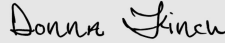




Administrative Policy

Title: Volunteer Policy				
Administered By: Community Services				
Policy No.	Issue Date	Revision Date	Department Head Approved	City Manager Approved
06100.002	6/24/2026	N/A	Signed by:  B730935CBF72414...	DocuSigned by:  8CB6AE0895944B4...

ARTICLE I – PURPOSE

Section 1.1 General Purpose

The purpose of this policy is to:

- Establish a framework for the City of Corona’s volunteer program to ensure the opportunities meet the needs of the community.
- Set clear guidelines, rules, and regulations for volunteer opportunities and volunteer candidates.

Corona’s volunteer program fosters community connection and civic engagement by offering meaningful service opportunities for all residents. Volunteers work alongside City staff to contribute to the wellbeing of the community while gaining skills and building lasting relationships. Our goal is to help make Corona a safe, vibrant, and family friendly city. This policy applies to all City-owned and operated facilities, programs and services that recruit and work with volunteers.

ARTICLE II - DEFINITIONS AND REQUIREMENTS

Section 2.1 Definitions

- **Volunteer.** A volunteer is an individual who performs services or tasks on behalf of the City of Corona without expectation of compensation, and under the direction and supervision of the City. This is not an employment relationship, and volunteers are not considered “employees” of the City under state or federal law. Volunteer service is provided on an at-will basis and may be terminated at any time by either the volunteer or the City, with or without cause or notice.
- **Volunteer Lead.** A City staff member responsible for overseeing volunteers at City facilities or program sites, serving as the volunteer’s direct supervisor for assignments, guidance, and daily tasks.
- **Program Coordinator.** City staff member responsible for overseeing volunteer recruitment and facilitating the application and onboarding process for all volunteer applicants.
- **Media.** Including, but not limited to, individuals, organizations, and communication platforms associated with television, radio, newspapers, magazines, and digital or internet-based media services.
- **Long Term Volunteer Commitments.** A consistent volunteer commitment of at least 3 months, requiring completion of the City’s volunteer application and livescan process.

Section 2.2 Requirements –

Long Term Volunteer Commitments:

- Potential long-term volunteers must complete a volunteer application and a background check through the Department of Justice.
- The minimum age for participation as a volunteer is 12 years of age. Minors under 18 may participate with parental consent.
- All long-term volunteer opportunities conclude after one year. Individuals seeking to serve for additional one-year terms must receive approval from the Department Director.

Single Day Opportunities:

- Potential volunteers must complete the City of Corona’s Waiver of Liability before participating in any single day, or short-term volunteer opportunities.

- The minimum age to volunteer in a single day volunteer opportunity independently is 14 years of age. Minors under 12 will require parent participation.
- Volunteers may participate in an unlimited number of single-day opportunities; however, doing so does not qualify an individual for long-term volunteer commitments.

ARTICLE III - VOLUNTEER CONDUCT & EXPECTATIONS

Section 3.1 Volunteer Conduct

Volunteers serve in at-will assignments and are expected to carry out the responsibilities and expectations outlined during orientation and training. Volunteer opportunities are intended to support civic engagement and community service and do not constitute employment with the City or guarantee future employment opportunities. The City may modify or conclude volunteer assignments based on operational needs, program requirements, or volunteer performance as warranted.

Volunteers are expected to communicate professionally, treat others with courtesy and respect, support the City's values, and follow applicable City policies, procedures, and standards of conduct.

- A. All volunteers are required to sign and comply with the City's Code of Conduct and all related policies and procedures.
- B. Volunteers shall not solicit or accept gifts valued over \$100 from any source with a reasonable interest in the work of the City. Modest recognition items provided in appreciation of volunteer service are not considered gifts under this policy.
- C. Volunteers shall not communicate with the media or its representatives on behalf of the City without prior approval from a Volunteer Lead or Program Coordinator.
- D. Volunteers may not bring children or family members who require supervision while performing volunteer duties. Family members who can remain independently in designated public areas without disrupting volunteer operations may be permitted. If these conditions are not met, the Volunteer Lead or Program Coordinator may review and address the situation.
- E. Volunteers are expected to present a neat, professional, and appropriate appearance while performing volunteer duties. Volunteers in long term commitments shall comply with the City's Employee Dress Code Policy, including any department-specific attire or safety requirements applicable to their assigned duties.

- H. Volunteers may not use, possess, distribute, sell, or be under the influence of, or impaired by, alcohol or drugs while on City premises, or while conducting volunteer related activities off City premises.
- I. The use of tobacco products is prohibited in all City buildings, vehicles, and equipment.
- J. The City does not accept court-ordered or school-mandated community service to meet disciplinary or legal requirements.
- K. All Volunteers, regardless of the length of their commitment, must complete a Waiver of Liability before participating in a volunteer opportunity.

ARTICLE IV - ACCESS, DRIVING & SAFETY

Section 4.1 City Access

Access to City facilities, systems, equipment, or technology may be granted at the discretion of the assigned department and must be supported by a legitimate business need related to volunteer duties. Any access provided is for authorized City business only and may be monitored in accordance with City policies. Personal use of City technology, systems, or equipment is prohibited.

Section 4.2 City Driving

Certain volunteer assignments may require volunteers to operate City vehicles or drive on behalf of the City. Volunteers assigned to these roles may be required to provide a valid driver's license, proof of liability insurance, submit driving records for review, complete required authorization forms, and participate in annual driver safety or related training as determined by the City.

Section 4.3 Safety

Volunteers are expected to follow all applicable safety procedures and immediately report any injury, accident, unsafe condition, or incident occurring during volunteer activities to their Volunteer Lead or Program Coordinator. Certain volunteer assignments may qualify for workers' compensation coverage in accordance with applicable laws and City policies.

Section 4.4 Training

The City will coordinate and provide all required training for volunteer roles, including mandated reporter training for volunteers who work with children, and harassment prevention training as required by state law.

ARTICLE V – CORRECTIVE ACTION & SEPARATION

Section 5.1 Service at the Discretion of the City

Volunteer service is at the sole discretion of the City. Volunteers agree that the City may at any time, for whatever reason, decide to terminate the volunteer's relationship with the City.

Section 5.2 Volunteer Separation

Volunteers may end their participation in the volunteer program at any time. Individuals wishing to return to volunteer service after separation may be required to submit a new application and complete any applicable onboarding requirements.

ARTICLE VI – CONFLICT OF INTEREST & CONFIDENTIALITY

Section 6.1 – Conflict of Interest

Volunteers are required to report any actual or potential conflict of interest to their Volunteer Lead or Program Coordinator. A conflict of interest may exist when a volunteer could influence, or appear to influence, a decision, action, or access non-public information that could result in personal benefit.

Section 6.2 – Confidentiality

Volunteers may have access to sensitive, confidential, or privileged information during their volunteer service. Volunteers are expected to maintain the confidentiality of such information and shall not disclose, share, or misuse any non-public information obtained through their volunteer activities, except as authorized by the City or required by law.

ARTICLE VII - VOLUNTEER RECORDS

Section 7.1 Service Hours

The City maintains records of volunteer participation and service hours for administrative purposes. All volunteers are required to enter their service hours at least once every six months to remain eligible for City volunteer opportunities.

Section 7.2 Record Retention

All records of volunteers and their historical service hours will be maintained in accordance with the City's Record Retention Schedule.

ARTICLE VIII – ADA ACCCOMMODATIONS

Section 8.1 ADA Accommodations

The City of Corona is committed to providing equal access to volunteer opportunities in accordance with the Americans with Disabilities Act (ADA). Individuals requiring reasonable accommodation or special assistance to participate in volunteer activities should contact the City's ADA Coordinator at (951) 739-4823. Requests made at least 48 hours in advance of the event or activity will assist the City in making appropriate accessibility arrangements.