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.

Sincerely,

Peter E. Auger
City Manager
# TABLE of CONTENTS

- Welcome ........................................................................................................... 2
- Table of Contents ............................................................................................... 3
- Contact Information for Volunteer Coordinators .............................................. 4
- Purpose of Volunteer NOVI Guidelines and Policies ........................................ 5
- Organizational Chart .......................................................................................... 6
- Classifications and Roles .................................................................................... 7
- Prospective Volunteer Process .......................................................................... 10
- Volunteer Parent Permission Form .................................................................... 11
- Orientation and Training ................................................................................... 11
- Attendance .......................................................................................................... 12
- Recording of Time .............................................................................................. 12
- Regular Business Hours of Operation ................................................................. 12
- Reassignment and Schedule Changes ................................................................. 12
- Dismissal of Volunteer ....................................................................................... 12
- Right to Reject Services .................................................................................... 13
- Recognition of Policies ....................................................................................... 13
- Volunteer Recognition ....................................................................................... 13
- Performance Evaluation ..................................................................................... 13
- End-of-Service Evaluation .................................................................................. 13
- Family Members of Employees ......................................................................... 13
- Volunteer Rights and Responsibilities ............................................................... 14
CONTACT INFORMATION

Volunteer Resources Coordinator | Wendy DuVall
wduvall@cityofnovi.org
248.567.0316 or 248.735.5628

Boards and Commissions including Youth Council | Dawn Spaulding
dspaulding@cityofnovi.org
248.347.0456

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

Special Events | Cristin Spiller
cspiller@cityofnovi.org
248.347.0400

Chaplain Program | Sergeant Amanda Kulikowski
akulikowski@cityofnovi.org
248.348.7100 (non-emergency)

Community Emergency Response Team (CERT) | Marshall Johnson
mjohnson@cityofnovi.org
248.348.7100 (non-emergency)

Volunteers in Public Safety (VIPS) | Lieutenant John Nelson
jnelson@cityofnovi.org
248.348.7100 (non-emergency)

Library (Adults) | Marcia Dominick
mdominick@novilibrary.org
248.349.0720

Library (Students/Teens) | Lindsay Fricke
lfricke@novilibrary.org
248.349.0720 or 248.869.7218
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.
BOARDS AND COMMISSIONS

Volunteer is anyone who, without compensation or expectation of compensation, performs an assignment at the direction of and on behalf of the City of Novi. A volunteer must be officially enrolled and vetted by the City of Novi prior to performance of an assignment. Volunteers shall not be considered an employee of the City of Novi.

Boards and Commissions – open to Novi residents only. Board members and commissioners provide policy direction and help provide resources and services to City programs and staff. City Council makes all appointments. To learn more, visit the Boards and Commissions page on the City of Novi website.

Youth Council – current high school student (14-18 years of age) living in the City of Novi may apply to serve on the 21-member board which makes recommendations to the City Council concerning the needs of children, youth, and families in the city. City Council makes all appointments, and each appointment is for a one-year term. Appointed members are required to submit a Volunteer Parent Permission Form before starting service if under 18 years of age. To learn more, visit the Youth Council page on the City of Novi website.

NOVI PUBLIC LIBRARY

The Novi Public Library identifies volunteers as a person who regularly performs duties or tasks for the Library without wages or benefits. The Library shall use the services of volunteers to supplement the efforts of paid Library staff in meeting demands for quality public service and to serve as a method to encourage citizens to become familiar with their Library and the services being offered. The Novi Public Library shall make use of the services of interested volunteers to supplement and not to replace the work done by Library staff. The volunteers described in the Library policy are different from the Friends of the Library volunteers who are governed by their own policies and bylaws.

Library Volunteer – a volunteer over the age of 18 who helps enhance Library services based on specific tasks identified by Library staff. Volunteers operate under the supervision of the Novi Public Library.
NOVI PUBLIC LIBRARY cont.

Library Teen Volunteer – A student entering 7th grade or 12 years of age or older. Volunteer operates under the supervision of the Novi Public Library. Volunteers under the age of 18 are required to submit a Volunteer Parent Permission Form before starting service. To learn more please visit the Teen Volunteers page on the Novi Public Library website. Teens only Apply Now here.

Library Interns/Practicum Student – a bachelor or master level student who is working to complete a practicum as part of their course of study. Scope of work will be determined by the intern/practicum student and Library Department Head.

Library Community Services Workers – offenders referred by the courts of Oakland County to the Novi Public Library for community service work in lieu of punishment.

PARKS, RECREATION & CULTURAL SERVICES

Volunteer is anyone who, without compensation or expectation of compensation, performs an assignment at the direction of and on behalf of the City of Novi. A volunteer must be officially enrolled and vetted by the City of Novi prior to performance of an assignment. Volunteers shall not be considered an employee of the City of Novi.

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.
PARKS cont.

Special Event Volunteer – functioning under the supervision of the Parks, Recreation and Cultural Services Department, the volunteer helps with the implementation of events for a variety of ages with attendance ranging from 100 to 5,000. Typical duties include greeting guests, art & craft support, monitoring games, and general preparation/clean-up. Volunteers may register for a one-day event or a series of events. High school students are invited to volunteer. Volunteers under the age of 18 are required to submit a Volunteer Parent Permission Form before starting service. To learn more visit the Parks, Recreation and Cultural Services page on the City of Novi website.

PUBLIC SAFETY

Volunteers in Public Safety (VIPS) is someone who performs service for the department without promise, expectation, or receipt of compensation for services rendered. This may include chaplains, Volunteers in Public Safety (VIPS) members, interns, and Community Emergency Response Team (CERT) members, among others.

Chaplain Program – operating under the supervision of the Public Safety Department, local clergy members provide assistance and guidance. To learn more, visit the Chaplain Program 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. CERT volunteers must be a Novi resident the majority of the year (seven months or more). 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 Volunteers in Public Safety (VIPS) page on the City of Novi website.
PROSPECTIVE VOLUNTEER PROCESS

APPLICATION

- 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.

INTERVIEW AND REFERRAL

- If your interests match open opportunities, you may be invited to interview.
- Based on interview results, a referral to the Volunteer Resources Coordinator for potential assignment.

ASSIGNMENT

- The program Volunteer 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.
- Attend an orientation.
- Train with the program Volunteer 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.
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.