

THE CITY OF
BOISE
VOLUNTEER
HANDBOOK
FOUNDED 1863



Welcome to the City of Boise

You have joined an amazing group of people who are genuinely excited and proud to serve our great city. We are humbled and honored to have an opportunity through the work we do to positively affect the lives of our citizens and to make a difference in our community. Now that you have joined us, you too have the opportunity to do great things by contributing to the success of our city and helping shape its future.

In order to understand our internal culture, please spend a few moments getting acquainted with all of the

helpful information in this handbook, but especially our vision, mission and values. Why? These are not just empty catch phrases no one knows or cares about. We consciously use our vision, mission and values to drive our day-to-day and long-term decision-making. This keeps us all pulling in the same direction and focused on the same outcome - Making Boise the Most Livable City in the Country!



CHEERS

Mayor David Bieter



GREETINGS

We're Glad You're Here!

Please accept our sincere THANKS for your volunteer service! We hope you find this handbook to be informative and entertaining. It was designed to answer questions you may have about your volunteer service and to embrace our vision, mission and values. Please review this handbook in its entirety and let your volunteer coordinator or supervisor know if you have any additional questions.

Thank you again for your service.

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THIS IS HOW A

LASTING

INNOVATIVE

& VIBRANT

CITY FLOURISHES

CREATE LASTING ENVIRONMENTS

Recognize, protect, and improve the health and sustainability of all our activities, our connections to one another, and our natural resources.

CULTIVATE INNOVATIVE ENTERPRISES

Work with individuals, nonprofits and businesses to encourage creativity and collaboration that will promote economic prosperity and improve lives.

BUILD VIBRANT COMMUNITIES

Engage citizens and organizations to spark new connections, inspire exploration and strengthen Boise's rich, community-minded spirit.

Our Vision

Making Boise the Most Livable City in the Country!

Our Mission

Create LASTING environments, cultivate INNOVATIVE enterprises and build VIBRANT communities to achieve our vision.

Our Values

ONE CITY, ONE TEAM – FOR THE GREATEST GOOD

We are a single team aligned around a singular vision: Making Boise the Most Livable City in the Country. We employ and reward bright, motivated and passionate team players who connect directly to this vision. When there are competing points of view, we collaborate to deliver the greatest good for our citizens.

CITIZEN EXPERIENCE WITH ‘WOW’

Boise deserves a responsive city government. Our people are empowered to offer creative solutions and experiences that go above and beyond to make citizens literally say ‘Wow.’

THERE’S NOTHING WE CAN’T DO BETTER

We reject the bureaucratic response: That’s the way we’ve always done it. We will question our own processes in an atmosphere of trust and risk-taking to deliver measurably better results. From the bottom up, we remove barriers to happiness, prosperity and livability for all our citizens.

BITS ABOUT BOISE

The City of Trees

1. Present day city hall is located in an area once known as Levy's Alley which served as Boise's red light district.
2. We employed a female police officer as early as 1930.
3. In 1868 Boise had two churches, two banks, three hotels, four physicians, and 20 saloons.
4. Our first fire station located at 619 Main Street burned to the ground in September of 1883.
5. In 1969 any of the following would have disqualified you from police or fire employment: offensive breath, multiple cavities, offensive body odor, obesity, and not enough teeth to adequately chew food.
6. Some of the causes of death listed in the Morris Hill Cemetery's first burial records from the 1800's include murder, dropsy, poison, falling tree, falling rock, and rickets gathering in the head.
7. The original Natatorium on Warm Springs Avenue was a 6-story building with a 122 x 64 foot plunge pool. It had an artificial waterfall that went over a 40-foot lava rock diving platform and a two-story copper slide.
8. The original plat for the City of Boise was 10 blocks. The area boundaries are today 5th, 10th, Grove, and Idaho Streets.
9. During World War II, more than 6,000 men were stationed at Gowen Field, including actor Jimmy Stewart.





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NOW THAT
YOU'RE
HERE

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HOW TO ACT

No Drama Please

No, we don't plan to send you to Hollywood and we're not referring to the method acting class you took in college; we're referring to your behavior. Whether you volunteer at Parks and Recreation, Police or one of our water renewal facilities, our expectation regarding your behavior is the same: We expect you to be professional, courteous, and respectful at all times. Wow, can you believe how simple that is?

HOW TO DRESS

One Size Does Not Fit All

Volunteer service across departments vary greatly, so a one-size-fits-all dress code doesn't work. However, there are some basic standards everyone is expected to meet. First, clothes are required at all times. Clothes should be clean and stain free; tear and wrinkle free; not too baggy; not too snug; and must completely cover everything the people you work with should never see.

Second, in regard to cleanliness, we believe that it's important for you to be seen and heard, but not odor emitting. So please keep yourself clean and free of body odor (BO).

Third, if you are fortunate enough to have hair, please keep it clean and combed. If you are the free-spirited type and choose to sport an unusual hair color, we recommend a shade that compliments your skin tone, uniform, and body art.

IDENTIFICATION

Please be prepared to proudly show-off a City of Boise badge, vest, name pin, hat or other form of volunteer identification when performing your volunteer service. In addition to identifying you as a city volunteer, the identification may also serve as your access into super-secret, highly classified areas. Okay, not really, but it may get you into the back door of city hall. Any exemptions from wearing volunteer identification during certain situations requires approval from your Volunteer Coordinator or Supervisor, and the long arm of the law aka Security Services.



Citizen Experience With 'Wow'

SAFETY

Slips, Trips and Falls. Oh My!

We've all heard the slogans, "Safety First!," "Safety is Something You Can Live With," "Safety is Something You Can't Live Without." Now don't turn the page; we aren't going to bombard you with endless safety rules. Instead we're just going to spin a few basics for you.

Watch where you're going. This applies to walking, sitting, driving, biking, scooting, crawling, (blah, blah, blah).

Never touch a frozen metal pole with your tongue - even if someone triple dog dares you.

In case of fire, proceed to the nearest exit BEFORE tweeting about it. Then follow your coworkers to your assigned reporting location so we know you're safe.

In case of an earthquake drop to the ground, take cover under a sturdy desk or table and hold on! Do not run outside, stand in a doorway, or stop to take a shaking #selfie.

When driving, DO wear your seatbelt; do NOT text or upload pics to social media of yourself inside a city rig.

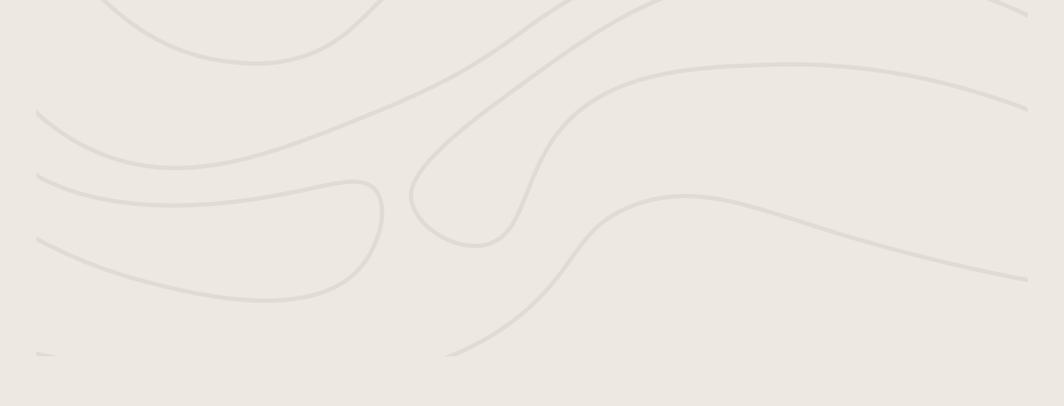
During a lightning storm, DO seek shelter indoors; do NOT seek shelter under a tree or point to the sky with your seven-iron.

Do report accidents immediately; do not run with scissors.

Do use proper lifting techniques; try not to expose a plumber's crack.

Never stick your finger into a light socket without licking it first. Just kidding! Don't really do this. Not ever! We just wanted to see if you were still paying attention.

There's Nothing We Can't Do Better



TIME & ATTENDANCE

Be There or Be Square

Our philosophy is this: When you are scheduled to volunteer, we expect you to be there. Surprised? You shouldn't be. Just because we are government doesn't mean it has to be complicated.

VOLUNTEER SCHEDULE

How is your schedule determined? Your schedule depends on the business needs of the department. In some cases, a flexible schedule that allows you to start or end your workday outside the standard 8 a.m. to 5 p.m., Monday through Friday schedule is an option. Another option may be to compress your 40-hour workweek into four days. Again, the nature of your position and business needs will determine if these are options for you.



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DO'S, DON'TS
& DOH'S

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TECHIE STUFF

Computer Use, Monitoring and Privacy

Are you a conspiracy theorist? Do you ever feel like somebody's watching you? Is that song playing in your head right now? Well, guess what? We admit it, we are watching you! We monitor your use of our electronic equipment and media to ensure our resources are being used effectively, legally, and tastefully. For example, if your internet usage shows you spent time streaming the Real Housewives of Sweetlips, Texas or most any other reality TV show, we might argue that your internet use failed the "tasteful" test.

Not only are we watching how you use our electronic resources, but we are also watching how much time you spend on various media. Although we do permit personal use of our information technology, we ask that you to limit your personal use to breaks, lunch, and other off-the-clock time.

Is there any other conspiracy-generating information you need to know? Yes there is! As a volunteer of our great organization you automatically and expressly waive any right of privacy in anything you create, save, send, or receive that involves city business. And just so you know, even messages and information involving our business sent via your personal media or equipment can be subject to disclosure through a public records request. Therefore, we discourage you from conducting any job related business from your personal media accounts or equipment.

DRIVING

On the Job

You are welcome to sign-out one of our sweet government rides to cruise around in when you are conducting city business, but before you step on the gas there are a few things you need to know. For example, before driving one of our sweet vehicles, you are required to pass an online driving safety course. You must also possess a valid driver's license, wear your seatbelt, and obey all traffic laws. In addition to those common sense items, we have a few "STOP" signs for you to remember when using a city vehicle.

- Do not pick up hitchhikers.
- Do not transport family, friends or pets, or run personal errands.
- Do not text or otherwise use a mobile device while driving. If you absolutely must take a call, pull off to the side of the road or use a hands-free device.
- Do not challenge other drivers to drag race.
- Do not vape, smoke, chew, dip, spit, snuff, snort, or eat tobacco.
- Do not ask us to pay your speeding ticket.
- Do not return a vehicle full of trash; do return it full of gas.
- Do not drive into other vehicles, people, or property.
- Do not leave the vehicle unlocked.
- Do not listen to country music. If you do, you could wind up married to a Coal Miner's Daughter named Delta Dawn from Luckenbach, Texas who's wearing Tight Fittin' Jeans and your entire life will become a #1 song and you will win a CMA Award. On second thought that's pretty good. Do listen to country music - it rocks!

BTW, when you drive a city vehicle remember you're representing us, so always drive defensively, responsibly, and courteously. If you don't we WILL hear about it; John Q. Public is always watching.

DATING, ROMANCE & OTHER CLOSE ENCOUNTERS

It's Risky Business

Having a romantic or sexual relationship or encounter with a work-related colleague is risky business and highly discouraged. However, if you are bold enough to do it anyway and it doesn't end well, don't blame us; we told you so. If the mood suddenly changes and your close encounter has turned into a Nightmare on Elm Street, don't blame us; we told you so. And if all the dirty details of your encounter or break-up played out on social media, creating a daytime drama and disrupting business, don't blame us; we told you so.

Now, if you are a volunteer supervisor, you are not only discouraged from engaging in these relationships or close encounters with people you supervise (directly or indirectly), you are absolutely, positively, and without a doubt forbidden from doing so. However, if you are bold enough to do it anyway, we won't say we told you so. We will simply ask you if that goodnight kiss was worth kissing your volunteer position goodbye. SMACK!

ALCOHOL & DRUGS

Just Say No

It's not complicated. Don't do illegal drugs, abuse prescription medication, or consume alcohol while volunteering. Don't perform volunteer services under the influence, and don't test positive for illegal drugs or alcohol. And for those of you who like to push the boundaries, let's be clear, even if you purchased it legally in another state or it was prescribed legally in another state, if it's not legal in Idaho, it's a no-go here. Capiche?

TOBACCO & VAPE

Can We Bum a...

Minute of your time to clear the air? It's simple. If you are smoking it, chewing it, dipping it, vaping it, or consuming it in other ways, all we ask is that you do it in designated areas only, dispose of it properly, and limit your use to breaks. S'nuff said.



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SERIOUSLY
SPEAKING

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ETHICS

Be Sure You Packed Your Moral Compass!

There are a lot of perks that come with volunteering for the city, but PLEASE don't get your hand caught in the cookie jar. Correction: Please don't PUT your hand in the cookie jar. To assist you in recognizing a cookie jar when you see one, we've created an ethics handbook to explain how our code of ethics may come into play during your volunteer service. The handbook addresses subjects like accepting gifts, business travel, conflicts of interest, moonlighting, etc. and can be found on the Ethics Commission page on BoiseHome.

If you can't find the answer to your question in the ethics handbook, you may request an opinion from our Ethics Commission regarding a specific issue you are facing. Our Ethics Commission was the first of its kind in Idaho and has proudly served as a model for cities across the country. Now that is something you can put into your cookie jar.

There's Nothing We Can't Do Better

VOLUNTEER SERVICE

No Strings or Contracts Attached!

As a volunteer, you perform services without pay. Can you believe we actually had to tell you that? Well, hold on; we're not finished stating the obvious. Volunteers serve "at will" and are not considered employees of the city.



SEXUAL HARASSMENT & DISCRIMINATION

Just Don't Go There

We don't take ourselves too seriously, so please don't take yourself too seriously either. We want you to have fun when volunteering. We want you to smile, laugh, and enjoy the people you're with...just not TOO much or at someone else's expense. More specifically, we prohibit, ban, bar, forbid (get the picture?) any discriminatory or harassing behavior based on a person's protected status. What is protected status? Protected status refers to religion, gender, age, sexual orientation, gender identity/expression, disability, race, color, genetic information, or national origin.

KEEP YOUR HANDS AND OTHER BODY PARTS TO YOURSELF

No, this isn't about a harmless hand shake or the almost obsolete high-five. This is about respecting personal boundaries. For example, you may be a hugger. A "hugger" is someone who greets everyone with a hug. Well, not everyone likes to be hugged and your hugs may make the huggie uneasy. So, in the spirit of respecting personal boundaries, you might consider changing from a hugger to a "bumper" (fist bumper). Not only will you look cool, but hopefully you won't make anyone uncomfortable.

Close-talkers, shoulder-squeezers, and knee slappers must use caution as well. Remember everyone's personal boundaries are different, but all personal boundaries must be respected.

MIND YOUR MOUTH

“Have you heard the one about ...” STOP RIGHT THERE! Yes, we all like to tell jokes and stories that make people laugh and yes we want you to laugh and have fun at work. Our expectation, however, is that you keep it within reason. Expressing, displaying, or distributing derogatory or stereotypical comments, jokes or images based on a person’s protected status is a big NO, NO! So don’t just mind your mouth; make sure to think before you speak or act.

USE CAUTION ON AND OFF THE CLOCK

Just because you are off-the-clock or off city premises does not make it okay to engage in discriminatory or harassing behavior toward the people you associate with via your volunteer service. This includes citizens, customers, and other volunteers. So if you’re out sippin’ suds with your fellow volunteers after the event, make sure to keep it clean. This will keep you out of hot water.

CHILD AND SEXUAL ABUSE REPORTING

We're Depending on You, So Are They

You're probably surprised to see child abuse and sexual abuse as a topic in this handbook. The reason for their inclusion is that one of the ways we build vibrant communities is to offer numerous programs for children. Because children are our community's future and greatest asset, we must do everything we can to protect them.

Thousands of children participate in our programs, frequent our libraries and parks, visit our water renewal facilities, fire stations, etc. As a volunteer of our great city, you have a legal and ethical obligation to notify Child Protective Services within 24 hours or, in case of emergency, the police if you have reason to believe that a child under the age of eighteen (18) years has been abused, abandoned, or neglected, or if you observe a child being subjected to conditions or circumstances that would reasonably result in abuse, abandonment, or neglect. The term "abuse" includes all forms—physical, sexual, verbal, etc.

POLITICS

We're Pro Suffrage and We Vote

Do you know the meaning of the words boondoggle, mollicoddle, or snollygoster? Or the difference between a hanging chad, dimpled chad, and pregnant chad? If you do, you'll be happy to know we have no intention of denying your civil and political liberties; however, it is important for you to know what is and isn't appropriate in regard to politics and your position with us. You absolutely have the right to personally support any candidate or legislative action you wish providing you do so as a private citizen outside of volunteer hours. You may not, however, engage in political activities as our representative or while on duty unless it is part of your duties, it forwards one of our initiatives, and you have approval from your volunteer coordinator or supervisor.

WHISTLEBLOWING

When to Whistle While You Work

There are times when keeping secrets isn't good business. After all, how can we fix a problem if we do not know about it? This is why it is important for you to let us know when there is any funny business going on. Don't worry about retaliation; we offer whistleblower protection making it a BIG no-no to retaliate against anyone for reporting a concern in good faith. Whistleblower protection does not, however, give you a free pass if you are breaking rules too. Like that would ever happen.

The Disclaimer To End All Disclaimers.

No provision or portion of this handbook constitutes an implied or expressed contract, guarantee, or assurance of employment or any right to an employment-related or volunteer-related benefit or procedure. The city reserves the right to change, modify, eliminate, or deviate from any information or procedure in this handbook at any time and to otherwise manage its volunteer as it deems appropriate. This handbook cannot replace city ordinances, other laws, or the Full Monty Employee Handbook (Full Monty). Ordinances, laws and the Full Monty prevail over this handbook.



The End!

“The End” is actually the beginning for you and your volunteer service here at the City of Boise. Welcome! We are truly glad you are here.

