

city of kirkland

volunteer



engagement

Volunteer Handbook

Revised July 2022



This City of Kirkland Volunteer Handbook belongs to:



Dear Volunteer,

Welcome to the City of Kirkland! The Kirkland City Council and City employees extend best wishes to you as you begin your volunteer service with the City. We are pleased you have chosen to join our team and that you will be helping us to provide the best possible service to our residents and the community.

Volunteers are a reflection of our community and its future. As a City volunteer you have an opportunity to make a difference and help the City to achieve its goals. Volunteers bring a resident's perspective to their assignment along with a wealth of talent and experience. We recognize and value your contributions. We also look forward to working with you and hope your time with us will be both positive and rewarding.

Thanks for becoming part of the City of Kirkland Team!

Sincerely,

A handwritten signature in blue ink that reads "Penny Sweet".

Penny Sweet
Mayor



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Kirkland Volunteer Engagement

Introduction

This Volunteer Handbook has been prepared to assist you as you volunteer with the City of Kirkland. We are extremely pleased to have you join us in contributing to community and hope that you enjoy sharing your time and talents with us.*

This handbook provides general information about the City of Kirkland that you may find useful and some specific information about your volunteer service including: volunteer policies, mutual responsibilities and expectations, procedures for recording and reporting volunteer hours.

As a volunteer, your primary contacts within the City will be your Supervisor and the Volunteer Services Coordinator. We are happy to answer any questions you have regarding your particular assignment or the City of Kirkland volunteer engagement in general. Additionally, if you have any suggestions about how we may more effectively support your volunteering, we appreciate your ideas and thoughts.

**This handbook is intended for use by on-going City volunteers.*

City of Kirkland Mission Statement

We are committed to the enhancement of Kirkland as a community for living, working, and leisure with an excellent quality of life which preserves the City's existing charm and natural amenities.

Basic Values
Integrity
Excellence
Respect for the Individual
Responsiveness



Post-Colonial History of Kirkland

The City of Kirkland was named after a British-born steel tycoon, Peter Kirk, who came to the Northwest in the 1880s seeking new development opportunities. Kirk envisioned developing a “Pittsburgh of the West” on the eastern shore of Lake Washington — a bustling new town whose main economy would be focused around steel production.

In 1880, the Moss Bay Iron and Steel Works was built by Kirk and several prominent Seattle businessmen. They hoped to tap the rich mineral resources of Snoqualmie Pass and believed that a ship canal



would soon be cut through Seattle to Puget Sound, opening Lake Washington to Pacific Rim trade. A rail line to the Pass and a ship canal to Puget Sound were both constructed, but too late to save Kirk’s dream. Due to a stock market crash in 1893, the mill closed without producing any steel.

Despite the steel mill’s closure, Kirkland incorporated in 1905 with a population of 400. The primary concern of the new Kirkland City Council was the improvement of roads, buildings, and the Lake Washington shoreline.

The two most successful industries in Kirkland’s early history were wool milling and ship building. The first wool mill in the State of Washington was established in Kirkland in 1892. It produced wool products for Alaska Gold Rush prospectors and for the U.S. military during World War I.

Kirkland’s ship-building industry began on the Lake Washington waterfront with the construction of ferries. For 20 years, most of the boats on Lake Washington were either built or repaired in the Kirkland area. In 1917 the Lake Washington Shipyard was building

warships for the U.S. Navy. More than 25 warships were built during World War II on what is now Carillon Point.

For most of its history, the adjoining Town of Houghton was a separate community. By the 1960s, the interests of Houghton and Kirkland began to converge. In 1968, the residents of Houghton elected to join Kirkland to become one city with a population of 13,500.

The City of Kirkland continues to grow. In 1974, the Totem Lake neighborhood became part of Kirkland. The neighborhoods of South Juanita, North Rose Hill, and South Rose Hill joined Kirkland in 1988. In June of 2011 the neighborhoods of Finn Hill, North Juanita and Kingsgate became part of Kirkland, bringing the City to its present population. This annexation was the largest undertaken in the State in nearly two decades, adding nearly seven square miles to the City as well as 31,495 residents.

Today Kirkland is a vibrant and thriving community of 89,438 residents.



City Profile

Located on the east shore of Lake Washington, off Interstate 405 in northern King County, Kirkland is ten miles east of downtown Seattle, immediately west of Redmond, and just north of Bellevue.

Founded	1888
Incorporated	1905
Consolidated with Town of Houghton	1968
Annexation of North Rose Hill	1986
Annexation of Finn Hill, North Juanita and Kingsgate	2011
Population (2020)	89,438
Elevation	15-535 feet
Land Area (13 th largest municipality in WA state)	17.81 sq. mi.
Neighborhoods (Represented by 13 neighborhood associations)	15
Total Housing Units	38,527
Lake Washington Shoreline	5.75 mi.
Average Temperature	46.8° F
Average Annual Precipitation	38.6 in.
Miles of City Streets	300
Miles of City Sewers	116
Miles of Water Lines	173
Fire Department Grading Class	4
Total City Budget (2021-22)	\$918,000,000
City Employees FTE (2021)	607

GENERAL INFORMATION

Structure of Kirkland Government

Kirkland is one of 44 Washington cities operating under the Council-Manager form of government. This system of local government combines the political leadership of elected part-time council members with the managerial experience of an appointed full-time City Manager. The City Council is the legislative body and its members are the community's decision makers. The City Manager is hired to serve the Council and the community in carrying out policies and overseeing the delivery of municipal services.

The City Council consists of seven part-time nonpartisan members, elected at large every two years to staggered, four-year terms. The primary responsibility of the City Council is to establish the policies and provide the guidance necessary to carry them out. The City Council appoints the City Manager and the members of Kirkland's numerous advisory boards and commissions. These appointments serve at the pleasure of the City Council and provide it with recommendations and advice.

The Mayor and Deputy Mayor are elected from within the City Council to serve a two-year term. The Mayor presides at City Council meetings and represents the City at various ceremonial functions and at other community and intergovernmental meetings. This position does not exercise veto power.

The City Manager serves as the professional administrator of the City and is responsible for coordinating all day-to-day operations and administration. These duties include personnel and labor relations, preparation and administration of the City budget, intergovernmental relations, and organization and implementation of City Council policy. The City Manager also serves as the chief advisor to the City Council. The City Manager appoints a professional staff of department directors to help manage the organization.



Volunteer Program History

The Kirkland City Council initiated the City of Kirkland Volunteer Program in 1995. The Council recognized the need for resident involvement, as well as the extraordinary reserve of knowledge, talent, and skill possessed by residents in our community. Volunteer engagement strives to provide:

- Challenging opportunities for volunteers,
- An avenue for residents to participate in City government,
- The opportunity to serve the residents of Kirkland,
- An opportunity to enhance City services,

Volunteers are an important asset to the City of Kirkland. They are an integral part of the organization and contribute substantially to the overall quality of service that the City provides.

Volunteer Program Mission Statement

The City of Kirkland recognizes the great importance of volunteerism and the significant impact that it has on the community. It is the mission of the City of Kirkland Volunteer Program to provide an opportunity for residents to contribute their skills, experience, and unique talents to form a partnership with their local government in providing services of the highest quality to the community of Kirkland.

Roles

Volunteer: Any person who, of their own volition, provides goods or services without financial gain.

Your Supervisor: Designated City staff charged with the initial training, then the on-going support of a volunteer.

The Volunteer Services Coordinator: The staff person in the City Manager's office who oversees the City's engagement of volunteers in all departments - Currently Andrea Campbell 425-587-3013, Acampbell@kirklandwa.gov

Basic Expectations

As a volunteer, we ask that you remain open-minded, willing to be trained, and able to accept supervision. At the same time, we encourage you to ask questions regarding policies, practices, or procedures with which you have questions or concerns.

Reliability

It is extremely important that you be reliable. It is your responsibility to notify your Supervisor if you are unable to volunteer at the appointed time or place, or if there are other factors which may affect your performance or availability.

Communication

Volunteers help address the needs of the City and its residents in important ways, and also provide a vital link between the organization and the community. Communication is an essential element to your volunteer experience and satisfaction. You are encouraged to share questions, comments, and concerns that may arise during the course of an assignment with your Supervisor.

Responsibility

Volunteers represent the City to the residents of Kirkland. As a volunteer affiliated with the City, you will be seen as a visible extension of our personnel to the residents we serve. It is vital that you uphold the high professional standard that the public expects in order to maintain the City's reputation of integrity, professionalism and trust.



What You Can Expect of Us

All volunteers have an identified Supervisor. You can expect that your Supervisor and volunteer experience will:

- Provide adequate orientation and training to prepare you to be successful at your assignment.
- Be diplomatic, respectful, and tactful in working with you and offering appropriate feedback and coaching as part of training.
- Be prepared and organized when you arrive. This includes providing proper supervision, instruction, supplies, and work space.
- Treat you as a respected member of the team, entrusting you with information to successfully complete your assignments.
- Be accessible and open to discussions regarding any concerns and issues that may arise.
- Keep you informed of any changes in policies or procedures.
- Support you to maintain accurate records of your volunteer hours.
- Provide recognition and show appreciation for your contributions on an on-going basis.
- To the extent possible and desired, provide opportunities for you to challenge yourself and learn new skills.

In addition, your Supervisor communicates with the Volunteer Services Coordinator regarding your placement. This includes providing input in evaluating volunteer assignment fit and informing the Volunteer Services Coordinator about any issues related to your assignment.

Additional Workplace Expectations

- Follow all applicable state and federal laws, City policies, procedures, and guidelines.
- Contribute to an atmosphere of professionalism, teamwork, and service.
- Interacting with staff, other volunteers, customers and the public in a professional and courteous manner.
- Maintaining an open line of communication and good working relationships.
- Support the City's Fair Practice and Non-Harassment Policies (*see pages 14-15*).
- Fulfill the assignment as agreed upon and notify your Supervisor or Volunteer Services Coordinator if for some reason you are unable to complete it.
- Be prompt, reliable, dress appropriately (*see page 19*), and call your Supervisor in the event you are not able to come in for your assigned shift.
- Report promptly any problems or unusual situations.
- Refrain from going beyond training, ability, and authority given, and
- Make suggestions for improving volunteer onboarding, training, and recognition.

Volunteer Hours

Volunteer hours and schedule will vary depending on the program or activity, but in most cases shall be mutually agreed upon by you and your Supervisor.



Recording Volunteer Hours

It is important for you to record all volunteer hours. Accuracy and up-to-date records are important to both the City and volunteers.

All volunteers 14 years of age and over are covered by Labor and Industry (worker’s injury) and the City’s liability insurance during the time they volunteer. To ensure appropriate insurance coverage is maintained for volunteers, it is important that you record all volunteer service hours. Additionally, the City uses this information for volunteer recognition and reporting the accomplishments of City volunteers.

Recording/Logging Your Volunteer Hours

- Please record your hours on a daily (best), weekly (better) or monthly (minimally) basis so they are up to date.
- Most volunteers will record their hours through the Online Volunteer Center.*
- Please access the Online Volunteer Center at <https://www.kirklandwa.gov/Government/City-Managers-Office/Volunteer-Opportunities/Volunteer-Online-Center>
- Click forgot password and you will receive an email from the City of Kirkland’s volunteer database (**Volgistics**) with instructions and your temporary password.
- Please select your assignment(s) and enter the number of hours (examples: 2:15 or 2.25)

* some City programs may have specialized forms for recording hours and other information specific to the program. If you are part of such a program, your Supervisor will advise you of the specific procedures.



Identification

The City of Kirkland provides personalized photo ID badge to most on-going volunteers, and generic volunteer ID badge to all one-time volunteers. ID badges assist the public in identifying volunteers and also help prevent unauthorized entry into employee work areas. You are expected to wear your ID badge in a visible manner at all times while at work unless your uniform attire readily identifies you as a City volunteer. On-going volunteers with a personalized ID badge are encouraged to keep it at the City to minimize chances of them being lost. One-time volunteers are required to wear a generic volunteer ID badge upon arriving for their shift, and must return it at the end of their shift.

Please inform your Supervisor immediately if your ID badge is lost.

Photo ID Badges remain the property of the City. Upon leaving your volunteer position you must return your badge to your Supervisor or to the Volunteer Services Coordinator.

Resignation/Termination

Placements are made on a conditional basis. Either you or your Supervisor may terminate the arrangement if it is not acceptable or when the assignment has been completed. We request that you give as much notice as possible if resigning or interrupting your volunteer assignment for an extended period of time.

Should you desire volunteer reassignment, please contact the Volunteer Services Coordinator.



Future Paid Employment

Please be advised that there is no obligation on behalf of the City of Kirkland to place, interview, or hire a volunteer for any paid position. City volunteers must apply for any paid employment and follow the same established procedures that exist for applicants from the general public who apply for City employment.

Customer Service

Serving our customers is the number one priority of all City volunteers and regular employees. As a volunteer, you will be called upon to provide residents the high-quality service they have come to expect. It is important to keep in mind that your “customer” includes everyone you come in contact with while representing the City of Kirkland including residents, City and contract employees, and representatives from other agencies and organizations or other city volunteers. As part of our commitment to customer service, it is important to keep the following points in mind when serving customers:

- Listen actively to determine the customer’s request.
- Always remain courteous, calm and professional.
- If unable to directly assist, please refer them to your Supervisor or the City’s website.



Hostile or Threatening Customers

On rare occasions, a volunteer may encounter unusually hostile or threatening customers. The City has implemented a policy that will assist you if you need to call for help but want to do so without notifying the customer. The City's emergency dispatch system is called NORCOM. Dial **9-911** to notify the police that you are dealing with someone you feel may be dangerous. The same is true if someone asks you to "Call NORCOM." Another option is to tell your customer you are leaving them to get your Supervisor, go to another area and call 9-911, or simply leave the area. Panic buttons are located in some departments; ask your Supervisor about these in your area. Report any unusual situations to your Supervisor immediately.

Media Inquiries

If you are contacted or approached by the media while volunteering, please forward the request to your Supervisor or any available staff. If that is not feasible, please direct them to the City Communications Program Manager. You may agree to make a request of City of Kirkland media personnel only.

Confidentiality

During the course of your volunteer duties, you may be exposed to sensitive and/or confidential issues, events, and information. While most City business is considered public information, certain information remains confidential. The City takes particular care in handling residents' personal information. You have the responsibility to make sure that confidential information is kept confidential.

Gifts and Favors

Volunteers, individually or collectively, shall not solicit or accept any reward, fee, loan, or gratuity in conjunction with services rendered or in the performance of their duties, except those provided by the City as formal volunteer appreciation. As a



representative of the City of Kirkland, you shall not engage in any act which is in conflict with, or creates an appearance of conflict with, the performance of official duties. A one-time gift valued at \leq \$25.00 can be accepted if offered by a customer or resident.

Fair Practices

The City of Kirkland promotes and affords equal treatment and service of all persons regardless of race, religion, color, political affiliation, sexual orientation, national origin, sex/gender, age, marital status, disability status, or any other basis prohibited by law.

It is also the policy of the City to foster and maintain a harmonious and non-discriminatory working environment. The City will not tolerate jokes, comments or other forms of harassment regarding race, ethnicity, religion, disability, sexual orientation or gender.

The City expects you to be aware of and support these policies. Violation of these policies may be cause for immediate termination of your service.

Non-Harassment

The City will not tolerate sexual harassment of any volunteer or by any volunteer. Sexual harassment is illegal and is defined as unwelcome sexual advances, request for sexual favors, sexually motivated physical contact and other verbal or physical conduct of a sexual nature. This protection against harassment includes conduct by co-workers, managers, vendors, guests, customers, or other volunteers.

What you should do...

If while volunteering you feel that you are being harassed or experiencing discrimination, please talk with the person(s) involved and ask that the conduct stop. If you are uncomfortable doing this, or the conduct does not stop, talk with your Supervisor. If you feel the need for additional intervention contact the Volunteer Services Coordinator.



What the City will do...

The City will investigate the matter as discreetly as possible and inform you of the results of the investigation. If warranted, the City will take appropriate disciplinary action up to and including termination. Reprisal or retaliation for raising harassment concerns will not be tolerated.

Alcohol and Drug Free Work Environment

You may be subject to disciplinary action or termination for being under the influence of, or in possession of, intoxicating beverages and/or any drug during work hours or for the use of alcoholic beverages, narcotics, controlled substances, or any other drug when the use thereof interferes with your efficiency or mental or physical fitness, or which precludes you from properly performing your functions and duties.

Smoke-Free Workplace

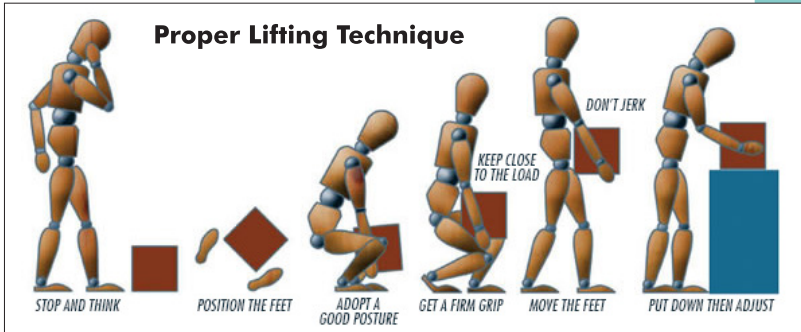
Tobacco smoke has clearly been determined to be dangerous to the health of smokers and others exposed to it. Therefore, smoking is prohibited in all City buildings and vehicles. Violation of the City's smoking policy may result in disciplinary action. If you desire to smoke, it must be outside of public buildings and will not be allowed within 25 feet of entrance or exit doors, air intakes or windows that open. Ask your Supervisor about designated smoking areas at facilities.

Safety Policy

The City of Kirkland is concerned about your health and safety. You are responsible for contributing to workplace safety by:

- Being familiar with observing all safety rules and regulations at all times
- Being familiar with the location of fire extinguishers in your area, the location of all exits and evacuation plan.
- Keeping work areas clean, orderly and free of hazards.

- Asking your Supervisor for instruction prior to performing new tasks or using new equipment.
- Please follow any and all COVID safety protocol.
- Correctly lifting and handling materials. Use proper lifting techniques (see illustration). At no time should you lift an object over 50 pounds on your own without assistance. You can ask for assistance with any lifting.



- Use a stepladder or ladder to reach above your normal reaching height. If unavailable, please task this to paid staff.
- Promoting safety among other volunteers and employees.
- Exercising maximum care and good judgment at all times to prevent accidents and injuries.
- Report to your Supervisor, as soon as possible, any injuries, illnesses, 'near-misses', unsafe conditions, safety hazards, unsafe equipment and/or unsafe practices by others in the workplace.

Use of Vehicles for City Purposes

If you choose to drive your own personal vehicle for City purposes, your personal auto insurance will apply, including driving to and from your assignment location.

In order to drive a City vehicle, the City must approve your driving record and you must watch a safety video. Your Supervisor can request this. Please remember, it is a privilege to drive a City vehicle. We are held to a higher standard because of the logo on the side of the vehicles.



Kirkland Volunteer Engagement

Always wear your seat belt. It is the law. Kirkland Police will stop you and issue a ticket for not wearing a seat belt. It doesn't matter that you are using a City vehicle.

Please remember that Washington State law bans the use of cell phones without a hands-free device while driving.

Steps to take if you are involved in an accident while in a City vehicle:

- Go to the other vehicle, identify yourself, the department you work for and ask them if they are ok. Tell them you are going back to your vehicle to call 911, to get paperwork, and call your Supervisor.
- When you call 911, identify yourself as a City of Kirkland volunteer.
- In the glove compartment of each vehicle is an envelope containing the forms that need to be completed. On the outside of the envelope is a step-by step process of exactly what you need to do. Some of the forms need to be completed at the scene of the accident.
- Limit your statements. Do not admit liability or state the City will take care of everything. Do not say you are sorry. In a court of law, this could be construed as admitting liability.
- Do not give out personal information besides your name and the department you work for. Your personal address, phone number, insurance does not play into the picture here.
- Notify your Supervisor.
- The City of Kirkland belongs to an insurance pool called WCIA. We are not self-insured.

Electronic Communication / Internet Use / Public Records

Any information provided in the volunteer application process, and emails sent or received by City employees and volunteers, will constitute a public record and may be subject to disclosure under the Public Records Act



(RCW 42.56).

If your volunteer position requires use of the City's technology systems, you will be required to have your own user ID and password, and to read and abide by the current Technology Resources Use policy at all times. This policy will be given to you at your training, and is also available on Kirknet. Please work with your assigned supervisor if you need to submit a ticket to the IT department.

Appropriate Use – City information technology resources (computer and telecommunications hardware, software and data) are to be used in ways that assist the City in performing the public's business by meeting official City goals, objectives & programs. Use of electronic messaging systems for personal purposes is to be minimal. Electronic messaging systems must not be used for commercial activities, religious causes, non-City sanctioned charitable solicitations, political activity, support for non-City sanctioned outside organizations, or other activities which are not directly related to the conduct of City business.

Downloading Software – To ensure adherence to software copyright and licensing provisions and policies and to protect City systems from legal disputes, computer viruses and unauthorized access, you should seek the assistance of the Information Technology Help Desk (425-587-HELP) for any upgrades or downloading.

Privacy – You should not consider your use of City resources to be private or confidential. You should be aware that under Washington State's Public Disclosure Act (RCW 42.17), electronic mail communications may become public records and may be subject to public disclosure. *E-mail messages should be presented in a manner that is both professional and appropriate to the reader.

* For more details on the City's Electronic Communication Policy and Internet use, please see the Administrative Policy Manual on the City's Intranet, or ask your Supervisor.



Facilities

Volunteers are welcome to use all staff kitchens and restroom facilities.

Parking

If you are assigned to volunteer at City Hall, you may park in the following areas:

- The inside perimeter of the building (in parking spaces not designated for visitors nor City fleet vehicles)
- Curb side parking on streets adjacent to City Hall. (outside perimeter)
- The church parking lot on 5th Avenue, north of City Hall or directly across from City Hall's main entrance.

If you are assigned to volunteer at a satellite facility (e.g., Kirkland Justice Center, Peter Kirk Community Center), please check with your Supervisor for designated parking.

Employee/Volunteer Dress Guidelines

The City of Kirkland provides a wide-range of services to the residents of our City. Each service has its own clientele and constituency. That clientele/constituency expects the service to be provided in a professional manner. One component of professional service delivery is the manner in which City employees/volunteers present themselves to the public. This policy addresses the matter of acceptable attire.

Business Casual Attire – Residents appraise the City of Kirkland by the appearance and conduct of its staff: paid and unpaid. You are expected to maintain a personal image that is compatible with the City of Kirkland's professional image. You are expected to use good judgment in selecting appropriate attire. Appropriate dress may vary with your work environment. Personal grooming should include attention to cleanliness, a professional appearance, and the avoidance of extremes.



Business Casual attire may include but is not limited to presentable jeans, athletic shoes, and official City t-shirts. Under no circumstances should a volunteer ever wear sandals, flip-flops or open-toed shoes.

Recognition

Volunteers are essential to the operation of City departments and programs. The City holds an annual recognition event for all City volunteers (usually April). Additionally, the City holds a less-formal Ice Cream/Gelato Social once a year (usually in late summer). For more information on these events, please contact the Volunteer Services Coordinator.

Additionally, we expect that City employees recognize and demonstrate appreciation for you on an on-going basis.

Other Policies, Procedures, and Guidelines

Each department may have additional procedures and guidelines to follow depending upon your assignment. Your Supervisor will cover information specific to the particular assignment with you. Any questions related to volunteer assignments should be discussed with your Supervisor and/or the Volunteer Services Coordinator.



City of Kirkland Holiday Schedule

The following days are designated City holidays:

Holiday:	Date to be Observed:
1. New Year's Day	January 1st
2. M.L. King Jr. birthday	3 rd Monday in January 3 rd
3. Presidents' Day	Monday in February Last
4. Memorial Day	Monday in May
5. Independence Day	July 4
6. Labor Day	1 st Monday in September
7. Veterans' Day	November 11
8. Thanksgiving Day	4 th Thursday in November 4 th
9. Day after Thanksgiving	Friday in November
10. Christmas Day	December 25

The City also closes at noon on Christmas Eve and New Year's Eve.

Any regular holiday which falls on a Saturday shall be observed on the preceding Friday and any regular holiday which falls on a Sunday shall be observed on the following Monday.



Satellite Facilities

For your general information, the following is a list of satellite City facilities and addresses:

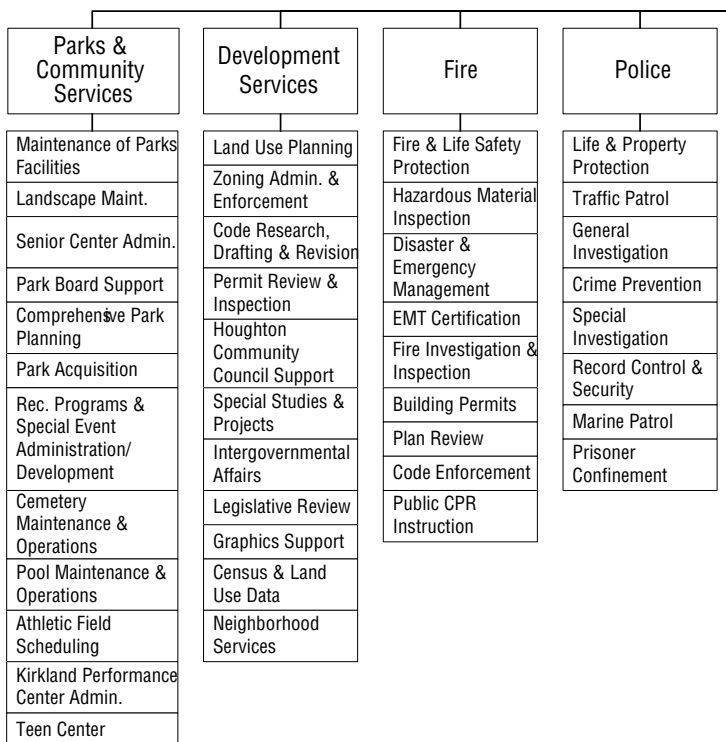
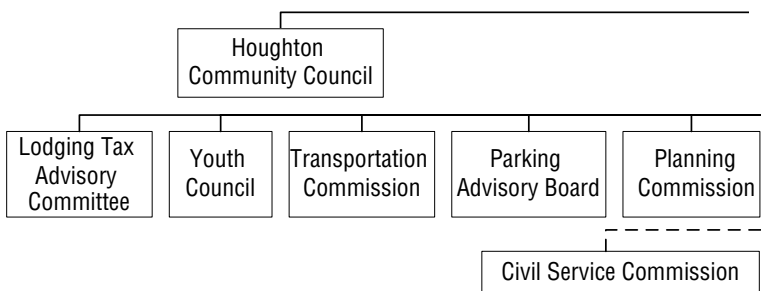
- Human Resources City Hall, Lower Floor
Parks and Community Services City Hall, Lower Floor
Peter Kirk Community Center 352 Kirkland Avenue
Kirkland Municipal Court* 11740 NE 118th Street
Public Works
Maintenance Center 915 8th Street
North Kirkland
Community Center 12421 103rd Avenue NE
Parks Maintenance Center 12006 120th Place NE
Police Department* 11750 NE 118th Street
*Kirkland Justice Center

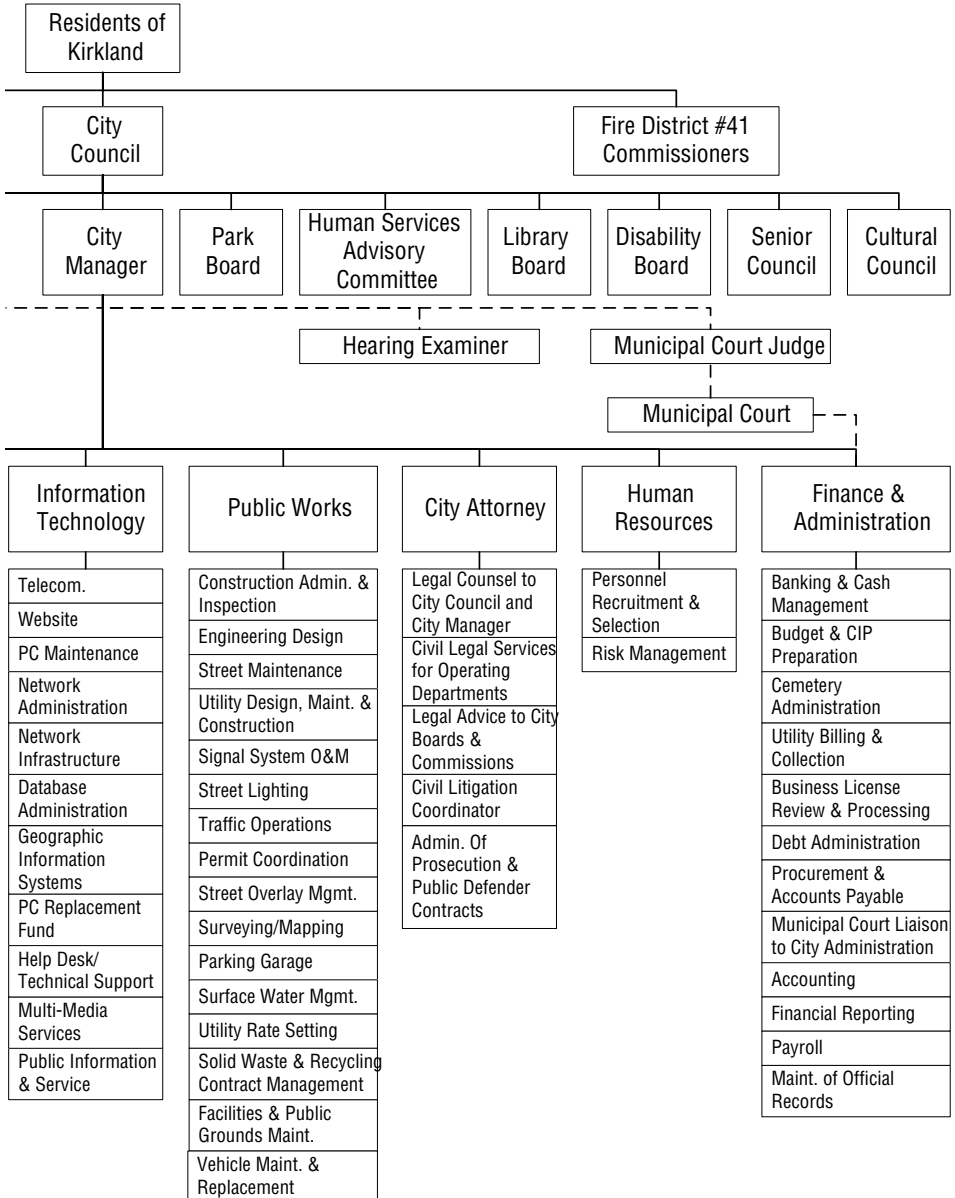
Fire Stations

- Station 21 9816 Forbes Creek Drive
Station 22 6602 108th Avenue NE
Station 24 8411 NE 141st, Bothell
Station 25 12033 76th Place NE
Station 26 9930 124th Avenue NE
Station 27 11210 NE 132nd Street

City of Kirkland Organization Chart

CITY OF KIRKLAND







Kirkland Volunteer Engagement

Notes:



