

City of Long Beach

Department of Health and Human Services



**VOLUNTEER
APPLICATION PACKET**

City of Long Beach
Department of Health and Human Services
2525 Grand Avenue
Long Beach, CA 90815

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CITY OF LONG BEACH
DEPARTMENT OF HEALTH AND HUMAN SERVICES

Volunteer Program Overview

Volunteers play an important role within the City of Long Beach volunteer duties range from helping in clinics to assisting at special events. Volunteers at the Department of Health and Human Services are valuable assets, and a crucial component in meeting our mission to provide public health and human services to the City of Long Beach.

Anyone wishing to become a volunteer with Long Beach Department of Health and Human Services will be required to complete the volunteer application forms and one or more interviews with Department staff. All volunteers must successfully complete a volunteer orientation session prior to being accepted as a volunteer with the Department. All volunteers must annually show proof of individual liability and automobile insurance (if applicable). If working in a clinical setting you must show proof of a recent tuberculosis skin test (or one will be provided, free of charge).

Volunteer categories. Minimum Time Requirements

- Adult volunteer (18 – years of age) – 10 hours per month
- Junior volunteer (14 to 17 years of age) – 8 hours per month

Volunteers who do not meet the minimum hourly requirements each month may be released from the volunteer program until such time as their personal schedule will allow them more time.

Volunteering Hours

Volunteering is available during the following hours:

- Monday – Friday from 8:00 am to 10:00 pm
- Saturday from 8:00 am to 4:00 pm

Record Keeping

All new volunteers will be required to attend accurate records of hours volunteered on a daily basis on forms provided by the Department. It is the responsibility of each volunteer to ensure that time record is given to the staff volunteer coordinator in charge on a monthly basis.

Medical Insurance

The City of Long Beach Department of Health and Human Services does not provide medical insurance or benefits to any of its volunteer workers. All volunteers must annually provide proof of individual liability, accident and automobile insurance coverage (as applicable) as a prerequisite to any involvement or participation in the volunteer program.

Media Contact

Volunteers may not provide comment to the media pertaining to activities at the Department. Please refer all media inquiries to the staff volunteer coordinator.

Termination

The staff volunteer coordinator has the authority to expel any volunteer from activities within the Department.

Volunteers who have been expelled or dismissed shall have their individual file removed from active files and will be forbidden to participate in bureau activities. Dismissed volunteers may reapply for a volunteer position after a minimum of (1) year following dismissal.

Reasons for Dismissal:

1. Not adhering to the minimum 10 hour monthly requirements
2. Excessive absenteeism or tardiness
3. Failure to annually provide proof of Medical/Automobile insurance
4. Insubordination to any member of Department Staff
5. Intoxication or using intoxicating beverages on premises
6. Possession or use of drugs/narcotics
7. Any defacing of City or Department property
8. Failure to adhere to Department policies and procedures
9. Falsifying documents
10. Failing to follow assigned chain-of-authority
11. Disclosing any confidential information
12. Failure to attend required orientation session or volunteer meeting
13. Defacing records or documents
14. Theft or attempted theft
15. Conduct unbecoming to the City of Long Beach and the Department



CITY OF LONG BEACH
DEPARTMENT OF HEALTH AND HUMAN SERVICES

VOLUNTEER APPLICATION

Social Security Number: _____

Driver's License Number: _____

Volunteer's Phone Number: _____

Name: _____

Home Address: _____

City: _____ Zip: _____

Please answer the following questions in order to best place you in a volunteer assignment:

Education Completed: _____

Credentials or Licenses (current or pending): _____

Currently a Student: Yes: No: If Yes, which school: _____

Concentration or Major: _____

Will you be receiving credit for your volunteer work? Yes: No:

If yes, required hours to complete: _____ Supervision required? Yes: No:

Instructor Placement Coordinator: _____ Telephone: _____

Available for volunteer service (Please indicate availability):

- | | |
|------------------------------------|----------------------------|
| <input type="checkbox"/> Monday | Hours: From _____ To _____ |
| <input type="checkbox"/> Tuesday | Hours: From _____ To _____ |
| <input type="checkbox"/> Wednesday | Hours: From _____ To _____ |
| <input type="checkbox"/> Thursday | Hours: From _____ To _____ |
| <input type="checkbox"/> Friday | Hours: From _____ To _____ |

Language other than English: _____ Read Write Speak

How did you hear about the program? _____

Why do you want to volunteer with our agency? _____

What do you hope to gain from your volunteer experience? _____

What group of clients would you be interested in working with? (Check all, which apply)

- Infants Children Young Adults Community Groups
 Males Females Seniors

What program would you be interested in working with (Check all which apply)?

- Laboratory Administration Public Health Clinics
 Environmental Health Human/Social Services Emergency Preparedness
 Community Forums HIV/AIDS Programs
 Other: Please specify _____

Would you be most interested in:

- Administrative Work Direct Services to Clients

What skills and experiences (paid, volunteer, and life experiences) do you bring to your volunteer assignment?

Have you ever been convicted of a felony? Yes: No:

If Yes, Please explain and provide the date(s) of conviction: _____

Automotive Insurance:

I understand that California State Law requires that I must have automobile/liability insurance and agree to have such coverage if I am involved in using my own vehicle for City business

____ Yes (*Initial*) ____ N/A (*Initial*)

Emergency Contact Information:

In case you should become ill or have a personal emergency on your volunteer assignment whom shall we contact?

Emergency Contact Name: _____

Emergency Contact Telephone: _____

Relationship: _____

References:

Please list personal references (Do not include family or relatives):

Full Name	Address	Telephone

I give permission to representatives of the City to contact the references listed and authorize these references to provide requested referral information: ____ Yes (*Initial*)

I hereby certify that all the statements on this form are true to the best of my knowledge. I agree to volunteer my services through the City of Long Beach and I also understand that as a volunteer, I am not a city employee.

Volunteer's Signature

Date

Coordinator's Signature

Date



Form B

CITY OF LONG BEACH
DEPARTMENT OF HEALTH AND HUMAN SERVICES

Volunteer Emergency Medical Information

As a volunteer for the city of Long Beach Department of Health and Human Services, I fully understand that I must provide my own liability and automobile insurance and that the City of Long Beach, Department of Health and Human Services cannot be held liable should I become sick injured or disabled while performing the duties of a volunteer:

In case of emergency notify: _____
Name Telephone

In the event of an emergency, I am covered by:

Health Insurance Company _____

Medical Insurance Policy Number _____

My physician is _____

Physician Address _____

City _____ Zip _____

Physician Telephone _____

Volunteer Emergency Medical Release Form (for volunteer under 18 years of age)

In the event of an emergency _____ has my permission to receive treatment to be performed by qualified medical personnel.

Where possible, I would prefer treatment to be administered by:

Physician Name Physician Telephone

Name (Print) Signature Parent Guardian



CITY OF LONG BEACH
DEPARTMENT OF HEALTH AND HUMAN SERVICES

Volunteer Waiver

I would like to volunteer my services to the City of Long Beach Department of Health and Human Services with no expectation of being paid any compensation for such services.

These services may include the following: _____

I, _____, hereby release the City of Long Beach, its board, commissions, their officers, agents and employees from any and all liability, demands or claims for loss or damage of any kind resulting from or in any manner arising out of any injury because of my service to the City of Long Beach.

Name (Print)

Date

Signature

Witness Signature



CITY OF LONG BEACH
DEPARTMENT OF HEALTH AND HUMAN SERVICES

Code of Conduct for Staff – Interns – Volunteers

- I. The use of alcohol or chemical abuse of any form is strictly prohibited on any program site or while performing any program related activities. No program staff person, intern or volunteer may not keep intoxicants in their possession nor shall any use of mind altering chemicals be permitted at any meeting held on the premises. When off the premises, it is expected that all staff persons, interns and volunteers adhere to legal regulations with regard to any drug use.
- II. Relationship between program staff, interns and volunteers and program participants shall be limited to those related to the provision of program activities. This excludes social, romantic, financial, business or political involvements with program participants. Specifically excluded are personal relationships that create a conflict of interest.
- III. All program staff, interns and volunteers will administer program service in such a manner that no applicants or participant will be denied the benefit of program services because of age, race, color, religion, disability or national origin.
- IV. No program staff person, interns, or volunteer may enter into a business relationship with any participants. Included is the injunction not to recruit participants into one's private practice or solicit one's private business.
- V. All staff, interns and volunteers are subject to all laws. City Administrative Regulations, and program protocols while participating in the program (as applicable).

I acknowledge that I have been oriented to, and will abide by the above Code of Conflict.

Name (Print) _____

Signature

Date



CITY OF LONG BEACH
DEPARTMENT OF HEALTH AND HUMAN SERVICES

Oath of Confidentiality

The objective of confidentiality is to protect the rights of the Department of Health and Human Services clients against identification, exploitation, and embarrassment.

As a volunteer, you may be privy of information that is confidential in nature. Such information is not to be shared with your family, friends, or acquaintances. You will be required to maintain confidentiality of all information you may receive when you:

- Read a case record
- Converse with a client
- Recognize a client in a chart or in a program or clinic
- Discuss a case with other staff
- Overhear a conversation regarding a client

In some instances, you may not even speak with staff regarding a program client. (Please refer all questions to your immediate supervisor)

I _____, agree to abide to the following oath:
Volunteer Name

As a condition of my volunteer work with the City of Long Beach Department of Health and Human Services, I agree not to divulge any information, obtained in the course of such work to unauthorized persons and not to publish or otherwise make public any information (verbal or written) regarding persons who have received services from the City. I recognize that unauthorized release of confidential information may make me subject to a civil action under provisions of the California Welfare and Institutions Code and Federal Regulations.

Volunteer's Signature

Date

Signature of Witness

Date



Volunteer Bill of Rights and Code of Responsibility

Every Volunteer Has:

1. The right to be treated as a co-worker
 - Not just free help
2. The Right to a suitable assignment
 - With consideration for personal preference, temperament, life experience. Education and employment background
3. The Right to know as much about the organization as possible
 - It's, policies, people and programs
4. The Right to training for the job
 - Thoughtfully planned and effectively presented training
5. The Right to continuing education on the job
 - As a follow-up to initial training
 - Information about new developments
 - Training for greater responsibility
6. The Right to sound guidance and direction
 - By someone who is experience, as well-informed and patient
7. The Right to a place of work
 - An orderly, designated place
 - Conducive to work
 - And worthy of the job to be done
8. The right to promotion and a variety of experience
 - Through advancement to assignments of more responsibility
 - Through transfer from one activity to another
 - Through special assignments
9. The Right to be heard
 - To have part in planning
 - To feel free to make suggestions
 - To have respect shown for an honest opinion



**City of Long Beach
Department of Human Resources and Affirmative Action**

PERSONNEL POLICIES AND PROCEDURES

Subject: **COMPUTER AND TECHNOLOGY SYSTEMS SECURITY POLICY** Effective: **May 20, 2009**

Number 1.11

I POLICY STATEMENT

The purpose of this policy is to guide the appropriate use of City-supplied computers and related equipment, networks, software, e-mail and Internet access by employees and contractors and to ensure City computer resources are secure and reliable while enhancing the productivity, efficiency and effectiveness of City operations. All files, including e-mails, are property of the City and are subject to audit and review even if sent as authorized incidental personal use of the computer. There is no expectation of personal privacy.

II PROCEDURES

A. Application

All current employees and contractors (hereafter "covered individuals") who have access to the City's computers and related systems and who work in departments and offices directly responsible to the City Manager are covered by this regulation. It is requested that elective offices and other independent offices, commissions, boards, and departments also comply with this regulation.

B. Conditions of Employment/Service

The following conditions of employment/service apply to all covered individuals in their use of computers and related equipment, e-mail and Internet access:

1. All City computers (including laptop/notebook computers) and related equipment are formal communication and analytic tools. They should be used for City business-related purposes in a professional and courteous manner. Any use of city computer equipment for personal purposes, including sending and receiving e-mails and Internet access, shall be limited, brief, and infrequent provided that the use does not directly or indirectly interfere with city computer systems, or services, burden the City with additional incremental cost, interfere with other City computer users employment or other obligations to the City, or reflect negatively on the City or its employees. Covered individuals shall not use

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City computers and City provided Internet access to log onto personal e-mail accounts due to the potential of exposing the City's information systems and network to viruses, worms or other unauthorized programs.

2. All files, including e-mails, are property of the City and are subject to audit and review even if sent as authorized incidental personal use of the computer. There is no expectation of personal privacy, City computers and related equipment/systems are the sole and exclusive property of the City and may be monitored when the City deems it necessary to do so.
3. City e-mail users should use care when sending e-mail messages from City supplied e-mail addresses. Messages should be professional. The next of any e-mail should be appropriate to be sent as a signed letter on City letterhead. E-mail users should consider that certain e-mails may constitute electronic public records subject to inspection and copying under the Public Records Act.
4. Internet access is for City business-related purposes (see section A above). Covered individuals should not have any expectation of privacy regarding websites accessed through the City's computers and network systems. The city will monitor individual Internet access and produce reports documenting Internet use.
5. Covered individuals are strictly accountable for the use of their personal password as it provides an audit trail for system activity.
6. Covered individuals shall use a strong password to gain access to the City's computer network. Please refer to AR 8-29 Network Password Policy for strong password guidelines. When not using the computer, covered individuals are to log-off or shut down the computer.
7. Hardware or software, which is requested by a user department, may only be installed, changed, removed or added by authorized personnel.
8. The following are restricted activities under this policy:
 - a. The City prohibits unauthorized copying, transfer, or reproduction of City owned software. Loading of privately owned software, or non-City software, must be approved in advanced by authorized personnel.

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- b. Covered individuals shall not access, take, copy or send Data or files that disclose sensitive, personal, confidential or proprietary information without appropriate authorization.
- c. Covered individuals shall not attempt to decode system or user passwords; or read, delete, copy or modify data without appropriate authorization; or attempt to gain unauthorized access to any City equipment, computers or technology system.
- d. Covered individuals shall not share passwords with anyone. Passwords shall not be revealed in e-mail messages or saved on files in any computer system. All passwords are to be treated as confidential City information.
- e. Covered individuals shall not use City computers and related equipment/systems to engage in non-City related social activities, individual charity sponsorships, political activities, employee association/union business, commercial use for profit, outside employment, or other activities outside of their job scope without appropriate authorization.
- f. Covered individuals shall not use City computers and related equipment, City e-mail or Internet access to create, send, forward, reply to, transmit store, display, copy, download, read, or print inappropriate material. This includes, but is not limited to, material that is: unlawful or illegal; obscene or pornographic; defamatory; threatening; offensive, or violates the City's discrimination or harassment policies, as well as jokes and chain letters.
- g. Covered individuals shall not use City computers and City provided Internet access to log on to personal e-mail accounts due to the potential of exposing the City's information systems and network to viruses, worms or other unauthorized programs.
- h. Covered individuals shall not download or install audio, video, or data files in City equipment for personal use, including but not limited to, photos, music and movies.

C. Violation of Policy

Covered individuals who violate this policy may have their computer and technology system usage and access, and related privileges, revoked or

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suspended, and may be subject to progressive disciplinary action, up to and including termination. Violations of local, state, and federal laws carry additional penalties.

D. Notification

All covered individuals are directed to acknowledge receipt of this policy by signing a condition of employment/service form indicating they have received, read, understand, and will abide by its provisions. If a covered individual declines to sign, a witness shall make a notation that the individual has received the information.

The original form shall be placed in the personnel file and a copy shall be given to the employee, or attached to a contractor's service agreement.

E. Responsibilities and Guidelines

Covered individuals are responsible for complying with this policy. Managers and supervisors are responsible for enforcing this policy. The Technology Services Department is responsible for assisting and administering this policy.

Newly hired covered individuals shall be given this document during the orientation process.

F. Definitions

1. "Personal Computer" – means a microcomputer designed for individual use for applications such as word processing, financial analysis, data management, and graphic presentations and to access e-mail and the Internet.
2. "E-mail" – means messages entered into a personal computer or personal communications device and sent to a receiving personal computer or device. This refers to e-mail on the city's network and on the Internet.
3. "Internet" – means a world-wide collection of publicly accessible networks linked together for the exchange of information and services.
4. "Independent Contractor" – means a person who contracts to supply certain materials or do certain work for a stipulated sum for the City; not a City employee.

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G. REFERENCES

Administrative Regulation 8-30 – Use of City Computer and Related Equipment and Use of E-mail and Internet Administrative Regulation 8-29 – Network Password Policy

H. APPENDICES / FORMS

City Controller, E-mail and Internet Use Policy Statement and Conditions of Employment/Service Form

**City Computer, E-mail and Internet Use Policy Statement and
Conditions of Employment/Service
(Administrative Regulation 8-17/Personnel Policy 1.11)**

The City of Long Beach supplies computers and related equipment, e-mail and Internet access to employees and independent contractors to enhance the productivity, efficiency and effectiveness of City operations. It is a condition of employment/service that all current employees and independent contractors (hereafter "covered individuals") who have access to the City's computers and related systems comply with the following Conditions of Employment/Service:

- A. All City computer, including laptop/notebook computers, and related equipment are formal communication and analytic tools. They should be used for City business-related purposes in a professional and courteous manner. Any use of City computer equipment for personal purposes, including sending and receiving e-mails and Internet access, shall be limited, brief, and infrequent provided that the use does not directly or indirectly interfere with City computer systems or services, burden the City with additional incremental cost, interfere with other city computer users employment or other obligations to the City, or reflect negatively on the city or its employees.
- B. All files, including e-mails, are property of the City and are subject to audit and review even if sent as authorized incidental personal use of the computer. There is no expectation of personal privacy. City computers and related equipment/systems are the sole and exclusive property of the City and may be monitored when the City deems it necessary to do so.
- C. City e-mail users should use care when sending e-mail messages from City supplied e-mail addresses. Messages should be professional. The text of any e-mail should be appropriate to be sent as a signed letter on City letterhead. E-mail users should consider that certain e-mails may constitute electronic public records subject to inspection and copying under the Public Records Act.
- D. Internet access is for City business-related purposes (see section A above). Covered individuals should not have any expectation of privacy regarding websites accessed through the City's computers and network systems. The City will monitor individual Internet access and produce reports documenting Internet use.
- E. Covered individuals are strictly accountable for the use of their personal password as it provides an audit trail for system activity.
- F. Covered individuals shall use a strong password to gain access to the City's computer network.
- G. Hardware or software, which is requested by a user department, may only be installed, changed, removed or added by authorized personnel.

H. The following are restricted activities under this policy.

1. The City prohibits unauthorized copying, transfer, or reproduction of City owned software. Loading of privately owned software, or non-City software, must be approved in advanced by authorized personnel.
2. Covered individuals shall not access, take, copy or send data or files that disclose sensitive, personal, confidential or proprietary information without appropriate authorization.
3. Covered individuals shall not attempt to decode system or user passwords; or read, delete, copy or modify data without appropriate authorization; or attempt to gain unauthorized access to any City equipment, computers or technology system.
4. Covered individuals shall not share passwords with anyone. Passwords shall not be revealed in e-mail messages or saved on files in any computer system. All passwords are to be treated as confidential City information.
5. Covered individuals shall not use City computers and related equipment/systems to engage in non-City related charitable or social activities, political activities, employee association/union business, commercial use for profit, outside employment, or other activities outside of their job scope without appropriate authorization.
6. Covered individuals shall not use City computers and related equipment, City e-mail or Internet access to create, send, forward, reply to, transmit store, display, copy, download, read, or print inappropriate material. This includes, but is not limited to, material that is: unlawful or illegal; obscene or pornographic; defamatory; threatening; offensive; or violates the City's discrimination or harassment policies, as well as jokes and chain letters. If an employee inadvertently goes to an inappropriate website, it is highly encouraged to inform his/her supervisor of the incident.
7. Covered individuals shall not use City computers and City provided Internet access to log on to personal e-mail accounts due to the potential of exposing the City's information systems and network to viruses, worms or other unauthorized programs.
8. Covered individuals shall not download or install audio, video, or data files on City equipment for personal use, including but not limited to photos, music, and movies.

My signature on this document indicates that I have received and read the City Computer, E-mail and Internet Use Policy Statement and Conditions of Employment/Service and that I will abide by this policy and conditions of employment. Any attempt to violate this policy may result in having my computer use and access, and related privileges, revoked or suspended, and may be subject to progressive disciplinary action, up to and including termination. Violations of local, state, and federal laws carry additional penalties.

Employee Name (printed)

Signature

Date