

Volunteer Dismissal Guides

The following guides serve to support the management of incidents that can lead to the dismissal of a volunteer. Additionally, the guides establish consistency in the agency's volunteer dismissal process.

Volunteers may become involved in incidents that OPRD classifies as **minor**, **moderate**, or **severe**. Park management and volunteer service leaders should review the incident types to understand how to appropriately manage these situations, should they arise at a management unit.

If a dismissal is necessary, the **Steps for Dismissal** documents serve as a guide for park managers, region program coordinators, and the statewide program coordinator. Following the guide that corresponds with the correct position ensures that volunteer dismissals are responded to judiciously, appropriately documented, and internal communication is consistent.

Included Guides:

Minor Incident

Moderate Incident

Severe Incident

Steps for Dismissal: Park Manager

Steps for Dismissal: Region Program Coordinator

Steps for Dismissal: Statewide Program Coordinator

Definitions & Acronyms

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Volunteer Dismissal

Anytime park management determines that a volunteer's actions are not acceptable and therefore the volunteer will not be allowed to either:

- complete their current volunteer assignment.
- or
- return to volunteer at that management unit in the future (for a set duration of time, or a permanent dismissal).

OR

When volunteer programs staff determine that a volunteer's actions at an MU or multiple MUs requires a statewide volunteer program ban for that volunteer.

Acronyms

DM: District Manager

MU: Management Unit

RPC: Region Program Coordinator

SPC: Statewide Program Coordinator

VSA: Volunteer Service Agreement

VSL: Volunteer Service Leader

Volunteer Dismissal

Minor Incident

An incident which is minor in impact to the park, public, staff and/or other volunteers; most often the issue has not yet been directly addressed with the volunteer and the volunteer is unaware of the issue.

Examples: Volunteer is late to volunteer assignments, quality of volunteer tasks completed is poor, volunteer residential site does not meet OPRD standards.

NO park dismissals occur due to minor incidents.

1

Any OPRD staff that work directly with a volunteer may address minor incidents with a volunteer. Staff should report incidents and their discussions to VSL. If incident needs to be repeatedly addressed, this requires management.

2

Addressing the incident

1. Initiate conversation with volunteer.

Soon after incident occurs, talk directly with the volunteer, informally and not in front of the general public or other volunteers/staff to avoid defensiveness or embarrassment of the volunteer.

2. Listen for understanding.

Ask questions to understand why this issue may be occurring, and when possible, assume positive intent.

3. Share relevant information.

Will providing additional documentation be helpful for this specific situation? If so, provide it to them again. Ex: Volunteer's Assignment Description or written instructions.

4. Identify OPRD support for meeting expectations

If the situation allows for OPRD to help implement a solution to resolve the situation, suggest it and enact it. Ex: provide additional training, provide additional materials, modify tasks where appropriate, etc.

5. State the expectations moving forward & obtain agreement.

Clearly explain what the expectations are from this conversation moving forward. Invite them to come to you directly with any further concerns related to this discussion/behavior/actions.

3

Notification & Documentation

Send documentation details to your RPC:

- Meeting Details: the date of the discussion, people present, etc.
- Incident Discussed: brief summary of the incident that needed to be discussed.
- Discussion Outcomes: brief summary of the agreed upon outcomes of the discussion (example: moving forward volunteer will ... staff will provide additional training on this date).

Documentation will be entered by the RPC in OPRIS Notes section of the volunteer profile.

Volunteer Dismissal

Moderate Incident

A minor incident that continues or the incident has greater impact to the park, public, staff and/or other volunteers. This may include engaging in disrespectful behaviors with others (that does not rise to the level of harassment, discrimination, or threat of violence).

Examples: Volunteer behavior related to a minor incident has not changed after an initial discussion with staff, volunteer violates a park rule such as dog off leash, volunteer engages in disrespectful tone or conversation with a visitor, staff member, or another volunteer.

1 Park Manager or supervisor are the only OPRD staff roles that are able to address moderate incidents directly with volunteers.

VSL may participate in the process at this level. Regardless of VSL participation, this conversation needs to be directed and led by management, not the VSL.

2 Addressing the Incident

**Depending on the situation, steps 2 & 3 may be switched.*

Follow same steps for addressing a minor incident with the exception of addressing the incident in a formal way.

Example: Conversation held in park manager office rather than a more casual setting.

Manager should consider consulting with the RPC and DM before addressing the incident with the volunteer.

3 Discussion Options Considering Dismissal

Discuss with Region Program Coordinator and/or District Manager

If after addressing the incident with the volunteer, management is considering dismissal, it is encouraged that the park manager reaches out to the RPC and DM to discuss options for resolution and dismissal

4 Resolution: No dismissal

Send documentation details to your RPC:

- Meeting Details: the date of the discussion, people present, etc.
- Incident Discussed: brief summary of the incident that needed to be discussed.
- Discussion Outcomes: brief summary of the agreed upon outcomes of the discussion (example: moving forward volunteer will ... staff will provide additional training on this date).

Documentation will be entered by the RPC in OPRIS Notes section of the volunteer profile.

5 Resolution: Dismissal

See "Steps for Dismissal" to initiate the dismissal process for this volunteer,

Volunteer Dismissal

Severe Incident

Volunteer engages in any form of discrimination, harassment, or violent behavior. The behaviors or actions by the volunteer endanger themselves or others. Volunteer violates the weapons in the workplace policy or the Drug-Free workplace policy.

Examples: The volunteer is intoxicated while performing service, volunteer uses a racial slur, volunteer harasses a member of the public, staff, or another volunteer.

If the severe incident violates the harassment policy, involve HR.

1 Park Manager or supervisor are the only OPRD staff roles that are able to address severe incidents directly with volunteers.

VSL may participate in the process at this level. Regardless of VSL participation, this conversation needs to be directed and led by management, not the VSL.

2 District Manager & Region Program Coordinator Notification

Park Manager will contact DM and RPC to inform them of the incident dismissing the volunteer from service.

- Whenever the situation allows for it, this should be done in advance of informing the volunteer of the dismissal.

3 Resolution: Dismissal

See "Steps for Dismissal" to initiate the dismissal process for this volunteer.

Volunteer Dismissal

Steps for Dismissal

Park Manager

Park Manager is able to dismiss a volunteer from a Management Unit, but is not able to dismiss a volunteer from service statewide.

If the conflict is between the Park Manager and the volunteer, the District Manager can step in for the PM.

HR can be consulted contacted consult for more severe incidents or sensitive discussions.

1

Park Manager or supervisor are the only OPRD staff roles that are able to dismiss a volunteer from service.

2

Park management informs volunteer of dismissal

Following discussion with District Manager (see Severe and Moderate Incidents for reference)

1. Determine if dismissal will be standard or for a certain time period.

Standard dismissal means the volunteer will not be able to return to any property in that MU in the future. In some cases, a manager may deem it appropriate to dismiss a volunteer for a certain amount of time (example: 2 years). After that time, they may return to volunteer at that MU.

2. Park Manager informs volunteer, that effective immediately, the volunteers is dismissed from performing service with the MU.

3. Set a departure date for park hosts.

Determine an appropriate date the volunteer will be expected to depart the host site. A general recommendation is to give the volunteer 48 hours to vacate the site. For serious incidents, the departure may need to be immediate. This is a discretionary decision made by park management. If management needs additional support to make this decision, contact the District Manager.

3

Communication

Notify appropriate internal staff of dismissal.

Send email to: Region Program Coordinator (RPC) & Statewide Program Coordinator (SPC).
CC: District & Region Manager.

In email, include:

- Date volunteer is expected to depart the park.
- Brief summary of incident(s) that led to dismissal, including dates and summaries of discussions between the volunteer and staff regarding the incident(s).

If any additional incidents occur in the time between when a volunteer is dismissed and the time they leave the park, document and send via email to RPC & SPC.

Volunteer Dismissal

Steps for Dismissal

Region Program Coordinator

Region Program Coordinators provide support for MU incident response and resolution.

They may be involved in direct delivery of a dismissal to a volunteer.

1

After receiving notification of dismissal

1. Update volunteer's OPRIS profile.

On the 'Notes' tab of the profile, enter: "DO NOT SCHEDULE. Current incident being resolved. Contact Statewide Program Coordinator for more information.

2. Create a folder for the volunteer here: O:\Sensitive Vol Files

- Use Private Volunteer Records Guide.pdf.
- Save all documentation of the incident(s) sent by the Management Unit.

3. Document park dismissal in OPRIS. Include:

- Summary of outcomes added in OPRIS: brief summary of the agreed upon outcomes of the discussion (example: MU dismissed X volunteer on date due to.....).
- Enter above summary into OPRIS. Include location to related files on O drive.
- Ensure that the Note, which states, "DO NOT SCHEDULE" is listed as the first entry in the notes section.

4. Inform Statewide Programs Coordinator

- Send email to statewide programs coordinator informing them of O drive file location, that a note has been updated in OPRIS.

Volunteer Dismissal

Steps for Dismissal

Statewide Program Coordinator

Statewide Program Coordinator can dismiss a volunteer from statewide service, but not from a Management Unit.

1

After receiving notification of dismissal

1. Identify any future assignments the volunteer may have scheduled.

2. Review documentation of incident in O:\Sensitive Vol Files.

3. Determine what, if any, actions can be taken to ensure behavior can be changed and allow the volunteer to continue to serve with other management units.

Examples of resolutions:

- Volunteer re-signs VSA, agrees to change behavior that led to incident. Schedule check-ins for next assignment.
- Require volunteer to obtain a positive external reference related to the incident before they can return to volunteer with OPRD.

4. Schedule discussion with volunteer regarding the incident once the volunteer has left the host site.

Document discussion and save to O:\Sensitive Vol Files.

2

Resolution: No statewide dismissal

1. Document resolution. Include:

- Meeting Details: the date of the discussion, people present, etc.
- Incident Discussed: brief summary of the incident that needed to be discussed.
- Discussion Outcomes: brief summary of the agreed upon outcomes of the discussion (example: moving forward volunteer will ... staff will provide additional training on this date).
- Enter documentation into OPRIS. Include location to related files on O drive.

2. Inform RPC of resolution & follow up with future assignment park managers if necessary.

3

Resolution: Statewide Dismissal

1. Write up dismissal letter specific to the incident & request all uniform items and supplies to be returned.

2. Inform volunteer of statewide dismissal via phone and email.

3. Inform RPC of resolution & follow up with future assignment park managers if necessary.

4. Inactivate OPRIS profile, update profile notes, & remove from park host ListServ.

5. If incident is severe, notify Deputy Director of the dismissal.