



Volunteers Handbook

Volunteers Handbook

Napier CDEM

This handbook is about the assignment of Civil Defence Emergency Management (CDEM) volunteers within Napier CDEM. It provides best practice employment relation guidelines through a set of policies and procedures for the recruitment, appointment, behaviour and training of volunteers.

Napier City Council welcomes diverse volunteer involvement in Civil Defence Emergency Management (CDEM) and this handbook supports volunteers once they are in place and allows for recognition and reward of their contribution to the organisation.

The aim of the handbook is to define how volunteers can expect to be treated, and how volunteers are expected to carry out their duties. This is achieved through a set of policies that;

- Demonstrate the Napier City Council's commitment to the volunteers' programme
- Demonstrate the Napier City Council's commitment to the individual volunteers
- Enable volunteers to understand their responsibilities
- Provide security to volunteers and ensure fairness and consistency
- Ensure paid staff understand why volunteers are involved and the role that they have within the organisation

In summary the handbook contains information on Napier City Council CDEM's expected standards of behaviour for all volunteers, as well as practical information about CDEM's policies and procedures.

This handbook is intended to be a useful reference for all volunteers, whether having just joined the Napier CDEM team or having been a volunteer for a long time.

For any enquiries about this policy contact the CDEM Manager in confidence at:

Napier Civil Defence Emergency Management

**231 Hastings Street
Private Bag 6010, Napier
New Zealand**

P 06 835 7579

F 06 835 7574

Abbreviations used

CDEM = Civil Defence

Emergency Management

CD Centre = Civil Defence Centre

EMO = Emergency Management Office

EOC = Emergency Operations Centre

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Foreword



Napier Civil Defence depends on volunteers as they provide the link between residents and the local Civil Defence organisation.

Volunteers have good knowledge of the area in which they live, they are able to quickly gather information, assess the need for help and organise their communities to adopt a 'self-help' attitude by preparing in advance for Civil Defence emergencies.

By volunteering for Civil Defence and Emergency Management you make a productive contribution to your community and the City of Napier.

Napier Emergency Management volunteers play a major role in providing additional support for the community when it is required the most. This can include supporting the emergency services, welfare and the registration of evacuees, radio communications and helping our communities to recover quickly from emergency events.

Napier City Council recognises that trained and dedicated volunteers are a very valuable resource and as such is committed to providing a full and varied training and exercise programme throughout the year to enable them to carry out their duties when required.

Some of the training will be informal and others will lead to NZQA unit standards that can be used

towards the National Certificate in Emergency Management Level 2 if they choose.

There are many opportunities available to each volunteer which will develop their decision making, problem solving, planning and leadership skills, whilst gaining personal confidence and enjoying a wide range of training courses.

The Napier City Council Civil Defence and Emergency Management Volunteer organisation is a group of community minded volunteers from all walks of life who are committed to promoting a professional organisation whilst being able to support their local community in a disaster.

This Volunteers Handbook has been produced to ensure that good standards and procedures are in place enabling structured training and policies to support them in their role.

A handwritten signature in black ink that reads "A Reade".

Angela Reade
Civil Defence Manager

Volunteering

A Definition of CDEM Volunteer

There are three types of volunteer that may be involved in Hawke's Bay CDEM activities. This policy is about established CDEM volunteers within Napier City Council, type 1 shown below:

- 1 Established CDEM volunteers within Councils.** They are an affiliated member of that Council as a CDEM volunteer, are trained with CDEM relevant skills and are accountable and responsible to that Council.
- 2 Established volunteers with non-council organisation.** They are an affiliated member of that organisation, are trained with skills relevant to their organisations role in CDEM activities, and are accountable and responsible to that organisation (e.g. Red Cross, St John, Service Clubs, etc).
- 3 Spontaneous volunteers in an emergency.** These are generally members of the public, who want to help during a declared emergency, whether affected or not by that emergency. They are not a member of any organisation or recognised group, are not necessarily trained in CDEM relevant skills and are unaccountable.

Other Councils and non-council organisations' will have their own policies for the various volunteer types involved in the organisations CDEM role. For information on managing spontaneous volunteers see the Ministry of Civil Defence and Emergency Management publication – Managing Spontaneous Volunteers.

B Values and Principles

CDEM volunteers are an important resource and are often an integral part of response and recovery activities. CDEM volunteers are not managed at a national level, but are managed and coordinated at a CDEM group (the Regional umbrella for several Council's CDEM) or local (e.g. Napier CDEM) level.

Civil Defence and Emergency Management (CDEM) is about being prepared when a serious disaster happens with a coordinated plan. The Napier City Council has a statutory responsibility to plan for and manage the response to a civil emergency.

The response cannot easily be achieved without the use of volunteers because any such emergency will place a considerable extra workload on most areas of the Council's operations, and all Council employees have a role to play in an emergency either in staffing the headquarters on the second floor of the Civic Building, or in meeting the increased workload in those areas worst affected by the emergency.

C Aims and Objectives

The aim behind using volunteers in CDEM is to raise awareness of CDEM activities, and to be prepared before an emergency happens, to boost resource during and after a declared emergency. This ensures that Napier City Council is able to function to the fullest possible extent, whilst paid staff are under increased workload in those areas worst affected by an emergency.

The increased capability and public awareness of Napier CDEM through the use of volunteers is achieved through the following objectives:

- Identify volunteer roles and responsibilities in Hawke's Bay CDEM plans
- Incorporate volunteer roles into Napier CDEM procedures
- Accommodate volunteers in appropriate roles
- Incorporate volunteer needs into Napier CDEM training needs analysis

These objectives are realised through a volunteer recruitment and training programme and attention to ongoing communication with and retention of those volunteers.

Volunteering

D HB CDEM Group and Napier City Council Responsibilities

All organisations that use volunteers are expected to look after them and take responsibility for them. If they are unable to do this the organisation should hire and pay people to perform the task.

The Hawke's Bay CDEM group and the local Council members of that group (including Napier City Council) have written documentation describing processes for managing CDEM volunteers. This documentation takes account of the legislation that affects CDEM volunteers, which includes:

- The CDEM Act 2002
- Health and Safety in Employment Act 1992 (incorporating the 2002 amendment)
- Employment Relations Act 2000
- Human Rights Act 1993
- The Privacy Act 1993
- The Injury Prevention, Rehabilitation and Compensation Act 2001

The CDEM Act does not specify duties or obligations of Councils towards volunteers. Nor does it prescribe codes of conduct towards, or training standards for, volunteers. The intent of the legislation is for CDEM Groups to determine the CDEM needs of their region and how best to meet those needs. This will include identifying roles and functions that are best fulfilled by employees or contractors and those that are appropriate for volunteers.

The act also protects CDEM volunteers while they are acting in a declared emergency by providing compensation for losses or damage to personal property and protection from liability.

Once assigned a role, volunteers will be made fully aware of their responsibilities and legal position in regard to the CDEM Act in particular the important difference between operating under a declared and non-declared emergency.

E Structure and Positions

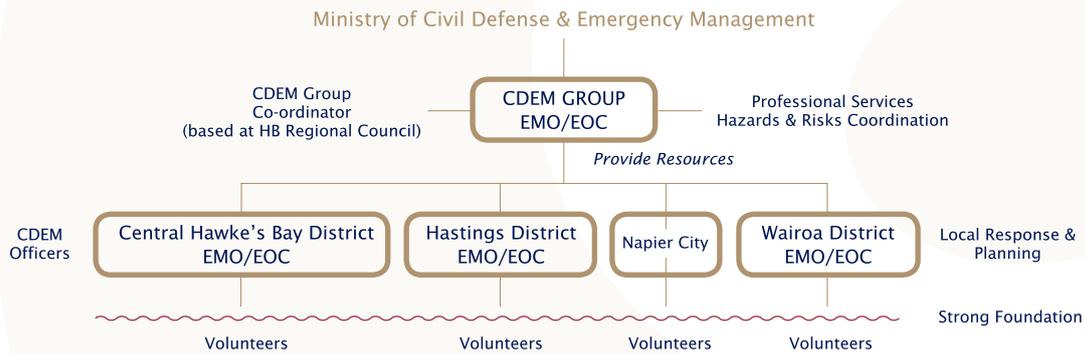
Napier CDEM aim for CDEM volunteers is to:

- Recruit volunteers to CDEM tasks that best suit their skills and experience
- Train volunteers appropriately for their role through the Napier CDEM training programme
- Maintain volunteer contact and training records
- Retain emergency ready volunteers through regular updates and correspondence.

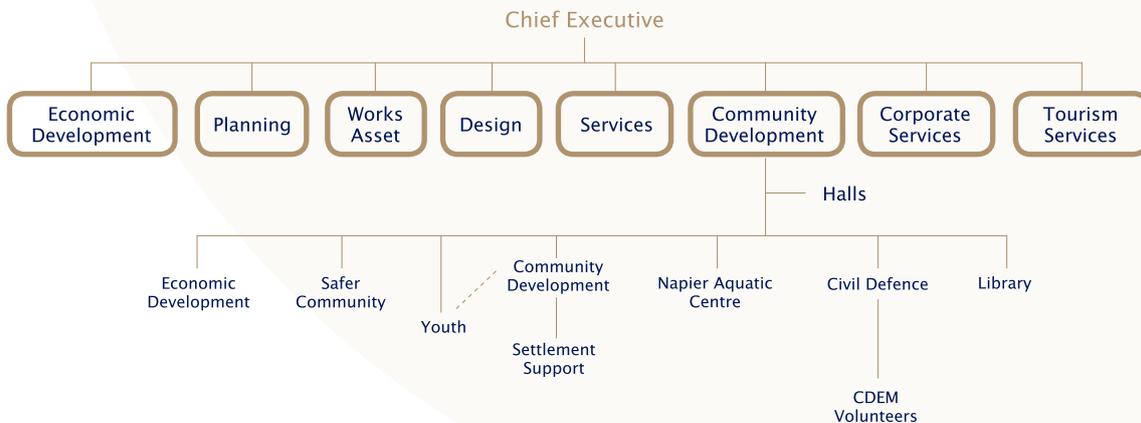
Volunteering

The Group plan structure and Napier City Council management hierarchy is as follows;

Hawke's Bay CDEM Group



Napier City Council Management CDEM Volunteers



For a detailed description of positions refer to the specific volunteer Job Profiles available from the CDEM Manager

The volunteer roles within Napier CDEM are available in the following categories:

- Volunteer Managers
- CD Centre Managers
- CD Deputy Centre Managers
- Communications Team
- Registration Team
- Reconnaissance Team
- Welfare Team

Expected Standards of Behaviour

A Volunteer Behaviour

Being a CDEM volunteer brings the responsibility, as a representative of the Napier City Council, an organisation paid for by the people of Napier, to uphold the principle of public service and provision of high quality service. The public perception of the City Council is most directly influenced by those who have frontline roles, such as CDEM volunteers, and volunteer's conduct must reflect this responsibility.

Napier City Council expects the same level of professional behaviour from both paid and unpaid workers. This volunteer handbook reflects the same principles, policies and procedures that apply to Napier City Council employees, although the staff handbook is more extensive as there are some parts that do not apply to volunteers as unpaid workers due to the limited nature of their roles.

Volunteers are part of a large team and as such are required to adhere to a certain code of conduct within that team such as;

- Be professional at all times. Volunteers and staff actions reflect on Napier City Council
- Always adhere to CDEM procedures.
- Respect fellow volunteers
- Follow instructions from managers
- Communicate well

A well organised and smoothly running team of volunteers will contribute to CDEM success.

B Confidentiality of Information

Apart from information which is already in the public domain (e.g. through Council agendas and press releases) much of what volunteers may hear or read during their role is confidential.

It is important that confidential matters are not discussed with anyone other than CDEM staff and volunteers where it is their business to know these things in the course of normal CDEM operations.

Never give out names and contact information except where legitimately required for work purposes. Ensure that anyone's personal details seen in the course of business are kept secure and inaccessible to any unauthorised person.

If unsure about the confidential status of any information contact the CD Centre Manager, CDEM Manager or Local Controller for clarification.

C Council Property

All materials and equipment associated with volunteers' roles are the property of Napier City Council and remains so at all times.

Volunteers are responsible for the proper care and safekeeping of Council property (including vehicles, clothing, equipment such as radios and keys) issued to individuals, teams or at the Civil Defence (CD) Centres.

Volunteers are required to promptly report lost, defective, missing, or broken equipment to the CDEM Manager for the purposes of asset records and replacements as required.

Materials and equipment must not be taken home except with the CDEM Managers permission and must not be used for purposes other than CDEM or other Council work and must be returned promptly after use.

Expected Standards of Behaviour

D Identification Badges

All Volunteers will be issued with Identification Badges by Napier City Council on signature of a document of acceptance of the following:

- An identification badge is for the purpose of identification only and does not give the holder any authority, rights or privileges.
- In the event of any emergency the holder of an identification badge must adhere to instructions given by the Emergency Services and Local Authority staff.
- The Civil Defence Volunteer must adhere to the Napier City Council Health and Safety Code of Practice.
- Any actions carried out by the CDEM Volunteer must not bring Napier City Council into disrepute.
- All identification badges are the property of Napier City Council and must be returned immediately on leaving the volunteer organisation or, at the request of the CDEM Manager or Local Controller.
- An identification badge must be worn at all times when working in the Napier City Council Building, Austin Street Depot or Civil Defence/Welfare Centres.
- The loss or theft of an identification badge must be reported immediately to the CDEM Manager.

E Keys

Key holder volunteers will be required to sign for on receipt from the CDEM Manager on issue. This information will be kept on an administrative database for tracking purposes. Key holders must keep their keys safe at all times. Copies must not be made except with the express permission of the CDEM Manager. Lost keys must be reported immediately to the CDEM Manager for security purposes and replacement.

F Uniform/Dress Code

Napier CDEM does not have a formal uniform. Volunteers are expected to be reasonably presentable but dressed appropriately to the task being performed. Napier CDEM high visibility vests and caps where issued must be worn.

G Harassment and Discrimination

Napier CDEM will not tolerate any kind of harassment of staff, volunteers or public in the course of a volunteer's duties or otherwise.

This may include, but is not limited to, bullying, verbal harassment, physical harassment, sexual harassment, or discrimination because of some characteristic, such as race, nationality, religion, sex, sexual orientation, or disability.

Allegations of misconduct of this nature will be investigated subject to the Napier CDEM disciplinary procedures and may result in disciplinary action.

H Alcohol and Drugs

Bringing or using illegal drugs or alcohol, except for alcohol at authorised functions, onto Council premises or to CD Centres is not permitted.

Being under the influence of alcohol or illegal drugs while on duty is not acceptable, and is considered serious misconduct and will result in disciplinary action.

Expected Standards of Behaviour

I Contact with Media

Volunteers are asked not to discuss CDEM matters with the Press, or other Media, unless authorised to do so by the CDEM Manager or Local Controller.

If a volunteer is approached by a reporter seeking information, make no comment, and refer them to the CDEM Manager or a Local Controller.

J Performance

Volunteers are the public face of CDEM operations and as such should act in a professional manner at all times to the same standard required of Council employees.

Volunteers are expected to be punctual, respectful of fellow workers and to work to the best of their ability.

Operational procedures exist on a number of matters to guide volunteers in their assignment.

Supervision is available to those volunteer who would like to know how their activities are going and how their skills are progressing to discuss any further development plans. Volunteers can request feedback at anytime through their CD Centre Manager, the Volunteer Manager or the CDEM Manager.

Formal performance appraisals will not be carried out unless specially requested by a volunteer.

K Meetings

Protocols

The annual meeting schedule will be advised via the training and meeting calendar, and volunteers will be notified at least one week in advance of each meeting.

All meetings have a strict meeting protocol that all present are asked to respect.

These are:

- Treat everyone with respect
- Focus questions and comments on the subject at hand and stick to the agenda
- Listen carefully with the intent of understanding – all views are important and legitimate
- Let others finish before speaking.
- Share the air – let others speak once before speaking twice
- Do not use inappropriate language such as swearing or discriminatory remarks/comments
- Raise issues honestly, clearly and early in the process
- Collaborate with other group members – seek to find common ground
- Resist forming factions; work on cohesion of the whole group – no shouting
- Put cell phones on silent mode
- Participate
- Notify CDEM Manager if you are unable to attend a meeting
- Arrive on time
- Read materials in advance and come prepared
- End meetings on time
- If agenda items cannot be completed on time, decide if the meeting should be extended or if an additional meeting should be scheduled
- Be tough on issues, not each other

Minutes

Meeting notes will be taken at each meeting by an appointed person and submitted promptly to the CDEM Manager for processing. The notes will be distributed with the next meeting notification, unless there are urgent items that require action, in which case the minutes will be distributed as soon as they are available.

Expected Standards of Behaviour

Non-attendance

For records purposes volunteers are required to inform the CD Centre Manager or CDEM Manager, giving 24 hours notice where possible, if they are not able to attend a meeting or a training session.

Communication Between Meetings

Between meetings, volunteers will:

- Be free to speak with each other about issues and in ways that support the teams process – **remember confidentiality**
- Not take actions or discuss issues in any way that undermines the Civil Defence organisation
- Call or email each other with information that the other members need to hear
- Share information

L Radio Equipment

Radio checks are carried out weekly as directed by the CDEM Manager and performed by the current radio holders.

Radios must only be used for CDEM purposes at all times, due to licensing restrictions.

Any volunteer travelling out of the immediate Napier/Hastings vicinity must pass the radio to the next assigned person so it is available for use if necessary.

Radio protocols should be followed at all times as set out in the Standard Operating Procedure.

Lost, stolen, broken or damaged radios must be reported **immediately** to the CDEM Manager

M On Duty Situation Normal

Volunteers are expected to be on duty according to the normal training and meeting schedule as informed by the CD Volunteer Manager or the CDEM Manager.

N On Duty During Declared Emergency

Reporting for duty

Volunteers will be contacted directly by the telephone tree or via media when required to report for duty. There are various levels of operational status as set out in the Standard Operating Procedures.

Volunteer's priorities are to look after their family's needs first. Activate a family emergency plan and then report for duty as soon as possible.

Family First

For Council to achieve the necessary leadership and response role in emergency management all employees including volunteers are expected to take appropriate measures to ensure that their families are safe and able to cope, thus allowing the employee or volunteer to work.

These measures may include a household evacuation plan, family emergency plan, a survival kit, belonging to a Neighbourhood Support Group and anything else felt necessary.

Further information on steps to take to prepare for a Civil Defence Emergency can be obtained from the CDEM Manager.

First Aid

All volunteers are offered First Aid training as part of their core competencies training. Volunteers are permitted to carry out First Aid activities during an emergency to their qualified level.

Health and Safety

A Volunteers' Duties and Responsibilities

The intention of the Health and Safety in Employment Act with regard to volunteers is to promote sound occupational health and safety values and "best practice" in all kinds of volunteer work.

The Health and Safety in Employment Act provides for a general duty of care of volunteers, and all practicable steps must be taken to ensure their health and safety.

Napier City Council has a duty of care to avoid exposing staff, volunteers and the public to risks to their health and safety. Volunteers are required to take all reasonable practicable steps to ensure that their own or someone else's actions at work do not cause harm to themselves or anyone else. Some guidelines are given below. On acceptance of a volunteer assignment a volunteer must sign to agree to abide by the Napier City Council Health and Safety Policy.

B Protective Clothing

Volunteers are required, when directed, to wear protective clothing, use protective equipment where appropriate, and follow safety procedures. **Failure to do so will lead to disciplinary action.**

C Accidents and Near Misses

As part of the Napier City Council Health and Safety legal requirements, volunteers are required to report immediately to the CDEM Manager:

- **Any hazards and dangerous situations a volunteer comes across**
- **Accidents, near misses and injuries to self or others.** This includes aches and strains

which might worsen, or small cuts which might become infected. Disciplinary action will be taken when an employee fails to report an accident or injury

- **Any clearly dangerous situation observed at work, presenting an imminent risk of injury to self or others.** Volunteers and staff are expected to respond immediately and take whatever corrective action believed appropriate in the circumstances in order to prevent injury from occurring

Incidents will be followed up by CDEM Manager. Any practical suggestion volunteers may have for improvement is welcome and will be given due consideration. Council relies on staff and volunteers to have an active input, so that the working environment is a safer place for everyone.

D Lone Working

When on duty at the Civil Defence Centre volunteers must work in a minimum of pairs at all times. Call the CD Volunteer Manager or the CDEM Manager if a cover volunteer is needed for any reason, or transfer to another staffed CD Centre.

E First Aid Kits and Fire Extinguishers

First aid kits and fire extinguishers are located in various work areas and in some work vehicles. CD Centre Managers will advise where the nearest one is, and volunteers must report any insufficient supplies and shortages to the CDEM Manager.

Any abuse or misuse of the first aid kits or fire extinguishers will lead to disciplinary action.

F Smokefree Workplace

Smoking is prohibited in the Napier City Council buildings, or vehicles, and in the Civil Defence Centres (including any school grounds).

Health and Safety

G Use of Private Vehicles

During **situation normal** council vehicles are not available to volunteers. If using a private vehicle for CDEM assignments it is the volunteer's responsibility to ensure that their vehicle is adequately insured through the volunteers own insurance arrangements. Napier CDEM will not reimburse any additional insurance requirements.

During a **declared emergency** all staff must make use of the available Council pool vehicles in the first instance (See Vehicle Expenses).

H Insurance

During **situation normal** volunteers are insured through the Napier City Council public liability and professional indemnity insurance during the course of CDEM business.

In addition during a **declared emergency** the CDEM Act addresses compensation and protection from liability (s107-110). These provisions apply to volunteers (and any other persons) who carry out CDEM under the direction of the Director or a Controller or Recovery Co-ordinator.

I Injury Prevention, Rehabilitation and Compensation Act 2001

Volunteers are covered under the Injury Prevention, Rehabilitation and Compensation Act 2001 and ACC. Accidental injuries that occur in the course of voluntary work are classified as non-work injuries. If a volunteer has to take time off their **paid work** for more than a week after the accident they are eligible for weekly compensation based on their pre-injury employment earning. Volunteers not in any paid work are not eligible for compensation, but may be entitled to other social rehabilitation assistance through WINZ.

J Supervision and Support

Administrative Supervision

Administrative supervision on the practical application of the volunteer assignment is routinely provided to individuals through the volunteer's assigned CD Centre Manager or the CDEM Manager. Group supervision is provided where appropriate to team roles.

The formality of the supervision will depend on the individual circumstances.

Clinical Supervision

Clinical supervision is not generally provided during **situation normal** for CDEM volunteers because the nature of the roles are not considered unusually mentally stressful. During and after an event workplace support and counselling will be available to all volunteers.

Workplace Support

For general workplace support the CDEM Manager is available to provide assistance in confidence on any matter relating to being an Emergency Management Volunteer.

External Volunteer Support

Volunteers can contact the following independent organisation for advice;

Volunteering Hawke's Bay

(A member of Volunteering New Zealand – an association of regional volunteer centres and national organisation).

Level 1, Napier Community House,
62 Raffles Street, Napier 4140

PO Box 1106, Napier

Telephone +64 (0)6 833 6691

Fax +64 (0)6 835 3492

manager@volunteeringhb.org.nz

www.volunteeringhb.org.nz

Debriefing

During or after an emergency regular team debriefings will take place as required for clinical supervision and other purposes.

Employment

A Recruiting for Diversity

It is important that the make up of the volunteers reflects the makeup of the local population so that CDEM activities can be responsive to the specific needs of different groups within society. Therefore diversity will be encapsulated in the recruiting process through due consideration of the Human Rights Act, which ensures applicants are not discriminated against based on their sex, race or disability, and in line, as best as is practical with the local population ethnic and disability makeup as follows;

Hawke's Bay Ethnicity 2006	
New Zealand	82%
(Maori)	(18%)
New Zealand European	8%
Pacifica	3%
Asian & Other	3%
Other European	4%

Source: Statistics NZ Website
RegionalSummaryTables RegionalCouncil.xls
Table 2(&3). Regional Council by Ethnicity for the Census
Usually Resident Population Count

Therefore for every 50 volunteers the ideal makeup is:

- Non Maori New Zealander 33
- Maori New Zealander 09
- European 04
- Pacifica 02
- Asian & Other 02

(Sensory or Physically Disabled 8 of the above)

National Disability 2006

Nationally the adult (15+) population with disabilities, excluding intellectual and psychological/psychiatric disabilities as they are not suitable for volunteering, is 16%. Ethnic breakdown for disabilities is too complex to apply to the small number of volunteers recruited to CDEM, so a general all ethnicities percentage is considered sufficiently representative.

These disability types are sensory – which includes people with hearing and/or seeing disabilities – physical – which includes people with mobility and/or agility disabilities – or others which includes speaking disabilities.

Source: Derived from Statistics NZ website

B Applications

Recruitment is generally done on an annual basis using general scattergun and targeted approaches. This is not, however, to the exclusion of mid cycle case-by-case applications.

The minimum criteria for volunteer applications are:

- Must be 18 years of age or over
- Must be a NZ citizen or resident
- Must reside in Hawke's Bay
- Must have a suitable level of fitness to their core role

Applications to become a volunteer will be accepted for consideration only on submission of a fully completed CDEM Volunteer Application Form available from Napier CDEM Manager.

Employment

ALL INFORMATION SUPPLIED IS KEPT IN THE STRICTEST OF CONFIDENCE WITHIN THE NAPIER CITY COUNCIL.

The following information must be supplied for an application to be considered.

- **Personal Details** – For contact purposes to know who you are and how to contact you
- **Emergency Contact Details** – For contact purposes to contact someone in the event something happens to you while on duty
- **Employment History** – For resource purposes to know your availability during declared emergencies
- **Volunteer History** – For planning purposes to know your prior experience in CDEM and any other volunteer priorities you have
- **Previous Training and Skills** – For resource purposes so you can be used to the best of your ability
- **Medical History** – For health and safety purposes so you are not asked to do something which may adversely affect your health
- **Driving Licence** – For planning purposes to best use your skills
- **Other interests and additional information** – To best match you to a position
- **Character references** – In confidence for vetting purposes, if required. These must be non-family members who can vouch for you in a work or personal capacity

An application will be acknowledged in writing within 14 days, after which candidates may be called to a selection process to determine candidate's suitability to the available positions.

C Criminal/Dishonesty History

Applicants will be subject to a criminal/dishonesty history check within the extent that the law allows, as it is a legal requirement that Napier City Council takes account of public safety at all times. This includes assessing

whether an employee's or volunteer's criminal history may put the public at unnecessary risk.

An applicant must indicate on application whether any criminal/dishonesty convictions apply (minor traffic convictions such as speeding and parking are excluded) and agree to a criminal history police check, subject to any convictions excluded under the Criminal Records (Clean Slate) Act 2004.

D Equal Opportunities

The Napier CDEM is committed to the principle of equal opportunities in the recruitment, training and promotion of its volunteers by:

- Applying an appropriate Equal Opportunity Policy in the recruitment of volunteers
- Fostering a positive climate, that appreciates a diversity of background, individual contribution, and encourages volunteers to develop their potential
- Selecting the best person for the assignment on the basis of the assignment requirements and the ability of that person to perform the assignment
- Ensuring that all procedures and activities reflect the fundamental principles of the Equal Opportunity Policy, in the recruitment, training and promotion of volunteers
- Identifying and providing appropriate training programmes to enable volunteers to best meet the requirements of their assigned role
- Maintaining a workplace free of harassment and discrimination on the basis of race, colour, ethnic or national origin, gender, sexual orientation, religion, marital status, family responsibilities, disability or age

Employment

E Selection Process

Prospective volunteers will have the opportunity for an informal interview to allow the CDEM organisation and the applicant to find out about each other. For the applicant it is a chance to find out more about the CDEM volunteer assignment, to ask questions, and get a sense of whether CDEM volunteering is right for them. For the CDEM organisation it is a chance to explore the volunteer's interests, skills and motivations for volunteering and to assess the applicant's suitability to the volunteer assignment.

Interviews will be carried out by the CDEM Manager and one other CDEM representative. The interviews will be informal and a maximum of one hour duration, comprising primarily behaviour based questioning and will involve no written tests.

Volunteers will be notified within two weeks of the result of the selection process. If selected volunteers are required to sign a contract accepting the terms and conditions of their assignment as a CDEM volunteer.

F Probationary Period

On appointment all volunteers will undergo a three month probationary period during which performance and suitability to the assigned position will be monitored. At the end of the probationary period, depending on the outcome of the monitoring, the volunteer will continue fully in that role, or transfer to a role better suited to that person's skills and experience, or voluntary service will be terminated without any obligation or detriment to either party.

G Induction

New volunteers are required to undergo a short induction programme. Induction for new volunteers comprises one-on-one and group training as appropriate. This training is crucial for new volunteers and, depending on circumstances, may take place over several weeks or even months.

Where appropriate, the CDEM Manager will prepare a training plan, including specific targets to be achieved within certain time frames, and will closely monitor a new volunteer's progress, and provide appropriate resources and assistance, in a positive and supportive manner.

If any volunteer experiences difficulties with their new role, please do not hesitate to discuss these with the Volunteer Manager or the CDEM Manager. Every reasonable effort will be made to help volunteers become competent in all aspects of their role.

H Change of Contact Details

Please inform the CDEM Manager of any change of address or phone number or if there is a change of personal circumstances affecting **next of kin**. It is important that we have volunteers' and their **next of kin's** current address and contact phone number, so that they can be contacted in case of emergency or be sent formal documents if necessary.

All personal information will be treated as confidential and will be kept secure. It will not be released to unauthorised persons.

Training

A Training Programme

Regular training is an essential part of today's working environment, which places increasing demands on people, and requires them to adapt to constant change. Napier CDEM is committed to supporting its volunteers' increased efficiency and performance through training programmes relevant to their role.

Training is beneficial to both the volunteer and the CDEM organisation. Volunteers increased efficiency and performance improves assignment satisfaction, and enhanced skill levels may benefit a volunteer's professional development over and above their CDEM role.

The CDEM volunteer's training is detailed in the Training Manual and in summary comprises 3 parts:

- 1 Prior training or knowledge** – Criteria in the appointment process
- 2 Basic initial training** – Covered in the induction process
- 3 Ongoing training**
 - Various short courses or seminars, held either in-house or externally
 - Using a variety of training materials (e.g. books, videos, DVDs)
 - On-going study towards an NZQA standards qualification (where appropriate)
 - One-on-one mentoring with the CDEM Manager, or, if appropriate, a person outside Napier City Council

Volunteers are encouraged to actively participate in all training opportunities that are offered, and to discuss their training needs with the CDEM Manager or the CD Volunteer Manager.

B Minimum Attendance

The CDEM volunteer's professional development training programme usually comprises of 10 sessions per year, each usually two hours.

Each volunteer is required to attend a minimum of six sessions per year, except in extenuating circumstances on a case by case basis and on application to the CDEM Manager. A register of attendance and completion of the training sessions will be held, which is available to volunteers on request.

Non-attendance to the minimum level may result in a reassignment of position.

C Core Competencies

Volunteers will be required to self assess their skills on a regular basis, with the assistance of the CD Centre Manager, the CD Volunteer Manager or the CDEM Manager if required. These assessments will be confidential and used solely to ensure volunteers are suited to their role, and are not about assessing volunteers against each other.

The format and timeframe of the assessment process is still in development. It will be based around the accepted industry best practice of 'Core Competencies' self assessment.

Volunteers are required to achieve a minimum level of core competency in a reasonable timeframe as determined by the CDEM Manager.

D Exercises

All exercises must remain confidential within the CDEM community. The Napier CDEM culture is that all exercises have a 'No Blame' policy. All issues raised are a learning opportunity for all and all feedback is given honestly and constructively.

The information contained in any feedback document will be shared with the relevant agencies only for their own training needs analysis/assessment through the CDEM Manager or Local Controller.

Leave and Termination

A Leave

If a volunteer intends to take leave at anytime please inform the CD Centre Manager or CDEM Manager as early as possible giving dates of absence so we can arrange adequate cover for their area.

B Leave of Absence

Any leave longer than four weeks is considered a leave of absence.

Leave of absence would normally include reasons such as an extended holiday, jury service, sickness or hospitalisation, caring for a sick family member, caring for a new baby and life events of a similar nature. Continuity of service will not be affected; however a volunteer's service time may be suspended for that period at the discretion of the CDEM Manager.

Discuss individual circumstances with your CD Centre Manager, or CDEM Manager as early as possible stating clearly the length of time you will be away so that the relevant cover for that position can be arranged.

C Break in Service

Where a volunteer has resigned for any reason, for example moving away from the Hawke's Bay area, and subsequently returns within one year from date of resignation, the volunteer may be reinstated. If more than one year has elapsed the volunteer must reapply to join. The volunteer's service time will be considered continuous but at the discretion of the CDEM Manager may not include that period of absence.

D Resignation

If a volunteer wishes to resign it should, where possible, be given in writing to the CDEM Manager. An early notification is welcomed if possible.

Resigning volunteers will be provided with a Certificate of Service as evidence of their volunteering role with the Napier City Council provided performance has been satisfactory.

E Return of Equipment

On resigning or retiring volunteers are required to return all Council property, tools and equipment, identity badges, keys, uniforms, etc. prior to departure.

F Retirement

If a volunteer intends to retire in the next year or so, it would be appreciated if they could inform their CD Centre Manager or Volunteer Manager as early as possible. This will allow the proper recognition of that volunteer's service and for forward planning for succession.

G Right to Terminate

Napier City Council may terminate a volunteer's service, while recognising their service and good conduct, where there is no continued need for that position after every effort has been made to fit that volunteer to other available roles. Volunteer assignments are not covered by the Employment Relations Act but reasons for termination will not contravene the basis principles of non discrimination under the Human Rights Act 1993.

H Long Service Awards

Long service recognitions are awarded at five year intervals, where certificates are issued, and are celebrated at a ceremony once a year

Expenses

A Expenses Claims

Napier City Council welcomes a diverse range of volunteers, and it is important to us to ensure volunteering is accessible to all. Napier City Council values its volunteers and actively ensures that barriers do not exist to volunteers through the reimbursement of out of pocket expenses.

Volunteers are not expected to incur any major expenditure in the course of their activities. Any need for materials or equipment at CD Centres or elsewhere must be referred to the CDEM Manager in the first instance.

All authorised actual and reasonable expenses incurred while carrying out Council volunteer

duties will be reimbursed by Council.

Volunteers, like paid staff, are required to produce receipts for all expenses claimed.

If in doubt, check with the CDEM Manager before incurring expenses. The reimbursement must be approved by the Napier CDEM Manager.

The following minor expenditure will be refunded on prompt receipt of a fully completed expenses form and all relevant documentation.

Note: Travel expenses to monthly meetings/training can not be reimbursed.

Expense Permitted			
Type	Eligibility	Conditions	Approved?*
Refreshments for centre meetings	Centre Managers or Deputies	Products as agreed with CDEM Manager.	No
Baby Sitting – for meeting	Partners who are both volunteers, Single Parent/Caregivers	Commercial registered sitters only, and limited to the time to attend the meeting. Only applies when both volunteers must attend.	Yes
Baby Sitting – training	Partners who are both volunteers, Single Parent/Caregivers	Commercial registered sitters only, and limited to the time to attend the training. Only applies when both volunteers must attend.	Yes
Travelling and/ or overnight stays away from Napier	Anyone as directed	Reasonable accommodation and meals, but not alcohol.	Yes
Telephone calls	Anyone as directed	For CDEM business only.	No
Fuel for travel	Anyone as directed	Only for additional travel as instructed by the CDEM Manager. Must note mileage. Mileage reimbursement only.	Yes

*For anything else not shown here check with the CDEM Manager prior to expenditure. * Prior Approval Required*

B Fuel Expenses

Where a private vehicle is used (with the CDEM Manager's approval) for CDEM business, mileage reimbursement is available for travel at a flat mileage rate as shown on the claim form which must be used for all reimbursements. Volunteers are required to report the distance covered, dates, and reasons for the trip on these forms.

C Special Annual Honorarium

An Annual Special Honorarium may be paid to those volunteers carrying out special duties or project work as agreed and authorised by the CDEM Manager. These will be paid on an annual basis or as per individual agreements.

Misconduct and Disciplinary Procedures

A Principles

The Napier City Council is committed to following fair and equitable procedures in all cases of alleged misconduct, including serious misconduct, which may result in disciplinary action or dismissal.

If a volunteer has a grievance with Napier City Council or about the misconduct of any staff member or volunteer, they are to direct any concerns in the first instance to the CDEM Manager. If an alternative contact is preferred for any reason then contact the Community Development Manager or Human Resources Manager at Napier City Council.

Napier City Council has a transparent and robust disciplinary process in place which applies to both paid staff and volunteers to investigate any allegation of misconduct and deal appropriately and fairly with any such situations.

(Refer section D)

Any disciplinary procedure involving the possibility of dismissal will be referred to, and the decision to dismiss is limited to, the CDEM Manager and the Community Development Manager together.

If intending to initiate a formal disciplinary procedure the CDEM Manager is required to inform the Community Development Manager before proceeding.

B Serious Misconduct

The purpose of this section is to illustrate the types of actions and behaviours which are unacceptable from Napier City Council employees and volunteers, explain the likely consequences, and explain the formal disciplinary procedure.

Serious misconduct is an action by an employee or volunteer which is deemed to be so serious

that the employer's trust is destroyed, making a further working relationship impossible. The outcome is likely to be dismissal (following the CDEM disciplinary procedure).

Examples of serious misconduct are;

- Fraud, theft or acts of dishonesty against the Council
- Acts of gross negligence of duties
- Wilful damage against property during the course of duties
- Repeated or on-going failure to meet the required standards of work performance, after reasonable and appropriate training has been provided
- Deliberate acts to bring the Council into disrepute or to undermine legitimate business
- Serious abuse of radio communications equipment
- Deliberate falsification of documents (e.g. application form, expenses claims)
- Serious breach of Health and Safety in the workplace
- Failure to report an accident or injury that caused serious harm
- Irresponsible behaviour resulting in injury or fellow worker or public
- Driving a Council vehicle without a valid driving licence or while under the influence of alcohol or illegal drugs
- Harassing, violent, abusive and/or offensive action, behaviour or language directed at a fellow volunteer, worker or member of the public
- Possession of Council property without proper authority
- Bringing and/or consuming illegal drugs or alcohol (except for authorised functions) at the workplace

Actions not listed may be deemed to be equally serious and also result in dismissal.

Misconduct and Disciplinary Procedures

C Misconduct

Other unacceptable action or behaviour by a employee or volunteer which warrants a formal warning in the first and subsequent instances, which may result in dismissal on repeated occurrences, are:

- Unsatisfactory performance and failure to meet the required work standards as set out in the assignment description
- Failure to follow established safety standards and procedures or failure to use protective equipment
- Failure to report accidents, injuries, near misses, potential hazards and dangerous work practices
- Failure to report loss or damage of equipment caused by self
- Inappropriate, disruptive or uncooperative behaviour
- Lateness to report for duty or failure without good reason to report absence
- Reporting to work while under the influence of alcohol or illegal drugs
- Smoking in the workplace

D Disciplinary Procedure

Investigating the Facts

In all cases of alleged misconduct, the Napier City Council has a duty to establish the full facts of the case and the circumstances, prior to disciplinary action.

Where the alleged conduct is serious enough to potentially warrant dismissal, a formal investigation will be undertaken, including, but not limited to: cross checking of facts, previous records, interviewing witnesses where appropriate, establishing mitigating circumstances.

The level of investigation will be appropriate to the circumstances, and the volunteer may be suspended during that time to allow a full and fair investigation.

Meeting With the Volunteer

The volunteer will be formally notified in writing of the specific allegation/s of misconduct, and instructed to attend a meeting to discuss the matter. The volunteer must be informed of their entitlement to have a support person present at the meeting, who can be anyone of their choosing not involved in the matter.

The meeting will be conducted in a calm and reasonable manner. The volunteer will be given an opportunity to respond fully to each allegation, and explain their side of the story, including possible mitigating circumstances.

Notes will be taken by a Napier City Council representative, recording what is said by each person attending the meeting.

No final decision regarding disciplinary action will be made at this meeting in cases of serious misconduct.

Weighing Up the Facts

Following the meeting, Napier CDEM will weigh up all the facts, and give due consideration to the volunteer's explanation. If new facts have emerged during the meeting, they may require confirmation or further investigation.

A fair decision can then be reached by the CDEM Manager and the Community Development Manager as to what follow-up action is appropriate in the circumstances.

Options include: further training, counselling, reallocation of duties, further monitoring, formal written warning, suspension, or dismissal.

Misconduct & Disciplinary Procedures

Follow-up Meeting and Decision

The volunteer will be instructed to attend a follow up meeting, to be informed of the decision. The volunteer is encouraged to have a support person present. The volunteer will be given the opportunity to comment on the investigation's findings, and on the remedial action decided by the employer.

The substance of the decision will then be formally confirmed in writing, and a copy placed on the volunteer's personal file.

Please note:

Where, in a situation other than serious misconduct, a volunteer readily admits that they acted inappropriately, suitable remedial action may be finalised between the parties at the first meeting and confirmed to the volunteer in writing soon after. A summary of the meeting and the required follow-up improvements will be placed on the volunteer's personal file.

Formal Warnings

The purpose of a warning is to clearly convey to a volunteer how they have acted in an unacceptable manner, so that they have an opportunity to improve. The warning should also clearly convey the future consequences of repeating or continuing the unacceptable behaviour.

Formal warnings resulting from the disciplinary procedure prescribed above must be in writing and must include:

- A statement describing the specific problem or the unacceptable behaviour
- A reminder of the standard expected
- The corrective action or behaviour, and time frame if appropriate
- The Napier CDEM Management's decision
- The consequences of further misconduct or poor performance
- Reference to prior warnings if applicable

A copy of this written warning will be placed on the volunteer's personal file

Dismissal

As stated earlier, the decision to dismiss a volunteer is limited to the CDEM Manager and the Community Development Manager.

No volunteer will be dismissed for misconduct without a formal disciplinary process having been conducted.

Dismissal will only occur in a situation where the misconduct is so serious that, in the employer's opinion, a further working relationship with the individual volunteer has become impossible.

Termination due to dismissal will be advised in writing following the formal disciplinary procedure and is effective immediately.

