



Bellevue Parks & Community Services

Volunteer Handbook



Updated 2024



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Land Acknowledgment

The City of Bellevue acknowledges that we are on the Indigenous Land of Coast Salish peoples who have reserved treaty rights to this land, including the Duwamish Tribe, Suquamish Tribe, Muckleshoot Indian Tribe, and Snoqualmie Indian Tribe. We thank these caretakers of this land who have lived, and continue to live, here since time immemorial.

“It is important to note that this kind of acknowledgment is not a new practice developed by colonial institutions. Land acknowledgment is a traditional custom dating back centuries for many Native communities and nations. For non-Indigenous communities, land acknowledgment is a powerful way of showing respect and honoring the Indigenous Peoples of the land on which we work and live. Acknowledgment is a simple way of resisting the erasure of Indigenous histories and working towards honoring and inviting the truth.”

~ The Duwamish tribe





Mission, Vision, Equity Statement

Mission

To build a healthy community through an integrated system of exceptional parks, natural areas, recreation, arts and culture, and a broad base of community services.

Vision

In Bellevue everyone can connect to each other and to nature through experiences that help them to live, grow, and thrive.

Equity: A System of Fairness

Equity acknowledges and removes disparities in opportunities, power, and resources, so everyone can reach their full potential. Bellevue Parks & Community Services practices equity, which is the responsibility of every individual in the department. Equitable access is a right, not a privilege, and is fundamental to our mission of serving all people.

Core Values

Exceptional Public Service

We deliver outstanding service to the customer.

Stewardship

We preserve and enhance the community's environment, financial, human, and physical resources.

Commitment to Volunteers

We value all volunteers and their contributions and treat each other with caring and respect.

Integrity

We are trustworthy, truthful, and ethical.

Innovation

We encourage and reward creative ideas and solutions.

Commitment to Employees

We value all employees and their contributions and treat each other with caring and respect.







Director's Welcome

Welcome to the City of Bellevue Parks & Community Services! First and foremost, we want to thank you for your service and commitment to Bellevue's nationally accredited parks & community services system. We hope that your volunteer experience with us is an enjoyable and enriching life experience. Volunteering for our agency offers a variety of benefits and opportunities. From enhancing community connections, reconnecting with the natural environment, to inspiring personal growth, you will be changed by your volunteer experience. We value the diversity, experience, talent, and skills you bring. We are proud that our community cares so deeply for our park system, programs, and services. Thank you for your service to build a strong and vibrant community.

Bellevue's national standing as one of the best park, recreation, and community services systems in the nation is in large part because of the commitment by the over 4,000 volunteers who make Bellevue's Parks & Community Services system great.

We hope your volunteer experience with the city is enriching and rewarding. Welcome to our team!



Michael Shiosaki, Director
Bellevue Parks & Community Services

Diversity, Equity, Inclusion and Belonging

The City Council's vision statement: "Bellevue welcomes the world. Our diversity is our strength. We embrace the future while respecting our past." With the adoption of Bellevue's award-winning Diversity Advantage Plan (a hard copy is available upon request), the work of making this vision a reality has informed and fueled citywide efforts to grow as a culturally competent organization and to broaden engagement.

The guiding principles of the Diversity Advantage Plan are as follows:

- **Access:** Build an environment that values the abilities of all by proactively removing barriers and providing accommodations for full participation.
- **Equity:** Create a fair and just community where equality is the outcome, by recognizing and correcting historic and systemic inequity.
- **Inclusion:** Foster a welcoming city by providing a safe and gracious space where the entire community can engage in civic life.
- **Opportunity:** Share prosperity by connecting residents, schools, businesses, faith and nonprofits to work together for the common good.
- **Understanding Cultural Competency:** Produce equitable policies and practices, by developing skills and knowledge that facilitate effective interactions across diverse cultures.

Representing the City of Bellevue, staff and volunteers are expected to promote, understand, and practice access, equity and inclusion.





WELLS AEDINA
E.B.Y.



IZIRO
Schwarzkopf
öt2b
glued.
styling
SPIKING GLUE
(water-resistant)
[Faster
glue
clean]

Getting Started

This handbook provides general information for volunteers and defines operational guidelines. After reading the handbook, volunteers will have a general understanding of what is required and expected to be a volunteer with the City of Bellevue Parks & Community Services. Opportunities and role descriptions will also help volunteers select the assignment that best fits their interests and schedule.

If you are interested in becoming a volunteer with the City of Bellevue Parks & Community Services:

1. Make contact with your desired volunteer program(s). Call or email the site and submit a volunteer application.
2. The on-site staff volunteer lead will follow up with an update on the status of your application. New volunteers are onboarded as needed and not all locations may be accepting volunteers.
3. Provide background check information to the staff volunteer lead. Once you receive an email or text message from the background check company, fill out the required online information and submit.
4. Once the background check has been approved, volunteers are required to attend an orientation. Orientations differ between sites, check with your on-site staff volunteer lead to ensure you are aware of all site-specific requirements.
5. Fill out all additional forms as required, including, but not limited to, a waiver of liability, handbook acknowledgment form, and site-specific information forms.

Volunteers should direct any questions about the information in this handbook to an on-site staff volunteer lead.

If a volunteer needs a modification or accommodation to participate in the volunteer activity or service project, please reach out to the on-site staff volunteer lead for assistance.

Volunteers are required to read this handbook and retain it for future reference.

Volunteer Code of Conduct

As a member of the Bellevue Parks & Community Services, we hope that you enthusiastically anticipate the tasks, fun, and service opportunities that await you. This handbook has been prepared for you as a guide to your experiences as a city volunteer.

As a city volunteer, you are an extension of the City of Bellevue and are one of our most important assets. Your relationship and interaction with the public is of utmost importance. Participants and customers gauge their satisfaction of the overall Parks & Community Services by their contact with front line staff and volunteers.

Volunteers agree to:

- Perform assignments effectively, without compensation.
- Participate in training and accept supervision.
- Observe the organization's policies and expectations outlined in this handbook.
- Prioritize safety at all times.
- Be prompt: arrive on time. If you are unable to volunteer, let your staff volunteer lead know before your start time.
- Be prepared: be ready to start working at your scheduled time.
- Be patient.
- Be flexible.
- Be equitable.
- Dress for your volunteer activity; wear required safety gear and/or volunteer uniforms (if applicable).
- Report volunteer hours as directed.
- Refrain from using a cell phone when it interferes with volunteer responsibilities.
- Give notice to the staff volunteer lead when leaving volunteer service with the department.
- Respect the privacy of participants, city staff, and your fellow volunteers.
- Maintain appropriate and respectful boundaries with others.
- Be courteous & kind, treat everyone with dignity and respect.
- Understand that the role of a volunteer does not give you the same access to facilities, programs, activities, and participants as a staff member.
- Respect the boundaries of your assigned duties.

Where a volunteer is found to be in breach of the standards outlined in this Volunteer Code of Conduct or any of the city's other policies and procedures, this may result in the volunteer's position being terminated. Notwithstanding the foregoing, volunteers should note that volunteers serve at-will and the city may terminate a volunteer's position or end a volunteer's service without cause. Volunteers acknowledge that no employment relationship is created in the context of their role with the city.

Commitment to Volunteers

The City of Bellevue Parks & Community Services values volunteers and their contributions. We, the staff and volunteers, commit to treat each other equitably, with caring, trust, and respect. We recognize each other's contributions. We build on our commonalities and our differences. We believe that investing in volunteers fosters good government and quality public services.

Volunteers can expect:

- Clear and specific communication of expectations.
- On-going training/learning experiences and supervision as it relates to their volunteer position.
- Recognition of accomplishments.
- Cooperative work with staff.



Volunteer Opportunities

BellevueWA.gov/city-government/departments/parks/programs/volunteer-opportunities

Bellevue Botanical Garden

12001 Main St, Bellevue, WA 98005

425-452-6826

bbgvolunteers@bellevuewa.gov

BellevueWA.gov/volunteering/recreation-volunteering/volunteer-bellevue-botanical-garden

At the Bellevue Botanical Garden, volunteers are essential to our mission and enrich our visitors' experiences. Volunteers help with the gardening, support educational programs, assist during events, and provide visitor services. A complete list of roles is available online or from the volunteer coordinator.

Bellevue Probation Services

1309 114th Ave SE, Suite 200, Bellevue, WA 98004

425-452-7193

probation@bellevuewa.gov

Volunteers and interns serve an important role in supporting the work of the City of Bellevue Probation Division. Volunteers are valuable mentors to our clients and essential assistants to our staff. We offer several different opportunities for community members to help support our mission.

Bellevue Youth Link Program

425-452-2846

youthlink@bellevuewa.gov

Leadership and community service project volunteer opportunities for Bellevue middle and high school students via Youth Link Board and Youth Council. Adults are invited to apply and serve as Youth Link board members and/or mentors.

Bellevue Youth Theatre

16051 NE 10th St, Bellevue, WA 98008

425-452-7155

bytvolunteers@bellevuewa.gov

There are many opportunities at Bellevue Youth Theatre including stage crew, set design, costuming, ushering and more!

Crossroads Community Center

1600 NE 10th St, Bellevue, WA 98008

425-452-4874

ccc@bellevuewa.gov

There are opportunities to assist staff with Movies in the Park, programs and events. Some of these opportunities include drop-in teen programs and special events.

Environmental Stewardship

5808 Lakemont Blvd. SE, Bellevue, WA 98006

425-452-4195

parks_stewardship@Bellevuewa.gov

There are many volunteering opportunities in Bellevue focused on the environment, from regular restoration work parties to the Bellevue Naturalist Program.

Highland Community Center

14224 Bel-Red Road, Bellevue, WA 98007

425-452-7686

hcc@Bellevuewa.gov

Highland Community Center has volunteer opportunities to support adults with intellectual disabilities in special events and programs.

Kelsey Creek Farm

410 130th PL SE, Bellevue, WA 98005

425-452-7688

kelseycreekfarm@Bellevuewa.gov

Volunteers help support the Farm through various volunteer programs including helping care for the animals on the farm, assisting with summer day camps, and supporting special events.

North Bellevue Community Center

4063 148th Ave NE, Bellevue, WA 98007

425-452-7681

nbcc@bellevuewa.gov

North Bellevue Community Center is looking for volunteers to assist with older adult programming, serving meals, and special events.

South Bellevue Community Center

14509 SE Newport Way, Bellevue, WA 98006

425-452-4240

sbcc@bellevuewa.gov

South Bellevue Community Center is looking for volunteers to assist with special events during the year. These events include Halloween on the Hill, Holidays on the Hill, and the Downtown Movies in the Park series.

Wrap Around Services

Lake Hills Elementary School, 425-456-5312 | youthlink@bellevuewa.gov

Stevenson Elementary School, 425-452-5220 | youthlink@bellevuewa.gov

Wrap-Around Services is a collaborative project of the City of Bellevue and the Bellevue School District to promote healthy families and a healthy community through a single access point at Bellevue public schools. Volunteers support program events.

Youth Sports Coach

Various gyms & parks in Bellevue

425-452-4627

youthsports@bellevuewa.gov

Volunteer coaches work with children ages 5-12 in basketball, soccer, cross country and/or track & field leagues and programs.



Operational Guidelines

Background Checks

Volunteers will receive an initial background check at the time of placement. Ongoing volunteers will have background checks annually thereafter until termination or separation. Ongoing volunteers will receive an email reminder when it's time to renew.

Volunteers will submit the following information for criminal background check: full name, cell phone number, written permission for background check company to send them a text message, email address and name of supervisor/program area.

If you have a Social Security Number, it is required for the background check. If you do not have a Social Security Number, the use of a passport ID is acceptable. Currently, we are unable to use volunteers in specific positions that require background checks without one of these two forms of ID.

Drugs and Alcohol

Use of illegal drugs or alcohol is not allowed while volunteering for Parks & Community Services. Although marijuana is legal in Washington, volunteering while under the influence of marijuana is prohibited. Alcohol is not allowed on City of Bellevue Parks property, except in specific instances when the proper permits have been issued. Volunteers who appear to be impaired by alcohol or other substances may not participate in volunteer assignments.

Smoking and Use of Tobacco Products

Smoking, the use of electronic nicotine delivery systems (ENDS), and the use of chewing tobacco (smokeless tobacco) by all volunteers is prohibited while actively volunteering, except when on a designated break from volunteer duties and only in designated areas. In all locations without a designated smoking area, smoking and the use of ENDS devices is permitted only in areas located outside and at least 25 feet from building entrance(s), exits, operable windows, and ventilation systems to prevent tobacco smoke and ENDS vapors from entering those buildings.

Smoking and the use of ENDS devices is prohibited within 25 feet of non-smoking or non-ENDS using people in areas where smoking and use of ENDS devices is permitted if requested by the non-smoking or non-ENDS using person. All materials associated with smoking, vaping, and chewing, will be extinguished and/or disposed of in appropriate containers.

Smoking means inhaling, exhaling, burning of any lighted or heated tobacco product as well as other burnable substances that are not tobacco. Smoking includes, but is not limited to, cigarettes, cigars, and pipes. ENDS refers to electronic nicotine delivery systems, electronic smoking devices, and vaping devices. These are commonly called e-cigarettes, e-pipes,

e-hookahs, e-pens and e-cigars. ENDS devices do not include devices certified for sale by the United States Food and Drug Administration as a tobacco use cessation product such as nicotine skin patches, nicotine gum or nicotine lozenges, which are allowed under this policy. Chewing includes chewing tobacco and tobacco products.

Information Technology

Volunteers agree to use COB information technology resources in a professional manner and only for activities related to their volunteer assignment. Volunteers using COB technology resources must read, comply, and sign the City of Bellevue's Technology Resource Usage Policy and Work Rules located in the Appendix of this handbook.

Intellectual Property

Volunteers retain ownership of their intellectual property. Volunteers grant the City of Bellevue a license for the free use of intellectual property created during volunteer hours for marketing, training, and any other business purposes in perpetuity. This includes, but is not limited to, photographs, videos, content, computer programming, training materials, and artwork.

Media and City of Bellevue Affiliation

Volunteers shall not represent the City of Bellevue and/or Parks & Community Services on social media or contact any media outlet or social media professional as a representative of the city without the permission of the Department Director or their designee. Direct all media requests from outside sources to the staff volunteer lead.

Photos may be taken of volunteer experiences and used by the City of Bellevue in promotional material and on social media. If you do not consent to have photos and/or video and audio taken of you or your child(ren), you are asked to contact the staff volunteer lead and/or the main office at 425-452-6885 or parksweb@bellevuewa.gov.

Privacy and Protection of Personally Identifiable Information

We take the privacy of our volunteers seriously and only collect personal information that is necessary for the operation and improvement of our program. The city adheres to state and federal laws and regulations that govern the right to privacy and protection of personally identifiable information, such as health information, personal identity, criminal history, credit card transactions, private communications, utility usage, and more. The City of Bellevue does not sell or disclose personally identifiable information to a third party without volunteers' approval, other than with partner organizations when necessary for program operations, to comply with subpoenas, court orders, or other lawful legal proceedings, or to comply with applicable disclosure law such as the Washington Public Records Act RCW 45.56.

If you are not willing to or cannot provide a telephone number, email address, physical address, emergency contact, or birth date, please contact the on-site staff volunteer lead.

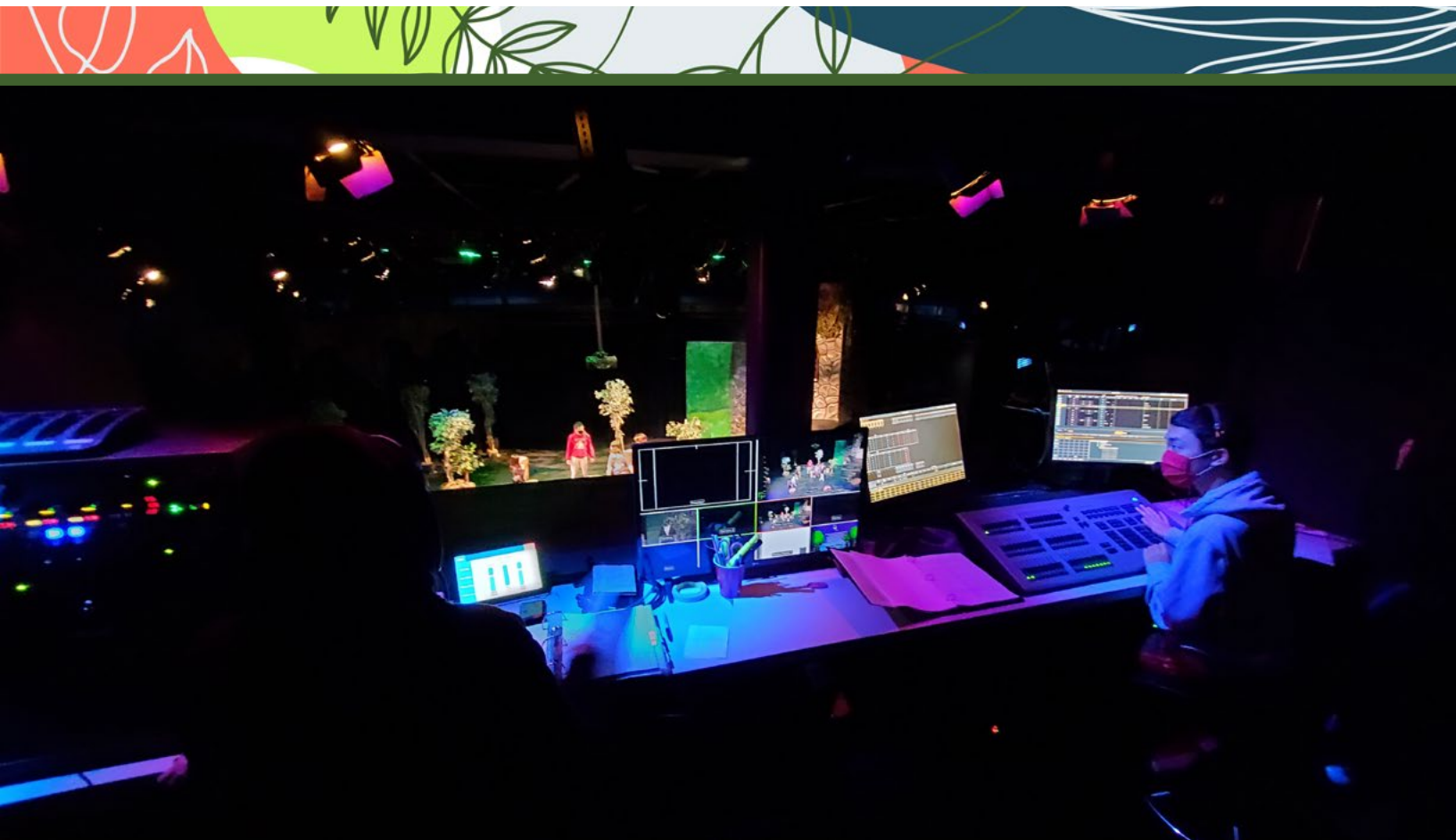
Use of Public Property

No volunteer shall request or permit the use of city-owned vehicles, equipment, materials or property for personal convenience or profit. Use is restricted to such services as are available to the public generally and for the authorized conduct of official business.

Public Records

The Public Records Act, Ch. 42.56 RCW, (the Act) requires public agencies, including the City of Bellevue, to make identifiable, non-exempt public records available for inspection and copying upon request. Any writings created by you in the course of volunteering for the city may be a public record subject to the Public Records Act and record retention requirements.

A public record is a writing, regardless of physical form, containing information relating to the conduct of government or the performance of any governmental or proprietary function, prepared, owned, used, or retained by the city regardless of physical form or characteristics. A writing means handwriting, typewriting, printing, photo stating, photographing, and every other means of recording any form of communication or representation, including, but not limited to, letters, words, pictures, sounds or symbols or their combinations; papers, maps, magnetic or paper tapes, photographic films and prints, motion picture, film and video recordings, magnetic or punched cards, discs, drums, diskettes, sound recordings, and other documents including data compilations from which information may be obtained or translated. An email is a writing.



Respect and Safety Guidelines

Communicate in an inclusive and accessible way:

Each volunteer will bring a unique set of talents, skills, and perspectives to their volunteer assignment. The way volunteers act, communicate, and interact defines the organizational culture and impacts program and facility outcomes. During your volunteering, you may encounter a participant or customer who communicates in a language other than English. The city embraces and wishes to communicate with individuals in their language of choice. There are resources available to volunteers to assist in communicating with participants and customers. During such an encounter, use the Language Line to ensure that both participant and staff are fully understood. Interpretation should always take place via the Language Line or a certified interpreter; volunteers are not to use online translation tools or rely on a proximate person for interpretation. In addition, if the participant needs printed materials or other support in a language other than English contact the on-site staff volunteer lead.

Maintaining a safe environment:

The City of Bellevue is committed to providing, in so far as it reasonably can, a safe environment for volunteers. While volunteering, if you feel unsafe or experience or observe any behavior that is abusive, harassing, obscene, threatening, violent, or unlawful, please immediately report it to one of the following:

- Facility and/or park staff.
- The on-site staff volunteer lead.
- The on-site supervisor/manager.

Dangerous Weapons Prohibited

In the interest of maintaining a workplace that is safe and free of violence, except as hereinafter provided, possession or use of dangerous weapons is prohibited on city property, in city vehicles, or in any personal vehicle which is used for city business. A dangerous weapon is any instrument capable of producing bodily harm, in a manner, under circumstances, and at a time and place that manifests as intent to intimidate another person or that warrants alarm for the safety of another person. Dangerous weapons are defined by RCW §9.41 Firearms and Dangerous Weapons. Exceptions to this policy include individuals engaged in military or law enforcement activities and those that hold a valid permit and said firearm is secured within an attended personal vehicle or concealed from view within a locked unattended personal vehicle while that person is on city property.

Service Animals

Only service animals are allowed inside City of Bellevue facilities. There are also parks that have pet restrictions, these include: Bellevue Botanical Garden, Kelsey Creek Farm barn area, Inspiration Playground, and beach park beach areas. If while volunteering, you have a concern about an animal at a facility or park where pets are not permitted, reach out to the on-site staff volunteer lead and/or other staff.

Service Hours

Youth volunteers completing service hours for their high school graduation requirement should submit their hours through their school's submission process to the on-site staff volunteer lead for approval.

Volunteer Evaluations

Volunteers' performance is informally evaluated on an ongoing basis, and they receive verbal feedback from the staff volunteer lead. Each of the volunteer sites will have site specific volunteer evaluation criteria. It is important to Parks & Community Services that volunteers receive ongoing feedback and check-ins from the staff volunteer lead that supervise them. Volunteers are expected to communicate any developmental goals to their staff volunteer lead to help guide this process. An annual volunteer program evaluation will be sent to all active volunteers at the program sites. This evaluation form will be sent to supervisors and managers to receive feedback about the program itself.

Corrective Action, Problem Solving and Termination

Volunteers are expected to accept supervision and corrective feedback from staff.

If there is a dispute or conflict with a staff member or others, volunteers will work with their staff volunteer lead and any other involved individuals toward a timely resolution.

If a volunteer knowingly and willingly commits an act or fails to perform a duty or responsibility in violation of the volunteer code of conduct, any city policy, staff direction, or the law, staff may take corrective action including but not limited to verbal feedback, written documentation, or termination of a volunteer.

Notwithstanding the foregoing, volunteers serve at-will and the city may terminate a volunteer's position without cause. Volunteers acknowledge that no employment relationship is created in the context of their role with the city.

Youth Volunteers

The following applies to youth volunteers aged 17 and younger.

All youth volunteers must successfully pass a background check. Ongoing volunteers will be background checked initially and annually. Volunteer waivers must be signed by an adult guardian for each youth volunteer.

Volunteers must be at least 14 years old to volunteer independent of an adult guardian for most volunteer activities. If the adult guardian is also volunteering, they will need to follow the adult volunteering background check requirements.

Youth volunteers must be supervised at all times. Youth volunteers shall not be left alone with other program participants.

Youth volunteers must be identified as a City of Bellevue volunteer and dress according to the needs of their volunteer roles as directed by the on-site staff volunteer lead.

Youth volunteers must sign-in and out for each volunteer shift. Youth volunteers must be signed in/out by their adult guardian unless the volunteer is 14 years or older and has an adult guardian signed participant self-release form on file.

Youth volunteers completing service hours for their high school graduation requirement should submit their hours through their school's submission process to the on-site staff volunteer lead for approval.



Emergency Preparedness and Accident Prevention

Bellevue Parks & Community Services is committed to the safety and security of staff, volunteers and participants. Being prepared, following established accident prevention and safety guidelines, and knowing what to do in an emergency comes with knowledge, planning, and practice.

Emergency Preparedness Requirements

- Volunteers need to be aware of the location of emergency and evacuation specifics for their site(s). This includes, but is not limited to, emergency exits, fire extinguishers, safe areas, evacuation routes, and assembly points outside the facility.
- Staff will conduct facility and equipment inspections prior to volunteers being onsite.
- If uncooperative weather is in the forecast, staff will establish alternative plans such as location, modified activities, and/or cancellation of the planned volunteer opportunity.

Accident Prevention and Safety Requirements

- Dress for your volunteer activity.
 - Footwear appropriate to the volunteer task must always be worn.
 - Required safety gear and/or uniform – if applicable; task specific personal protective equipment (PPE) may be provided if required.
 - Check weather conditions and bring clothing that will keep you warm and dry, and/or sunshielding clothing and sunscreen.
- Use tools and equipment as trained.
- Check with the on-site staff volunteer lead before starting any new task. Make sure you understand how to do the task safely and ask if you have any questions.
- All unsafe conditions or dangerous equipment must be reported to the on-site staff volunteer lead immediately.
- Volunteers should not use chemicals.
- Volunteers shall not be exposed to hazardous waste.
- Be aware of your surroundings and keep work areas neat and clean.
- Be aware of tripping hazards.
- Masks are always welcome.
- Volunteers should self-screen for illnesses before arriving on-site. Do not participate in volunteer activities if you are sick.

Response Requirements

Minor Incident/Injury Response: Minor incidents involve situations where equipment, facilities, and/or property damage has occurred; examples include broken equipment, damage to a facility, theft, etc. Minor injuries may include cuts, bruises, and scrapes.

- Facility/Equipment damage response.
 - Report to the on-site staff volunteer lead.
 - Avoid using the area or equipment.
- Minor injuries.
 - Report a cut, bruise, scrape that requires treatment to the on-site staff volunteer lead. For example, treatment may include a band-aid or ice pack.
- All incidents and injuries are to be reported to staff or the staff volunteer lead. Appropriate forms will be filled out.

CPR and First-Aid

First-aid kits and automated emergency defibrillators (AEDs) are in City of Bellevue facilities and service vehicles.

Inform the on-site staff volunteer lead of any accident as soon as possible and follow their directions. Youth volunteers are not to administer first aid.

Life-Threatening Emergencies

If an incident results in a life-threatening emergency, call 911 immediately. Stay with the victim if it is safe to do so and assure them that help is on the way. Keep them comfortable. Never move an injured person unless necessary.

Take responsibility for keeping others safely out of an accident site and maintain the scene exactly as it is. If you observe an accident and want to help, think carefully about what you will do and make sure the area is safe. Don't become part of the accident.

1. Call 911.
2. Know the address of your volunteer location.
3. Send someone to meet medical services.
4. Notify a staff member as soon as possible.
5. Stay with the individual(s) until help arrives.

Evacuation

Evacuation is used to get people out of a building or area by a designed route. It is used when the location of a potential threat is known allowing:

- A designated evacuation route away from the threat.
- A gathering point outside the building or area as far as possible from the threat.

Immediate steps:

- Immediately leave the building or area in a calm, orderly manner to the designated assembly point.
- If participants and customers are present, bring them with you, if you can safely do so. Stay at least 300 feet away from the building, area, or at the designated assembly point.
- Do not retrieve personal belongings.
- Call 9-1-1 if necessary.
- Do not return to the building or move unless safety is a concern or until directed by the emergency responders.

Dangerous Person

A dangerous person can be someone with a legitimate purpose on site or an unauthorized individual who may be an immediate threat to people.

Immediate steps:

- Stay calm.
- Move to the nearest Safe Area, behind locked doors or outside the facility.
- Call 9-1-1. If possible, give a full description of the person and behavior.
- Silence cell phones.
- When it is safe to do so, notify the on-site staff volunteer lead or other city staff of the dangerous or suspected dangerous person.

Severe Weather Conditions

Volunteer activities may be cancelled due to hazardous weather conditions including snow, ice, extreme heat, high winds, and smoke. We may work in the rain. The on-site staff volunteer lead will notify volunteers as soon as the decision to cancel an activity is made.

If you are volunteering and a severe weather situation occurs, please follow staff directions and be familiar with site specific safety procedures.

Spilled Body Fluids

All body fluids such as blood, vomit, urine, feces, and saliva may be infectious.

Immediate Steps:

- Do not attempt to clean spilled body fluids.
- Only trained City of Bellevue staff are authorized to clean up spilled body fluids.
- Report the spilled body fluids to the on-site staff volunteer lead.

Reporting

If any volunteer believes that there have been incidents and/or injuries involving volunteers, participants, staff, facilities, and/or property, the volunteer must report it to at least one of the following and fill out the appropriate incident/accident forms.

- Facility and/or park staff.
- The on-site staff volunteer lead.
- The on-site supervisor/manager.



Appendix

City of Bellevue Technology Resource Usage Policy Acknowledgment...page 31-38

Volunteer Liability Waiver...page 39

Volunteer Handbook Acknowledgment Form...page 41

Volunteer Position Application Form...page 43





City of Bellevue Technology Resource

Usage Policy and Work Rules

Executive Summary

This policy is designed to establish acceptable and appropriate use of computer and information systems, networks and other information technology resources used by City of Bellevue staff, volunteers, and others to conduct City business. The purpose of these policies is to safeguard and protect all technology resources from anything other than authorized and intended use.

The main points to remember are:

- The City provides network, communications systems, equipment, devices, and access to cloud services (“technology resources”) to carry out legitimate City business. By using these technology resources, any user consents to disclosing the contents of any data files, information and communications created on, stored on, transmitted, received or exchanged via its network, communications systems, third party hosted applications, cloud services, equipment, or devices.
- There is no right to privacy in the use of City technology resources. By using the City’s technology resources any user consents to monitoring, recording, and reviewing the use of that technology resource.
- Users are expected to act lawfully, ethically, professionally, and to exercise good judgment.
- Users who are granted access to critical data are responsible for its protection.
- Incidental use for personal needs is allowed as long as that activity does not interfere with City business or conflict with any City policy or work rule.
- Use of technology in violation of this policy is subject to disciplinary action up to and including termination.

1. Scope

The following policies define appropriate use of the City of Bellevue network, computers, mobile computing devices, smart phones, all related peripherals, software, electronic communications, and Internet access. They apply to the access of the City’s network and data and use of computing technology resources at any location, from any device, via wired or wireless connection. They apply to all users of City technology resources regardless of employment status. Access to all networks and related resources requires that each user be familiar with these policies and associated work rules. The City of Bellevue authorizes the use of computing and network resources by City staff, volunteers, and others to carry out legitimate City business. All users of City computing and network resources will do so in an ethical, legal, and professional manner. All use of technology resources must be consistent with the intent and requirements of all City policies and work rules.

Please detach and return with your signature

2. Ownership of Data

2.1. The City owns all City data, files, information, and communications created on, stored on, transmitted, received or exchanged via its network, communications systems, equipment and devices, such as e-mail, voicemail, text messages and Internet usage logs. The foregoing is considered public records, even if such communications reside in the cloud. The City reserves the right to inspect and monitor all communications at any time, including personal data stored on City systems, for any lawful purpose and with or without notice to the user. The City may conduct random and requested audits of employee accounts (including accounts with commercial or other third party providers if used in the course of conducting City business) for any lawful purpose including but not limited to ensuring compliance with policies and requirements, to investigate suspicious activities that could be harmful to the organization, to assist Departments in evaluating performance issues and concerns, and to identify productivity or related issues that need additional educational focus within the City. Electronic records may be subject to public disclosure and the rules of discovery in the event of a lawsuit. The City's Internet connection and usage is subject to monitoring at any time with or without notice to the employee. There is no right to privacy in the use of City technology resources.

3. Personal Use

3.1. Technology resources shall not be used to facilitate operation of a personal business, but may be used for incidental personal use as long as such use does not result in or subject the City to additional cost or liability, interfere with business, expected user productivity or performance, pose additional risk to security, reliability or privacy, cause or tend to cause damage to the City's reputation or credibility, or conflict with the intent or requirements of any City policy or work rule. This Policy does not attempt to address every possible situation that may arise. Good judgment, etiquette, and common sense should be exercised while using City technology resources. Please note that any personal use of or data stored on City systems or in City-provided cloud services, including but not limited to email, word documents, and photos, are subject to search and may be disclosed in response to public disclosure requests.

4. Internet/Intranet Use

4.1. This technology usage policy outlines appropriate use of the Internet/Intranet. Usage should be focused on business-related tasks. Incidental personal use is allowed as discussed in section 3.1, but there is no right to privacy in an employee's use of the Internet/Intranet. Employee Internet usage is monitored. Web Usage Reports are provided to Human Resources (HR) as requested to support investigations.

4.2. Use of the Internet, as with the use of all technology resources, should conform to all City policies and work rules. Filtering software will be used by the City to preclude access to inappropriate web sites unless specific exemptions are granted as a requirement of work duties (e.g., police can access sites on criminal activity, weapons, etc.) Attempts to alter or bypass filtering mechanisms are prohibited. When it is available, BellevueConnectStaff should be used for wireless access. Staff using City equipment should not use

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BellevueConnect, BellevueConnectOutdoor or other outside wireless services to bypass web filtering and monitoring.

4.3. Except for City business related purposes, visiting or otherwise accessing sites such as the following are prohibited:

- Adult Content
- Games
- Violence
- Personals and Dating
- Gambling
- Hacking
- Drugs
- Weapons

4.4. The City recognizes that social media are effective tools to promote community and government interaction by creating and sharing content and interacting with others. Employees may want or need to participate in public communication as part of their job responsibilities via blogging, discussion forums, wikis, podcasts, photo sharing, and other media for interaction and collaboration. Please refer to the HRPPM Social Media Policy for further guidance on employee expectations for use of social media.

5. Messaging System Usage

Messaging systems include Outlook Email, text, chat, and voice services.

5.1. Electronic messaging content must be consistent with the same standards as expected in any other form of written (or oral) communication occurring in a business setting where records are subject to public disclosure.

5.2. Users must manage their messages in accordance with records retention policies and procedures as defined and identified by the City Clerk's Office.

5.3. Use of the "Everyone_COB" or "Everyone_Staff" distribution lists is restricted to the City Manager's Office, and Department Directors and their specific designees. Under no circumstances should an employee "Reply to All" to an Everyone_COB or Everyone_Staff message.

5.4. External mass distribution e-mails to 500 or more recipients are prohibited from City email accounts. Staff communicating to distribution lists of 500 or more recipients should utilize GovDelivery "E-Mail Alerts," (which allow people to sign up to receive e-mails whenever substantive changes are made to city web pages) or listserv technology.

5.5. The City provides staff access to and support of the messaging systems described above. Subject to the personal use limitations explained above, staff may access web-based personal email but should not download personal documents or attachments from these sites. Staff may not install client-based software for internet service on city equipment.

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5.6. The use of messaging systems to send or solicit the receipt of inappropriate content such as sexually oriented materials, hate mail, content that a reasonable person would view as obscene, harassing or threatening, having no legitimate or lawful purpose, or contents falling within the inappropriate categories for internet usage is prohibited.

5.7. The incidental personal use of messaging systems from a City account to express opinions or views other than those reflective of City policy must contain the following disclaimer: "The contents of this electronic mail message do not necessarily reflect the official views of the elected officials or citizens of the City of Bellevue."

5.8. Staff receiving a suspicious email, such as a suspected phishing attempt or containing potential malware or malicious links, should report it by sending the message to ITsecurityconcern@bellevuewa.gov. If a malicious email is accidentally opened, staff should not forward it, reply to it, attempt to unsubscribe, open attachments, or click on links, and notify IT Support immediately by calling 425-452-2886.

6. Security

6.1. The Information Technology Department (ITD) must authorize all access to computer systems. Each user is responsible for establishing and maintaining a password that meets City requirements as described in the City's password policy. The use of another user's account or attempt to capture other users' passwords is prohibited. Each user is responsible for restricting unauthorized access to the network by locking their computer or logging out of their computer account when leaving their computer unattended. Staff who discover unauthorized use of their accounts must immediately report it to IT Support at itsupport@bellevuewa.gov or call x2886.

6.2. The City of Bellevue will take the necessary steps to protect the confidentiality, integrity, and availability of all its critical information and sensitive systems. Critical information is defined as information which if released could damage the City financially, put employees at risk, put facilities at risk, or could cause legal liability. Examples of critical data include employee health information, social security numbers, credit card holder information, banking information, police crime investigation information, etc.

6.3. Staff with access to critical information are responsible for its protection. Staff must take reasonable steps to ensure the safety of critical information including: avoid putting critical data on laptops and other mobile devices; encrypting data any time it is6.4. Staff should not transport critical city data on unencrypted devices such as thumb drives, CD's, or mobile devices. The city has standards for encrypted USB drives that should be used for this purpose. Information about these standards can be obtained from ITD Support at support@bellevuewa.gov or call x2886. electronically transported outside the City network; not storing, saving, or transmitting critical data to a home computer or other external computer or non-City provided cloud provider; ensuring inadvertent viewing of information does not take place; and destroying or rendering the information unreadable when no longer needed for city use and required retention period has been met.

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6.4. Staff should not transport critical City data on unencrypted devices such as thumb drives, or portable storage devices. The City has standards for encrypted USB drives that should be used for this purpose. Information about these standards can be obtained from IT Support at itsupport@bellevuewa.gov or call x2886.

6.5. Department Operations Policy Team representative approval is required prior to moving any physical media containing critical data (as defined in the City's Data Classification Policy) from a secured area..

6.6. The City will restrict access to critical information only to staff who have a legitimate business need-to-know. If staff discover that they have access to critical or confidential information not necessary to perform their job they must report it to IT Support. Each system owner is responsible for keeping an inventory of critical information and ensuring that access to it is limited.

6.7. Staff will be assigned unique user IDs and passwords for network access. Access to systems and applications containing critical information will only be allowed via unique user IDs. Access will be monitored, and actions will be traceable to authorized users.

6.8. Staff are prohibited from sharing their passwords, allowing anyone else to use their network account for any reason, or writing down their network password. Staff must report to IT Support immediately, and change their password, if they suspect it has been compromised.

6.9. Credit card information must never be sent or received via messaging systems and staff are prohibited from copying, moving, or storing credit/debit card holder information onto local hard drives and/or removeable electronic media.

6.10. Staff must store critical or confidential information on City-provided or approved systems and locations only.

6.11. Staff are required to keep all devices up to date with all routine updates and security patches. This includes but is not limited to desktops, laptops, tablets, and smart phones. Failure to perform required updates and patches within a recommended timeframe by ITD will result in having the device and/or user account disabled until updates and patching can be completed.

6.12. Security awareness training and attestation of the TRUP are required annually and will be assigned via the performance management system, the PLaCE.

6.13. Staff must immediately report suspicious and unexpected activity on their computer or device, such as unusually slow performance or crashes, unexplained pop ups, or programs automatically connecting to the internet, to IT Support at 425-452-2886 and limit any actions that expands a cybersecurity risk, such as clicking on links or providing sensitive information.

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7. Network Access and Usage

7.1. ITD must approve connecting devices to the City's network. This includes computers, network hubs and switches, printers, handhelds, scanners, remote connections, and wireless or wired devices. The use of personal routers and wireless access points on the City network is not allowed.

7.2. The installation, removal, or altering of any software on City-owned equipment is prohibited without authorization from a department manager or designee and ITD.

7.3. Mobile devices must meet and adhere to the current standards for those devices as established by ITD. Personally owned smart phones may be connected to the City's network after ITD approval. This approval will only be granted after verification that the mobile device meets City standards and staff have signed applicable mobile device and/or stipend agreements. Please refer to the Mobile Device Policies for further guidance.

7.4. ITD has access to location information for some City-owned mobile devices. This information is point of time only and will not typically be used to track employee movement or travel. This information will be used primarily to locate lost equipment. Upon request ITD will provide mobile device information to HR and/or City Attorney's Office.

7.5. Exploiting or attempting to exploit any vulnerability in any application or network security is prohibited. Sharing of internal information with others that facilitates their exploitation of a vulnerability in any application or network security is also prohibited. It is also prohibited to knowingly propagate any kind of spyware, and/or denial of service attack or virus onto the City network or computers. Staff who encounter or observe vulnerability in any application or network security must immediately report it to IT Support at itsupport@bellevuewa.gov or call x2886.

7.6. Non-City staff (e.g. vendors, contractors) are required to have their computers scanned by ITD for malware prior to physically connecting to the City's network. If the computer is going to continue to be connected (even occasionally) to the City's network, it must be scanned every 30 days at minimum. Representatives of the contracting departments are responsible for assisting their contractors to engage ITD to perform these services by contacting IT Support at itsupport@bellevuewa.gov or calling x2886.

7.7. Disabling, altering, over-riding, or turning off any mechanism put in place for protecting City technology is strictly forbidden. This includes the installation of any software designed to circumvent security measures.

7.8. Because of band-width limitations inherent in any network system, use of the City's network to download non-business related information is prohibited. Examples include streaming video of sporting events, on-line games, etc.

7.9. Transmission, distribution, or storage of any information or materials in violation of federal, state, or municipal law is prohibited. Software that is copyrighted or licensed may not be shared

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or illegally distributed. Copyright violations are federal offenses that may result in civil and criminal penalties to employees and the City of Bellevue.

7.10. Users must manage their electronic content in accordance with records retention policies and procedures as defined and identified by the City Clerk's Office. Electronic content past their retention schedules and not part of an active or potential litigation and/or public disclosure request should be deleted from the network to save space and eliminate the need to backup unnecessary files.

7.11. Access to the City's network via VPN requires approval from ITD. VPN accounts will be audited quarterly. Accounts not actively being used will be deactivated or removed. Reactivation of intermittently used VPN accounts for vendor support purposes will be accommodated upon request. VPN users must have commercial up to-date anti-virus software if it is available for the device they are connecting from. Vendors accessing the City network via VPN must adhere to the rules in the Vendor VPN Access standard operating procedure and Vendor TRUP.

7.12. At least annually, departments need to review and approve network accounts and accounts for their applications. ITD will assist as needed in doing these reviews.

7.13. All devices accessing City network must be running up to date antivirus software if it is available for the device they are connecting from.

8. Administration, Reporting and Violations/Discipline

8.1. Each Department will designate specific employees who have the authority to authorize ITD to provide accounts and access to technology resources. Suspected violations or concerns should be reported to an IT Assistant Director.

8.2. ITD, the Departments, and HR share responsibilities in enforcing the TRUP as described below.

9. ITD Responsibilities

9.1. ITD is responsible for recommending TRUP guidelines that are enforceable.

9.2. ITD is responsible for enterprise monitoring of technology resources using security and monitoring tools. Security and monitoring information will be provided to HR as requested to support the investigation of TRUP or other policy violations.

9.3. If, in the normal course of business activities, ITD discovers violations of the TRUP, ITD will report the activities to the employee's supervisor, Department Director, and/or the Director of HR, depending upon the severity of the infraction.

9.4. ITD will provide information security awareness training as part of new employee orientation and will incorporate the TRUP into this training.

10. Department Responsibilities

10.1. Departments assist in the development and adoption of the TRUP through the Operations Policy Team.

10.2. If in the course of normal business activities, department management suspects an employee has or is violating the TRUP, they must report the suspected infractions to HR.

10.3. Departments are responsible for carrying out any disciplinary actions in response to TRUP violations.

10.4. Departments assist in education and communication on an ongoing basis.

11. Human Resources Responsibilities

11.1. HR assists in the development and adoption of the TRUP through the Operations Policy Team.

11.2. HR is responsible for the evaluation of reported TRUP infractions, and may request additional monitoring information (e.g., security logs) from ITD as part of their investigation and evaluation process.

11.3. HR is responsible for providing necessary information to Department Directors to facilitate and coordinate with department management the consistent application of disciplinary action when TRUP infractions occur.

11.4. As with any set of policies or rules, exceptions may be granted and documented on a case-by-case basis. These require authorization from the Department involved as well as from ITD and HR. Some exceptions may also require City Manager approval.

11.5. Violations of the TRUP, City policies and work rules, or otherwise inappropriate use of technology resources are subject to disciplinary action up to and including termination. This would include acts or omissions resulting in damage or disruption to the City's network, systems, services, or data; or other negative impact to the City and/or its reputation.

I have viewed and agree with all Technology Resource Usage Policy and Work Rules

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Name Date



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WAIVER OF LIABILITY/PHOTO & VIDEO RELEASE

PLEASE READ CAREFULLY

In consideration of myself and/or my child(ren) being allowed to use City of Bellevue Parks & Community Services facilities and/or participate in the city-sponsored activity(ies) identified herein, I ASSUME ANY AND ALL RISKS, INCLUDING RISK OF INJURY OR DEATH, associated with my or my child(ren)'s use of said facilities and/or participation in said activities. I further agree on behalf of myself, my heirs, executors, assigns, and personal representatives, to waive and RELEASE any and all rights and claims for damages, including attorney fees, I now, or may hereafter have, whether known or unknown, against the City of Bellevue and its officials, employees, and agents for any injuries suffered by me or my child(ren) in connection with the use of city facilities or participation in the city-sponsored activity(ies) identified herein. I acknowledge that I have carefully read this WAIVER OF LIABILITY and fully understand that I am waiving any right that I may have to bring a legal action or to assert a claim against the City of Bellevue in connection with the use of city facilities or participation in the city-sponsored activity stated below.

PHOTO/VIDEO RELEASE: I give my permission to have photos and/or video and audio recordings taken of me or my child(ren) during City of Bellevue activities and authorize the City of Bellevue to copyright, use, and publish the same. I understand I am waiving any right of privacy, compensation, copyright or other ownership right connected to the photo or recording. If you do not give permission to have photos and/or video and audio taken of you or your child(ren), please contact the main office at 425-452-6885 or Parksweb@bellevuewa.gov.

I acknowledge that I have carefully read this WAIVER OF LIABILITY / RELEASE and fully understand that I am waiving any right that I may now or hereafter have to bring a legal action to assert any claim against the City of Bellevue in connection with my participation in this volunteer activity.

I accept the conditions printed above:

Participant (print name)

Guardian (print name) *required if participant is under 18 years of age

Participant (signature)

Guardian (signature and date)
*required if participant is under 18 years of age

Date (M/D/YYYY)

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City of Bellevue Parks & Community Services

Volunteer Handbook Acknowledgement

I acknowledge that I have received a copy of the Volunteer Handbook, which outlines the policies, guidelines, and volunteer code of conduct of the City of Bellevue Parks & Community Services.

I have read and understand the information in it and agree to abide by the policies, guidelines, and expectations while volunteering. The handbook and this acknowledgment does not constitute an employment contract or agreement between the City of Bellevue Parks & Community Services and its volunteers of any kind including, but not limited to, the terms and conditions of volunteering.

The City of Bellevue reserves the right to utilize, or not utilize, the services of volunteers. I understand that it is my responsibility to secure information from my supervisor if I have questions or concerns about any of the information outlined in this Volunteer Handbook.

I understand that these policies, guidelines, and expectations are continually evaluated and may be amended, modified or terminated at any time and at the sole discretion of the City of Bellevue with or without notice.

Print Name of Volunteer _____

Signature of Volunteer _____ Date: _____

Print Name of Parent/Guardian (if applicable) _____

Signature of Parent/Guardian _____ Date: _____

Received by:

Print Name of City of Bellevue Staff _____

Signature _____ Date: _____

Assigned workgroup(s): _____

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Volunteer Position Application

City of Bellevue Parks & Community Services

PO Box 90012

Bellevue WA 98009-9012

425-452-6885



Last Name		First Name, Middle Initial		Preferred Name	
Are you 18 years of age or older? <input type="checkbox"/> Yes <input type="checkbox"/> No			School Currently Attending and Grade (if applicable)		
Preferred Phone		Phone Type	Secondary Phone		Phone Type
E-mail					
Street Address					
City		State		Zip	
Emergency Contact (1)		Phone		Relationship	
Emergency Contact (2)		Phone		Relationship	
Will you need a modification or accommodation to participate in the volunteer activity or service project? <input type="checkbox"/> Yes <input type="checkbox"/> No					
Additional Comments:					

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Internal Use Only

Received By: _____ Date: _____

Requested Volunteer Position and Location:						
Please indicate the days and times you are available to volunteer:						
Monday <input type="checkbox"/>	Tuesday <input type="checkbox"/>	Wednesday <input type="checkbox"/>	Thursday <input type="checkbox"/>	Friday <input type="checkbox"/>	Saturday <input type="checkbox"/>	Sunday <input type="checkbox"/>
Time(s):	Time(s):	Time(s):	Time(s):	Time(s):	Time(s):	Time(s):
Briefly describe past or current volunteer experiences, including approximately how long you volunteered for each organization.						
Have you previously volunteered with the City of Bellevue? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please indicate the program, location, and dates:						
Why do you want to volunteer with Bellevue Parks and Community Services?						
How did you hear about this program?						

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Internal Use Only

Received By: _____ Date: _____



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Guardian (print name)

*required if participant is under 18 years of age

Participant (signature)

Guardian (signature and date)

*required if participant is under 18 years of age

Date (M/D/YYYY)



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