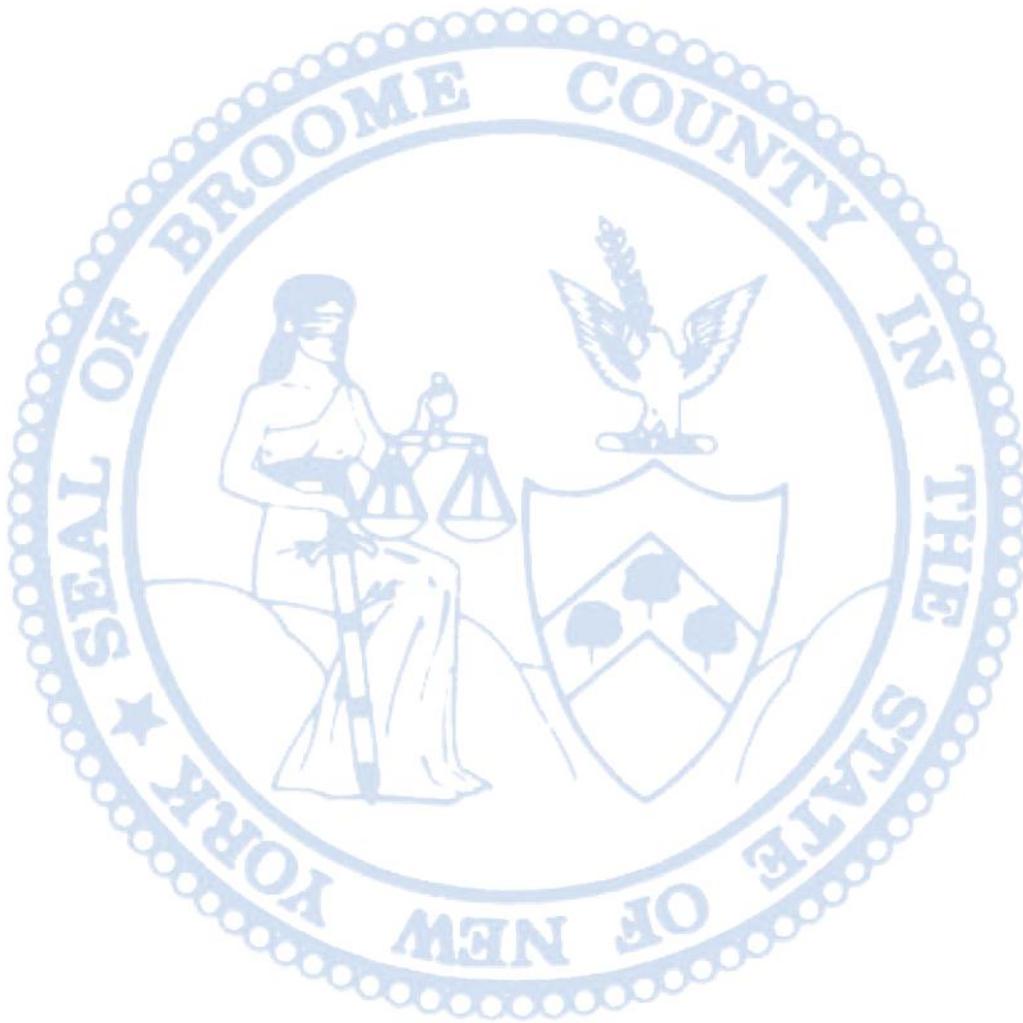


# Broome County



Volunteers, Interns and Vendors Handbook

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## **Welcome Message from Broome County**

We would like to welcome you and thank you for your efforts in assisting Broome County Government in providing services to the citizens of Broome County. As part of our team, you take on an extremely important role, that of serving members of our community. Together our mission is to provide cost effective services that conform to the highest standards of quality. culture.

This handbook is designed to familiarize you with the policies, procedures, rules and regulations of the County, to help ensure government compliance, foster positive relationships, and contribute to the overall success of the County in delivering services to our customers effectively and efficiently.

Please keep in mind that this is only an overview of the County's policies and procedures. Specific questions and concerns should be addressed by your Supervisor, Department Head, or the Broome County Department of Personnel.

We trust that you will find your service with the County both personally and professionally rewarding.

### **Purpose of the Handbook**

**Statement of Purpose:** The purpose of this Volunteer, Intern and Vendor Handbook is to communicate Broome County's personnel policies and practices to all Volunteers, Interns and Vendors. It is extremely important that each Volunteer, Intern or Vendor understand polices that relate to rules, regulations, procedures, practices and work standards. This Handbook is not a contract of service/employment, expressed or implied, and should not be construed as such.

Unless otherwise required by law, the provisions of this Handbook are for County use only and do not apply in any criminal or civil proceeding. The Handbook provisions shall not be construed as a creation of higher legal standing of safety or care. Notwithstanding the above, a violation of the Handbook provision may for the basis for administrative action by the Department or County and any subsequent judicial proceeding.

**Statutes, Laws and Ordinances:** In the event a federal or state statute or a County Law or ordinance should conflict with any provision contained in this Handbook, then such statute, law or ordinance will prevail.

### **Code of Ethics**

**Policy Statement** – Pursuant to the provisions of Section 806 of the General Municipal Law, the County Legislature of Broome County recognizes that there are rules of ethical conduct for public officers and employees which must be observed if a high degree of moral conduct is to be obtained and if the public confidence is to be maintained in our unit of local government. It is the purpose of this Code to promulgate these rules of ethical conduct for the officers and employees of Broome County. These rules shall serve as a guide for the official conduct of the officers and employees of Broome County. These rules of ethical conduct shall not conflict with, but shall be in addition to, any prohibition of Article 18 of the General Municipal Law or any other general or special law relating to ethical conduct and interest in contracts of municipal officers and employees.

Volunteers, Interns and Vendors shall also follow these rules of ethical conduct while in their role at the agency. These rules shall serve as a guide for the conduct of Volunteers, Interns and Vendors.

**Standards of Conduct** – Every Volunteer, Intern and Vendor shall be subject to and must abide by the following standards of conduct.

- A. Gifts** – No Volunteer, Intern or Vendor shall directly or indirectly solicit any gift or gratuity or accept any gift or gratuity having a value of seventy-five dollars (\$75) or more, whether in the form of money, services, loan, travel, entertainment or in any other form, from any person, firm or corporation which is directly or indirectly, in any matter whatsoever, in any business or professional transaction or dealing with the county or any agency thereof; nor shall any Volunteer, Intern or Vendor accept or receive, in any one calendar month, more than one gift or gratuity having a value of less than seventy five dollars (\$75) from a person, firm or corporation which is directly or indirectly, in any matter whatsoever, in any business or professional transaction or dealing with the county or any agency thereof.
  
- B. Confidential Information** – A Volunteer, Intern or Vendor shall not disclose confidential information acquired by the Volunteer, Intern or Vendor in the course of their duties or use such information acquired by the Volunteer, Intern or Vendor in the course of their duties or use such information to further personal interest. Volunteers, Interns or Vendors shall not provide any information from requests of outside agencies without a proper signed release of information and the approval of their acting supervisor. Any media questions shall be referred to the supervisor. The Volunteer, Intern or Vendor shall not provide the media with any information.
  
- C. Use of County Property** – Volunteers, Interns and Vendors shall not directly or indirectly use or allow use of property of any kind owned by Broome County for other than official County business.

Any questions or concerns may be directed to the Broome County Personnel Department. Telephone number: 778-2276.

## **COMPLIANCE POLICIES**

### **The Americans with Disabilities Act**

**Policy Statement** – It is the policy of Broome County to comply fully with the provisions and spirit of the Americans with Disabilities Act. All practices regarding the recruitment of Volunteers, Interns and Vendors will be conducted so as not to discriminate unlawfully against persons with disabilities. Any Volunteer, Intern or Vendor who reports discrimination will not suffer adverse consequences as a result of making the complaint.

**Reasonable Accommodation** – Broome County tries to make reasonable accommodations for those individuals with disabilities, unless it imposes an undue hardship on the County and/or operations of a program.

**Pre-Recruitment Inquiries** – Pre-recruitment inquiries are made only regarding a Volunteer, Intern or Vendor’s ability to perform the duties of the position and not disability condition. Broome County intends to base decisions on principles of equal employment opportunity and nondiscrimination, as defined by law.

**Notification of Policy Violations** – Volunteers, Interns and Vendors should immediately report any perceived violation of this policy to the Department Head of which you are working under, or to the Coordinator of Volunteer Services (778-2681) or to the Broome County Personnel Department (778-2276). In the event that the Volunteer, Intern or Vendor is unable to discuss the matter in person with one of the aforementioned individuals, the complaint should be reported in writing. All complaints of discrimination will be investigated discreetly and promptly. Any Volunteer, Intern or Vendor who reports discrimination will not suffer adverse consequences as a result of making the complaint. This procedure is not intended to restrict an individual’s rights to make a complaint to a federal or state agency.

**Application of Policy** – This policy is for County use only and does not apply in any criminal or civil proceeding. This policy shall not be construed as a creation of a higher legal standard of safety or care in evidential sense with respect to third party claims. Violations of this policy will only form the basis for County administrative action. Violations of law will form the basis for civil and criminal sanctions in a recognized judicial setting.

### **Equal Employment Opportunity**

**Policy Statement** – Broome County is an Equal Opportunity Employer. The county does not discriminate on the basis of race, religion, color, sex, age, national origin, disability, marital status, military status, genetic predisposition or carrier status, or sexual orientation. Discrimination based on any of the above is strictly prohibited. Any Volunteer, Intern or Vendor who reports discrimination will not suffer adverse consequences as a result of making the complaint.

**Notification of Policy Violations** – Volunteers, Interns and Vendors should immediately report any perceived violation of this policy to the Department Head of which you are working under or the Coordinator of Volunteer Services, or to the Broome County Personnel Department. All complaints of discrimination will be investigated discreetly and promptly. Any Volunteer, Intern or Vendor who reports discrimination will not suffer adverse consequences as a result of making the complaint.

**Application of Policy** – This policy is for Broome County use only and does not apply in any criminal or civil proceeding. This policy shall not be construed as a creation of higher legal standard of safety or care in an evidential sense with respect to third party claims. Violations of this policy will only form the basis for County administrative action. Violations of law will form the basis for civil and criminal sanctions in a recognized judicial setting.

### **Sexual Harassment**

**Policy Statement** – It is the policy of Broome County to promote a productive work environment. As with discrimination involving race, color, national origin, religion, disability, age, marital status, or military status, Broome County prohibits sex discrimination, including sexual harassment of its employees in any form. No form of sexual harassment will be tolerated. The County will take all steps necessary to prevent and stop the occurrence of sexual harassment in the workplace. The accompanying complaint procedure is intended to provide an effective

mechanism for reporting and resolving promptly, complaints of sexual harassment without any risk of repercussion to a complaining Volunteer, Intern or Vendor for filing a complaint of sexual harassment in good faith.

**Applicability of Policy** – This policy applies to all Volunteers, Interns and Vendors who are assisting in County departments or are in a contractual relationship with the County. Depending upon the extent of the County’s exercise of control, this policy may be applied to the conduct on non-County employees with respect to sexual harassment of County employees in the workplace.

**Supervisory Responsibility** – Department Heads and supervisory personnel are responsible for ensuring a work environment free from unsolicited, unwelcome and intimidating sexual overtones. Supervisors must take immediate and appropriate corrective action, when instances of sexual harassment come to their attention, to assure compliance with this policy.

**Definition of Sexual Harassment** – Sexual advances that are not welcome, requests for sexual favors, and other verbal and physical conduct of a sexual nature constitute sexual harassment when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual’s status within the agency. –OR–
- Such conduct has the purpose or effect of unreasonably interfering with an individual’s work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment refers to behavior that is not welcome, that is personally and objectively offensive, that fails to respect the rights of others, that lowers morale and that, therefore, interferes with a Volunteers, Intern or Vendors work performance and/or effectiveness or creates an intimidating, hostile or offensive working environment. Exposure to such conduct that serves to alter the terms and conditions of employment is prohibited by this policy and state and federal law.

**Forms of Sexual Harassment** – Specific forms of behavior that Broome County considers sexual harassment and which are prohibited include, but are not limited to, the following:

- Verbal harassment of a sexual nature related to an employee’s gender, including sexual innuendoes, slurs, sexual slurs, suggestive, derogatory, insulting or lewd comments or sounds, whistling, jokes of a sexual nature, sexual propositions and/or threats.
- Sexually oriented comments about a Volunteer’s, Intern’s or Vendor’s body that are unwelcome and/or unreasonably interfere with their work performance or create an intimidating, hostile or offensive work environment.
- Any sexual advance that is unwelcome or any demand for sexual favors.
- Sexually suggestive written, recorded or electronically transmitted material, showing or displaying pornographic or sexually explicit objects or pictures, graphic commentaries, leering or obscene gestures in the workplace such that it unreasonably interferes with a

Volunteer's, Intern's or Vendor's work performance or creates an intimidating, hostile, or offensive working environment.

- Physical contact of any kind, which is not welcome, including touching, grabbing, hugging, fondling, jostling, petting, pinching, coerced sexual intercourse or sexual relations, assault or intentional brushing up against a person's body.

**Reporting of Sexual Harassment** – Volunteers, Interns and Vendors are encouraged to report incidents of sexual harassment to either their immediate supervisor, Department Head, Coordinator of Volunteer Services or the Broome County Personnel Department as soon as possible after the occurrence. If a Volunteer, Intern or Vendor feels that they have been sexually harassed and would like to obtain guidance as to how to proceed in filing a complaint, they should contact the Broome County Personnel Department.

**Confidentiality** – Complaints of harassment will be handled and investigated promptly and in a manner that is as impartial and confidential as possible. In no event will information concerning a complaint be released by the County to third parties or to anyone within County employment who is not directly involved in the investigation of the complaint unless otherwise required by law.

**Investigation of Complaint** – Generally, investigation of a complaint will be conducted by the complainant's Department Head or immediate supervisor and will normally include conferring with the parties involved and any named or apparent witnesses. The particular facts of the allegation will be examined individually, with a review of the nature of the behavior and the context in which the incident(s) occurred. In those instances when a Department Head or supervisor requests assistance, or when the Department Head or supervisor is named in the complaint or involved in the incident, the Broome County Personnel Department will conduct the investigation.

**Volunteer, Intern or Vendor Defense** – Any Volunteer, Intern or Vendor charged with sexual harassment will be afforded a full and fair opportunity to offer and present information in their defense. Such information will be confidential to the extent possible.

**Disciplinary Action** – Any Volunteer, Intern or Vendor who is found to have committed an act of sexual harassment will be subject to termination.

**Prohibition Against Retaliation** – Intimidation, coercion, threats, reprisal or discrimination against any Volunteer, Intern or Vendor who in good faith brings a written or verbal sexual harassment complaint or who assists or aids in the investigation of such a complaint is prohibited. Any Volunteer, Intern or Vendor who participates in the procedure may do so without fear of retaliation.

### **Drug and Alcohol Free Workplace**

**Statement of Compliance** – The Federal Drug Free Workplace Act of 1988 is applicable to all recipients of Federal grants. In order to receive federal funds, the County must certify to the granting Federal agency that it will provide a drug-free workplace in accordance with the legislation. As a recipient of Federal grants, Broome County hereby complies with the requirements of the Drug-Free Workplace Act by adopting the following policy and drug-free awareness program:

**Policy Statement** – It is the policy of Broome County that the unlawful manufacture, distribution, dispensation, possession, or use of alcohol or an illegal controlled substance as defined in the Federal Act, is prohibited on the job or at the workplace.

**Implementation of Policy** – This policy will be distributed to all Volunteers, Interns and Vendors of the County.

**Sanctions** – The unlawful manufacture, distribution, dispensation, possession or use of a controlled substance or alcohol is strictly prohibited in all workplaces and work-sites. A Volunteer, Intern or Vendor who, after investigation, is found to have violated this prohibition may be referred, at their own expense, for counseling or rehabilitation and satisfactory treatment and will be subject to disciplinary penalties, up to and including dismissal from their position, and, if applicable, appropriate criminal and civil actions.

**Volunteer, Intern and Vendor's Responsibilities** – As a condition of Broome County receiving Federal grant monies, each Volunteer, Intern and Vendor must abide by this policy and notify the Department Head of any criminal drug statute conviction for a violation occurring in the workplace within five calendar days of the conviction.

**County Responsibilities** – The County will notify the granting federal agency within ten days after receiving notice from the Volunteer, Intern or Vendor of such a conviction or otherwise receiving actual notice of such conviction. In addition, within thirty calendar days of receiving notice of a conviction, the County will take disciplinary action against the individual and/or require the individual, at their own expense, to satisfactorily participate in drug abuse assistance or rehabilitation program pursuant to Sections 702 and 703 of the Drug-Free Workplace Act.

**Drug and Alcohol Free Awareness Program** – It is the policy of Broome County to maintain a drug and alcohol free workplace. In accordance with that policy, the County is providing the following drug and alcohol free awareness information to raise awareness of the Volunteers, Interns and Vendors regarding the dangers associated with the drug and alcohol abuse in the workplace.

**Dangers of Drug and Alcohol Abuse in the Workplace** – Volunteers, Interns and Vendors with chemical dependence problems have a major impact on productivity and staff morale. Their hidden illness is responsible for:

- A. Declining Performance
  - Poor concentration
  - Confusion in following directions
  - Noticeable change in the quality of work
  - Inability to meet deadlines
  - Errors in judgment affecting the health and safety of others
  - Customer complaints and injuries
  
- B. Increased Costs
  - Higher job turnover, replacement and training costs
  - 3 to 5 times more on-the-job accidents
  
- C. Absenteeism and Tardiness

- Double the normal rate
  - Repeatedly being late for work and often leaving early
  - Extended lunch hours
  - Frequent illness and accidents both on and off the job
- D. Damaged Relationships
- Emotional outbursts, over-reaction to criticism, mood swings, and complaints from others and the public often leading to damaged relations.

### **Controlled Substance and Alcohol Testing**

**Statement of Compliance** – Broome County has adopted Controlled Substance and Alcohol Testing Policies that are in compliance with the regulations of the United States Department of Transportation. The purpose of the policies is to reduce accidents resulting from an individual's use of controlled substances and alcohol, thus reducing fatalities, injuries and property damage.

### **Smoking**

**Policy Statement** – It is the policy of the County to prohibit smoking in all County vehicles, inside all county buildings, and outside of County buildings within a radius of twenty feet from any public entrance or employee entrance.

### **Safety**

**Harassment/Bullying** – Broome County does not tolerate harassment or bullying in any form. If a Volunteer, Intern or Vendor feels that they are being subjected to such behavior they are encouraged to report the matter to their immediate supervisor, Department Head, or the Broome County Department of Personnel.

### **Workplace Safety**

**Policy Statement** – Prevention of injury and illness in the workplace requires the cooperation of all individuals including, employees, volunteers, interns and vendors in all safety and health matters. It is the policy of the County to reduce the number of workplace injuries and illnesses to an absolute minimum. Accidents can be prevented through use of reasonable precautions and the practice of safe working habits.

**Volunteer's, Intern's and Vendor's Responsibility** – In an effort to protect all individual's and to safeguard equipment and property, before a Volunteer, Intern or Vendor begins a given task, it is the Volunteer's, Intern's or Vendor's responsibility to understand the correct operation and possible hazards involved, safety procedures, and necessary safety equipment required to perform the job.

**Safety Program** – The County's safety program includes, but is not limited to the following:

- Providing mechanical and physical safeguards to the maximum extent possible;
- Conducting inspections to find and eliminate unsafe working conditions and practices, control health hazards, and comply with the safety and health standards for every job;
- Training all Volunteers, Interns and Vendors in safety and health practices when necessary;

- Providing necessary personal protective equipment and instruction for its use and care;
- Developing and enforcing safety and health rules and requiring that Volunteers, Interns and Vendors cooperate with these rules as a condition of their status within the department that they are assigned with;
- Investigating, promptly and thoroughly, every accident to find the cause and correct the problem to prevent future occurrences;
- Providing First Aid kits and fire extinguishers throughout buildings and facilities.

**Accident Plan** – In the event of an accident, a Volunteer, Intern or Vendor must immediately stop work and take the following steps:

- Eliminate the immediate cause of the accident;
- Provide aid to the injured person and summon assistance;
- Contact the supervisor immediately;
- If the accident appears serious, call an ambulance; and
- Take steps to prevent additional accidents.

### **Hazard Communication Program (Right to Know)**

**Statement of Compliance** – Broome County is committed to providing a safe and healthy work environment and complies with all Federal, State and local laws regarding hazard recognition, accident prevention and working conditions. The County considers Hazard Communication and the prevention of workplace injuries and illnesses to be of prime importance.

**Guidelines** – The following guidelines for the identification of chemical hazards and the preparation and proper use of containers, labels, placards, and other types of warning devices must be adhered to:

- **Chemical Inventory** – The County must maintain an inventory of all known chemicals in use. A Volunteer, Intern or Vendor may obtain the chemical inventory from the employee’s supervisor or Department Head.
- **Container Labels** – All chemicals on a work-site must be stored in the original or approved containers with the proper label attached. The Department Head must ensure that each container is labeled with the identity of the hazardous chemical contained and any appropriate hazard warnings. The County will rely on manufacturer applied labels whenever possible. A container that is not labeled, or on which the manufacturer’s label has been removed, must be properly labeled. A container not properly labeled must be given to the Department Head for labeling or proper disposal.
- **Dispensing Chemicals** – An employee may dispense chemicals from original containers only in small quantities intended for immediate use. Any chemical leftover must be returned to the original container or to the Department Head for proper handling. No unmarked containers of any size are to be left in the work area unattended.

**Material Safety Data Sheets (MSDS)** – A Volunteer, Intern or Vendor working with a Hazardous Chemical shall obtain a copy of the Material Safety Data Sheet (MSDS) and a standard chemical reference from the supervisor.

**Volunteer, Intern or Vendor Training** – A Volunteer, Intern, or Vendor must be trained to work safely with hazardous chemicals. This training program must cover the following areas:

- Methods used to detect the release of hazardous chemicals in the workplace;
- Physical and health hazards of chemicals and the measures used to protect Volunteers, Interns and Vendors;
- Safe work practices;
- Emergency responses to the exposure of hazardous chemicals;
- Proper use of personal protective equipment; and
- Hazard Communication Standards, including labeling and warning systems, and an explanation of the use of Material Safety Data Sheets.

**Personal Protective Equipment (PPE)** – Depending on job duties, Volunteers, Interns or Vendors must routinely wear protective devices, such as gloves and safety glasses, as directed by the supervisor. A Volunteer, Intern or Vendor who is required to wear special safety equipment as directed by the supervisor must comply with the supervisor’s request.

**Emergency Response** – Any incident of overexposure or spill of a hazardous chemical/substance must immediately be reported to the supervisor. The supervisor will insure that proper emergency response actions are taken.

**Hazards of Non-Routine Tasks** – The Department Head must inform Volunteers, Interns and Vendors of any special tasks that may arise which would involve possible exposure to hazardous chemicals. Review of safe work procedures and use of required PPE must be conducted prior to the start of these tasks. Where necessary, areas will be posted to indicate the nature of the hazard involved.

If you have any questions or concerns regarding Hazard Communication you may contact the Broome County Personnel Department at 778-2276.

### **Personal Appearance**

**Policy Statement** – It is the policy of the County that each Volunteer, Intern and Vendor’s dress, grooming and personal hygiene should be appropriate to the work situation.

**Standards** – A Volunteer, Intern and Vendor must maintain a personal appearance in a manner that reflects a good image to the public. Acceptable personal appearance is an ongoing requirement with the County. Radical departures from conventional dress or personal grooming and hygiene standards are not permitted. Volunteers, Interns and Vendors should not wear suggestive attire, athletic clothing, novelty buttons, and similar items of casual attire since this clothing does not represent businesslike appearance.

**Safety Clothing and Equipment** – A Volunteer, Intern or Vendor may be required to wear safety clothing and equipment as directed by the Department Head. If such the case; the Volunteer, Intern or Vendor must comply with all safety requirements.

### **Attendance**

**Policy Statement** – All Volunteers and Interns must be ready and able to work at the time the individual is scheduled to work. In the event that the Volunteer or Intern is unable to report to the agency at the scheduled time, they must notify their immediate supervisor prior to the scheduled starting time.

## **County Vehicle Usage**

**Policy Statement** – All vehicles and related equipment of Broome County are owned and maintained for the purpose of conducting official business of the County. Said vehicles and equipment may not be used for the personal use or private gain, or for any other purpose which is not in the general public interest.

**Standards** – For the purpose of compliance with this policy, the following standards must be met at all times:

- Volunteers, Interns and Vendors may be a passenger in a County vehicle that is being driven by a County employee or official.
- Volunteers, Interns and Vendors are never authorized to operate a County vehicle, absent an emergency.

## **Emergency Situations**

**Closing Procedures** - In the event that extraordinary weather conditions or other emergencies develop prior to the beginning of the workday, the County Executive may authorize the closing of non-emergency operations, or, if extraordinary weather conditions or other emergencies develop during a workday, the County Executive may direct that certain individuals who perform non-emergency services leave.

**Broome County Volunteer, Intern and Vendor  
Handbook Acknowledgement**

I hereby acknowledge that I have received a copy of the Broome County Volunteer, Intern and Vendor Handbook outlining the policies, procedures, rules, and regulations of Broome County. I further acknowledge that I have read, or will read the contents of the Volunteer, Intern and Vendor Handbook and will contact my Department Head or the Broome County Department of Personnel if I have any questions.

I understand that the Volunteer, Intern and Vendor Handbook is not meant to create a contract of employment, nor should it be construed as creating a contract of employment and that Broome County reserves the right to interpret, change or modify any section of the handbook at any time.

I agree to abide by the policies, procedures, rules and regulations outlined in the Volunteer, Intern and Vendor Handbook.

\_\_\_\_\_  
Department

\_\_\_\_\_  
Volunteer, Intern or Vendor Name (please print)      Broome County Representative (please print)

\_\_\_\_\_  
Volunteer, Intern or Vendor Signature      Broome County Representative Signature

\_\_\_\_\_  
Date of Signature      Date of Signature