City of Umatilla

Volunteer Program

VOLUNTEER MANUAL

"Serving Our Community Together is a Priceless Contribution."

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WELCOME

The City of Umatilla's Volunteer Program is an ongoing effort by the City of Umatilla to encourage citizen participation in City government and to enhance the delivery of excellent customer service to the community. This manual gives you general information about City of Umatilla policies that apply to volunteers. If you have any questions, please contact me.

Please accept my personal thanks and that of the City of Umatilla for contributing your time and talents to improving the quality of life in our City. We hope that you have an enriching and satisfying experience.

Sincerely,

Jonathan Egan
HR Manager
jonathan.egan@umatilla.gov

CITY OF UMATILLA

City of Umatilla Mission

The mission of the City of Umatilla is to continue working for a safe, livable, desirable, and economically viable community, which promotes managed growth, while maintaining small-town values.

History of Umatilla, Oregon

GOVERNMENT

The City of Umatilla was first incorporated as Umatilla City on October 24, 1864, with a mayor, five aldermen, recorder, marshal and treasurer. The first mayor was George Coe. Disincorporation soon followed in 1866 because the citizens felt it was unnecessary to have the burden of a municipal government. Reincorporation took place in 1906 as the City of Umatilla.
The city charter established a mayor/council form of government. The mayor is elected at large to serve for four years, to conduct the twice monthly council meetings and to officially oversee the operations of the city. There is no remuneration for serving. For a complete list of mayors, see appendix "A".

There are six council members elected for a four-year term. Every two years there is an election for three council positions. Council members vie for council seats by numbered position. The city council sets the policy for the city.

LOCATION

In 1968 the City of Umatilla was moved to higher ground due to the expected flooding of the townsite due to the building of the John Day Lock and Dam. The Army Corps of Engineers acquired the land adjoining the Columbia River and that 130-acre area which did not flood, as expected, is the region referred to as "Old Town." Eventually, the city hopes to reacquire Old Town through a lease for development into a park.

The land at Old Town has been named to the National Register of Historic Places. Archeological digs have confirmed that an ancient prehistoric settlement once thrived on the banks of the Umatilla and Columbia River. In later times, Indian villages occupied the area. An ancient Indian burial ground remains on the land still and is protected from relic collectors and vandals.

The first archeological dig was conducted in 1965 by a crew from the University of Oregon in Eugene. Thousands of relics were found and are now stored until eventual funding is available to continue dating and identifying the historic treasures.

In 1970 the Mid-Columbia Archeological Society initiated a series of excavations and in the spring of 1979 an archeological investigation was conducted by the Washington Archeological Research Center. The Umatilla site is the largest extant prehistoric site reported in the State of Oregon.

VOLUNTEER PROGRAM

Introduction

The purpose of the City of Umatilla Volunteer Program is to give citizens a satisfying experience in assisting in the enhancement and improvement of the services that the City provides to the community. Volunteers give the City the ability to stretch tax dollars and improve the lives of its citizens. This manual was developed to lay out the guidelines and procedures of the Volunteer Program for the City of Umatilla.

The City of Umatilla recognizes the substantial contribution of volunteers and is committed to providing a volunteer program characterized by respect, professionalism, and a work environment free of all forms of discrimination or harassment. Volunteer positions shall be clearly defined and meet the needs of the volunteer and the City of Umatilla.

Volunteer Program Mission

The City of Umatilla Volunteer Program is dedicated to assisting city staff by fostering community pride and enhancing public services through empowering individuals to contribute their time, talents, and passion.

Volunteer Rights & Responsibilities

Volunteers shall be extended the right to clearly define work assignments, the right to be treated as equal co-workers, the right to effective supervision, and the right to recognition for work done. In return, volunteers agree to perform their duties to the best of their abilities and remain loyal to the goals and procedures of the City of Umatilla.

Rights: What you can expect from the City

Appropriate placement

We want your placement to be a good match for your skills, abilities, and interests.

Training

Volunteers receive training as part of their volunteer service with the City. All volunteers must complete an orientation. On-the-job or specific training will be provided along with additional training, depending on the volunteer's needs. The City of Umatilla will provide sufficient orientation and training to prepare volunteers for a successful experience.

Department Staff Person

Volunteers report to their department staff person for their assigned volunteer service area. This staff person will oversee work, set schedules, answer questions, and provide

training.

If you have any questions regarding your schedule, or if at any time there is a need to speak to someone other than department staff person, contact Human Resources.

Feedback
Human Resources will meet with volunteers to receive feedback as to how the arrangement is going. If the volunteer does not feel this service arrangement is a good fit, Human Resources will have the opportunity to discuss alternative options, if any. Feedback is welcomed at any time.

Documentation
Human Resources maintains records of volunteer service to the City.

Recognition
You are a valued member of the City and volunteer team and may be recognized for your contributions. This could include, but is not limited to, plaques, certificates, meals, awards, etc.

Respect
Just as volunteers are expected to maintain the same level of professionalism and follow the same rules as paid staff, they can expect to be treated with the same respect as an employee would be. If at any point during their volunteer service they experience otherwise, they are asked to please address their concerns with their department staff person or Human Resources.

Volunteer Responsibilities: What we expect from you

Attendance and Punctuality - Dependability
We rely on you to make a regular volunteer commitment. Volunteers are expected to perform their duties on a scheduled and timely basis. Upon volunteer placement, it will be determined the amount of time and specific hours per week or per month that any given volunteer will commit to per their interest, availability, and needs of the City. It is important to fulfill these committed hours as staff count on volunteers as much as they do paid employees. If expecting to be absent from a scheduled shift, volunteers should inform their department staff person, as far in advance as possible, so that alternative arrangements may be made. Continued absenteeism will result in a review of the volunteer's work assignment or term of service. *Three unexcused absences may result in being asked to end a service agreement.*

If you are unable to report for your designated work shift, please contact your department staff person.

Service Commitment
Volunteers are asked to actively perform assigned duties to the best of your ability and fulfill commitments that you have accepted. Volunteers are typically asked to commit **for a minimum of three months.** Many volunteers chose to continue their service on an ongoing basis. **The maximum number of hours that a volunteer may work in a day is four.** Exceptions may be made for special projects or City sponsored festivals.

Current Contact Information
Human Resources maintains records with volunteer contact information. These records are not shared with other organizations. A volunteer must notify Human Resources of any changes including name, address, phone number, e-mail address or emergency contact information.

Expectations
Volunteers of the City of Umatilla are expected to maintain the same level of professionalism and follow the same rules as paid staff. Being a volunteer means they are a representative of the City.

Teamwork
Be a team member by being honest about your skills, intentions and goals. If you have questions about your duties, communicate with staff.

Time Sheets
Each department has a volunteer sign in sheet that you must sign upon arrival and departure each volunteer shift to record volunteer hours. It is important to follow this protocol for purposes of record keeping, recognition, program evaluation, and liability purposes.

Volunteer Policies

Access to City Facilities
The City of Umatilla may grant volunteers access to certain City facilities. Access may be restricted or revoked at the discretion of City Management. City property shall not be tampered with or removed from any City facility without express permission from City Management. This Policy has been put into place to ensure proper security to all City facilities. Failure to abide by these policies may result in a termination of privileges.

Access to City of Umatilla Property and Materials
As appropriate, volunteers may have access to City of Umatilla property and materials necessary to fulfill their duties and shall receive training in the operation of any equipment necessary to fulfill their duties.

While we understand the excitement of sharing volunteer responsibilities with friends

and family, only volunteers and staff are allowed in secure areas.

Change of Volunteer Placement

Volunteers may request a change in placement at any time during volunteer service. Volunteers are encouraged to talk with their department staff or Human Resources about other volunteer opportunities. Requests may be filled as determined by the needs of the City and there is no guarantee that a request will be granted.

Computer, E-mail and Internet Usage

Volunteer access and use of the City's various technology equipment and services will be granted on an as needed basis. Computers, files, e-mail, software, other equipment, services, and technology are City property intended for City business use. As such, the City reserves the right to monitor use of and access to content of these services. Volunteers are required to read and sign the City's Electronic Communication Policy (Attachment A) before volunteering. If this agreement is breached, the volunteer's service agreement may end immediately.

Confidentiality

Volunteers are responsible for maintaining the confidentiality of all privileged information. A person's record/file and information needs are private and confidential. Volunteers are required to sign a Confidentiality Agreement (Attachment B) before volunteering. If this agreement is breeched, the volunteer's service agreement may end immediately.

Conflict of Interest

An actual or potential conflict of interest occurs when a volunteer is in a position to influence a decision, or gains information that is not available to the public, which may result in a personal gain for that person, or for a relative, as a result of the City's business dealings. For the purposes of these guidelines, a relative is any person who is related by blood or marriage, or whose relationship with the volunteer is similar to that of persons who are related by blood or marriage. Each volunteer is expected to report any actual or potential conflict of interest to his or her department staff person.

Corrective Action

In appropriate situations, corrective action may be taken following a volunteer evaluation or at any time the volunteer's department staff person deems necessary. Examples of corrective action include, but are not limited to, coaching, the requirement of additional training, written warnings, re-assignment to a new position, or dismissal from volunteer service.

Definition of Volunteer

A volunteer is anyone who, without compensation or expectation of compensation, performs a task or function at the direction of and on behalf of the City of Umatilla.

Dress and Appearance
As representatives of the City of Umatilla, volunteers, like staff, are responsible for presenting a professional image to the community. Volunteers shall dress appropriately for the conditions and performance of their duties. Individual departments may have specific requirements for appropriate dress. The City may provide means of identification (such as ID cards, T-shirts, polos, sweatshirts, etc.) that must be worn as directed.

Personal cleanliness and neatness are required of all volunteers. Clothing with pictures or messages that may be offensive to others cannot be worn.

Drug-free Workplace
The City of Umatilla works to maintain a safe and efficient work environment. Volunteers who misuse controlled substances, prescription or illegal drugs, or alcoholic beverages pose a risk both to themselves and to everyone who comes into contact with or depends upon them and risks damage to the City of Umatilla's reputation.

The City expects volunteers to report to their shift in a condition that is conducive to performing their duties in a safe, effective and efficient manner. A volunteers on-the-job involvement with drugs and alcohol can have a significant impact on the workplace and can present a substantial risk to the volunteer, to coworkers, and to others.

Possession, transfer, use or being under the influence of alcohol, narcotics, hallucinogens, stimulants, sedatives, drugs, or other controlled substances while on City of Umatilla property, on City of Umatilla time, while driving City of Umatilla vehicles (or personal vehicles while on City of Umatilla business), or in other circumstances which adversely affect the City of Umatilla operations or safety is prohibited. Bringing equipment or any devices marketed for use or designed specifically for use in ingesting, inhaling, or otherwise introducing drugs, alcohol, or other controlled substances, such as pipes bongs, "vape" pens, or other paraphernalia is also prohibited.

As used in this policy, "controlled substance" includes, but is not limited to, any controlled substance listed in Schedules I through V of the Federal Controlled Substance Act, including marijuana, which is otherwise lawful to use under Oregon state law.

Employment
Individuals seeking employment with the City of Umatilla must follow the screening steps that lead to employment. Volunteer work does not guarantee a future paid position, nor does it confer any preferred status for hiring purposes.

Injury/Illness on the Job
Volunteers shall immediately report any suspected or actual on-the-job injury or

occupational illness to staff regardless of degree of severity. Volunteers are covered by Worker's Compensation while performing volunteer duties by the City of insurance policy.

Media

Volunteers are not to have contact with the media or its representatives regarding the City of Umatilla without approval from their department manager. The media is defined as, but not limited to, people and sources related to television, radio, newspapers, magazines and new media/internet services.

Non-discrimination and Harassment-free Workplace

The City of Umatilla is committed to placing qualified volunteers without regard to race, sex, religion, age, marital status, sexual orientation, disability or any other status protected by law. Further, the City prohibits harassment of any kind. Harassment is defined as unwelcome behavior which may include verbal or practical jokes, unwelcome touching, offensive remarks, or the display of materials which create an offensive environment.

Any volunteer who feels harassed or is aware of harassment is urged to file a complaint with a Human Resources representative or any department staff person or manager. Persons filing a complaint or participating in the investigation of a complaint are assured of confidentiality to the extent possible and will be safeguarded from retaliation.

Personal Conduct

All volunteers should conduct themselves in a manner which is appropriate for a representative of the City and conduct interactions with the general public and all other parties in a patient, courteous, and accurate manner. Duties and responsibilities shall be performed in a manner that reflects positively on the City.

Policy Observance

Abide by all City of Umatilla policies and rules.

Resignation

If a volunteer resigns from service, it is requested that the City is provided with 10 business days notice prior to the resignation date. Failure to provide adequate notice may result in the volunteer not being eligible to volunteer in the future.

Safety and Security

All volunteers shall coordinate and cooperate with other employees and the City to create and maintain a safe work environment. Volunteers shall observe all safe practices governing their work. Volunteers shall offer safety suggestions that contribute to a safer work environment and shall use proper safety devices and protective equipment as required by their department staff person, Department Head, Human Resources, or the

City Manager. Volunteers shall properly maintain and keep in good repair all personal protective equipment.

Volunteers are an extra set of eyes and ears for staff. If a volunteer observes any unusual behavior or feels someone has violated a policy, they should notify staff immediately. A volunteer should not come in contact with the violator, just be a good witness.

Termination

Placements are not permanent, nor do they guarantee paid placement as City staff. Either the City or the volunteer may terminate the service arrangement if it is not agreeable or acceptable, for a specific incident, or when the whole pattern of a volunteer's service performance or conduct fails to meet expectations as stated above and justifies such an action.

Use of Tobacco Products

The use of tobacco products is prohibited in all City buildings, vehicles, and equipment. Please see your department staff person for the location of the designated area for tobacco use.

Ethics

A City of Umatilla Volunteer is considered, under Oregon State law, a "public official". Oregon Law that governs ethical practices of city, state and county employees includes all paid and non-paid people. "Public official" means any person serving the City of Umatilla.

No public official shall use or attempt to use official position or office to obtain:

- Financial gain
- Avoidance of financial detriment
- Financial gain not otherwise available but for the public official's holding of the official position.

Waivers

All volunteers will be asked to submit to a Background Check, sign a Volunteer Services Agreement and a Confidentiality Agreement. Volunteers who do not agree to submit these forms will be refused assignment.

Youth Volunteers

The minimum age requirement for volunteers is 14 years. Volunteers under the age of 18 must have written consent from a parent or legal guardian before volunteering.

Volunteer Conduct

Volunteers are expected to follow policies and rules of conduct that protect the interest and safety of volunteers, staff and patrons. The following are some examples of inappropriate conduct that could lead to dismissal.

- Willful violations of any rule or policy
- Theft or inappropriate removal or possession of City of Umatilla, equipment or other property or that of any volunteer, staff, or patron
- Altering reports or records
- Lack of cooperation or other disrespectful conduct
- Inappropriate use of telephones, computer equipment or systems, e-mail, fax, etc.
- Unauthorized disclosure of proprietary or confidential information
- Unsatisfactory performance or conduct
- Excessive tardiness or absenteeism

A volunteer is expected to engage in activity within the scope of his or her volunteer duties as outlined in the position description. Activities that go beyond that scope are prohibited. Examples of prohibited activities are:

- Going to a patron's home to assist them
- Meeting a patron off premises or outside the regularly scheduled volunteer shift on premises in the volunteer role
- Performing errands for patrons
- Promoting a business to volunteers, patrons or staff during a volunteer shift

Holiday Closures

New Year's Day – January 1
Martin Luther King Jr.'s Birthday – Third Monday in January
Presidents Day – 3rd Monday in February
Memorial Day – Last Monday in May
Independence Day – July 4
Labor Day – First Monday in September
Veterans Day – November 11
Thanksgiving Day – Fourth Thursday in November
Day After Thanksgiving – Friday following Thanksgiving
Christmas Eve – December 24
Christmas Day – December 25

Severe Weather

Prior to the Workday:

During or in advance of hazardous weather conditions, City management will determine whether employees/volunteers should report to their normally assigned workplaces. Should the decision be made to close certain facilities, adjust work hours, or temporarily reassign staff, this information will be communicated to you by your department staff person.

Early Release During the Workday:

The City Manager or designee may make the decision to reassign or evacuate City personnel due to safety or operational needs. City personnel will be notified via multiple methods, including phone, email, pagers, PA system, in-person, etc.

Volunteer Interaction Guidelines when working with the Public

Appropriate and Encouraged Interactions

- Praise, encouragement, acknowledgement
- Rewards available to all who achieve
- Asking permission to touch for necessary purposes
- Pats on back or shoulder
- Side hugs
- Handshakes and high fives
- Warmth and kindness
- Public social media alerts to groups of kids and parents

Inappropriate and Prohibited Interactions

- Isolated, one on one interactions
- Risqué jokes
- Profanity
- Favoritism
- Gift giving to individual children
- Frontal hugging
- Photographing individual children
- Contact outside of program activities
- Exchanging personal email or phone numbers
- Private interactions through social media, computer or handheld devices

Harmful and Prohibited Interactions

- Actions or speech that humiliates, threatens, ridicules, degrades or frightens
- Corporal punishment of any kind
- Touching of personal areas – face, mouth, legs, breasts, stomach, genitals, buttocks
- Intimate, romantic or sexual conduct
- Showing pornography or involving youth in pornography

Welcome to the Team!

The City of Umatilla staff extends our sincere appreciation to you for choosing the City of Umatilla as a place to spend your volunteer time. We look forward to working together to provide lifelong opportunities for residents of our community to read, learn, and connect.

VOLUNTEER INFORMATION SHEET

Name: _____

Date of Birth: _____ Driver License #: _____

Gender: _____ Preferred Pronouns: _____

Address: _____

Phone: _____ Email: _____

Emergency Contact Name/Relationship: _____

Emergency Contact Phone: _____

VOLUNTEER POLICY APPENDIX A

ELECTRONIC COMMUNICATIONS POLICY

The following is an expert from the City of Umatilla Employee Handbook. Any references to "Employee," "work hours," or other employment related references should be interpreted as "Volunteer," "Volunteer work hours," etc. and does not constitute an employee relationship.

USE OF CITY OF UMATILLA EMAIL AND ELECTRONIC EQUIPMENT AND SERVICES

The City of Umatilla uses multiple types of electronic equipment and services for producing documents, research and communication including, but not limited to, computers, software, email, copiers, telephones, voicemail, fax machines, online services, the Internet and any new technologies used in the future. This policy governs the use of such City of Umatilla property.

Ownership

All information and communications in any format, stored by any means on or received or transmitted via the City of Umatilla's electronic equipment or services is the sole property of the City of Umatilla.

Use

Whether during work hours or non-work hours, the City of Umatilla's systems (including but not limited to telecommunications devices; computer equipment; software; email, internet browsing, File Transfer Protocol; and networking and intranet systems) are to be used for business purposes in serving the interests of the community and in the course of normal operations.

During work hours, employees should only participate in business pertaining to the City of Umatilla. However, the City of Umatilla consents to incidental personal use of City of Umatilla-owned and personal computer systems and telecommunications devices during work hours as defined in the Hours of Work policy. The term "incidental" as used in this context means infrequent, of limited duration, and does not interfere with work responsibilities. Ultimate determination of whether something is considered incidental is at the sole discretion of the City of Umatilla. The only sure way to avoid violating this policy is to refrain from any personal activity during work hours.

Use of City of Umatilla-owned systems, including information stored on those systems, to conduct privately owned business activities is not authorized and is strictly forbidden.

Any use of the Internet or the City of Umatilla's email system for forwarding chain emails; soliciting or proselytizing for commercial ventures, religious, personal, or political causes, or outside organizations is strictly prohibited.

Employees must not use the City of Umatilla's email addresses to create or manage personal accounts (i.e. shopping websites, personal bank accounts, and social media accounts). The City of Umatilla's email addresses for professional-based social media accounts such as LinkedIn may be allowed with the approval of the employee's supervisor. The City of Umatilla's email addresses may also be used for all City County Insurance Services online accounts or other work-related accounts as approved by your supervisor.

ELECTRONIC MAIL SYSTEM

E-mail communications are the property of the City of Umatilla and are subject to Oregon's Public Records Law (ORS 192.410 to 192.505). E-mail correspondence is discoverable material that can be used in litigations including employment discrimination and wrongful termination.

E-mail messages are sometimes misdirected or forwarded and may be viewed by people other than the intended recipient. You should write e-mail communications with no less care, judgment, and responsibility than you would use for letters or internal memoranda written on City of Umatilla letterhead.

Please be aware that even when a message is erased through e-mail it is still possible to retrieve and read that message. Even though the City of Umatilla reserves the right to retrieve and read any mail messages, those messages are to be treated as confidential by other employees and accessed only by the intended recipient. We expect that employees will respect others' privacy, and unless authorized to do so, will not retrieve or read electronic messages not intended for them. The use of passwords for security *does not* guarantee confidentiality. All passwords must be disclosed to the City Manager upon request. Again, personal use of e-mail may occur, but is to be kept to a minimum, and it must be approved by your supervisor.

INSPECTION AND MONITORING – NO RIGHT TO PRIVACY

Employee communications, both business and personal, made using City of Umatilla electronic equipment and services are not private. Any data created, received or transmitted using City of Umatilla equipment services are the property of the City of Umatilla and usually can be recovered even though deleted by the user.

All information and communications in any format, stored by any means on the City of Umatilla's electronic equipment or services, are subject to inspection at any time without notice. Personal passwords may be used for purposes of security, but the use of a personal password does not affect the City of Umatilla's ownership of the electronic information, electronic equipment or services, or the City of Umatilla's right to inspect such information. The

City of Umatilla reserves the right to access and review electronic files, documents, archived material, messages, email, voicemail and other such material to monitor the use of all of the City of Umatilla's electronic equipment and services, including all communications and internet usage and resources/sites visited. The City of Umatilla will override all personal passwords if it becomes necessary to do so for any reason.

PERSONAL HARDWARE AND SOFTWARE

Employees may not install personal hardware or software on the City of Umatilla's computer systems or mobile devices without approval from the City Recorder. All software installed on the City of Umatilla's computer systems must be licensed. Copying or transferring of City of Umatilla owned software to a personal device/equipment may be done only for personal devices/equipment used for City of Umatilla business and with approval from the City Recorder.

UNAUTHORIZED ACCESS

Employees are not permitted unauthorized access to the electronic communications of other employees or third parties unless directed to do so by City of Umatilla management. No employee can examine, change or use another person's files, output, username or password unless he/she has explicit authorization from the City Manager to do so.

SECURITY

Many forms of electronic communication are not secure. Employees who use cell phones, cordless phones, fax communications or email sent over the Internet should be aware that such forms of communication are subject to interception. These methods of communicating should not be used for privileged, confidential, or sensitive information unless appropriate encryption measures are implemented.

INAPPROPRIATE WEB SITES

The City of Umatilla's electronic equipment, facilities or services must not be used to visit Internet sites that contain obscene, hateful or other objectionable materials, or that would otherwise violate the City of Umatilla's policies on harassment and discrimination.

SOCIAL MEDIA

For purposes of this policy, "social media" includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal or commercial website, social networking web site, web bulletin board or a chat room, whether or not associated or affiliated with the City of Umatilla, as well as any other form of electronic communication.

Ultimately, you are solely responsible for what you post online. Before creating online content,

consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of co-workers, or otherwise adversely affects our citizens or people who work on behalf of the City of Umatilla or City of Umatilla's legitimate business interests may result in disciplinary action up to and including termination.

Prohibited Postings

Employees will be subject to discipline, up to and including termination, if they create and post any text, images or other media that violate any City of Umatilla policies, including City of Umatilla's no- harassment and no-discrimination and workplace violence policies. Similarly, postings that include threats of violence, that are physically threatening or intimidating, bullying or harassing, will not be tolerated and may subject an employee to discipline, up to and including termination.

Do not create a link from your blog, website or other social networking site to a City of Umatilla-owned or maintained website without identifying yourself as a City of Umatilla employee.

Express only your personal opinions. Never represent yourself as a spokesperson for the City of Umatilla, unless you are authorized by your manager/supervisor to do so. If the City of Umatilla is a subject of the content you are creating, be clear and open about the fact that you are a City of Umatilla employee, and make it clear that your views do not represent those of the City of Umatilla or its employees or elected officials.

Encouraged Conduct

Always be fair and courteous to co-workers, the citizens we serve, City of Umatilla's employees and elected officials, and suppliers or other third parties who do business with the City of Umatilla.

Also, keep in mind that you are more likely to resolve work-related complaints by speaking directly with your co-workers, or by utilizing our Open-Door Policy, than by posting complaints to a social media outlet. If you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage citizens, co-workers, City of Umatilla employees or elected officials, that might constitute harassment or bullying, and/or that violate City of Umatilla policies. Examples of such conduct might include offensive posts that a reasonable person would perceive as calculated to intentionally harm an individual's personal or professional reputation, posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or City of Umatilla policy.

Maintain the confidentiality of the City of Umatilla's confidential information. Do not post internal reports, policies, procedures or other internal, City of Umatilla-related confidential communications or information. (See "Confidential City of Umatilla Information" policy, below.)

Nothing in this policy is meant to prevent an employee from exercising their right to make a complaint of discrimination or other workplace misconduct, engage in lawful collective

bargaining activity, or to express an opinion on a matter of public concern that does not unduly disrupt City of Umatilla operations. Employees are free to express themselves as private citizens on social media sites, but an employee's exercise of expression is balanced against the City of Umatilla's interest in the effective and efficient fulfillment of its responsibilities to the public.

Request for Employee Social Media Passwords

City of Umatilla's supervisors and managers are prohibited by law from requiring or requesting an employee or an applicant for employment to disclose or to provide access through the employee's or applicant's username and password, password or other means of authentication that provides access to a personal social media account. This includes, without limitation, a username and password that would otherwise allow a supervisor/manager to access a private email account not provided by the City of Umatilla.

Nothing in this policy prohibits the City of Umatilla from requiring an employee to produce content from their social media or internet account in connection with a City of Umatilla-sponsored investigation into potential misconduct, unlawful or unethical behavior, or policy or rule violations.

THE CITY OF UMATILLA'S SOCIAL MEDIA ACCOUNTS

The City of Umatilla's social media accounts are to be used strategically as part of the City of Umatilla's communication and outreach efforts. Only employees (or authorized volunteers or contractors) designated by the City of Umatilla are authorized to post on the City of Umatilla's social media sites.

CONFIDENTIAL CITY OF UMATILLA INFORMATION

Employees must not access, use or disclose sensitive or confidential information or data except in accordance with City of Umatilla policies, practices and procedures, and as authorized by state or federal laws or regulations. Employees with access to confidential information, including but not limited to customer or employee financial, medical or personal information (including, without limitation, Social Security numbers), are responsible for the safekeeping and handling of that information to prevent unauthorized disclosure. Employees who access, use or disclose confidential information contrary to Oregon or federal laws or for personal use or financial gain may be subject to civil or criminal penalties under those laws, in addition to appropriate disciplinary action for violating this policy.

No records or information including (without limitation) protected medical data, documents, files, records, computer files or similar materials (except in the ordinary course of performing duties on behalf of the City of Umatilla) may be removed from our premises without permission from The City Manager. Likewise, any materials developed by City of Umatilla's employees in the performance of their jobs is the property of the City of Umatilla and may not be used for personal or financial gain. Additionally, the contents of records or

information otherwise obtained in regard to the City of Umatilla's business may not be disclosed to anyone, except where required for a business purpose or when required by law.

COMMUNICATION COURTESIES

You are reminded to be courteous to other users of the system and always conduct yourself in a professional manner. Some examples of inappropriate systems use includes but is not limited to: installing non-business software; sending chain letters or other material that can be construed as spam; playing games; displaying sites with inappropriate sounds or visuals; transmitting obscene, harassing, offensive or unprofessional messages; accessing any site that is sexually or racially offensive or discriminatory; and displaying, downloading, or distributing sexually explicit material.

Only authorized employees may communicate on the Internet on behalf of the City of Umatilla. Employees may not express opinions or personal views that could be misconstrued as being those of the City of Umatilla.

Any information posted to the City of Umatilla's internet sites must first be approved by the respective department manager.

COPYRIGHTS

Any software or other materials downloaded into the City of Umatilla's computers may be used only in ways consistent with the licenses and copyrights of the vendors, authors or owners of the material.

The City of Umatilla honors all licenses, copyrights, patents, restrictions and terms and conditions associated with commercial proprietary computer software. Systems users are not authorized to use, copy, modify, or transfer purchased computer software in whole or in part except as expressly provided in the applicable software license, contract or purchase agreement. "Pirating" (making unauthorized copies of software or music) is a violation of federal copyright law. Any approved material that is posted should obtain all proper copyright and trademark notices if applicable.

Applications developed while employed by or under contract with the City of Umatilla are the property of the City of Umatilla, not the developer.

REMOTE ACCESS

When accessing the City of Umatilla's systems remotely using personal devices, employees should take extra care to ensure the device they are using is free of viruses or malware. Employees should limit their access from personal devices as much as possible and use City of Umatilla -supplied technology as often as possible.

Non-exempt staff (as defined in this Employee Handbook) may occasionally need to access

the City of Umatilla's technology systems remotely when staffing the receptionist desk or working at an off-site work function. The City of Umatilla strongly discourages non-exempt staff from working remotely at any other time using the City of Umatilla's technology systems unless approved by the employee's supervisor. The City of Umatilla's technology systems may be checked periodically to assess proper use by employees.

SECURITY

Although the City's management does everything possible to protect the City of Umatilla's systems and the confidentiality and integrity of the City of Umatilla's information stored on its computer systems, employees are responsible for all activities that they originate from their computer accounts, systems or telecommunications devices and are responsible for protecting data and information stored on the City of Umatilla's electronic equipment from unauthorized access and disclosure. In addition to sensitive information such as social security and birth dates, the City of Umatilla processes data which must remain confidential because of governmental rules and regulations.

Unless otherwise directed, employees are required to lock their computers when not in use and must log off at the end of each work day.

Employees must immediately report loss or theft of any technology device to the City Manager.

ARCHIVING ELECTRONIC COMMUNICATIONS

Employees are responsible for ensuring that their data is stored in the proper location to allow centralized data backups. No City of Umatilla data should be stored on the employee's local drive without prior approval and alternate backup procedures. An employee with questions about the proper location and storage of the City of Umatilla's data should contact their supervisor or manager.

Employees must follow federal and state law with regards to archiving electronic communications. Generally, you should follow the same archiving timeframes for electronic records, as you would for paper records.

Please refer to the City of Umatilla's Records Retention Schedule for City of Umatilla-specific information.

VOLUNTEER CERTIFICATION OF RECEIPT

My signature below certifies that I have received a copy of the Umatilla Volunteer Manual and Electronic Communications Policy. I understand that the City of Umatilla has adopted the Volunteer Manual only as a general guide about policies, rules and the work/volunteer environment, and that they are subject to change at any time in the City of Umatilla's sole discretion. I acknowledge that the Volunteer Manual is not an employment contract and is not intended to give me any express or implied right to employment.

I agree to comply with all terms and conditions contained herein and accept responsibility for reading thoroughly and keeping current with the above-mentioned policy and any subsequent amendments.

_____
Volunteer Name (Printed)

_____ _____
Volunteer Signature Date

_____
Signature of Parent/Guardian if volunteer is under 18 years of age

VOLUNTEER SERVICES AGREEMENT

I, _____ in consideration of the opportunity and permission to volunteer with the City of Umatilla to perform the assigned task and the beneficial experience to be gained, do hereby fully and completely release the City of Umatilla, its officials and employees from any and all claims, demands, and liability of every nature and description whatsoever and howsoever arising by reason of my being allowed to volunteer with the City. I understand that I will be covered by the City's worker's compensation insurance for any physical injuries that may occur during my volunteer activities. I acknowledge that any photograph or videotape taken of or by me participating in this volunteer activity may be used for outreach, education, or documentation purposes by the City of Umatilla.

I understand that my volunteer work is a commitment. When I cannot work at the assigned time, I will notify the necessary person(s) as soon as possible. If I decide to stop volunteering, I will notify Human Resources 10 days prior to my last shift.

I understand and authorize the City of Umatilla to conduct a background investigation.

BY MY SIGNATURE BELOW, I VERIFY THAT I AM FOURTEEN (14) YEARS OF AGE OR OLDER, HAVE BEEN ADVISED OF THE CITY'S SAFETY RULES AS LISTED IN THE VOLUNTEER MANUAL. I ALSO UNDERSTAND THE RIGHTS, RESPONSIBILITIES, AND PRIVILEGES OF PARTICIPATION IN THE VOLUNTEER PROGRAM AND AGREE TO HOLD HARMLESS, RELEASE AND INDEMNIFY THE CITY OF UMATILLA, ITS OFFICIALS AND EMPLOYEES, FROM LIABILITY FOR PROPERTY DAMAGE AND/OR PERSONAL INJURY RESULTING FROM MY PARTICIPATION IN THIS PROGRAM.

_____ _____
Signature of Participant Date

****

BY MY SIGNATURE BELOW, I VERIFY THAT I AM A PARENT OR GUARDIAN OF THE PARTICIPANT AND I HEREBY CONSENT TO THEIR PARTICIPATION IN THE CITY OF UMATILLA VOLUNTEER PROGRAM. I ACKNOWLEDGE THAT ANY PHOTOGRAPH OR VIDEOTAPE TAKEN OF MY CHILD/WARD PARTICIPATING IN THIS VOLUNTEER ACTIVITY MAY BE USED FOR OUTREACH, EDUCATION OR DOCUMENTATION PURPOSES BY THE CITY OF UMATILLA. I ALSO AGREE TO INDEMNIFY, HOLD HARMLESS AND RELEASE THE CITY OF UMATILLA, ITS OFFICIALS AND EMPLOYEES, FROM LIABILITY FOR PROPERTY DAMAGE AND/OR PERSONAL INJURY TO ME OR MY CHILD/WARD RESULTING FROM HIS/HER PARTICIPATION IN THE ABOVE NAMED PROGRAM.

_____ _____
Signature of Parent or Guardian Date
(If Participant is under 18 years of age)

Name of Participant _____

Address _____

City _____ State _____

Age* _____ Phone _____

**If under 18 years of age*

Emergency Contact _____

Relationship _____

City _____ State _____

Phone _____

Volunteer Confidentiality Agreement

I, _____understand and agree that all data, materials, knowledge and information generated through, originating from, or having to do with the City of Umatilla or persons associated with our activities is to be considered privileged and confidential and is not to be disclosed to any third party. All pages, forms, information, designs, documents, printed materials, policies and procedures, conversations, messages (received or transmitted), resources, contacts, e-mail lists, e-mail messages, citizen, staff or public information is confidential and the sole property of the City of Umatilla.

I understand that a violation of this confidentiality agreement will result in my dismissal.

_____ _____

Signature of Volunteer Date

_____

Signature of Witness

(Parent/Guardian if volunteer is under 18 years of age)