles & responsibilities, and ensure compliance with county policies, state and federal laws, and any other regulations that may exist.

Financial Impacts: N/A

Impacts to Department & External Agencies: Provides guidance and clarity for county departments who engage volunteers.

List of attachments: Board Order, Exhibit A Policy 207, Procedure 207-A; Procedure 207-B.

Presenter: Sherry Lintner, Volunteer Services Coordinator

Department Head Signature: Salvador Llerenas

BEFORE THE BOARD OF COMMISSIONERS  
FOR MARION COUNTY, OREGON

In the matter of revising Administrative )  
Policy 207 Volunteers and Volunteer Service )

ORDER NO. \_\_\_\_\_

This matter came before the Marion County Board of Commissioners at its regularly scheduled public meeting on Wednesday, March 12, 2025. WHEREAS, the Board adopted Administrative Policy 207 in 1996, requiring regular review and updates as necessary; and

WHEREAS the Board last revised Administrative Policy 207 in 2009, and there are now revisions which need to be made to the current policy; and

WHEREAS the Board finds it appropriate to accept the revisions to Administrative Policy 207; now therefore,

IT IS HEREBY ORDERED that revised Marion County Administrative Policy 207, and newly established procedures 207-A and 207-B, attached hereto as Exhibit A, are adopted.

DATED this 12th day of March, 2025.

MARION COUNTY BOARD OF COMMISSIONERS

\_\_\_\_\_  
Chair

\_\_\_\_\_  
Commissioner

\_\_\_\_\_  
Commissioner

cc: County Clerk  
Volunteer Services



**ADMINISTRATIVE POLICIES**

<b>SECTION:</b>	General Administration		<b>POLICY #:</b>	207	
<b>TITLE:</b>	Volunteers and Volunteer Service		<b>PROCEDURE #:</b>	207-A and 207-B	
			<b>ORDER #:</b>		
<b>DEPT:</b>	Human Resources		<b>PROGRAM:</b>	Volunteer Services	
<b>ADOPTED:</b>	8/96	<b>REVIEWED:</b>	8/09	<b>REVISED:</b>	03/25

**PURPOSE:** To establish a policy that supports the participation and involvement of members of the public through unpaid volunteer, work experience, and student internship opportunities within Marion County departments.

**AUTHORITY:** The Marion County Board of Commissioners may establish rules and regulations in reference to managing the interest and business of the county under ORS 203.010, 203.035, 203.111, and 203.230.

The Marion County Board of Commissioners expresses the governing body’s official, organizational position on fundamental issues or specific repetitive situations through formally adopted, written policy statements. The policy statements serve to provide rules for public officials on the conduct of county business.

The Marion County Board of Commissioners’ Administrative Policies and Procedures manual outlines the forms and process through which the board takes formal action on administrative policy. It is the official record of county administrative policy.

**APPLICABILITY:** All county departments, elected officials, appointed department heads, employees, and volunteers.

**GENERAL POLICY:** Marion County recognizes that volunteers are essential to the productivity, efficiency, and cost effectiveness of government operations. Effective management of volunteer programs is, therefore, a matter of significant importance. Marion County Volunteer Services supports participation, career experience, and community involvement through volunteer opportunities within Marion County departments.

**ELIGIBILITY:**

**Volunteers may be:**

- a. Persons aged 18 years or older and providing services to the county without pay;
- b. County employees who have met the established criteria outlined in Section 2.4;
- c. Youth age 14-17 years, providing services to the county without pay, with written permission from a parent or guardian;

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- d. Children, age 7-13 years, accompanied by a parent or legal guardian, who are participating in family volunteer activities;
- e. Persons who are in non-paid job experience or on-the-job training programs.

**DEFINITIONS**

**Affiliated Volunteer:** Any person who donates approved service to Marion County without pay or reimbursement from Marion County other than approved incidental expenses or stipend for services rendered. Affiliated volunteers have completed all county and department requirements to volunteer on a regular basis and are covered by applicable policies and insurance.

- a. **Program Volunteer** – Any person who voluntarily performs a service or other undertaking for a Marion County program, division, or department without pay or reimbursement; and who works under the direction and supervision of County staff.
- b. **Unpaid Intern or Practicum Student** - Any person who works without pay at a trade or occupation at Marion County while earning academic credit. Unpaid interns and practicum students are considered affiliated volunteers when all county and department requirements are met, and the appropriate agreements have been fully executed.
- c. **Work Experience Assignments** – Any person who works without pay in a trade or occupation at Marion County while enrolled in a formal work experience program. Individuals may receive subsidy or stipend through the work experience program and are considered affiliated volunteers when all county and department requirements are met and the appropriate agreements have been fully executed.
- d. **Advisory Board Members** – Any person appointed to, or serving on, a Marion County advisory board, committee, commission, council, or multi-jurisdictional committee.
- e. **Emergency Volunteers** - Emergency volunteers who serve less than 60 days may be recognized as affiliated volunteers with approval from Marion County Emergency Management and upon receipt of a modified volunteer orientation that is applicable to their duties.

**Episodic Volunteer:** Any person who donates time to Marion County without a long-term commitment, filling an urgent or short-term need with minimal screening and training. Episodic volunteers complete and sign a Volunteer Waiver and Release Form prior to providing any service. Episodic volunteers serve less than 60 days.

**Approved Service:** Volunteer positions that have been developed with, and approved by the volunteer services coordinator, and documented in a Volunteer Service Profile. All affiliated volunteers must be assigned to a Volunteer Service Profile. Department heads or their designee determine the extent to which their programs utilize volunteers.

**Volunteer Service Profile:** Description of the volunteer opportunity, including work location where main duties are performed, volunteer supervisor, required qualifications, training and/or certification requirements, and the scope of work to be performed. The volunteer service profile may also include other requirements such as minimum age, work schedule, licensing requirements, or supplemental information that should be submitted with the application. A Volunteer Service Profile is required for all affiliated volunteers.

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**POLICY GUIDELINES:**

**1. RESPONSIBILITIES**

1.1. Volunteer Services Responsibilities:

1.1. The county volunteer services coordinator is responsible for the facilitation, coordination, implementation and encouragement of countywide volunteer programs and services, acting as a resource for departments in the engagement, recruitment, placement, management, and recognition of volunteers. Volunteer services will:

- 1.1.1. Ensure that all affiliated volunteers are assigned to a volunteer service profile at placement.
- 1.1.2. Ensure that all affiliated volunteers receive appropriate screening, complete the county's New Volunteer Orientation (NVO), and receive a photo ID badge identifying them as a volunteer.
- 1.1.3. Manage the county volunteer database.
- 1.1.4. Maintain volunteer worker records. The District Attorney's Office, Juvenile Department, and Sheriff's Office maintain their volunteer worker records if specific arrangements are not made with the volunteer services coordinator.
- 1.1.5. Advise and provide support and training for developing volunteer service profiles, recruiting, screening, orientation, training, and managing volunteers.
- 1.1.6. Participate in the recruitment of advisory board members and provide support for appointment of advisory board members.
- 1.1.7. Serve as an internal consultant on volunteer management program best practices, management techniques, questions, and issues.
- 1.1.8. Develop and maintain the Volunteer Opportunities public website.
- 1.1.9. Develop and maintain resources for volunteer managers on the county's intranet site.
- 1.1.10. Compile the county's annual volunteer report.
- 1.1.11. Oversee the implementation of annual volunteer awards and recognition.

1.2. Department Responsibilities:

County departments are encouraged to involve volunteers in the implementation of services and in support for paid staff. Department responsibilities include:

- 1.2.1. Notify volunteer services coordinator of volunteer opportunities.
- 1.2.2. Develop volunteer service profiles for their volunteer opportunities.
- 1.2.3. Participate in volunteer recruitment.
- 1.2.4. Interview referred volunteers to screen for department criteria.
- 1.2.5. Execute any contracts, agreements, or credentialing needed for students, work experience assignments, or community partnerships that involve volunteers.
- 1.2.6. Cooperate with the volunteer services coordinator to ensure that all affiliated volunteers go through the appropriate screenings, complete NVO, and are badged when working in a county building.
- 1.2.7. Ensure that all episodic volunteers submit a Volunteer Waiver and Release Form and receive adequate training for the services performed.
- 1.2.8. Provide department/program level orientation and on-site training for all volunteers.

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- 1.2.9. Provide day-to-day management of volunteers, regularly recognize volunteers for their contributions, track and report on volunteers' service, and document any performance management activities or actions.
- 1.2.10. Notify the volunteer services coordinator when a volunteer resigns or is released from service.
- 1.2.11. Train and support staff who have responsibility for volunteer management.
- 1.2.12. Participate in the quarterly volunteer manager's meeting and any county volunteer services trainings.
- 1.2.13. Maintain volunteer program records.

1.3. Elected Officials, Department Heads, and Managers Responsibilities:

- 1.3.1. Support the involvement of volunteers in county work where appropriate.
- 1.3.2. Promote a consistent philosophy of volunteerism for the county.
- 1.3.3. Ensure staff receive current information about volunteer involvement, work collaboratively with volunteer services, and are held accountable for effective participation in the volunteer program.

1.4. Volunteer Responsibilities:

- 1.4.1. Adhere to applicable policies and procedures while acting in their official duties as outlined in their volunteer service profile.

**2. VOLUNTEER PROGRAM REQUIREMENTS**

2.1. Volunteer Application Forms

- 2.1.1. Affiliated volunteers must complete a county volunteer application.
- 2.1.2. Episodic volunteers must complete a Volunteer Registration and Waiver Form.

2.2. Volunteer Service Profiles

- 2.2.1. All affiliated volunteers must have a volunteer service profile on file with volunteer services.
- 2.2.2. Service profiles should be completed with adequate time to perform any required screenings and training prior to the first day of performing volunteer service.

2.3. Orientation and Training

- 2.3.1. All affiliated volunteers shall complete the county's New Volunteer Orientation (NVO) and receive information regarding other pertinent policies and procedures no later than 15 days after the first date of service.
- 2.3.2. Volunteers shall receive department specific orientation, and adequate training on their specific volunteer role at the beginning of their service.
- 2.3.3. Volunteers shall receive ongoing training to ensure they are prepared with the skills and knowledge needed to be successful in their volunteer role.

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2.4. County Employees as Volunteers

2.4.1. County employees may volunteer in county departments if the following criteria are met:

2.4.1.1. The volunteer position is with an established volunteer program.

2.4.1.2. The duties of the position are outside the employee's normal scope of work.

2.4.1.3. The employee agrees that no work time will be used to perform the volunteer duties.

2.4.1.4. The employee submits the County Employee Waiver Form indicating that the decision to volunteer is entirely their own and no payment for the work will be made.

2.4.1.5. Sheriff's Office volunteer positions may be excluded or subject to additional requirements as outlined in Sheriff's Office policies.

2.5. Advisory Board Volunteers

2.5.1. Advisory board volunteers are appointed by the Board of Commissioners or Sheriff to serve on county advisory boards, commissions, and committees. Guidelines regarding the appointment and service of volunteers on county advisory boards are available in Administrative Policy 203, Appointment to Advisory Boards and Committees. Information and resources about the management of advisory board volunteers is available on the county intranet or through the volunteer services coordinator.

2.6. Working Agreements with Partners

2.6.1. Marion County departments may have the opportunity to cooperate or collaborate on projects with other governments, agencies, or community groups. If volunteers will be used, departments who are involved in the planning for these projects must identify who is responsible for management and liability of volunteers involved.

2.7. Use of Vehicles

2.7.1. Volunteers who qualify as drivers per Marion County Administrative Policy 502 Driving on County Business may drive a county vehicle or a personal vehicle as part of their volunteer work if approved to do so. Volunteers may also transport clients in a county vehicle if approved to do so. Approval is contingent on the volunteer meeting the county's driving criteria as outlined in Administrative Policy 502 and having driving duties clearly defined in the volunteer service profile.

2.8. Volunteer Injury Coverage

2.8.1. Marion County provides accident and liability insurance for affiliated volunteers while they are performing duties within the scope of their volunteer assignment.

2.8.2. Affiliated volunteers are covered by the Volunteer Injury Coverage Policy or in the case for some Sheriff's Office positions, the county's self-insured workers compensation program.

2.8.3. Volunteers must immediately report any injuries while volunteering to their immediate supervisor.

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2.8.4. All volunteer injuries reported to the volunteer's supervisor must be reported to Risk Management within 24 hours of the incident.

2.9. Americans with Disabilities Act

2.9.1. Marion County does not discriminate on the basis of disability in admission to, access to, or operations of its programs, services, or activities. Under Title II of the ADA, each county program or service, when viewed in its entirety, will be readily accessible to and usable by qualified individuals with disabilities.

2.10. Drug and Alcohol Free Workplace

2.10.1. Marion County is committed to maintaining a workplace free of drug and alcohol use.

2.10.2. While on duty or on Marion County premises, being under the influence of prescription or nonprescription medications that impair a volunteer's ability to safely perform the assigned duties of their volunteer position or compromise the health and safety of others is prohibited.

2.10.3. While on duty, on county premises, or in a county vehicle, volunteers shall not possess, consume, use, manufacture, distribute, cause to be brought, dispense, purchase, or sell alcohol, or alcohol containers.

2.10.4. While on duty, on county premises, or in a county vehicle, volunteers shall not possess, consume, use, manufacture, distribute, cause to be brought, dispense, purchase, or sell drugs or drug paraphernalia, including all forms of marijuana that is otherwise lawful to use under state law.

2.10.5. An exception is made when the alcohol containers are sealed and purchased or collected in conjunction with a county authorized event.

2.11. Standard of Conduct

2.11.1. Volunteers are expected to adhere to administrative and departmental policies and procedures while acting in their official duties as outlined on the volunteer service profile.

2.11.2. Departments may create additional policies and procedures that are specific to the department's use of volunteers.

2.11.3. Volunteers are expected to adhere to the same confidentiality guidelines as employees.

2.12. End of Service

2.12.1. Volunteers who do not adhere to the policies and procedures of the county or who are unable to perform their volunteer assignments at a satisfactory level may be released from service.

2.12.2. If placement is not suitable for the volunteer and/or does not meet the department needs, volunteers may be reassigned or released from service.

2.12.3. Volunteers are at-will and may be released at any time, for any reason.



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**3. COMPLIANCE WITH STATUTES AND ORDINANCES**

Nothing contained in this statement of policy shall be construed to be in conflict with any state law or Marion County ordinance. Should there be an appearance of conflict, the appropriate state law or county ordinance shall prevail.

**4. EXCEPTIONS**

There are no exceptions to this policy.

**5. IMPLEMENTATION**

5.1. The volunteer services coordinator supports the countywide implementation of this policy.

5.2. Elected officials and department heads are expected to be knowledgeable of, and shall be responsible for, implementing this policy within their respective departments and offices.

**6. PERIODIC REVIEW**

This policy shall be reviewed by the county volunteer services coordinator at least every three (3) years, or more often if needed, and revised as necessary.

Adopted: 08/96

Reviewed: 08/09

Revised: 02/99  
08/09  
03/25



**ADMINISTRATIVE PROCEDURES**

<b>TITLE:</b> Affiliated Volunteers and Volunteer Service		<b>PROCEDURE #:</b> 207-A
<b>DEPT:</b> Human Resources		<b>PROGRAM:</b> Volunteer Services
<b>EFFECTIVE DATE:</b> 03/25	<b>REVIEWED:</b>	<b>REVISED:</b>

**OBJECTIVE:** To establish a procedure that supports the management and encouragement of volunteer services and programs within Marion County.

**REFERENCE:** Policy #207

**POLICY STATEMENT:** Marion County recognizes that volunteers are essential to the productivity, efficiency, and cost effectiveness of government operations. Effective management of volunteer programs is, therefore, a matter of significant importance. Marion County Volunteer Services supports participation, career experience, and community involvement through volunteer opportunities within Marion County departments. These procedures are adopted to implement Marion County Administrative Policy 207, Volunteers and Volunteer Service for affiliated volunteers.

**APPLICABILITY:** All county departments, elected officials, appointed department heads, employees, and affiliated volunteers.

**PROCEDURES:**

The Marion County volunteer services coordinator works with county staff to develop a comprehensive countywide recruitment strategy for each volunteer position created. Departments are responsible for supplying and updating information to the volunteer services coordinator regarding open volunteer positions within their department. All forms referenced in this procedure are available on the Volunteer Services intranet page or through the volunteer services coordinator. For assistance with processes outlined in this policy and/or procedure contact: Volunteer Services Coordinator: [volunteer@co.marion.or.us](mailto:volunteer@co.marion.or.us) or (503) 588-7990.

**1. Forms and Resources**

- 1.1. The volunteer services coordinator maintains forms, checklists, handbooks, and other volunteer management resources on the Marion County intranet page. Forms or materials referred to in this procedure are available on the intranet site.
- 1.2. Forms and handbooks that a volunteer might need are maintained on the public facing website.

## **2. Creating a Volunteer Position**

- 2.1. Volunteer opportunities are created to support paid staff and should not fill a vacant position usually held by paid workers or displace current paid staff.
- 2.2. A Volunteer Service Profile is required for all affiliated volunteers.
  - 2.2.1. Departments are responsible for developing the Volunteer Service Profile and submitting it to the volunteer services coordinator in a timely basis.
  - 2.2.2. The Volunteer Service Profile will include a comprehensive description of the volunteer opportunity including a scope of work, primary work location, volunteer supervisor, required qualifications, training, licensing, and/or certification requirements, minimum age, work schedule, requirements, or supplemental information that should be submitted with the application.

## **3. Recruiting a Volunteer**

- 3.1. Departments are responsible for notifying the volunteer services coordinator of volunteer opportunities and recruitment needs in a timely basis.
- 3.2. The volunteer services coordinator and the department will cooperate to develop and implement a recruitment plan for vacant and ongoing volunteer needs.
  - 3.2.1. The volunteer services coordinator can assist by posting volunteer opportunities on the Marion County Volunteer Opportunities webpage, Marion County social media pages, and distributing to local media outlets. Other distribution outlets may be identified as appropriate.
  - 3.2.2. Departments are encouraged to recruit independently, distributing information for open positions to their current volunteers, industry specific outlets, department specific social media pages and professional networks.

## **4. Volunteer Applications**

- 4.1. All affiliated volunteers must submit an application to be considered for placement in a volunteer position.
  - 4.1.1. Applicants who wish to volunteer for county program, division or department should use the Regular/Intern Volunteer Application or a department specific application, if one exists.
  - 4.1.2. Individuals interested in serving on a county advisory board, committee, commission, or council will submit a completed and signed Advisory Board Application.
- 4.2. Departments may have an alternative application form or supplemental questionnaire specific to department needs. Departments are responsible for notifying the volunteer services coordinator if they have a program specific application or supplemental questionnaire.

## **5. Volunteer Referrals to Departments**

- 5.1. When a prospective volunteer contacts the volunteer services coordinator, the coordinator will:
- 5.1.1. Ask applicant to submit the appropriate application.
  - 5.1.2. Review application and any other materials provided, and contact applicant for any missing or additional information needed as identified by the department. Upon request from the department, the volunteer service coordinator may conduct a basic placement interview to determine if the applicant's skills, interest, experience, and qualifications are appropriate for volunteer position.
  - 5.1.3. Refer the volunteer to the department(s) that may have a compatible volunteer opportunity, or that may have an interest in the volunteer's skills or abilities.
  - 5.1.4. Send volunteer referrals by email, including contact information, content from the application as well as any other documentation provided by the applicant.
  - 5.1.5. Department staff will review the referral information to determine if an applicant has the necessary qualifications for the position.
    - 5.1.5.1. If the applicant is qualified, department staff will contact the applicant for further screening/interviewing.
    - 5.1.5.2. If the department will place the volunteer, the department will notify volunteer service coordinator with information needed (see Placement of Volunteers).
    - 5.1.5.3. If the department determines the applicant is underqualified or is not suitable for an available volunteer position, they will notify the applicant and the volunteer services coordinator. Upon request by the department, the volunteer services coordinator can notify applicants.
- 5.2. When a prospective volunteer contacts a county department directly to inquire about placement as a volunteer, department staff will notify the volunteer services coordinator with the following information:
- 5.2.1. A copy of the volunteer application, if submitted.
  - 5.2.2. Status of the application or inquiry.
    - 5.2.2.1. If the department will move forward with the applicant, then the volunteer services coordinator and the department will coordinate for the placement of the volunteer.
    - 5.2.2.2. If the department declines to place the applicant, the department will notify the applicant and volunteer services or work with volunteer services to determine next steps.

## **6. Placement of Affiliated Volunteers**

- 6.1. The department will notify the volunteer service coordinator when they will place a new volunteer, or when an advisory board member will be recommended for appointed or re-appointed. Departments may email the volunteer services coordinator directly or submit the New Volunteer Orientation (NVO) Registration form.

- 6.2. Departments will ensure the volunteer services coordinator has the volunteer's application, the volunteer service profile, and the start date.
  - 6.2.1. Receipt of these items will trigger the volunteer service coordinator to complete required pre-boarding tasks such as completing a criminal history check, DMV check if applicable, completion of NVO, and ordering a photo ID badge.
  - 6.2.2. The District Attorney's Office, Juvenile Department and the Sheriff's Office may complete the pre-boarding tasks and report the results to the volunteer services coordinator, who will record the completion in the volunteer database.
- 6.3. Volunteer injury coverage, indemnification and coverage under other applicable Marion County policies is initiated when the following items are on file with the volunteer services coordinator or the Sheriff's Office volunteer coordinator:
  - 6.3.1. Completed and signed volunteer application.
  - 6.3.2. Proof of volunteer orientation completion
  - 6.3.3. Volunteer Service Profile
- 6.4. Departments will work directly with IT to request email/computer access if applicable.
- 6.5. Departments will work directly with Business Services to request building access if applicable.

## **7. Orientation and Training**

- 7.1. New Volunteer Orientation
  - 7.1.1. The volunteer services coordinator will ensure all affiliated volunteers receive Marion County's New Volunteer Orientation (NVO) within (15) days after start date.
  - 7.1.2. Episodic volunteers may receive a condensed or alternate version of orientation. See more about the process for short-term volunteers in Administrative Procedure 207-B, Episodic Volunteers and Volunteer Service.
  - 7.1.3. Departments may arrange for an in-person NVO for small groups. The department will contact the volunteer services coordinator to arrange for an in-person orientation session.
  - 7.1.4. Departments are discouraged from conducting NVO on their own. If departments wish to deliver NVO in person, they must:
    - 7.1.4.1. Coordinate the method and content with the volunteer service coordinator.
    - 7.1.4.2. Use the same material included in the standard New Volunteer Orientation Manual.
    - 7.1.4.3. Send the volunteer services coordinator an orientation sign-in sheet or other documentation that confirms participants.

## **7.2. Department Orientation and Training**

- 7.2.1. The department volunteer coordinator and/or designated staff will provide department and program orientation, as well as training specific to the volunteer role for all new volunteers.
- 7.2.2. Departments should provide ongoing training to ensure volunteers have clear direction, and are kept up to date on policies, procedures, and expectations.

## **8. Record Keeping and Reporting**

- 8.1. Departments are responsible for keeping accurate records of volunteer hours of service, accomplishments, and evaluations per OAR Chapter 166-150-0160.
  - 8.1.1. Volunteer worker records should be kept a minimum of 3 years after separation. Volunteer worker records include documentation of work performed, agreements, applications, skill test results, training documentation, task assignment and monitoring records, and related information.
  - 8.1.2. Volunteer program records (documenting the activities and administration of volunteer programs and volunteers in the agency) should be kept for a minimum of 5 years after separation. Volunteer program records may include volunteer hour statistics, volunteer program publicity records, insurance requirement information, inactive volunteer files, and related records.
- 8.2. The method of record keeping is determined by individual departments, but at a minimum the number of affiliated volunteers and the number of volunteer hours performed must be reported to the volunteer services coordinator on an annual basis.
- 8.3. The volunteer service coordinator is responsible for collecting reporting data and compiling the Volunteer Annual Report.
- 8.4. To assist with record keeping, departments have the option to use the volunteer database Volgistics. Volgistics, a secure web-based program used to manage volunteer records, is maintained by the volunteer services coordinator. There is no cost to departments to use Volgistics.

## **9. Supervision of Volunteers**

- 9.1. Supervisor(s) or lead staff must be assigned to a volunteer upon placement to ensure ongoing monitoring and supervision, and to act as a resource for volunteers that may have questions or concerns while performing their duties.

## **10. Working with Partners**

- 10.1. Marion County departments have a responsibility to define and clarify roles when working in partnership with other governments, agencies, or community groups. These defined roles include:
  - 10.1.1. The roles designated to volunteers.

- 10.1.2. The government, agency, or community group identified which accepts the responsibility for management of participating volunteers.
  - 10.1.3. The government, agency, or community group identified which accepts the liability for participating volunteers.
- 10.2. Marion County departments who accept responsibility for management and/or liability for participating volunteers must ensure adherence to this policy, and that volunteer records and a copy of any Memo of Understanding (MOU)/interagency agreement is on file with the volunteer services coordinator.

## **11. Volunteer Recognition**

- 11.1. The volunteer service coordinator will be responsible for the annual county-wide recognition of Marion County volunteers, including:
  - 11.1.1. Annual Volunteer Report.
  - 11.1.2. Annual recognition activity.
  - 11.1.3. Annual Volunteer Awards.
- 11.2. Departments should recognize their volunteers and their contribution on a regular basis, and throughout the year.
  - 11.2.1. Regular recognition is important and does not require formality or expense. Departments should practice regular, ongoing recognition of volunteers and their contributions.
  - 11.2.2. Departments are encouraged to participate in the annual volunteer awards by submitting nominations when appropriate.
  - 11.2.3. The volunteer services coordinator has a limited number of volunteer recognition items available at no cost to departments.

## **12. End of Service, Reassignment and Release from Service**

- 12.1. If the volunteer placement is not beneficial for the volunteer and/or the department, volunteers may be reassigned or released from service.
- 12.2. The department will contact the volunteer services coordinator to notify of end of service or to refer the volunteer for reassignment.
- 12.3. If a volunteer is unable to fulfill requirements or fails to comply with workplace guidelines and procedures, and the issue cannot be resolved with coaching, the volunteer may be released from service.
- 12.4. Department will collect all county property (i.e., badges, uniform items, equipment) from volunteer at the end of service.
- 12.5. Department will notify Volunteer Services when a volunteer becomes inactive, providing the volunteer's name, total hours, official end date, and written resignation if submitted.



## ADMINISTRATIVE PROCEDURES

- 12.6. When notified in a timely manner, the volunteer services coordinator will send a feedback survey to volunteers at the end of their service.
- 12.7. Departments and volunteer services will work together to determine the best method of recognition for advisory board members at the end of their service.
- 12.8. The Department must submit a request to IT to terminate computer access; and Business Services to terminate keycard access if applicable.

Adopted: 03/25





<b>TITLE:</b> Episodic Volunteers and Volunteer Service		<b>PROCEDURE #:</b> 207-B
<b>DEPT:</b> Human Resources		<b>PROGRAM:</b> Volunteer Services
<b>EFFECTIVE DATE:</b> 03/2025	<b>REVIEWED:</b>	<b>REVISED:</b>

**OBJECTIVE:** To establish a procedure that supports the management and encouragement of volunteer services and programs within Marion County.

**REFERENCE:** Policy #207

**POLICY STATEMENT:** Marion County recognizes that volunteers are essential to the productivity, efficiency, and cost effectiveness of government operations. Effective management of volunteer programs is, therefore, a matter of significant importance. Marion County Volunteer Services supports participation, career experience, and community involvement through volunteer opportunities within Marion County departments. These procedures are adopted to implement Marion County Administrative Policy 207, Volunteers and Volunteer Service for episodic volunteers.

**APPLICABILITY:** All county departments, elected officials, appointed department heads, employees, and episodic volunteers.

**PROCEDURES:**

The Marion County volunteer services coordinator works with county staff to develop a comprehensive countywide recruitment strategy for each volunteer position created. Departments are responsible for supplying and updating information to the volunteer services coordinator regarding open volunteer positions within their department. All forms referenced in this procedure are available on the Volunteer Services intranet page or through the volunteer services coordinator. For assistance with processes outlined in this policy and/or procedure contact: Volunteer Services Coordinator: [volunteer@co.marion.or.us](mailto:volunteer@co.marion.or.us) or (503) 588-7990.

**1. Forms and Resources**

- 1.1. The volunteer services coordinator maintains forms, checklists, handbooks, and other volunteer management resources on the Marion County intranet page. Forms or materials referred to in this procedure are available on the intranet site.
- 1.2. Forms and handbooks that a volunteer might need are maintained on the public facing website.

## **2. Recruiting Episodic Volunteers**

- 2.1. Departments are responsible for notifying the volunteer services coordinator of volunteer opportunities and recruitment needs in a timely basis.
- 2.2. The volunteer services coordinator and the department will cooperate to develop and implement a recruitment plan for vacant and ongoing volunteer needs.
  - 2.2.1. The volunteer services coordinator can assist by posting volunteer opportunities on the Marion County Volunteer Opportunities webpage, Marion County social media pages, and distributing to local media outlets. Other distribution outlets may be identified as appropriate.
  - 2.2.2. Departments are encouraged to recruit independently, distributing information for open positions to their current volunteers, industry specific outlets, department specific social media pages and professional networks.

## **3. Placement of Episodic Volunteer**

- 3.1. Episodic volunteers must complete a Marion County Volunteer Registration and Waiver Form.
- 3.2. Departments who are working in partnership with other governments, agencies, or community groups may opt to utilize a partner's waiver when Marion County has been named as an additional insured and named as a released party on their waiver.

## **4. Working with Partners**

- 4.1. Marion County departments have a responsibility to define and clarify roles when working in partnership with other governments, agencies, or community groups. These defined roles include:
  - 4.1.1. The roles that are designated to volunteers.
  - 4.1.2. The government, agency, or community group identified which accepts the responsibility for management of participating volunteers.
  - 4.1.3. The government, agency, or community group identified which accepts the liability for participating volunteers.
- 4.2. Marion County departments who accept responsibility for management and/or liability for participating volunteers must ensure adherence to this policy, and that volunteer records and a copy of any Memo of Understanding (MOU)/interagency agreement is on file with the volunteer services coordinator.

## **5. Orientation, Training and Supervision**

- 5.1. Episodic volunteers may receive a condensed or alternate version of orientation.
- 5.2. Episodic volunteers will receive adequate safety training and training specific to their volunteer role.

- 5.3. Departments who accept responsibility for management and/or liability for episodic volunteers must ensure adequate supervision is provided while volunteers are performing their duties.

## **6. Record Keeping and Reporting**

- 6.1. Departments are responsible for keeping accurate records of volunteer hours of service, accomplishments, and evaluations per OAR Chapter 166-150-0160.
  - 6.1.1. Volunteer worker records should be kept for a minimum of 3 years after separation. Volunteer worker records include documentation of work performed, agreements, applications, skill test results, training documentation, task assignment and monitoring records, and related information.
  - 6.1.2. Volunteer program records (documenting the activities and administration of volunteer programs and volunteers in the agency) should be kept for a minimum of 5 years after separation. Volunteer program records may include volunteer hour statistics, volunteer program publicity records, insurance requirement information, inactive volunteer files, and related records.
- 6.2. The method of record keeping is determined by individual departments, but at a minimum the number of episodic volunteers and the number of volunteer hours performed must be reported to the volunteer services coordinator on an annual basis.
- 6.3. The volunteer service coordinator is responsible for collecting reporting data and compiling the Volunteer Annual Report.

## **7. Volunteer Recognition**

- 7.1. The volunteer service coordinator will be responsible for the annual county-wide recognition of the Marion County volunteers and will include episodic volunteers if departments have provided their contact information. Annual recognition includes:
  - 7.1.1. Annual Volunteer Report.
  - 7.1.2. Annual recognition activity.
  - 7.1.3. Annual Volunteer Awards.
- 7.2. Departments should recognize episodic volunteers and their contributions where applicable.
- 7.3. Episodic volunteers are eligible to receive a Marion County volunteer award.

## **8. End of Service, Reassignment and Release from Service**

- 8.1. If the volunteer placement is not beneficial for the volunteer and/or the department, volunteers may be reassigned or released from service.
- 8.2. Department will collect all county property (i.e. badges, uniform items, equipment) from volunteer at the end of service.