

## Keeping in Touch

The Volunteer Office will keep in touch with you throughout the interviewing and placement process. Please inform us if you have any concerns or if your responsibilities change during your assignment. If your assignment is completed, or your circumstance changes, please let our office know.

## Exit Interviews

When you have completed your assignment, or are no longer able to volunteer, please notify our office so we can set up an Exit Interview. The Exit Interview helps us evaluate the volunteer match with the position and the department.

### Volunteer Assignment

The department you have been assigned to is \_\_\_\_\_ .

It is located at \_\_\_\_\_ .

Your supervisor is \_\_\_\_\_  
and can be reached at 972- \_\_\_\_\_ .

Please report on the following dates and time:  
\_\_\_\_\_ .

Dress code is \_\_\_\_\_ .

Please contact Judi Gradt, VIP Administrative Assistant, 972-941-7436 with questions.

If you do not have a start date, please contact your supervisor within a week of the interview. Thank you for your support!!

Robin Popik & Judi Gradt

The City of Plano **VIP Program** offers many volunteer opportunities. When you decide to become involved in our city volunteer program, you will join 6,000 others who are partners in building a better Plano.

Volunteers are an integral part of the City's team. From libraries to composting you will find VIPs actively involved in our city. The high quality of life that Plano enjoys is a reflection of the continued commitment from staff and volunteers who provide great programs and services to our citizens.

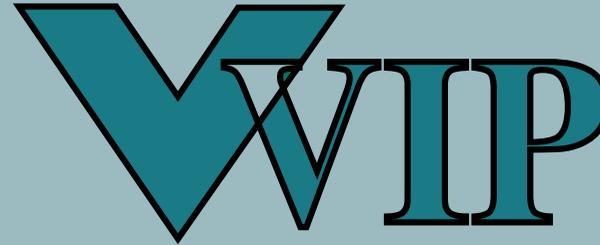
## Volunteers In Plano — The VIP Program:

- \* Is dedicated to enhancing services
- \* Values and respects diversity
- \* Is part of the City team
- \* Is a valued Plano resource
- \* Creates innovative programs
- \* Focuses on results
- \* Works with integrity
- \* Is a partner in building a better community!!!



*Never doubt that a small group of thoughtful committed citizens can change the world; indeed, it is the only thing that ever does.*

*Margaret Mead*



## VOLUNTEER OPPORTUNITIES WITH THE CITY OF PLANO

For almost two decades the City has sponsored an active volunteer program that strategically targets the needs of its staff and community.

With a shared vision, City employees have led volunteers in a myriad of activities to help make Plano a better place to live, work and play. Whether it's implementing parks and recreation or library programs, teaching children the benefits of recycling and composting, or patrolling neighborhoods to reduce crime, it is our volunteers who help strengthen both the quality and breadth of Plano's services.

Our volunteers represent the rich diversity of Plano's population. They come from all walks of life and all age groups.

Volunteers are truly an essential part of Plano. City officials and staff welcome their assistance and are impressed with their enthusiasm and skillfulness. This has helped produce a positive environment for volunteerism to flourish in our City.

Thank you Volunteers for all you do.

Respectfully,

*Robin Popik*  
Volunteer Resources Supervisor

*Judi Gradt*  
VIP Administrative Assistant



Volunteer Resources Group  
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## VIP Volunteers

Volunteers participate in a multitude of City services and are in just about every department. VIPs are in technical, professional, emergency preparedness and general support areas. The City greatly appreciates the contribution of volunteers in enhancing community services and minimizing the cost of those services.



**Library** volunteers provide numerous services, such as homework assistance, genealogy searches, book mending, shelving, customer services, Literacy for Life, reading books to seniors through our Library Links program, and facilitating cultural exchange and conversation through our Small Talk program.

**Parks and Recreation** volunteers are active in our Senior Center, Douglass Center, recreation centers, Therapeutic Recreation, Interurban Railroad Museum, park clean-ups, Volunteer Resources office, Park Planning and Creative Arts areas.

**Police and Fire Departments** use volunteers from their Alumni Associations to run the Garage Door Program, Handicap Patrol and Fire Rescue activities, as well as teens in Vacation Safety Camp and offices.

**Environmental Waste Services** has numerous volunteers assisting with composting, the Reuse Center and education programs that help citizens take responsibility for enhancing their community's environment. The annual Great American Clean-up hosts over 2,000 volunteers.

Other volunteer opportunities include the **Animal Shelter, Interpreters Bank, Engineering, Building Inspections, City Manager's Office, Environmental Health and Customer Utility Services.**

## College and Teen Opportunities

Plano teens and college interns volunteer throughout the year utilizing their skills and learning more about leadership. Our office would be happy to work with your college to find places for students in different departments.

Volunteer opportunities for teens are available in the **Circle of Success Homework Center, Therapeutic Recreation Program, Douglass Community Center, Teen Court,** and during spring and summer breaks.



## Benefits

Volunteering benefits both the City and the individual—each receiving their own rewards. As a City volunteer you will experience numerous benefits such as:

- Utilize untapped skills
- Maintain job skills
- Return something to the community
- Explore new career paths
- Meet people with similar interests
- Acquire job or college references
- A gratifying way to spend your time



## Recognition

Each spring the City of Plano holds a special Volunteer Awards Recognition Celebration. All active volunteers are invited to attend the reception. Whatever your level of service, your contribution is recognized and rewarded. The volunteer awards range from a certificate of appreciation for new volunteers to special gifts to those whose accumulated hours reach 100, 500, 1,000 and every 1,000-hour increments thereafter.

Individual departments give their volunteers informal recognition on an ongoing basis. Event, project or group activity volunteers receive recognition following their assignment.

## Value of Contribution

In 2005, close to 6,000 volunteers donated 80,691 hours of service to the City of Plano, valued at \$1,197,055.



The volunteer program is a supplement to all City departments. This year's volunteer services were equivalent to 2,010 full weeks of service, or 39 full time employees.

## Volunteer Rights

- \* Meaningful and challenging assignments
- \* Clear and specific directions
- \* Ongoing training and supervision
- \* A working partnership with City staff
- \* Involvement in job decisions
- \* Recognition of accomplishments
- \* Feedback and suggestions
- \* Regular performance evaluations
- \* Appreciation and recognition

## Volunteer Responsibilities

- \* Perform assignments effectively
- \* Report for duty promptly
- \* Notify supervisor when unable to report
- \* Accept supervision as needed
- \* Provide feedback to supervisor
- \* Maintain confidentiality
- \* Observe City policies
- \* Give adequate notice of resignation
- \* Dress appropriately
- \* Ask questions if you do not understand