



CITY OF VICTORIA

VOLUNTEER PROGRAM

A Handbook to Help You Make the Most
of Your Experience Giving Back to the
Community of Victoria

City of Victoria



Victoria, Minn.

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Welcome aboard!

Thank you for your interest in volunteering for the City of Victoria.

I am delighted to welcome you to the City of Victoria Volunteer Program. You have joined the ranks of talented individuals and groups who donate their time to the City of Victoria, and it is our desire to provide you with a rewarding experience.

Volunteers are the lifeblood of the community and it is thanks to all your hard work and passion that allows us to provide fun and exciting services to the Victoria community. Volunteers bring a unique set of skills, experience and ideas to this organization that can help create new and unique programs that would otherwise not be possible.

Whether you volunteer under the Parks & Recreation, Public Works, Administration, or any other City department, your work here will play an integral part in building the future of the City of Victoria and aid us in furthering the mission and vision set forth in our Strategic and Comprehensive Plan.

On behalf of all City Council and staff, we would like to thank you for your dedication and commitment to our wonderful city. Welcome aboard!

Sincerely,



Debra McMillan
Mayor, City of Victoria

This handbook is yours to keep.

It is designed to answer questions, provide required information, and give guidance and direction to City staff and volunteers. This handbook contains policies, procedures and work rules that are applicable to all volunteer programs. It is meant to supplement any training or orientation that you will receive from the staff supervisor related to your specific volunteer position. Additional work rules may be made available to you as part of your training and orientation to a particular location or volunteer duty. It is not a contract between the City and its volunteers. Although we have attempted to cover matters that generally apply to volunteers, this handbook does not cover every situation that may arise.

The City may add, modify, or revise this handbook as deemed appropriate. In the event of a conflict between this handbook and state, federal or municipal statute, ordinance or regulation, the applicable law will control to the extent necessary to resolve such conflict.

This handbook is not intended to guide the City's volunteer fire fighters, other first responders or volunteers from other external volunteer programs.

Volunteer Program Contact

The Assistant to the City Manager is responsible for recruiting, screening, and referring volunteers to City departments. She serves as a liaison between the volunteers and staff, and are available to you should any problems, questions, or concerns arise regarding volunteer positions or volunteer assignments. Please feel free to contact Alyssa via email or by phone at any time with your question or to express any concerns.

Alyssa Swanson, Assistant to the City Manager
1670 Stieger Lake Lane, PO Box 36
Victoria, MN 55386
Phone: 952-443-4215
aswanson@ci.victoria.mn.us

About Victoria

The City of Victoria was incorporated in 1915 and is located in Carver County, Minnesota, approximately 20 miles west of the Twin Cities. Victoria has an array of activities for outdoor adventures, and an electric downtown filled with restaurants making Victoria truly best of both worlds — a community for those interested in mixing an urban lifestyle with natural amenities.

The City operates under a Council-Manager form of government with 34 employees, serving a population of approximately 10,000 people. The City is comprised of eight departments, which are Administrative Services (city manager, city clerk, communications, informational technology and human resources), Community Development (building, planning and economic development), Engineering, Fire Department, Finance, Parks & Recreation, Public Safety, and Public Works.

Volunteer Program

The goals of the Victoria's Volunteer Programs are:

- To create and nurture mutually beneficial partnerships with area businesses, nonprofits, community groups and governmental organizations.
- To create a volunteer program that provides volunteer organizations the opportunity to help those in their community.
- To provide volunteers with opportunities that offer meaningful, productive work.
- To assist the City in meeting goals set forth in their individual and department work plans, as well as those of the Victoria Strategic and Comprehensive Plans.
- To recognize volunteers and to convey appreciation for their contributions of time and talent.

Volunteer Rights and Responsibilities

As a volunteer, you have the right to be offered meaningful assignments that provide a good fit for your interests and abilities. You have the right to be treated fairly, receive proper orientation and effective supervision. You have the right to work in a safe environment and to communicate any concerns should they arise.

As a volunteer, you have the right to receive appreciation and recognition by the City of Victoria and its staff. In return, we ask that you perform your volunteer duties to the best of your abilities and represent the City in a positive light. We ask that you treat residents fairly and work within your volunteer assignment to make the City and its programs successful and accessible for all community members.

How to Get Started

First, determine your level of involvement. Do you want to volunteer for a few hours, or do you wish to be involved in a program over an extended period of time? The City offers one-time, ongoing, and special event opportunities.

Below are highlights of our most common volunteer opportunities. Our programs are ever-evolving, so please visit our website (www.ci.victoria.mn.us/volunteer) or contact the Assistant to the City Manager for a full list of volunteer opportunities.

Volunteer Opportunities

Document Imaging Assistant – Document Imaging Assistant aids with the preparation and/or scanning of official City records for electronic preservation.

T-Ball & Coach Pitch – Teach youth the skills of t-ball, baseball and softball through the T-Ball & Coach Pitch program. Provide leadership, teach teamwork, enforce rules, and implement safe recreation practices during the summer program.

Junior Playground Leader – Enjoy the outdoors by assisting Playground Leaders and Direct staff with activity plans and supervising of Victoria's youth.

Special Event Opportunities

If you are looking for a short-term or one-time opportunity, check out one of our many special events held each year throughout the City, such as the Victoria Classic Car Show, Farmers Market, Night to Unite, and more. Special event volunteer opportunities are available for both individuals and groups.

Environmental Opportunities

Service Projects – Looking for a team building opportunity? Groups can volunteer for one-time service projects in our gardens and natural areas. Project tasks may include planting, weeding, mulching, painting and invasive plant removal.

Adopt-a-Storm Drain – Help keep storm drains clear of leaves, yard waste and trash to prevent lake and water pollution. This volunteer position is available through the metro Adopt-A-Drain program.

Adopt-a-Park – Are you or your group looking to make a difference in the community? This program allows individuals and groups to commit for a year to care for a garden or green space within one of our parks.

Garden Club – Comprised of a wide range of ages, and members with varying levels of gardening knowledge from beginners to experienced gardeners. No matter your gardening abilities, our club is a welcome place to learn more and participate in civic horticultural work.

Volunteer Application Process

1. Complete the Volunteer Application online. Paper copies are available at Victoria City Hall (1670 Stieger Lake Lane, Victoria MN, 55386)
2. Upon receipt of your volunteer application, we will contact you to discuss available opportunities and your interests.
3. The selection and screening process may include an interview and reference check.
4. All current or prospective volunteers who serve or will serve in a position that involves direct contact with children, elderly and vulnerable adults, are required to obtain a background check. An additional background report form will be provided.
5. Final volunteer placement is dependent upon interview, reference and background check. Please allow up to two weeks for the selection process to be completed.

*City Staff will work diligently
to find you a volunteer opportunity that both
meets your level of interest and
fulfills our existing needs.*

Volunteer Appreciation

The City of Victoria seeks to recognize and celebrate the energy and commitment of its volunteers. The Victoria Appreciation Program is driven by these guidelines: support and encourage year-round appreciation activities from city staff, and City Elected Officials; acknowledge the service of all volunteers, regardless of type or amount of service; and show appreciation to volunteers in ways that align with their preferences and is meaningful.

Year-round appreciation activities may include: handwritten notes, social or learning opportunities, volunteer spotlight posts on social media, and more as City staff seek to acknowledge volunteers for their tremendous positive impact on the system.

In addition to year-round activities, the City of Victoria will host an annual Volunteer Recognition Event for all its volunteers, and outgoing citizen advisory board members. This event will ideally be held early summer.

Volunteer-related Policies

On the following pages are volunteer-related policies, procedures and work rules based on legal requirements and best practice standards.

The City takes very seriously the safety, security and well-being of all volunteers, staff and residents. The following policies relate to all volunteers. Complete versions of the policies can be found in the appendix of this handbook:

- Personnel Policy 2.3 Code of Ethics
- Personnel Policy 2.5 Respectful Workplace
- Personnel Policy 3.0 Workplace Safety
- Personnel Policy 10.1 Atomic Data Acceptable Use

Volunteer Work Rules and Procedures

Orientation and Training

Since each volunteer position is different, training will be provided by your staff supervisor. Training will be appropriate to the complexity of the volunteer position.

Supervision

All volunteers will have a clearly identified supervisor. This supervisor may be a staff person or, in some cases, a volunteer. The supervisor is responsible for guidance and support of the volunteer and should be available for questions. An adult must supervise volunteers under the age of 18.

Age Minimum

The City welcomes volunteers of all ages and ability levels. Volunteer opportunities will specify any age restrictions in the posting. The minimum age for volunteers is 16 unless accompanied by an adult or staff supervisor. Exceptions may be made on a case-by-case basis. All minor volunteers will require parent/guardian approval prior to beginning volunteer work.

Keeping Commitments and Attendance

It is essential that you report for service when you have made a commitment to do so. A successful volunteer program requires both the City and the volunteer to meet their agreed upon obligations. Failure to attend may result in the revocation of your participation in volunteer activities. You may be required to record and report your volunteer service hours. You serve as a volunteer at your pleasure; however, you are subject to the direction and control of the City and the City reserves the right to end this relationship at any time for any reason.

Duty Restrictions

Certain safety and organizational precautions must be taken in assigning volunteers to duties and defining their responsibilities:

- A volunteer cannot be used to replace or eliminate any authorized staff position. Rather, volunteers assist park employees in the completion of their duties.
- A volunteer may not be placed in a hazardous situation or exposed to hazardous chemicals as part of their work.
- Volunteers are prohibited from using herbicides and pesticides of any kind.
- Volunteers are prohibited from using power tools of any kind.

The safety and welfare of volunteers and park users is our top priority. Volunteers are expected to use equipment in an appropriate and responsible manner. Your supervisor will explain all volunteer tasks, be available to answer any questions you have regarding your tasks and will inform you of any equipment requirements in order to perform your task in the safest way possible.

Record Keeping

The City will record volunteer hours to compile into an annual volunteer report. Regular, ongoing volunteer positions or projects will keep track of volunteer hours. The City will provide Hour Tracking Spreadsheets to volunteers. Volunteers at special events or group projects will be provided with a Project hour tracking summary to confirm and sign.

Speaking to the Media

Before speaking to the media on behalf of the City, volunteers must obtain permission from Kendra Grahl, Communications & Public Engagement Manager at kgrahl@ci.victoria.mn.us or 952-443-4230.

Confidentiality

As a volunteer working in a public office, you may have access to information or participate in conversations that are sensitive and confidential. Do not share this information with anyone who does not have a professional right or need to know. No one is permitted to remove or make copies of any City of Victoria records, reports, or documents without prior approval. Failure to maintain confidentiality may result in termination of the volunteer's relationship with the City, or other corrective action.

Government Data Practices Act

The City is subject to the Minnesota Government Data Practices Act. Under the law, all data is public unless classified as non-public, private or confidential. If you receive a request for public data, immediately forward the request to your program supervisor or City Clerk Cindy Patnode at 952-443-4229 or cpatnode@ci.victoria.mn.us.

Drug and Alcohol Use

Volunteers are subject to immediate dismissal if they are under the influence of drugs or alcohol while performing their volunteer duties. Volunteers may not bring drugs or alcohol into City facilities under any circumstances.

Dress Code

As a representative of the City, volunteers are responsible for presenting a positive image to the public. Volunteers are expected to dress appropriately while on duty and are not permitted to wear clothing that promotes illegal activity, inappropriate language or contains images or words of a sexual nature. Depending on your volunteer position, additional clothing and/or equipment requirements may exist and will be communicated to you by your staff supervisor.

Solicitation

Volunteers may not perform non-city solicitation or distribute non-city literature during volunteer work hours.

Political Activity

Volunteers may seek election or appointment to public office, except to the extent prohibited by the provisions of state or federal law. Political activity must not interfere with a volunteer's duties or performance. As a volunteer, you may not perform political activities during service hours.

Volunteer Liability

As a volunteer for the City, you are protected under MN Statute 466.07. This statute covers damages that may result from your actions in the course and scope of your duties but does not cover injuries you may sustain while volunteering. The City is not required to defend you or pay your damages if you are personally sued as a result of your actions, although it may elect to do so. All volunteers must read and sign a waiver of liability prior to commencing a volunteer position.

Transportation/Driving

Volunteers are not permitted to use City vehicles.

City volunteers are not required to use personal vehicles while volunteering for the City. Volunteers who choose to use their personal vehicles while conducting volunteer activities assume liability under their own insurance.

Injury, Incident and Accident Reports

For all serious emergencies, call 911. Any accident or injury which involves an on-duty volunteer must also be reported to your supervisor immediately, regardless of the nature of the injury. The incident, accident or injury may require the completion of paperwork by you and/or your staff supervisor. Please report unsafe conditions or defective equipment to your supervisor immediately.

All staffed sites are equipped with a first aid kit. A staff supervisor will inform volunteers of the first aid kit location.

Injury Prevention Tips:

- Avoid overexertion; take breaks when needed and stay hydrated.
 - Wear appropriate clothing including gloves, long pants, closed-toe shoes, appropriate eye protection and sunscreen.
 - Do not pick up anything that may be hazardous or cause injury.
 - Report the location of any hazardous items to your supervisor immediately.
 - Use only city approved tools and equipment.
-

Computer Use

Some volunteer duties may require use of a City-issued computer. City volunteers are required to comply with the “Acceptable Use Policy” of our managed services provider, Atomic Data. Key elements include the following.

- “Transmission, distribution or storage of any material in violation of any applicable law or regulation is prohibited. This includes, without limitation, material protected by copyright, trademark, trade secret, license, or other intellectual property right used without proper authorization, and material that is obscene, defamatory, constitutes an illegal threat, or violates export control laws.
- “Atomic Data facilities may not be used in connection with attempts, whether or not successful, to violate the security of a network, service, or other system. Examples of prohibited activities include vulnerability scanning, monitoring, or using systems without authorization; scanning ports; conducting denial of service attacks; hacking; and distributing or propagating viruses, worms, or other harmful software.
- “Sending unsolicited mail messages, including, without limitation, commercial advertising and informational announcements, is explicitly prohibited.”

The full policy is included as Personnel Policy 10.1 Atomic Data Acceptable Use.

Facility Access

For reasons of safety, security or legal considerations, some facilities and/or equipment are off limits to volunteers. For this reason, the City Manager, department supervisors or their designees may approve or deny access for individual volunteers to enter specific City facilities.

Personal Use and Disposal of City Property

All City property and equipment is publicly owned. City-owned equipment and facilities are not generally available for personal use by staff or volunteers. City property that becomes obsolete, damaged, or is no longer needed shall be disposed by salvage, trade, public auction, bid, or other means. Employees and volunteers may only acquire public property through the above means.

Inclusion Services and Adaptive Programming

The City welcomes people of all ages with disabilities to participate in programs and services to make friends, have fun, learn new skills, increase self-worth and self-esteem and enjoy the feeling of accomplishment. The City provides appropriate and reasonable accommodations, support, and special staff preparation and training to make your volunteer experience inviting, pleasant and successful. Please contact the Assistant to the City Manager should you have any questions or would like to arrange accommodations for your volunteer activity.

Equal Opportunity

The City does not discriminate on the basis of race, creed, color or national origin, place of residence, disability, marital status, status with regard to public assistance, gender, sexual orientation, veteran status, pregnancy, age or other class protected by local, state, or federal law.

Americans with Disabilities Act (ADA)

The City of Victoria will comply with all requirements of the Americans with Disabilities Act of 1990 (ADA) that ensures that qualified individuals with disabilities have equal access to all services offered by local government. The City does not discriminate on the basis of disability, in the admission or access to, treatment, or employment in its services, programs or activities. Upon request, a feasible and reasonable accommodation will be provided to allow individuals with qualified disabilities to participate in City employment, services, programs, and activities. An example of a reasonable accommodation is a modification to a job that will allow an individual with a disability to perform the job's essential functions. An individual has a disability under ADA when he or she has a physical or mental impairment that substantially limits one or more major life activities and has a record of such an impairment or is regarded as having such impairment.

Volunteer Separation

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

Resignation

If you decide to cease volunteering, please notify your supervisor and the volunteer coordinator immediately.

It is the responsibility of the volunteer to return any City property such as name or identification badge, keys, etc. promptly.

Dismissal

The City of Victoria accepts the services of all volunteers with the understanding that such service is at the sole discretion of the City. 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
- Other behaviors at the discretion of the City of Victoria

Communication

Good communication is essential for a successful volunteer experience. Volunteers and staff share this responsibility. We encourage you to communicate on a regular basis with your supervisor or volunteer coordinator. Additionally, there are several formal ways we communicate with you.

City of Victoria Website

We encourage you to become familiar with the City's web site. You can learn more about our volunteer programs and find out about new opportunities.

E-news from the Assistant to the City Manager

The City of Victoria strives to communicate adequately with our volunteers through several mediums. E-news is published as necessary to announce opportunities. You must provide your email address to receive this. Email addresses are kept confidential.

Feedback

Volunteer feedback helps us to set goals, measure progress, gather input and identify ways to improve the volunteer experience as well as assess the volunteer's interest in future opportunities with the City.

Volunteers are welcome to give feedback to their supervisor or City staff at any time. Volunteers may be asked for regular feedback by their supervisor. Feedback may include a one-on-one meeting with a coach at the end of a sports season, an emailed survey following a special event, annual renewal meetings with volunteer supervisor and more.

A volunteer who has a position-related concern is welcomed and encouraged to discuss the issue with his/her staff supervisor or the Assistant to the City Manager. Every attempt will be made to resolve a problem through the discussion process. If a matter remains unresolved, it will be referred to the appropriate Departmental Director and City Manager, whose decision will be final.

Thank You!

We want your volunteer involvement to be satisfying and rewarding. The most effective recruitment method is for satisfied volunteers to share their enthusiasm about volunteering with people they know. We hope you will tell your friends and family about your experiences and encourage them to volunteer as well.

2.3. Code of Ethics

2.3.1 Conflict of Interest and Gifts

City employees are prohibited from participating in situations in which they have or appear to have a conflict of interest between private interests and city responsibilities. If you believe you may have a conflict, ask your supervisor.

Here are some examples of potential conflicts of interest.

- Employee may personally benefit from city purchase of goods or services.
- Employee uses information or personal contact obtained through their official position for personal gain.
- Employee accepts gifts or other items of value from people wanting to do business with the city.
- Employee refers city business to a family member or other person with whom they have a personal, business or financial relationship, without the written pre-approval of the city manager.
- Employee's outside employment interferes with city operations

2.3.2 Employment of Family Members

Employment and advancement are based on qualifications and merit. The city does not discriminate in favor of or in opposition to employing family members. For purposes of this policy, family members include: spouse; domestic partner; parent or step parent; child or step child; grandparent or grandchild; in-law; aunt, uncle, niece or nephew; and first cousin.

Due to perceived or actual conflicts, however, the following limits apply.

- Employees cannot work directly for or supervise their family member.
- Employees cannot participate in disciplinary actions or audit the work of their family member.

The city may reassign or terminate one or more members of the same family if actual or potential workplace problems arise. This policy does not apply to marital status, as protected under the Minnesota Human Rights Act, except where the city determines that application of the policy is a bona fide occupational qualification.

2.3.3 Political Activity

City employees have the right to express their views and be involved in the political process. Employees are prohibited, however, from performing any political activity during their hours of employment or on city property, including city vehicles.

2.3.4 Soliciting Sales or Donations

Soliciting signatures, sales and donations for non-work related causes or organizations is prohibited during work hours, on city property and through work email because it may interfere with city operations, be detrimental to efficiency, bothersome to employees or create pressure to participate. The city manager may allow certain fundraising activities sponsored by the city, such as sponsorships and donations for parks and recreation programs.

2.5. Respectful Workplace

2.5.1 Definitions and Guidelines

The City is committed to work environment where all employees are treated with respect. Employees are entitled to a productive work environment, which does not include verbal or physical conduct that harasses or disrupts them, interferes with their work performance or creates an intimidating, offensive or hostile environment. We are all responsible for maintaining a respectful work environment, which respects everyone's dignity and rights. No harassment is tolerated. The city has a strong commitment to customer service; however, this does not include harassing behavior from customers. In such situations, employees may ask any supervisor to intervene or they may defuse the situation themselves, including ending contact with the customer. If you are concerned about potential physical violence, contact a supervisor immediately. If you believe violence may be imminent, call 911, leave the area immediately, and notify a supervisor about the incident as soon as possible.

These are examples of disrespectful behaviors. Some of these behaviors may also be unlawful.

- Violence, including physical force, harassment or intimidation.
- Discrimination, including inappropriate remarks about or conduct related to a person's age, color, creed, disability, ethnicity, marital status, national origin, public assistance status, race, religion, sex, sexual orientation or other protected status.
- Offensive behavior, including rudeness, angry outbursts, inappropriate humor, obscenities, name calling or other behavior regarded as offensive by a reasonable person.

It is not possible to anticipate every example of offensive behavior. Employees are encouraged to discuss with co-workers and supervisor what may be received as offensive, taking into account the sensibilities of employees and the possibility of public reaction. If you are unsure whether a particular behavior is appropriate, ask your supervisor, the human resources manager or the city manager.

Supervisors have a heightened responsibility to foster a workplace free of all harassment, including sexual harassment. Sexual harassment includes a wide range of unwanted and

unwelcome sexually directed behavior. This includes sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when:

- Submitting to the conduct is made either explicitly or implicitly a term or condition of an individual's employment.
- Submitting to or rejecting the conduct is used as the basis for an employment decision affecting an individual's employment.
- Such conduct has the purpose or result of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

2.5.2 Sexual Harassment

The following actions are some examples of sexual harassment.

- Unwanted physical contact or conduct of any kind, including sexual flirtations, touching, advances or propositions.
- Verbal harassment of a sexual nature, such as lewd comments, sexual jokes or references and offensive personal references.
- Demeaning, insulting, intimidating or sexually suggestive comments about an individual.
- Displaying demeaning, insulting, intimidating, or sexually suggestive objects, pictures or photographs in the workplace.
- Demeaning, insulting, intimidating, or sexually suggestive written, recorded or electronically transmitted messages.

2.5.3 Resolution and Reporting

If you believe that disrespectful behavior or sexual harassment is occurring, take one or more of these actions.

- Politely and firmly tell the perpetrator to stop the behavior because you feel intimidated, offended or uncomfortable. If practical, have a witness for this discussion.
- If you are uncomfortable with or fear adverse consequences from confronting the perpetrator or if the matter is not resolved by direct contact, tell your supervisor, the human resources manager or the city manager. This person must document the issues and give you a status report on the matter.
- If the behavior is violent, take immediate steps to protect yourself and report it as soon as possible to your supervisor, human resources manager, city manager or Carver County Sheriff's Office.

- Any employee who observes sexual harassment or discriminatory behavior, or receives reliable information about such conduct, must report it to a supervisor, the human resources manager or the city manager as soon as possible.
- If you believe inadequate action is being taken to resolve your complaint or concern within 30 days, report the incident to the city manager or the city attorney.

Reports of disrespectful workplace behavior are taken seriously. In the case of sexual harassment or discriminatory behavior, supervisors must immediately report the allegations, even if requested otherwise by the victim, to the human resources manager and city manager, who will determine whether an investigation is warranted.

In situations other than sexual harassment and discriminatory behavior, supervisors will use the following guidelines when an allegation is reported. If the allegations and wishes of the victim warrant a simple intervention, the supervisor may choose to handle the matter informally. The supervisor may conduct a coaching session with the offender, explaining the impact of their actions, and requiring that the conduct not reoccur.

- If you believe a formal investigation is warranted, notify the human resources manager. The alleged perpetrator will be interviewed and may have someone of their own choosing present during the interview. The investigator will obtain the following description of the incident, including date, time and place.
 - ✓ Corroborating evidence
 - ✓ List of witnesses
 - ✓ Identification of the offender
- The alleged violator will have the opportunity to answer questions and respond to the allegations.
- After investigation and consultation with the appropriate personnel, a decision will be made regarding disciplinary action, including no finding for disciplinary action.
- The alleged violator and complainant will be advised of the findings and conclusions as soon as possible.

2.5.4 Special Reporting Requirements

- When the supervisor is alleged to be engaging in disrespectful workplace behavior, the city manager is responsible for investigation and discipline.
- When the city manager is alleged to be engaging in disrespectful workplace behavior, the human resources manager will notify the city attorney who will confer with the mayor and city council regarding appropriate investigation and action.
- When a council member is alleged to be engaging in disrespectful workplace behavior involving city personnel, the city manager will notify the city attorney who will do the investigation and report the findings to the city council, which will take the action it deems appropriate.

- Pending completion of an investigation, the city manager will take appropriate action to protect the alleged victim, other employees or citizens.

2.5.5 Confidentiality

A person reporting or witnessing a violation of this policy cannot be guaranteed anonymity. The person's name and statements may have to be provided to the alleged offender. Complaints and investigative materials are contained in a file separate from the personnel record. If disciplinary action does result from the investigation, the results of the disciplinary action will then become a part of the personnel record.

2.5.6 Retaliation

It is prohibited to retaliate against a complainant. Examples of retaliation include any form of intimidation, reprisal or harassment.

3. WORKPLACE SAFETY

3.1. Workplace Accident Injury Reduction Program

The city is committed to a safe and healthy workplace and promotes a cooperative environment in which employer and employees work together to address workplace safety and health issues. A workplace accident injury reduction (AWAIR) program is designed to reduce unsafe acts that lead to on the job injuries. The city does the following to support this program.

- Assigns accountability for implementing safety and health related policies, programs, procedures, goals and objectives.
- Ensures that employees observe all safety and health related policies and procedures.

- Establishes and communicates policies, programs, procedures and practices necessary to protect employee safety and health, as well as the public.
- Identifies and communicates safety and health related goals and objectives.
- Provides human and material resources necessary to implement and manage safety and health related policies, programs, procedures, goals and objectives.
- Provides visible and financial support.

Employees are expected to keep work areas free from safety hazards and report unsafe conditions to their supervisor. Employees must observe safety rules and practices. Personal protective gear, such as safety boots or glasses, is provided to employees per applicable laws and best practices to maintain a safe workplace. Supervisors are authorized to send an employee home immediately when their behavior violates safety policies or creates a potential health or safety issue.

If a work-related illness or accident occurs, report it immediately to your supervisor, regardless of its severity. If it's an emergency, call 911 immediately for medical attention. If the employee or the supervisor believes that medical attention is prudent, go to the nearest available medical facility for treatment. Injured employees may be eligible for worker's compensation payment.

The AWAIR program provides incentives to employees to actively acknowledge and approach their job in a safe manner. Rewards are provided for every 90 days without a time loss accident, at intervals of 180, 270, and 365 days. Rewards may include items such as lunch, vacation hours or other non-monetary or monetary items; the rewards are determined by the city manager and may change from time to time.

After the 365-day accident-free interval ends, the incentive schedule restarts. If there is a time-loss accident, the incentive schedule restarts the day after the accident.

The AWAIR program is monitored by the safety committee and the city manager. This program is subject to budgetary constraints and may be suspended at any time.

3.2. Adverse Weather Conditions

The city provides appropriate levels of services to the community during adverse weather conditions. Employee safety is paramount. The city manager may close certain city operations or facilities and excuse employees from work, and department directors may cancel programs in adverse weather. When facilities are closed or programs cancelled, employees may use paid or unpaid time off. When facilities remain open, employees may leave work with approval from their supervisor.

3.3. Drug and Alcohol-Free Workplace

A drug and alcohol-free workplace is essential to a safe and productive work environment. The city conducts random and incident-related drug and alcohol testing for safety-sensitive positions. The Minnesota Drug and Alcohol Testing in the Workplace Act establishes the requirements for testing employees. See the appendix for our drug and alcohol testing policy and procedures.

Following are requirements that support a drug and alcohol-free workplace.

- Employees must perform assigned duties free from the effects of alcohol and drugs.
- Employees are prohibited from unlawfully manufacturing, distributing, possessing or using a controlled substance on city property or while conducting city business.
- Employees must report any conviction under a criminal drug statute for violations while conducting city business within five days after the conviction.

Employees are prohibited from working while using prescription drugs that may negatively affect safety, work performance or vehicle or equipment operation. Employees are responsible for getting written information from their health care provider regarding potential effects of medication and report this to their supervisor if potential effects include job performance or safety issues.

Employees are prohibited from using alcohol during working hours, except at city-sponsored special events when alcoholic beverages are served.

The city provides a confidential employee assistance plan for all benefits-eligible employees and firefighters; we encourage employees to use this resource as needed. See policy 8.2 Employee Assistance Plan for more information. This policy is nondiscriminatory in intent and application. Under Minnesota law, however, disability does not include conditions resulting from alcohol or other drug abuse which prevent an employee from performing the essential functions of their job or that present a direct threat to property or the safety of people.

3.4. Drug and Alcohol Testing

In January 2020, the U.S. Department of Transportation significantly revised its drug and alcohol testing requirements for safety-sensitive positions involving operations of a commercial motor vehicle, and it imposed new reporting requirements. The League of Minnesota Cities created a model policy that complies with both federal and state regulations. The city adopted this model policy, which is found in the appendix.

3.5. Safe Driving

Employees who are required to drive while conducting city business must drive safely and legally and maintain a good driving record. If you lose your driver's license or have

restrictions on your license due to driving behavior, you must notify your supervisor immediately.

Minnesota’s “hands-free” law prohibits drivers from having a phone in their hand while driving. “Onetouch functions” are allowed if the phone is accessed without holding it, typing or scrolling. As new vehicles are added to the city’s fleet, they are equipped with hands-free connections; older vehicles are equipped with phone holders. Employees may choose to purchase ear buds at their own expense for their own use. The safest course of action is to safely pull to the side of the road if you need to make or receive a call. Exception 3 in the hands-free law excludes emergency vehicles while operating under their official duty.

3.6. Tobacco-Free Workplace

Employees are prohibited from using tobacco and e-cigarette products on city property and vehicles or while performing city business.

10.1. Atomic Data Acceptable Use

This Acceptable Use Policy is part of our overall effort to provide quality, reliable service to Atomic Data’s customers; to protect the privacy and security of our customers, systems, and networks; to encourage responsible use of Atomic Data’s and other providers’ resources; and to comply with applicable laws. Atomic Data may in its sole discretion determine whether a use is a violation of this Policy. While it is not Atomic Data’s intent to monitor, control, or censor communications on and over Atomic Data’s facilities, when we become aware of a violation of this Policy, we may take such action as we deem appropriate to address the violation, as referenced below. This Policy applies to all customers and to all users of Atomic Data’s facilities. This Policy supplements, but does not supersede, the contracts that customers have with Atomic Data; if such a contract restricts a use of Atomic Data that is not addressed in this Policy, the contract will govern with respect to such use. The Atomic Data customers, or other users, persons and organizations, who publish materials and information which are accessible through Atomic Data facilities are solely responsible for the content of such materials and information and to know and to comply with all laws applicable to the publication of such materials and information. Atomic Data does not accept responsibility for the content of the materials and information published by others that are accessible through our facilities and does not accept responsibility for the violation of any laws resulting from such publication.

Illegal/Prohibited Uses

Atomic Data facilities may be used only for lawful purposes. Transmission, distribution or storage of any material in violation of any applicable law or regulation is prohibited. This includes, without limitation, material protected by copyright, trademark, trade secret, license, or other intellectual property right used without proper authorization, and material that is obscene, defamatory, constitutes an illegal threat, or violates export control laws.

Security Violations

Atomic Data facilities may not be used in connection with attempts, whether or not successful, to violate the security of a network, service, or other system. Examples of prohibited activities include vulnerability scanning, monitoring, or using systems without authorization; scanning ports; conducting denial of service attacks; hacking; and distributing or propagating viruses, worms, or other harmful software. Atomic Data's customers are responsible for maintaining the basic security of their systems to prevent their use by others in a manner that violates this Policy. Examples include improperly securing a mail server so that it may be used by others to distribute spam, and improperly securing an FTP server so that it may be used by others to illegally distribute licensed software. Customers are responsible for taking corrective actions on vulnerable or exploited systems to prevent continued abuse.

Email/Spam

Sending unsolicited mail messages, including, without limitation, commercial advertising and informational announcements, is explicitly prohibited. A user shall not use another site's mail server to relay mail without the express permission of the site. Posting the same or similar message to one or more newsgroups (excessive cross-posting or multiple posting) is explicitly prohibited.

Indirect Access

A violation of this Policy by someone having only indirect access to the Atomic Data facilities through a customer or other user will be considered a violation by the customer or other user, whether or not with the knowledge or consent of the customer or other user. It is the responsibility of each Atomic Data customer to distribute, publicize, and enforce this Policy on their colocated equipment. Each customer shall provide this Policy to appropriate administrative authorities at all sites connected to theirs via connections not directly supported by Atomic Data.

Enforcement

Violations of this Policy may result in a demand for immediate removal of offending material, immediate temporary or permanent filtering, blocked access, suspension or termination of service, or other action appropriate to the violation, as determined by Atomic Data in its sole discretion. Atomic Data may involve, and will cooperate with, law enforcement if illegal or prohibited activity is suspected. Violators may also be subject to civil or criminal liability under applicable law. Refunds or credits are not issued in connection with actions taken for violations of this Policy.

Incident Reporting

Complaints regarding violations of this Policy, illegal use, system or security issues, or complaints regarding email abuse or USENET abuse or SPAM should be sent to: abuse@atomicdata.com.

Modifications

Atomic Data reserves the right to modify this policy at any time, effective upon posting of the modified Policy to this URL: atomicdata.com/aup

View full City of Victoria Policy Book at

<https://victoria.civicweb.net/filepro/documents/?preview=19077>