



Protect it. Pass it on.

MISSISSIPPI
WATERSHED
MANAGEMENT
ORGANIZATION

Volunteer Training Manual





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MANAGEMENT
ORGANIZATION**

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Volunteer Training Manual

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Mississippi Watershed Management Organization

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Volunteer Application Process

Who Can Volunteer?

Volunteers must be at least 14 years old to assist with events. Anyone under 14 years old must be accompanied by an adult.

As a Volunteer, What Can I Expect?

- A comfortable, friendly work environment
- High standards of professionalism
- A positive volunteering experience

Volunteer Applications

Applications are being accepted for those seeking volunteer opportunities. Applications may be submitted online or via paper copy. If you are assigned a volunteer task, you may be asked to read and sign additional documents.

Interview/Talent Assessment

Interview and talent assessments will be scheduled after an application is received. These conversations will cover your areas of interest and experience to help best match your skills with the work needed by MWMO.



Reference/Background Checks/Equal Opportunity

Reference Checks

Reference checks will be made following an interview. References can be professional or personal, but not family members

Criminal Background Checks

Background checks will be conducted in a professional and confidential manner in conjunction with the Minnesota Bureau of Criminal Apprehension. If a background check is determined to be necessary, it will be performed with the volunteer's prior knowledge and permission.

Equal Opportunity

Volunteer opportunities are provided to all qualified applicants regardless of race, color, religion, national origin, sex, disability, age, gender identity or expression, sexual orientation, veteran status, marital status, or financial status.



Volunteer Guidelines

As a MWMO volunteer, I understand that I am held to high standards and will follow the policies and procedures laid out for all volunteers of the MWMO.

- Create work of the highest quality
- Conduct myself with dignity, courtesy and consideration
- Clarify my duties, responsibilities, and schedule with my supervisor
- Be prompt and dependable
- Notify my supervisor if I am unable to come in
- Remember that residents of the MWMO are our customers and that our customers deserve patience, respect and consideration
- Respect the confidentiality of my work as a volunteer and refrain from sharing with others private information that I may read, hear or observe
- Be well-groomed and dress appropriately for the setting and the task at hand
- Wear closed toe shoes and a hat or scarf to cover my hair when working with food
- Wear my name badge or identifying clothing while volunteering with the public
- Document my hours of volunteering
- Exercise good judgement
- Avoid outside activities or situations where conflicts of interest may be perceived to exist
- Inform the Volunteer Coordinator if there are any changes to my contact information



Working with Community Members

Volunteers are the MWMO's ambassadors. Your interactions with the public are important to providing positive first impressions of the MWMO.

- Greet guests in a friendly manner
- Be helpful
- Smile and have a positive attitude
- Behave in a professional manner
- Dress appropriately for the task at hand
- Offer assistance
- Provide accurate information
- Respond to questions or requests



Gifts and Gratuities

Gifts and gratuities should NOT be accepted from residents or businesses. We do not want citizens to feel obligated to reward staff and volunteers.

How to Address Complaints from Guests

- Please address complaints if they are within your range of knowledge.
- If you are unable to resolve the complaint, attempt to contact a staff person who can.
- Write down complaints that cannot be settled immediately and give them to your supervisor. With any complaint, include the person's name and phone number so that a follow up call can be made.
- Remain calm and patient; avoid arguing. Explain that you are a volunteer and that the complaint must be handled by a person of authority. Thank the person for expressing their concern. Tell them that their feedback is important and someone will address the problem. If contact information has been provided, someone will get back to them.

Confidentiality

The employees of the MWMO and the citizens served by the MWMO have the right to confidentiality. As a volunteer, confidential information may be given to you orally, on a computer screen, or in a report. This information is not to be shared, copied or removed from MWMO property without prior approval. Volunteer contact information will only be shared with the necessary staff supervisor(s).

Volunteer Code of Conduct

Volunteers are required to follow the policies listed below. For more information about these policies, please contact the Volunteer Coordinator.

Drug and Alcohol Policy

Involvement with drugs can jeopardize an individual's health, the safety of others, and the professional standing of the MWMO's employees.

MWMO maintains a healthy work force, free from drugs and alcohol. While volunteering, you cannot be under the influence of/use controlled substances or possess, sell, make, or transfer controlled substances

Tobacco Free Policy

Volunteers are not to use tobacco products on MWMO-owned park land, park facilities, open space or joint MWMO/school district properties.

Weapons Policy

Possession or use of a weapon is prohibited on MWMO property.

Disrespectful Behavior and Harassment Policy

Disrespectful behavior will not be tolerated by or towards any employee, volunteer, official of the MWMO, or customer.

Disrespectful behavior includes:

- The use of physical force, harassment, or intimidation
- Abuse of power or authority when the impact is to control by causing pain or fear
- Inappropriate remarks about or conduct related to a person's race, color, religion, national origin, disability, sex, marital status, sexual orientation, gender identity or expression, veteran status, or financial status, etc.
- Rudeness, exclusionary behavior, angry outbursts, inappropriate joking, name calling, or vulgar obscenities
- The intentional filing of an unfounded complaint under this policy

Behavior which may constitute harassment includes:

- Verbal harassment (epithets, derogatory remarks or slurs)

- Physical harassment (touching, gestures, assault)
- Visual harassment (derogatory posters, letters)
- Requests for sexual favors
- Unwelcome sexual advances

Sexual Harassment

Sexual harassment includes unwelcome advances, requests for favors, physical contact, and other verbal, visual, or physical conduct of a harassing nature and will not be tolerated by or towards any employee, volunteer, official of the MWMO, or customer.

Addressing and Reporting Disrespectful Behavior

Any employee or volunteer who believes s/he has been treated in a disrespectful way should address the violation by:

- Politely, but firmly, telling the person engaging in the disrespectful behavior to cease the behavior
- Reporting the incident immediately to a supervisor
- Noting the incident details, feelings and conversations



Cell Phones and Social Media Policy

Do not use your cell phone, iPod or other electronic devices while volunteering, unless you need to make arrangements for a ride or resolve a volunteer assignment-related question.

If you mention that you are a MWMO volunteer on a social media page, please be respectful and keep in mind that almost anything on the internet can be accessed by the public.

Use of MWMO Computers Policy

Volunteers may be given access to the MWMO's internet/intranet services. Any messages sent are public information.

MWMO computers are not to be used for commercial/non-job related solicitations, adult entertainment sites, or religious or political causes.

Volunteer Separation

Volunteers may leave the MWMO's program, whether voluntarily or involuntarily.

Resignation

If you decide to leave volunteering, notify your supervisor and the Volunteer Coordinator immediately. Return any MWMO property such as name or identification badge, keys, electronic devices, tools, etc. promptly.

Dismissal

The MWMO accepts the services of all volunteers with the understanding that such service is at the sole discretion of the MWMO. Volunteers who do not adhere to the rules and procedures or who fail to satisfactorily perform their responsibilities are subject to dismissal.

The following behaviors will result in mediation or immediate dismissal:

- Theft, misusing, destroying or defacing property
- Unprofessional, inappropriate behavior toward visitors, other volunteers or staff
- Working under the influence of alcohol or illegal drugs
- Bringing weapons or illegal drugs to the volunteer work site



Record Keeping

There are many reasons why it is important that volunteer time is recorded. Time records are used to:

- Verify work experience for job references
- Assist with letters of recommendation
- Compile the MWMO's annual volunteer report
- Show program growth or change
- Show when volunteers were on the job for accident claims

The volunteer coordinator tracks hours in the following ways:

- Volunteers at special events/projects will sign in. Volunteers with regular, ongoing positions or projects will keep track of their hours and submit them on a regular basis as explained when an assignment is provided.

Volunteer Safety

Procedures for Injured Volunteers

Volunteers who are injured while working should report the injury to their supervisor and to the Volunteer Coordinator as soon as possible. Accident reports are available from the Volunteer Coordinator or the Human Resources Coordinator.

For serious and life-threatening injuries, call 911 immediately for police assistance.

For injuries requiring non-emergency medical care, seek medical attention anywhere. The closest Clinic, Urgent Care and Emergency Rooms are:

North Memorial Clinic-St. Anthony (Extended care-walk-ins accepted; not an Urgent Care)
763-581-5500
2600 39th Ave NE, St Anthony Village, MN 55421

North Memorial-Roseville (Urgent Care)
763-783-6200
1835 County Road C West, Suite 150, Roseville, MN 55113

North Memorial Medical Center (Hospital)
763-520-5200
3300 Oakdale Ave N, Robbinsdale, MN 55422

Hennepin County Medical Center Emergency Department
612-873-3000
730 S 8th Street, Minneapolis, MN 55404

Liability Insurance

Liability insurance is provided for volunteers who are involved in the activities described in their volunteer position.

Workplace Safety

If you feel your work environment is unsafe in any way, please remove yourself immediately and contact your supervisor or the Volunteer Coordinator.