

## Roswell Volunteer Value Program Guidelines

Because the City of Roswell believes in the value of volunteer time, talents, and knowledge, we would like to provide a program that will allow members of community groups to exchange their approved volunteer hours to be applied toward the rental fee of specified City facilities for their group's use.

One hour of approved volunteer work would be credited at \$25 toward the rental fee of an approved City facility/property. This dollar value has been set using the \*Independent Wage Sector value of volunteer time, after adjusting for lower wage averages in New Mexico.

The following guidelines apply to the Roswell Volunteer Value Program:

1. Only community groups, clubs, teams, non-profit or service organizations (not individuals) may participate in the Volunteer Value Program to utilize Volunteer Value credits.
2. For a group to participate they must complete the Volunteer Value group application and be approved.
3. Members of a participating group must also complete the City of Roswell online volunteer application, indicating which group they would like to donate their hours toward, and be approved as a volunteer.
4. An individual volunteer may donate hours to the participating group of their choice, but they must follow program guidelines and use forms for volunteer service/hours to be approved and tracked. Once they donate hours to a group, the hours belong to that group and cannot be returned/reclaimed by individual.
5. The volunteer work activities must directly benefit the City and be of equal or greater value than the rental fee. (See eligible event/task list. Examples of activities that benefit the City: assisting City staff helping with set-up or tear-down of a City organized event; assisting City staff at the Convention Center during an event being held there, etc.. Activities that would NOT benefit the City such as volunteer work at an event of schools, county, church, or private event/property **cannot** be counted for this program.)
6. For volunteer hours to be counted for the program, the activity must be approved in writing by the City volunteer coordinator, and scheduled/arranged before the date that the work is done by completing appropriate Volunteer Value Program forms.
7. Work hours must be completed and tracked before they can be applied toward any rental of City owned property.
8. Work hour value may not be applied toward the actual City cost of staff presence (if necessary), janitorial cleanup (if necessary), or the damage/cleaning deposit (if required).
9. City staff overseeing Volunteer Value Program will maintain records of volunteer hours accrued and used.
10. It is the responsibility of the participating group and volunteering members/individuals to ensure all required paperwork is completed and submitted for proper credit. All volunteer hours must be verified by City staff who are working with volunteers the day they serve.
11. All volunteer hours must be used no later than twelve months after the end of the calendar year in which they were earned.
12. In order for the group/organization to utilize Volunteer Value hours in lieu of monetary payment of the rental fee, both a City property rental application and a request to credit Volunteer Value hours toward the facility rental fees must be submitted prior to use of facility.
13. Donating material goods does not earn Volunteer Value credit and cannot be used to pay hourly rental fees for use of City owned properties.
14. All groups/organizations participating in the Volunteer Value Program must abide by the rules outlined in the City's Facility Rental Policies. Deposit, insurance, alcohol, and all other policy requirements still apply.
15. Participating volunteers must be 18 years or older for volunteer hours to count toward Volunteer Value credit. If a youth group volunteers for a City organized event or task, only the hours of supervising adults who are also approved to participate in the Volunteer Value program will qualify toward credit.

## Roswell Volunteer Value Program

### Eligible Event and Task List

City organized events eligible for the Volunteer Value Program credit will include:

- UFO Festival
- National Night Out
- Night of the Living Zoo
- Alien Chase
- Art & Science Festival at the Roswell Museum
- Zoo Camp
- Recreation Camp
- Fall Festival (if City Council reinstates funding to host event)

Other department tasks may be eligible for the Volunteer Value Program when requested by a City department supervisor to provide extra support for a specific project or a department-organized event. Tasks may include, but are not limited to:

painting, repairs, assist groundskeeper with larger work projects, set-up for event, tear-down after event, assist wait staff, directing traffic during marathon, assist staff cleaning kennels, walking dogs, picking up branches when City crews trim trees, etc.

Department supervisor must request support for specific task/project in order for it to be eligible for volunteer value work/credit.

Volunteers participating in this program will not be replacing City employee's daily jobs and volunteers will not be working unsupervised. These volunteers are meant to provide extra hands when and where needed most to support City staff and the task they do should directly bring benefit to the City. Tasks that are helpful to the community are wonderful, but unless they meet the above guidelines, the task will not qualify for the Volunteer Value Program.

**Note:**

Due to liability and licensing restrictions, volunteer value program volunteers are not permitted to drive City vehicles or to use City's power tools such as mowers, weed eaters, tractors, etc.

They are permitted to use non-powered hand tools such as paintbrushes, screwdrivers, etc. to assist City staff with projects.

Group members or individuals participating in the Volunteer Value Program are required to review and abide by the volunteer guidelines below. As representatives of the City, volunteers, like staff, are responsible for presenting a good image to visitors and to the Roswell community. Volunteers can make a real difference in the Roswell community, and beyond. Everything volunteers do and say while serving is a direct reflection on City of Roswell and as such volunteers should follow the rules, policies and procedures of the City of Roswell.

These include:

### Do's

- Check-in and check-out with staff when arriving, taking breaks, or leaving for the day.
- Be friendly, courteous, and kind at all times. (Yes, it can take patience, but it helps a lot.)
- Smile and have fun!
- Work cooperatively as a team with other volunteers and staff, make friends, and make a difference!
- Stay hydrated, especially when volunteer service is outdoors in the heat.
- Dress appropriately for the conditions and performance of assigned tasks. (Clothing should be clean, not revealing, and containing no profanity, drug, gang related, or indecent images.)
- Make sure you have plenty to do - check with staff if you need further instructions.
- Ask the staff if in doubt about any instructions... as many times as is needed... really, it's okay to ask. 😊
- Perform only those assigned tasks that are within your physical capability.
- Say something if you witness or experience anything that makes you feel unsafe.
- Report all injuries, accidents, or issues to supervising staff.
- Notify staff overseeing the area where you are scheduled to serve if you will be absent or late.
- After completing service, fill out Volunteer Value Hours Verification form and have signed by City staff overseeing your work/service.

### Don'ts

- Allow the use of cell phone or mobile devices to interfere with your volunteer service.
- Smoking, vaping, drugs (including marijuana), or alcohol use during active volunteer service.
- Use of profanity, obscene, or harassing language, or inappropriate hand gestures during volunteer service.
- Posting photos of visitors or information that identifies them on social media.
- Posting photos of staff, other volunteers or information that identifies them on social media without asking their permission.

Participating members and/or individuals must abide by guidelines and also agree that:

- ✓ Group members or individuals participating in the Volunteer Value Program give permission to the City of Roswell to utilize video/photographs taken of volunteers for publicity or training purposes.
- ✓ Group, members, or individuals participating in the Volunteer Value Program agree to release the City of Roswell NM, its elected officials, offices, employees, and agents, from any and all liability or obligation arising from, or in connection with the undersigned's volunteer activities with the City of Roswell.

\* As of April 2021, the national average value of a volunteer hour was set at \$28.54 by the Independent Wage Sector. New Mexico ranks lower than the national average, so the Roswell Volunteer Value Program will calculate one volunteer hour at \$25 credit for the group to use toward approved City facility/property rental fees.

<https://independentsector.org/news-post/independent-sector-releases-new-value-of-volunteer-time-of-28-54-per-hour/>



Volunteer Value Group Application

To be completed by group leader or authorized representative of group.

Date : \_\_\_\_\_

Group Name (Print): \_\_\_\_\_

Group Type (Select One):

Non-Profit Organization     Service Organization     Club     Community Group     Team

Other \_\_\_\_\_

Your Name (Print): \_\_\_\_\_

Your Title/Role in Group: \_\_\_\_\_

Group Address: \_\_\_\_\_  
(address) (City) (Zip)

Group Email: \_\_\_\_\_

Contact Phone: \_\_\_\_\_  Cell  Landline

*I verify that I have read the Volunteer Value Program Guidelines and that our participating members will review and abide by them.*

Signature: \_\_\_\_\_

This section to be completed by City Volunteer Coordinator or Authorized City Staff.

Staff Name: \_\_\_\_\_

Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Group is:  Approved for Volunteer Value Program     NOT Approved for Volunteer Value Program

Notes:



**Group Volunteer Value Service/Work Approval Request**

To be completed by group leader or authorized representative of group.

Name of Group: \_\_\_\_\_

Your Name (print): \_\_\_\_\_

Title/Role in Group: \_\_\_\_\_

Description of service/work that group members would like to do: \_\_\_\_\_

\_\_\_\_\_

Location where work/service will be done: \_\_\_\_\_

City Department Supervising Event or Work: \_\_\_\_\_

***By signing below, I verify that I am authorized by the above named group to make this request on behalf of our group. I authorize the City of Roswell to apply donated hours of participating members as Volunteer Value credits to this group's account to be used toward approved City facility/property rental fee. Each participating group member must complete Volunteer Value Hours Verification form for hours served to be credited.***

\_\_\_\_\_  
Signature of Person Submitting This Request Date

To be signed by City staff noted below to approve this service/work request.

\_\_\_\_\_  
Volunteer Value Program Staff Date

\_\_\_\_\_  
City Staff Supervising Department Service/Work Date



Group Volunteer Value Hours Verification

Please complete this form each day Volunteer Value service/work is done, have your hours verified by signature of the City of Roswell staff who supervised your volunteer service/work, and return to Volunteer Coordinator for your hours to be credited toward group Volunteer Value account.

Volunteer Name (Print): \_\_\_\_\_

Group Name (Print): \_\_\_\_\_

Number of Full Hours Worked: \_\_\_\_\_ Date Work Was Done: \_\_\_\_\_

(NOTE: Altering the number of hours worked after City staff has signed this form is prohibited and will result in disqualification of hours for credit and removal of your eligibility to donate volunteer hours in the future. Please be aware that your hours noted on this form may be checked by City Volunteer Coordinator contacting staff who signed below.)

Location of Work: \_\_\_\_\_

Type of Work: \_\_\_\_\_

I verify that I worked the hours as noted above and that I am donating the value of my volunteer service to the group I have listed. The hours worked will be credited to the group's Volunteer Value account. I also acknowledge that I will receive no personal payment or personal compensation for my volunteer service.

I further certify that all the information contained herein is true to the best of my knowledge. By signing this form, I hereby acknowledge and agree that I am not an employee or agent of the City of Roswell and that I am not entitled to any remuneration or benefits provided to employees of the City of Roswell, including but not by way of limitation, wages, retirement, worker's compensation, insurance or disability.

I do hereby agree, for myself, my heirs, my personal representatives and assigns to release, waive and hold harmless the City of Roswell, its officers, employees and agents from any and all claims for damages resulting in injury, including death, or damage to or loss of personal property, including any vehicle operated by me, which occurs in connection with or arising out of my participation in the aforesaid volunteer activities.

Volunteer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

This section to be completed by City Staff overseeing service/work completed by the volunteer listed above. By signing as an employee of the City of Roswell, I verify the group member/volunteer worked the hours described above

Staff Name (Print): \_\_\_\_\_

Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_



**Request to Redeem Volunteer Value Credit**

To be completed by group leader or authorized representative of group.

Name of Group: \_\_\_\_\_

Your Name (print): \_\_\_\_\_

Title/Role in Group: \_\_\_\_\_

City Facility/Property Requested (Description & Location): \_\_\_\_\_

\_\_\_\_\_

Date Facility Requested: \_\_\_\_\_

Time Requested for Use From: \_\_\_\_\_  AM  PM To: \_\_\_\_\_  AM  PM

Total Cost of **Rental** for Requested Facility/Property: \_\_\_\_\_

Total Number of Volunteer Value Hours Needed (1 Volunteer Value Hour = \$25 Credit): \_\_\_\_\_

***By signing below, I verify that I am authorized by the above named group to make this request on behalf of our group. I authorize the City of Roswell to apply the required number of Volunteer Value credits from this group's account toward the above requested rental fee.***

\_\_\_\_\_  
Signature of Person Submitting This Request Date

To be signed by City staff noted below to approve this credit request.

\_\_\_\_\_  
Volunteer Value Program Staff Date

\_\_\_\_\_  
City Supervisor of Requested Facility/Property Date



Individual Volunteer Value Application

To be completed by an individual volunteer after their City volunteer application has been approved if volunteer would like to be eligible to donate their approved volunteer hours to a participating group.

Date : \_\_\_\_\_

Name (Print): \_\_\_\_\_

Address: \_\_\_\_\_  
(address) (City) (Zip)

Email: \_\_\_\_\_

Contact Phone: \_\_\_\_\_  Cell  Landline

*I verify that I have read the Volunteer Value Program Guidelines and that I will abide by them.*

Signature: \_\_\_\_\_

This section to be completed by City Volunteer Coordinator or Authorized City Staff.

Staff Name: \_\_\_\_\_

Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Individual is:  Approved for Volunteer Value Program  NOT Approved for Volunteer Value Program

Notes:





Individual Volunteer Value Service/Work Approval Request

Your Name (print): \_\_\_\_\_

Description of service/work that volunteer would like to do: \_\_\_\_\_

\_\_\_\_\_

Location where work/service will be done: \_\_\_\_\_

City Department Supervising Event or Work: \_\_\_\_\_

By signing below, I verify that I am requesting the hours I volunteer for the above activity be counted toward Volunteer Value credit. I am aware that the volunteer hours for the above activity cannot be used by myself, but can only be used (after approved) by donating them to a participating group. Once donated, the group may use those hours as Volunteer Value credits toward approved City facility/property rental fee by that group. I also am aware that once I donate my approved volunteer hours to a group, those hours are no longer mine and the donation of those hours cannot be canceled or changed.

\_\_\_\_\_  
Signature of Person Submitting This Request

\_\_\_\_\_  
Date

To be signed by City staff noted below to approve this service/work request.

\_\_\_\_\_  
Volunteer Value Program Staff

\_\_\_\_\_  
Date

\_\_\_\_\_  
City Staff Supervising Department Service/Work

\_\_\_\_\_  
Date



Individual Volunteer Value Hours Verification

Please complete this form each day Volunteer Value service/work is done, have your hours verified by signature of the City of Roswell staff who supervised your volunteer service/work, and return to Volunteer Coordinator for your hours to be credited toward your Volunteer Value account.

Volunteer Name (Print): \_\_\_\_\_

Number of Full Hours Worked: \_\_\_\_\_ Date Work Was Done: \_\_\_\_\_

(NOTE: Altering the number of hours worked after City staff has signed this form is prohibited and will result in disqualification of hours for credit and removal of your eligibility to donate volunteer hours in the future. Please be aware that your hours noted on this form may be checked by City Volunteer Coordinator contacting staff who signed below.)

Location of Work: \_\_\_\_\_

Type of Work: \_\_\_\_\_

I verify that I worked the hours as noted above. The hours worked will be added to my Volunteer Value account upon approval and can only be used by donating them to a participating group. I also acknowledge that I will receive no personal payment or personal compensation for my volunteer service and that I cannot use the hours as Volunteer Value credit for myself, personally.

I further certify that all the information contained herein is true to the best of my knowledge. By signing this form, I hereby acknowledge and agree that I am not an employee or agent of the City of Roswell and that I am not entitled to any remuneration or benefits provided to employees of the City of Roswell, including but not by way of limitation, wages, retirement, worker's compensation, insurance or disability.

I do hereby agree, for myself, my heirs, my personal representatives and assigns to release, waive and hold harmless the City of Roswell, its officers, employees and agents from any and all claims for damages resulting in injury, including death, or damage to or loss of personal property, including any vehicle operated by me, which occurs in connection with or arising out of my participation in the aforesaid volunteer activities.

Volunteer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

This section to be completed by City Staff overseeing service/work completed by the volunteer listed above. By signing as an employee of the City of Roswell, I verify the group member/volunteer worked the hours described above

Staff Name (Print): \_\_\_\_\_

Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_



**Individual Request to Donate Volunteer Value Hours to Group**

Date: \_\_\_\_\_

Your Name (print): \_\_\_\_\_

Name of participating group you would like to donate your hours to:

\_\_\_\_\_

Number hours you are donating: \_\_\_\_\_  
(you can only donate hours after they are approved and in your account)

***By signing below, I authorize the City of Roswell to transfer the requested number of Volunteer Value hours from my account to the above named group's account. I am aware that once I donate these hours they will belong to the group and cannot be returned to me.***

\_\_\_\_\_  
Signature of Person Submitting This Request Date

To be signed by City staff noted below to approve this credit request.

\_\_\_\_\_  
Volunteer Value Program Staff Date

\_\_\_\_\_  
City Supervisor of Requested Facility/Property Date

## Index

Page 1: Volunteer Value Program Guidelines

Page 2: Eligible Events and Task List

Page 3: Volunteer Do's and Don'ts

Pages 4-8: Participating GROUP forms

- Volunteer Value Group Application (page 4)  
– completed by group leader to join program
- Every group member who wants to participate/volunteer must complete the ONLINE volunteer application (must be 18 and clear bg chk)
- Group Volunteer Value Service/Work Approval Request (page 5)  
– completed by group leader for task approval
- Group Volunteer Value Hours Verification (page 6)  
– completed by each member every time they work
- Request to Redeem Volunteer Value Credit (page 7)  
– completed by group leader to use credits

Pages 8-11: INDIVIDUAL forms (for a person who is not a member of a specific group, but wants to donate their volunteer hours to groups that are participating in the program)

- Individual Volunteer Value Application (page 8)  
– completed by individual to join to join program
- Every individual who wants to participate/volunteer must complete the ONLINE volunteer application (must be 18 and clear bg chk)
- Individual Volunteer Value Service/Work Approval Request (page 9)  
– completed by individual for task approval
- Individual Volunteer Value Hours Verification (page 10)  
– completed by individual every time they work
- Individual Request to Donate Volunteer Value Hours to a Group (page 11)  
– completed by individual when donating hours, and CANNOT be taken back once donated.