



Volunteer Handbook

Updated January 2025



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Welcome

Welcome to the volunteer program at the City and County of Broomfield (CCOB). Volunteers are an integral part of programs and services offered to the community, and with over 100 different volunteer opportunities throughout the year, there is something for everyone! The volunteer program at CCOB allows flexibility in finding a meaningful opportunity that benefits volunteers, residents and staff alike.

The City of Broomfield was incorporated in 1961 and in the late 1990s Broomfield made history. To help alleviate the problems and confusion in accessing services with the City of Broomfield being the only city in the state to lie in portions of four counties, residents sought relief in a constitutional amendment creating a City and County of Broomfield, officially taking effect on Nov. 15, 2001. The city and county spans nearly 33.6 square miles. [Read more about the History of Broomfield.](#)

The benefits of being a volunteer with CCOB are numerous including creating social connections with other volunteers, city staff and program participants; staying active; helping someone in need; supporting programs and programming offered to residents; invitations to volunteer events and being part of the Broomfield culture and community!

“Volunteering has allowed me to be out in the community helping others in a way that benefits not only the recipient but also myself physically, emotionally and spiritually.”

-Volunteer Marti B



About the City and County of Broomfield

Mission Statement

Working in partnership with the community, the City and County of Broomfield provides excellent services in an efficient, respectful and courteous manner to enhance and protect the environment and quality of life of Broomfield residents.

Guiding Values

- We are here to serve our residents as advocates and problem solvers
- We always treat our residents and employees with dignity, respect, and equity
- We are fiscally responsible
- We are here to help Broomfield be a safe and enjoyable community filled with opportunities for residents and employees
- We care and we show it in our positive manner
- We respond quickly and we follow up
- We value vision, diversity, and progressive thinking
- We encourage new ideas and suggestions
- We maximize opportunities to advance the interests of the community as a whole

Leadership Team

CCOB is fortunate to have skilled leaders who serve the community. Click on the link to find out more.



[Mayor Guyleen Castriotta and City Council Members](#)



[City and County Manager Jennifer Hoffman](#)



[Deputy City and County Manager Anna Bertanzetti](#)



[Deputy City and County Manager Dan Casey](#)



About CCOB Volunteer Programs

Community Impact

Volunteers support most departments within CCOB, impacting a wide range of people, programs and services. [View the most recent community impact statistics.](#)

- Approximately 1,000 people volunteer in over 100 positions with CCOB each year
- Approximately 30,000 volunteer hours are contributed annually
- Volunteer opportunities at CCOB can range from athletics coaches to Meals on Wheels drivers to Victim Advocates to Trail Ambassadors, to shelving library books and so much more!

All volunteer opportunities with current availability can be found at Broomfield.org/VolunteerNow.

CCOB Responsibilities

The CCOB staff will:

- provide clear and specific guidance to volunteers
 - support volunteers through their journey with CCOB
 - provide a safe environment where volunteers can contribute in meaningful ways
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“I enjoy volunteering because of the bond I have created with the other volunteers”

-Volunteer Mary Ann H

Expectations and Guidelines

CCOB encourages all volunteers to be successful in their role(s), and has established the following expectations and guidelines. Volunteers are required to follow the items outlined in this handbook.

Age requirements

CCOB has a wide range of age requirements for volunteer positions. Each volunteer posting has the minimum age requirement listed including for youth, families and adults.



Appreciation

CCOB offers a variety of appreciation events for volunteers throughout the year. Volunteers will be notified of events and gatherings.

Attendance and Commitment

Volunteers are expected to treat their assignment with a sense of commitment, and perform the volunteer assignment to the best of their ability. Volunteers are required to communicate with the volunteer coordinator regarding any absences or concerns if they are unable to volunteer for a scheduled shift, if they need to take a break from volunteering or if they need to resign their position altogether.

Badges

Volunteers within specific departments are required to wear a name badge. Badges are provided by each department and may be specific to different buildings. Badges are only to be worn during a volunteer shift. Read the [Building Security Policy](#).

Code of Conduct/Dismissal

All volunteer services are accepted with the understanding that such service is at the sole discretion of CCOB. At any time and for whatever reason, the City may decide to dismiss a volunteer. While this is not an exhaustive list, volunteers may be dismissed for the following reasons:

- Insubordination and/or failure to perform assigned duties
- Failure to maintain confidentiality
- Use of obscene, profane or abusive language, and/or conduct, including malicious gossip
- Violation of a safety rule or safety practice
- Taking audio or video recordings of another individual without the explicit permission from all of the employees/volunteers who are being recorded
- Failure to follow established procedures in reporting a work-related personal injury or damage to City property or City equipment
- Excessive tardiness or absenteeism without notice
- Failure to adhere to City and departmental policies/directives/rules and/or regulations including those outlined in this document
- Discriminatory conduct, sexual harassment or harassment based on race, color, religion, national origin, gender, age, sexual orientation, covered veteran status, pregnancy, gender identity or expression, marital status, mental or physical disability, genetic information or any other basis made unlawful by any applicable law, ordinance or regulation
- Provoking or instigating a physical fight or fighting at any time while on duty
- Verbal or physical conduct that is abusive, threatening, offensive, or intimidating while on duty
- Acceptance or solicitation of a bribe, improper gift/gratuity, or any compensation intended to influence the volunteer in the performance of his/her assigned duties for the City
- Improper use of one's assignment with the City for the volunteer's personal or financial advantage or granting improper privilege to another
- Misappropriation, misuse, theft, negligent, careless or unauthorized use of City property or funds and/or damage to City property
- Violation of any local, state or federal law



Complaints or Concerns

Volunteers are encouraged to speak out when they have a complaint or concern. A complaint does not need to be made in writing. Volunteers should contact a coordinator, supervisor or manager of the department for which they volunteer if they have a complaint or concern. The staff member will acknowledge the complaint by completing an [Incident Report](#). Volunteers may also complete an [Incident Report](#).

- Volunteers will receive a reply within 30 days after submitting a complaint or concern
- Volunteers who lodge good faith complaints may do so without fear of retaliation or reprisal
- Complaints will be kept as confidential as possible, with disclosure only occurring if deemed necessary to adequately resolve issues

Confidentiality

Volunteers may work with confidential information during their tenure. Volunteers are expected to handle all information confidentially which may include resident information, financial information and/or communications.

Customer Service

Volunteers are expected to provide a high standard of customer service to all residents and visitors. Volunteers should have a positive attitude and be attentive to requests, seeking support from staff when needed.

Dress Code

Volunteers are expected to dress appropriately according to the volunteer position. If volunteers are unsure about expectations, volunteers should check in with the department volunteer coordinator for clarification. Volunteers must maintain personal hygiene and good grooming practices.

Onboarding

[VolunteerHub](#) is the online scheduling platform for CCOB volunteers. All volunteers are required to create a profile to ensure accurate record keeping, maintain personal and emergency contact information and store necessary documents.

Reporting Hours

Volunteers are required to record hours for every scheduled volunteer shift. Volunteers have access to submit hours and print a record of hours worked through [VolunteerHub](#), the City and County of Broomfield's online volunteer platform.

Policies and Procedures

Volunteers are subject to the following City and County of Broomfield policies and procedures:



- [Workplace Safety Policy](#)
- [Building Security Policy](#)
- [Technology Systems Policy](#)

Volunteer Coordinators will provide any additional department specific policies and procedures related to your volunteer position. Volunteers will also follow building and safety rules for individual locations.

Background Checks

All volunteers applying for a position with CCOB are required to complete a criminal background check with the exception of:

- Anyone under the age of 18
- Volunteers with the adopt an open space, adopt a park or adopt a street program
- Volunteers seeking court ordered community service (see requirements below)
- Volunteers serving on a board or commission
- Volunteers with specific one-time special events that don't work with children (excluding Talk To Santa, Kids Fishing Derby and Holiday Tree Lighting)

After the initial background check, volunteers are required to report any new court convictions to volunteer@broomfield.org, and failure to do so could result in termination from the volunteer program.

Volunteers working as an athletics coach are required to renew their background check annually.

Volunteers applying to the Broomfield Police Department and volunteers conducting any business while driving a personal vehicle are also required to complete a motor vehicle record check in addition to the criminal background check.

Volunteers who do not pass a background check are provided with a summary of the report and information on how to dispute errors as required by the Fair Credit Reporting Act.

Court Ordered Community Service

CCOB offers court ordered community service with the following stipulations depending on availability:

- Broomfield residents only. The charge can be from a different jurisdiction, but you must show proof of residency in Broomfield to participate in this program
- Minimum age is 13 years old
- The offense must be a misdemeanor and not be a felony, and applications for court-ordered community service will be reviewed on a case by case basis
- Volunteers must create a profile in VolunteerHub, provide a case number and fill out the Court Ordered Community Service documentation request

Liability Waivers

The City and County of Broomfield requires liability waivers for all volunteer positions.

Volunteers need to complete a liability waiver in order to volunteer.

- Adults (18 and Above): Waivers can be signed by the volunteer electronically within VolunteerHub.



- Minors (17 and Under): Waivers can be printed out, signed by both the minor and their parent or guardian, and returned to a CCOB staff member. Waivers can also be sent electronically to a parent or guardian when minors sign up for a volunteer shift through VolunteerHub.
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Safety and Security

Safety and security are a top priority for the City and County of Broomfield. CCOB strives to promote and maintain a safe, sustainable and healthy environment for volunteers, visitors, residents and employees. Attached is the [City and County of Broomfield's Safety Best Practices](#).

The City is self-insured. Volunteers who have created a profile in VolunteerHub and are registered for a volunteer opportunity (event) are covered under the Workers' Compensation program for injuries received while volunteering within the scope of their assignment. This coverage does not extend to the court-ordered community service program.

Incident Reporting

If a volunteer is injured while on duty, they are required to submit an incident report and notify the department coordinator where they volunteer of the incident. Volunteers and/or staff can submit a report online via the [CCOB Claim/Incident Report Form](#). Reports should be submitted as soon as possible.

Emergency Plan

Be sure to check with the volunteer coordinator on emergency plans and training(s) specific to the position and location of the volunteer assignment.

Falls

To avoid falls consider the following measures:

- Use handrails when using the stairs
- Keep passageways and aisles clear of clutter and well lit
- Wear shoes with appropriate non-slip soles
- Report any unsafe conditions to department staff
- [Fall Prevention Tips](#)

Lifting

Volunteers may lift a variety of items while volunteering. Proper technique includes:

- Get as close to the load as possible
- Try to keep your elbows and arms close to your body



- Keep your back straight during the lift by tightening the stomach muscles, bending at the knees, keeping the load close and centered in front of you, and looking up and ahead
- Get a good handhold and do not twist while lifting

Slips

Slips can be caused by wet surfaces, spills or weather hazards like ice or snow. Slips are more likely to occur when someone is in a hurry or runs, wears the wrong kind of shoes, or doesn't pay attention to where you're walking. You can help avoid slips by following these safety precautions:

- Practice safe walking skills
- Take short steps on slippery surfaces to keep your center of balance under you and point your feet slightly outward
- Clean up or report spills right away, even minor spills can be dangerous
- Be extra cautious on smooth surfaces such as newly waxed floors and loose carpeting

Trips

Trips occur whenever your foot hits an object and you are moving with enough momentum to be thrown off balance. To prevent trip hazards:

- Make sure you can see where you are walking
- Don't carry loads you cannot see over
- Keep walking paths and work areas well lit, especially at night
- Keep the work place clean and tidy
- Store materials and supplies in the appropriate storage areas

Arrange furniture and office equipment so it doesn't interfere with walkways or pedestrian traffic in your area.

Weapons

The City and County of Broomfield has a policy that volunteers are required to adhere to during their volunteer assignment(s). Read the [CCOB Policy: Weapons in the Workplace](#)

Workplace Violence and Discrimination

The City and County of Broomfield prohibits workplace violence and/or discrimination of any kind to visitors, volunteers, staff and any other parties engaged in business or leisure activities within the City and County of Broomfield.



Resources and Guides

- [VolunteerHub Volunteer Scheduling Platform](#)
- [Recruiting Volunteers Now webpage](#)
- [Senior Services Volunteer Manual](#)
- [Meals on Wheels Volunteer Handbook](#)
- [Lakeshore Cafe Server Volunteer Handbook](#)



Staff contact:

Volunteer Coordination Specialist: Volunteer@broomfield.org