



Town of Shutesbury

Volunteer Handbook

This handbook is adapted from the Town of Shutesbury Personnel Handbook to provide guidance specifically for volunteers. While volunteers are not employees, the Town maintains high standards for conduct, safety, and ethics to ensure a productive environment for the community.

I. Introduction and Core Ethics

Welcome and Purpose

This handbook serves as general guidance for volunteers serving the Town of Shutesbury. Its purpose is to ensure that all individuals representing the Town do so in a professional, ethical, and safe manner.

Ethical Standards and Conduct

- **Business Ethics:** All volunteers are expected to maintain the highest standards of ethical conduct.
- **Conflicts of Interest:** It is strongly encouraged that volunteers review and familiarize themselves with the Conflict-of-Interest Law. You must avoid situations where your volunteer service results in personal gain for yourself or a relative
- **Confidentiality:** During your service, you may have access to confidential information regarding the Town or its citizens. This information must not be disclosed or transmitted. Unauthorized disclosure is cause for immediate dismissal from volunteer service.
- **Political Activities:** Volunteers must comply with all applicable laws regarding political activities while representing the Town.

II. Workplace Policies

Equal Opportunity and Harassment

- **Non-Discrimination:** The Town provides equal opportunity for all individuals regardless of race, religion, gender, sexual orientation, disability, or any other protected status.
- **Harassment-Free Environment:** The Town is committed to a work environment free of unlawful harassment, including sexual harassment. Any volunteer who feels they have been subjected to harassment should report it immediately to the Town Administrator or Select Board.

Attendance and Professionalism

- **Schedules:** Volunteers are expected to adhere to the schedules agreed upon with their department head. Please notify your supervisor in advance of any anticipated absence.
- **Attire:** Volunteers should wear neat, professional attire appropriate to their specific work setting.
- **Customer Service:** Volunteers represent the Town and are expected to provide courteous and professional service to residents and citizens.

III. Use of Town Resources

Information Technology and Property

- **Town Property:** Town-owned equipment and property are to be used for official Town business only. Volunteers are responsible for the proper care of any equipment assigned to them.
- **No Expectation of Privacy:** The Town reserves the right to monitor its workplace and inspect Town-owned property, including computers, email systems, and desks.
- **Acceptable Use:** Use of Town Information Technology Resources (ITRs) must be professional, ethical, and lawful. Prohibited uses include illegal activity, harassment, or personal gain.

IV. Health and Safety

Workplace Safety

- **Safety Rules:** Every volunteer is expected to obey safety rules and exercise caution. Immediately report any unsafe conditions to your supervisor.

- **Accident Reporting:** In the event of an accident or injury, notify your supervisor or the Town Administrator immediately, regardless of how minor the injury may appear.
- **Drug and Alcohol Policy:** Volunteers are prohibited from reporting for duty under the influence of alcohol or illegal drugs.
- **Violence Prevention:** The Town has zero tolerance for conduct that threatens, intimidates, or coerces others. All threats of violence must be reported immediately.

V. Separation of Service

Voluntary Resignation

Volunteers are free to end their service at any time. We request that you provide reasonable advance notice to your supervisor to allow for a smooth transition.

Return of Property

Upon completion of service, volunteers must return all Town-owned property, including keys, access cards, identification badges, files, and equipment.

Acknowledgements

By serving as a volunteer, you acknowledge that you have received this guidance and agree to comply with the Town's policies regarding conduct, safety, and confidentiality.

1. Nature of Service

- I understand that I am a volunteer and that this handbook does not create a contract of employment or any enforceable rights to the terms and conditions of my service.
- I acknowledge that my volunteer relationship is "at-will," meaning either I or the Town may terminate this arrangement at any time, with or without reason.

2. Policy Compliance

- I acknowledge that it is my responsibility to read and comply with the provisions of the Volunteer Handbook and any subsequent revisions.
- I understand that the Town may amend, modify, or revoke these policies at its sole discretion.

3. Confidentiality and Ethics

- I agree to maintain the highest standards of ethical conduct and comply with the State Ethics Law (M.G.L. c. 268A).
- I understand that I may have access to confidential information and agree not to disclose or transmit such data without express approval.

4. Harassment Prevention

- I specifically acknowledge that I have reviewed the Harassment Prevention Policy.
- I understand that if I believe I have been subjected to discrimination or harassment, I am expected to immediately notify my supervisor or the Town Administrator.

5. Monitoring and Town Property

- I acknowledge that any Town-owned property, such as desks or equipment, may be subject to inspection at any time.
- I understand that the Town may monitor its electronic systems, including email and voicemail, and that I should have no expectation of privacy when using Town resources.

6. Return of Property

- I agree to return all Town-owned property—including keys, access cards, identification, and data—on or before my last day of service.

Volunteer Name (printed): _____

Volunteer Signature: _____

Department/Position: _____

Date: _____
