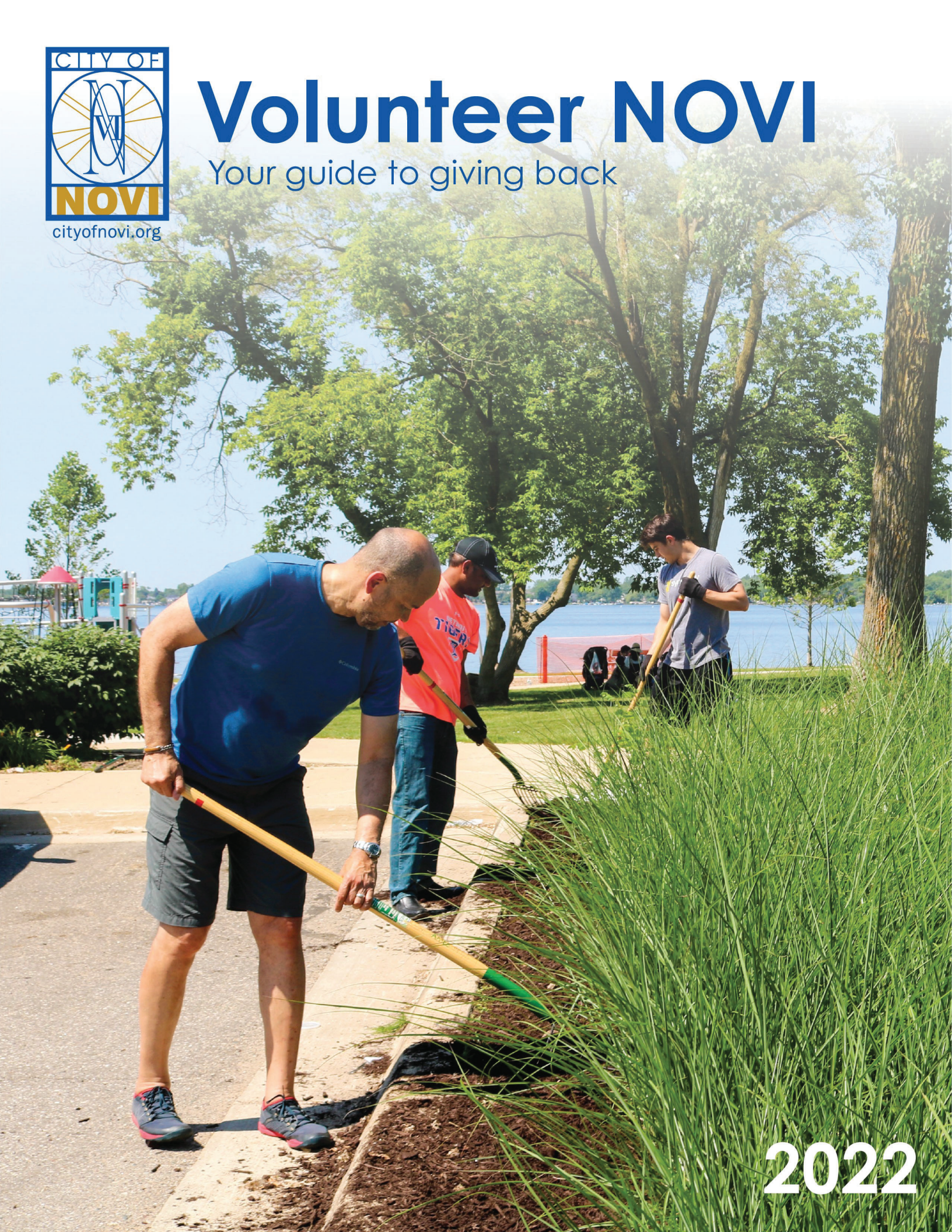




cityofnovi.org

Volunteer NOVI

Your guide to giving back



2022

Welcome to the City of Novi volunteer program, **Volunteer NOVI**.

Thank you for choosing to volunteer with the City of Novi. We believe volunteers are essential to achieving our goals to cultivate a vibrant community to live, work, and play.

The City of Novi offers a variety of fun and rewarding opportunities. Volunteers have served Novi residents and the community-at-large for many years. As a volunteer you become a member of a strong dedicated team. Annually, the City of Novi records over 15,000 volunteer hours. Whether you volunteer on a weekly or monthly basis or for special events, we welcome you. Through the generous gift of your time, talents and interests, you support the work of City of Novi employees.

We hope your association with the volunteer program will be beneficial and a rewarding experience.



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CONTACT INFORMATION

Volunteer Resources Coordinator | Katherine Oppermann

koppermann@cityofnovi.org

248.347.0478

Novi Civic Center | 45175 Ten Mile Road | Novi, MI 48375

Older Adult Services | Sandy Fisher

sfisher@cityofnovi.org

248.347.0414

Recreational Sports Coaches | Greg Morris and Chase Root

gmorris@cityofnovi.org

croot@cityofnovi.org

248.347.0400

Novi Police Headquarters | 45125 Ten Mile Road | Novi, MI 48375

Chaplain Program | Lieutenant Rachel Meier

rmeier@cityofnovi.org

248.348.7100 (non-emergency)

Community Emergency Response Team (CERT) | Scott Berkseth

sberkseth@cityofnovi.org

248.348.7100 (non-emergency)

Volunteers in Public Safety (VIPS) | Lieutenant Rachel Meier

rmeier@cityofnovi.org

248.348.7100 (non-emergency)

Novi Public Library | 45255 Ten Mile Road | Novi, MI 48375

Library (Adults Ages 18+) | Nicole Williams

nwilliams@novilibrary.org

248.869.7211

Library (Teens Ages 14-17) | Lindsay Gojcaj

lgojcaj@novilibrary.org

248.869.7218

PURPOSE OF GUIDEBOOK AND POLICIES

The City of Novi is pleased to learn of your interest in serving as a volunteer. We welcome volunteers, who serve without benefits or compensation, to support City of Novi services and programs to its citizens. These guidelines and policies are provided for overall guidance and direction to staff and volunteers engaged in volunteer involvement and management efforts. Areas not specifically covered by these guidelines and policies shall be determined under the direction of the Volunteer Resources Coordinator and Human Resources Representative. The City of Novi reserves the exclusive right to change any of these guidelines and policies at any time and to expect adherence to the changes. These guidelines and policies do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement.

The City of Novi hopes you find these documents informative and useful throughout your volunteer experience.

CLASSIFICATIONS AND ROLES

NOVI PUBLIC LIBRARY

Thank you for your interest in becoming a volunteer at the Novi Public Library. Volunteers are important in fulfilling the Library's mission of proudly serving its dynamic and diverse community by providing high quality resources, services, and programs. Volunteering provides a great opportunity for individuals to serve their community and to expand their knowledge about the library. The Library accepts volunteers year-round and there is no residency requirement to volunteer.



Volunteering for Adults (ages 18+)

All volunteers must complete an application and a background check and have it approved prior to volunteering at the Novi Public Library. Application and background check should be emailed directly to Nicole Williams, Human Resources Specialist, at nwilliams@novilibrary.org.

The background check form and volunteer application can be found on the Novi Public Library's website, www.novilibrary.org.

Volunteering for Teens (ages 14-17)

All teen volunteers must review the teen volunteer handbook and sign the agreement form as well as complete a work permit and a background check and have it approved prior to volunteering at the Novi Public Library.

An information packet containing these required forms can be picked up at the library.

CLASSIFICATIONS AND ROLES

PARKS, RECREATION & CULTURAL SERVICES

Older Adult Services Volunteer – operating under the supervision of the Parks, Recreation and Cultural Services Department, volunteers help in offering hundreds of monthly programs to the 55+ years of age community. To learn more visit the [Older Adult Services/ Meadowbrook Activity Center page](#) on the City of Novi website.

Recreational Sports Coach – functioning under the supervision of the Parks, Recreation and Cultural Services Department, coaches supervise youth recreational sports teams and organize weekly practices. Additional information and/or training may be required. To learn more visit the [Parks, Recreation and Cultural Services page](#) on the City of Novi website.



CLASSIFICATIONS AND ROLES

PUBLIC SAFETY

Chaplain Program – operating under the supervision of the Public Safety Department, local clergy members provide assistance and guidance. To learn more, visit the [Public Safety Community Programs page](#) on the City of Novi website. Currently, there are no positions available.

Community Emergency Response Team (CERT) – operating under the supervision of the Public Safety Department, volunteers assist the community after disasters, as well as assisting with special City events. CERT volunteers must live, work in, or have an interest in serving the City of Novi residents and community. To learn more, visit the [Community Emergency Response Team page](#) on the City of Novi website.

Volunteers in Public Safety (VIPS) – operating under the supervision of the Public Safety Department, volunteers enhance the safety of the Novi community by observing and reporting incidents requiring a public safety response. Team members will also have the opportunity to enhance the level of safety in the community by educating citizens in crime prevention and safety topic. To learn more, visit the [Public Safety Community Programs page](#) on the City of Novi website.



CLASSIFICATIONS AND ROLES

GROUP VOLUNTEER OPPORTUNITIES

Are you a Community Group, Local Business, Neighborhood Association or School Club looking for a way to have fun together and give back to the community? The City of Novi would love to have your help with any of the following on-going projects:

Park Cleanup and Garden Support —

Take a day to explore some of our more than 1,400 acres of parkland and help keep the parks and trails looking their very best. Your group can help by picking up trash or assisting in the weeding of one of the park garden areas. These activities typically takes 1 to 3 hours and are self guided so you can arrange for a day and time that best works for your group. Please contact the City of



Novi Volunteer Coordinator, Katherine Oppermann, at koppermann@cityofnovi.org to schedule your date and pick up a supply kit to help keep your Novi parks beautiful.

Recycle Drop-off Site Cleanup — The RRRASOC Novi Recycling Drop-off Site is located off Lee BeGole Drive, past the Department of Public Works (DPW). This popular community resource is open daily from dawn to dusk. At times, it can get a bit messy when the wind blows things about or when debris is left outside of the containers. Please contact the City of Novi Volunteer Coordinator Katherine Oppermann at koppermann@cityofnovi.org to schedule your date to help keep the drop-off site clean and safe for the whole community.

Adopt-a-Park Sign — Consider Adopting a City of Novi Park Sign and working to design and maintain plantings at a Novi park entrance. Any planned plantings must be approved by City Staff and the Beautification Commission but once approved Applicants will receive confirmation, a certificate verifying park sign adoption, and may make a regular plan to enjoy planting and keeping up their very own little corner Novi. A plaque will be displayed at adopted parks acknowledging a successful group's participation in the program. Interested groups should apply using the application on the [City of Novi webpage](#).

CLASSIFICATIONS AND ROLES

ANNUAL VOLUNTEER EVENTS

The City of Novi also welcome groups or individual volunteers to take part in the following special events:

Garlic Mustard Pull – Garlic mustard is a quick-growing, noxious weed that will continue to grow and take over native woodland plants if not eradicated. Our annual springtime Garlic Mustard Pull takes place at Lakeshore Park, Novi's most wooded park and home to more than 10 miles of beautiful hiking and biking trails. To find out this year's event date and sign up, please contact the City of Novi Volunteer Coordinator Katherine Oppermann at koppermann@cityofnovi.org.

Forestry Deer Guard Install and Removal – The City of Novi has an urban forest that contains approximately 40,000 trees found along major and neighborhood roadways and within city parks. Every year the City of Novi plants almost 500 new trees. However, having an active deer and wildlife population requires that these vulnerable new trees be protected. Work together with the City Forester and Department of Public Works to either install new protective fencing or remove the fencing once the trees are determined to be established. Volunteers will work in pairs and must have their own transportation for this event. To find out the next guard installation event date and sign up, please contact the City of Novi Volunteer Coordinator Katherine Oppermann at koppermann@cityofnovi.org.

Forestry Seedling Giveaway – Every April the City of Novi celebrates Arbor Day by giving away free tree and shrub seedlings to its residents. At the 2022 event, 1,468 seedlings were distributed to over 200 residents! The City Forester welcomes a small group of 4-5 volunteers interested in assisting with festivities on the day of the event. To find out this year's event date and sign up, please contact the City of Novi Volunteer Coordinator Katherine Oppermann at koppermann@cityofnovi.org.

PROSPECTIVE VOLUNTEER PROCESS



APPLICATION



INTERVIEW & REFERRAL



ASSIGNMENT

- Read the Volunteer NOVI Guidebook and Policies.
- Review open opportunities and complete online volunteer application, which includes background screening consent, acknowledgment and agreement to processes, and City policies and procedures.
- Background screening is completed.
- If your interests match open opportunities, and you pass your background screening you may be referral to the relevant Program Coordinator for potential assignment.
- The Program Coordinator contacts you to discuss the opportunity in greater detail.
- If both of you agree on the match, you are accepted and placed in assignment.
- If required, attend your assignment orientation.
- If required, train with the Program Coordinator.

VOLUNTEER PARENT PERMISSION FORM

Volunteers under the age of 18 are required to submit a Volunteer Parent Permission Form prior to starting an assignment. The form is located under Volunteer NOVI Guidebook and Policies on the City's [website](#).

ORIENTATION AND TRAINING

Each Volunteer Coordinator, leader, and/or mentor will train the volunteer for a specific assignment. Training will include instructions on the skills, knowledge, and information needed to perform the assignment in a competent and safe manner. There may be an occasion where re-training may be required if a volunteer has been absent for an extended period.

- Volunteer will be assigned to a task or program consistent with their qualifications and needs of the City of Novi.
- Each volunteer shall be provided an orientation program to familiarize themselves with the department, building in general, policies and procedures, which directly affects their work assignment.
- Volunteer shall receive periodic training as deemed appropriate by the Volunteer Coordinator, leader, and/or mentor.

ATTENDANCE

Volunteers are responsible for notifying their Volunteer Coordinator, leader, and/or mentor if they cannot attend their agreed-upon scheduled time. The volunteer is to report the absence to the email and/or phone number provided on the contact list.

RECORDING OF TIME

Volunteers are responsible for recording/reporting their time for each event.

REGULAR BUSINESS HOURS OF OPERATION

The Civic Center and Police Department's regular business hours of operation are Monday through Friday from 8 a.m. to 5 p.m. The Novi Public Library is open Monday through Thursday from 10 a.m. to 9 p.m., Friday and Saturday 10 a.m. to 6 p.m. and Sunday 12 p.m. to 6 p.m.

REASSIGNMENT AND SCHEDULE CHANGES

If a volunteer wishes to change assignment or the program Volunteer Coordinator, leader, and/or mentor deems it prudent to reassign a volunteer, the Volunteer Resources Coordinator and Human Resources Representative needs to be contacted to work with the program Volunteer Coordinator, leader, and/or mentor and volunteer to determine what adjustments, if any, may be made for all concerned.

DISMISSAL OF A VOLUNTEER

Volunteers who do not adhere to the policies and procedures of the City of Novi or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. Possible grounds for dismissal may include, but are not limited to, the following: failure to perform assignment satisfactorily, gross misconduct or insubordination, theft of property or misuse of City materials, abuse or mistreatment of visitors, staff or other volunteers, unscheduled absences/inactivity, and failure to abide by City policies and procedures. The City of Novi reserves the right to request a volunteer leave immediately if circumstances call for such an action.

RIGHT TO REJECT SERVICES

The City of Novi reserves the right to limit the use of volunteers, adjust the hours of any volunteer, or to reject services of any volunteer as the City, in its sole discretion, deems fit, in order to best achieve its public purpose and policy.

RECOGNITION OF POLICIES

The City of Novi has specific policies for volunteers participating in Recreational Coaching, Public Safety and the Novi Public Library. Please refer to the general and area-specific policies located under the Guidebook and Policies page on the City's website under Volunteer NOVI.

VOLUNTEER RECOGNITION

The City of Novi recognizes volunteers annually and encourages departments to utilize informal acknowledgment for all volunteers on a regular basis. To learn about the latest recognitions and to understand how volunteers are involved, volunteers are welcome to visit the Spotlight on Service page located on the City's website under Volunteer NOVI.

PERFORMANCE EVALUATION

Volunteers may have an evaluation of their performance on a 12-month period or scheduled as deemed appropriate.

END-OF-SERVICE EVALUATION

While a volunteer may communicate information at any time, the volunteer will have the opportunity to evaluate and share comments about the Volunteer NOVI program upon exiting the program.

FAMILY MEMBERS OF EMPLOYEES

Family members of current City of Novi employees are welcome to apply as a volunteer. However, volunteer shall not be directly supervised by a family member or have an assignment in the same department.

VOLUNTEER RIGHTS AND RESPONSIBILITIES

As a volunteer, it is your responsibility to:

- Accept an assignment that is suitable to your skills and ability.
- Fulfill your time commitment by reporting on time and staying for your entire scheduled shift.
- In cases of emergency or illness, notify your program Volunteer Coordinator, leader and/or mentor in a timely manner so efforts may be made for a substitute if needed.
- Use time appropriately and not interfere with the performance of others.
- Abide by the Volunteer Code of Conduct Policy; Coaches Code of Conduct if applicable.
- Abide by the City of Novi/Novi Public Library Dress Policy.
- Abide by the City of Novi Anti-Discrimination and Anti-Harassment Policy.
- Adhere to the City of Novi Policy Prohibiting the Acceptance of Gifts.
- Adhere to the Novi Customer Service Guarantee.
- Adhere to Novi Code of Ordinances, Chapter 22 Offenses, Article V Offenses Against Public Peace, Section 22-101 Smoking regulations and prohibitions, extends the no smoking prohibition to 100 feet from the entrances of all City-owned buildings, except as otherwise designated.
- Notify the program Volunteer Coordinator, leader, and/or mentor if you plan to terminate your assignment as a volunteer.

As a volunteer, it is your right to:

- Be provided an orientation, training, and staff coordination for the assignment accepted.
- Expect your time will not be wasted by lack of planning or coordination.
- Know whether your work product is effective and how it can be improved.
- Be recognized for your contributions.
- Provide an evaluation of the volunteer program upon exiting the program.

City of Novi has the responsibility to:

- Utilize volunteers serving as an extension to support duties performed by employees.
- Provide defined volunteer assignments.
- Provide efficient orientation and training as tools for success.
- Provide appropriate informational correspondence and updates as needed.

City of Novi has the right to:

- Decline acceptance of a prospective or current volunteer at its discretion.
- Know the volunteer will fulfill their assignment and will notify their Volunteer Coordinator, leader, and/or mentor when they cannot.

City of Novi Volunteer Guide

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