

**Beaverton  
Emergency Management  
Volunteer Handbook**

June 13, 2022

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April 13, 2022

Dear Emergency Management Program Volunteer,

Thank you for committing your time and skills to the City's Emergency Management (EM) Program. Your efforts contribute greatly to the City's level of preparedness and our program wouldn't be where it is today if it wasn't for all the hours of hard work put in by our volunteers. It doesn't matter if you are part of CERT, BERT, or Outreach, your contributions to the program are equally important.

As the EM volunteer program continues to grow and evolve, it's important that we all are working from a common set of guidelines and rules to ensure that we operate safely and collaboratively. Being an EM volunteer can be a challenging, but it will also be rewarding to yourself, to other EM volunteers, and the community at large. This document outlines the procedures and policies that shall be observed daily while performing duties of an EM program volunteer. Please take the time to review and understand the procedures in this document.

As an EM Volunteer please remember that everything you do and say while performing as an EM volunteer reflects not only upon you, but also upon the EM Program and the City. Even when not actively performing in an EM volunteer capacity your actions can still reflect upon the program and the city.

We appreciate your commitment to the EM Program and hope that it's an enjoyable experience.

Sincerely,

Michael Mumaw, CEM, ORCEMS  
Emergency Manager  
City of Beaverton

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## Emergency Management Program

The goal of the City's Emergency Management Program is to minimize the potential loss of life and property by coordinating and facilitating the city's ability to prepare for, respond to, recover from, and mitigate against natural and manmade major emergencies and disasters.

Pursuing that goal provides many volunteer opportunities within the Emergency Management program, which include, but are not limited to:

- Community outreach and education
- Attending trainings and meetings as per scheduled.
- Designing, conducting and participating in training exercises
- Establishing and maintain radio and other disaster communication tools.
- Supporting and coordinating emergency operations and recovery.
- Providing support for City of Beaverton events and functions including crowd management and traffic support
- Special event support and coordination

There are currently 3 active volunteer groups within the Emergency Management Program and plans for a 4<sup>th</sup>.

- CERT – Community Emergency Response Team
- BERT – Beaverton Emergency Radio Team
- Outreach
- EOC (Emergency Operations Center) Support Team (To Be Developed)

## Emergency Management Program Contacts

Each of the Volunteer Groups has a member of the EM Staff that is assigned to oversee and support the operations of that group. (See Attachment A – Organizational Charts – Chain of Command)

## Volunteer Handbook Use and Purpose

- This handbook outlines the policies and procedures that guide us in our daily work together. We would like you to know what you can expect from us and what we expect of you in your role as a Beaverton Emergency Management Program volunteer.
- This handbook applies to everyone who volunteers their time in support of the City of Beaverton's Emergency Management program, including, but not limited to:
  - Beaverton CERT
  - Beaverton Emergency Radio Team
  - Outreach
  - EOC Support Team
  - General Office volunteers
- This handbook was created for two primary purposes – to present our policies and procedures in one reference source and to conform to certain city policies and state and federal laws.

Nothing contained in this handbook should be perceived as stating or implying a legally binding volunteer contract.

- It is our desire to support individual and team performance and development, and to provide training and information necessary for you to become a strong member of the EM volunteer team.
- It is the responsibility of the Beaverton Emergency Management staff to maintain this Volunteer Handbook. The policies and procedures described in this handbook are subject to change at any time. Volunteers will be notified in writing by City of Beaverton EM staff and/or their volunteer supervisor in a timely manner if changes, deletions, or additions are made to the policies and procedures.

### Volunteer Roles

- There are many opportunities for Beaverton Emergency Management volunteers, which include, but are not limited to:
  - Community outreach and education
  - Deployment to catastrophic events that maybe either man made or natural within the county.
  - Attending trainings and meetings as per scheduled.
  - Establishing and maintain radio and other disaster communication tools.
  - Supporting and coordinating operations and recovery.
  - Providing support for City of Beaverton events and functions including crowd management and traffic support
  - Special event support and coordination

### Organizational Structure/Chain of Command

- Beaverton Emergency Management's various volunteer opportunities are broken out into functional groups (eg. CERT, BERT, Outreach) with an established "chain of command" within each group that connects with EM Program Staff.
- All EM volunteer groups are assigned a specific EM Staff person as a point of contact for normal (day-to-day) operations. A different staff member may be assigned during specific events or incidents.
- It is very important that volunteers become familiar with and follow the chain of command for any questions or concerns. (See Attachment A – Organizational Charts – Chain of Command)
- If at any point, a volunteer is not comfortable addressing an issue with their immediate supervisor, they can take their issue to the next level above their immediate supervisor or, in extreme cases, directly to the Group Deputy Supervisor or Group Supervisor.
- If a volunteer has a concern that their issue is not being addressed appropriately by their chain of command, they should follow the complaint procedures found in this document. The Group Supervisors report to the Emergency Management Staff assigned as their point of contact (See Attachment A).

## Equal Opportunity and Anti-Discrimination Policy

- The City of Beaverton Emergency Management Program provides equal volunteer opportunity to all qualified applicants without unlawful regard to race, color, religion, gender, ethnicity, sexual orientation, national origin, age, disability, genetic information, veteran's status, or any other status protected by applicable federal, Oregon, or local law. This policy applies to all aspects of the volunteer relationship – including but not limited to, recruitment, selection, disciplinary action, and termination of volunteer service. All volunteer decisions will be based on bona fide occupational qualifications and the essential job functions of the position required for the effective delivery of volunteer services.

## Americans with Disabilities Act (ADA)

- The City of Beaverton Emergency Management program welcomes applications from people of all abilities and supports the Americans with Disabilities Act of 1990. The Beaverton Emergency Management program has sought to identify the essential functions and physical requirements of each volunteer role and will make reasonable accommodations for qualified applicants and volunteers with disabilities.

## Respectful Workplace

- The City of Beaverton Emergency Management Program strives to eliminate discrimination and to actively promote equality of opportunity for all volunteers. There is a strong commitment to provide an environment which is free from harassment and bullying, and which is characterized by mutual respect. All employees, volunteers and persons doing business within the City of Beaverton have the right to be treated with respect and dignity. The City of Beaverton Emergency Management Program promotes an inclusive and supportive environment that values every individual. Supervisors, co-workers, and volunteers are expected to nurture an environment where respectful, honest, and open communication is encouraged. Beaverton Emergency Management volunteers are free to express opinions and concerns in a respectful manner without fear of reprisal for such expression.

## No-Harassment Policy

- The City of Beaverton prohibits harassment of any kind while volunteers are volunteering. This includes events, incidents and volunteer opportunities in the field while providing services as a Beaverton EM volunteer.
- Sexual harassment is considered sex discrimination not only because of the sexual nature of the conduct to which the victim is subjected but also because the harasser treats the victim differently based on the victim's sex, or because the victim is subjected to unwelcome conduct of a sexual nature. Unwelcome sexual advances, requests for sexual favors or other verbal or physical conduct of a sexual nature constitutes sexual harassment when:
- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's volunteer status; or
- Submission to or rejection of such conduct by an individual is used as a basis for volunteer decisions affecting such individuals; or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's performance of volunteer service or creating an intimidating, hostile, or offensive environment.

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- Other forms of harassment prohibited include harassment against an individual based on the individual's race, color, religion, national origin, age, sexual orientation, marital status, disability, protected activity, and any other status protected by applicable law.
- Such harassment may include oral, written or physical conduct that denigrates or shows hostility towards an individual because of any protected status, and can include:
  - Jokes, pictures (including drawings), epithets, or slurs.
  - Negative stereotyping.
  - Threatening, intimidating, or hostile acts that relate to a protected class; or
  - Written or graphic material that denigrates or shows hostility or aversion toward an individual or group because of the protected status.
- Some types of behaviors, such as bullying, may not necessarily be illegal but are detrimental to a healthy and productive environment and therefore, are prohibited during an individual's volunteer service.
- Bullying is behavior or conduct in which one or more individuals use strength (including strength of personality), position, or status with the intent or effect of intimidating, offending, degrading, humiliating, undermining, injuring, or threatening another. An isolated incident of offensive behavior may or may not constitute bullying. Providing instruction, conducting performance coaching, or documenting unsatisfactory performance does not constitute bullying. However, effective management does not demean, belittle, or humiliate.
- Volunteers should confront issues of bullying by raising the issue directly with the individual they believe is exhibiting bullying behavior or reporting the incident to their respective volunteer supervisors.

### Drug Free Workplace

- The City of Beaverton is committed to providing a safe, efficient, and productive environment for all volunteers. Using drugs and/or alcohol, being under the influence of drugs and/or alcohol or being impaired by drugs and/or alcohol while volunteering may pose serious safety and health risks.
- To help ensure a safe and healthful work environment, no volunteer may use, possess, distribute, sell, be under the influence of, or be impaired by, alcohol or illegal drugs while functioning as an Emergency Management volunteer. Regardless of state laws, the use of marijuana remains unlawful under federal law and the City of Beaverton considers marijuana an illegal drug.
- Volunteers are asked to refrain from consuming alcohol in the 12 hours prior to their scheduled shift and/or event.
- The legal use of prescribed drugs or over-the-counter medications is only permitted by volunteers during shifts if it does not impair the ability of a volunteer to perform the essential functions of their role effectively and in a safe manner, including operating a motor vehicle, without endangering other individuals.
- A violation of this policy may be grounds for immediate dismissal from the program.
- Visible Beaverton volunteer apparel must not be worn in bars or other public establishments where consumption of alcohol or drugs takes place.

## Tobacco Free Policy

- In keeping with the intent of the City of Beaverton to provide a safe and healthy environment, the use of tobacco products (including cigarettes, electronic cigarettes, cigars, pipes, chew, and other tobacco products) is prohibited in all City of Beaverton buildings, parking lots, City of Beaverton owned and/or leased vehicles and equipment, as well as any City of Beaverton sponsored event or venue.
- If a volunteer chooses to smoke, volunteers shall choose a location other than City of Beaverton property. At no time is smoking permitted while in the presence of community members or staff while on duty as a City of Beaverton Emergency Management volunteer. Volunteers shall remove or cover up visible Beaverton volunteer apparel while smoking.

## Workers' Compensation

- Volunteers are covered by the City of Beaverton's workers' compensation insurance policy while on shift. The policy is available at no cost to volunteers and covers injury or illness - from the time that a volunteer starts their shift until the shift is complete.
- Injuries covered by workers' compensation must be reported within 24 hours. Please report any injuries to your immediate supervisor in the volunteer structure, the Group or Deputy Group supervisors, and staff liaison.
- Additionally, Oregon law, [ORS 401.364, 368](#), covers qualified emergency service volunteers against tort claims and provides workers' compensation insurance while the qualified emergency service worker is performing emergency service activities outlined in [ORS 401.358](#).
  - This coverage is only available if the volunteer is performing emergency service activities under the direction of Beaverton EM or a partner agency and under a state of emergency or while engaged in training.
  - This coverage is not available to volunteers who self-deploy.

## Personal Information Records

- Beaverton Emergency Management maintains a personnel file for each volunteer. Volunteer files are securely maintained in the Emergency Management Office. The file includes such information as the volunteer's application, resume, and other records of volunteer service. A volunteer file is deleted 4 years after a volunteer has left the Beaverton Emergency Management program or has gone to inactive status.
- A background checks are performed regularly on volunteer depending on their role within the EM program. Volunteers will sign a volunteer agreement in understanding that these backgrounds will take place. This agreement will be kept in the volunteer's file. It is the responsibility of each volunteer to promptly notify the volunteer coordinator if there is a known change in the status of their background.
- It is the responsibility of each volunteer to update any changes in their volunteer profile through the online volunteer database. Mailing address, telephone numbers, email addresses, and other such information should be current and accurate at all times.
- EM volunteer Personally Identifiable information (PII) will be protected in accordance with the Beaverton EM PII Policy and PII Procedures manual.
  - PII will be provided to authorized volunteers and EM staff on a need-to-know basis.

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- All individuals accessing EM volunteer PII will sign a form acknowledging that they have read, understand, and agree with the PII Policy and PII Procedures.

### Release of Personal Information

- Personal information and references about Beaverton Emergency Management volunteers will only be released by the authority of the Emergency Manager, in accordance with applicable Oregon Administrative Rules. Personal information can also be disclosed with the consent of the volunteer by completing a written release of information.

### Emergency Notification

- Volunteers are expected to keep their emergency contacts and any relevant health information up to date in the online volunteer database.

### Safety Policy

- Beaverton Emergency Management strives to provide volunteers with a safe and healthy environment.
- Volunteers shall be provided with regular training and equipment necessary to carry out their roles in a safe and efficient manner.

### Security

- Every volunteer will receive Beaverton Emergency Management Volunteer identification card or volunteer ID badge. Depending on the volunteer role, a volunteer may receive a key card that has access to secure areas within the department.
- Identification/key cards and door codes are not to be given to any other person, under any circumstances. It is a volunteer's responsibility to keep their identification/key card secure, and not leave it in places where others may be able to access it.
- If a volunteer loses their identification/key card, they must immediately notify the EM Specialist to arrange a replacement and deactivate the lost card.
- Volunteers who receive key card access will need to complete Level 1 of the Criminal Justice Information Systems (CJIS) Security Awareness Training. This certification is valid for two years, upon which, renewal will need to be completed.
- ID Cards and Key Cards are the property of the City and can be collected back at any time.

### Weapons

- Volunteers are not permitted to carry weapons while at the Beaverton Public Safety Building and while performing the duties of the volunteer role. This includes firearms (even if the volunteer has a concealed handgun license), knives, OC spray, and any other object considered a weapon by a reasonable person. Pocket knives and multi-tools (i.e., Leatherman, Swiss Army knife) are viewed as tools for EM volunteers and are allowed. Pocket knife is specifically defined in ORS 166.360(10)(b), indicating a folding knife with a blade less than 4 inches.

### Equipment

- Depending on their role, EM volunteers may be issued personal equipment.
  - CERT volunteers will be issued a CERT vest, hardhat, 4-in-1 tool, gloves, safety glasses, passport tags

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- It is the responsibility of the volunteer to ensure that their department-issued items are well maintained for safety and security.
- If any issued personal equipment is damaged, not working, or needs to be replaced, volunteers must pay for their own replacements.
- EM Volunteers may be issued city-owned equipment to meet operational needs. These items remain the property of the city.
- If any City-owned equipment is damaged or lost, volunteers must report it to their volunteer supervisor immediately for maintenance and replacement purposes.
- When a volunteer exits the program, all issued vests, ID badges, key cards, and passport tags must be returned to the Emergency Management office at the time a volunteer ends their service.

### Computers

- If given computer access for their role, a volunteer is expected not to share the username and password given to them and will abide by the City's cybersecurity policy, which will be provided to them when they receive their computer access

### Confidentiality

- Volunteers may be exposed to information that is sensitive and/or confidential in nature while working as an Emergency Management volunteer.
- Specific information about the public, especially if it involves medical or law enforcement information shall not be shared, except where required by law. Please use discretion even when sharing anonymous stories with family and/or friends and be sure to omit any identifying information about individuals. When sharing information within the Emergency Management Department and other volunteers, it is important to consider the purpose or intent of the information being shared.
- It is not appropriate to disclose information specific to Beaverton Emergency Management which is considered sensitive. This includes, but is not limited to, information related to employment status of Beaverton Emergency Management personnel, internal situations, budget information, and other sensitive information.
- Cell phone numbers, email addresses, work schedules and physical addresses shall not be given to citizens without the personal consent of the volunteer or Emergency Management staff
- Personal information such as home and/or cell phone numbers, home addresses, email addresses, and any other personal information shall not be shared with citizens the volunteer has interacted with during their shift.
- Information about other volunteers, including last names, shall not be shared with individuals outside of the Beaverton Emergency Management Office. Any information pertaining to other volunteers shall not be shared without the permission of that individual.
- It is appropriate to identify yourself to others as a volunteer for Beaverton CERT or Emergency Management and share non-confidential information such as the program description, description of duties, department services offered, preparedness information, and general information about Beaverton Emergency Management.

## Professional Expectations and Boundaries

- In the practice of personal safety, while representing Beaverton Emergency Management with either an ID badge or department issued safety clothing, volunteers are to refrain from sharing personal information with community members contacted during their shift. Volunteers shall not give out last names, phone numbers, addresses, and email addresses.
- Emergency Management volunteers on duty shall not offer cash, personal services, or referrals to community members, and shall not accept gifts or gratuities from community members.
- If evidence of an unwelcome, non-professional, non-service-related interaction is found between a volunteer and any person currently served by the Beaverton Emergency Management, it will be investigated. If the violation is proven, it may be grounds for immediate dismissal from the program.
- Volunteers shall treat community members with the utmost respect. At no time shall a volunteer make statements or promises of any kind to a community member related to any events, incidents, and other related public service duties.

## Emergency Management Vehicle Use

- Program volunteers may drive the EM vehicle only with approval and will be required to go through drug screening and a DMV check.
- Volunteers using the EM trailer must pass the same requirements as the EM vehicle and have experience pulling trailer. The trailer should only be pulled by a city vehicle.

## Personal Items

- Volunteers are accountable for the personal items that they bring to the Emergency Management Office, trainings, incidents and events. Emergency Management is not responsible for loss or damage to any personal items.

## Personal Vehicle Use

- Emergency Management volunteers that are on duty are never permitted to transport community members in their personal vehicle for any reason.
- Mileage driven to any Beaverton Emergency Management related activity will not be reimbursed, but volunteers may track their miles for tax deductions.

## Personal Cell Phone Use

- While volunteers are on shift, courteous cell phone use is permitted when appropriate. Please remember that cell phone etiquette reflects care and courtesy toward our community.

## Tax Deductions

- Volunteers may keep track of the miles they drive to and from volunteer shifts, functions, meetings, trainings, and exercises for tax deduction purposes and should consult with a tax professional regarding mileage driven while serving as an EM volunteer.

## Gifts and Gratuities

- Volunteers may not accept any gift or any other thing with a monetary value. However, unsolicited gifts of limited value that can be shared among a larger group of employees are considered “de minimus” and are allowable under this policy. Meals that are consumed in the presence of the provider and that are directly related to legitimate Emergency Management business are allowable. However, volunteers are generally expected to pay for their own meals.

## Personal Appearance Guidelines

- Beaverton EM volunteers shall recognize the importance of personal appearance to the professional image of the City of Beaverton. It is important for volunteers to dress appropriately for their role and to maintain good personal hygiene.
- All apparel should fit properly and be clean and in good condition.
- , EM Volunteers are expected to visibly display their appropriate photo identification cards while operating in their EM volunteer capacity including working in a city facility and at events.
- All volunteers are expected to wear their appropriate attire as outlined in the EAP while serving in a public volunteer capacity.
- Appropriate personal jackets or coats for the temperature and weather conditions should be worn.
- Solid dark colored or neutral colored work pants, or dark blue colored denim jeans are allowed. Jeans shall fit properly and have no holes, fraying, fading/ distressing, or embellishments.
- Wearing short skirts, tank tops, halter tops, or any revealing clothing is prohibited. Athletic clothing may be worn when the assignment permits.
- Long shorts and capris are typically not permitted for events even during summer months but may be approved by leadership for specific events.
- Clothing should be free of slogans.
- Only hats with no slogans are permitted. Beaverton-identifying hats should be worn, if possible, at public events and incidents if the incident doesn't require the use of a hard hat. In those instances, volunteers should wear their branded hard hat.
- Volunteers should take into consideration that some people are sensitive to fragrances/colognes.
- Jewelry and accessories should be small and tasteful, and visible tattoos should be covered if possible.
- Volunteers should bear in mind that more formal attire may be required when attending solemn events (law enforcement memorial services, funerals, award ceremonies, etc.).
- Specific questions about appropriate attire may be directed to your assigned volunteer supervisor.

## Punctuality and Attendance

- It is expected that volunteers are ready and on time for the beginning of a volunteer shift and/or event, and available throughout the entire assigned shift and/or event. If a volunteer is unable to make the shift, they are to contact the volunteer supervisor.

## Inclement Weather

- There may be times when the weather outside is hazardous and driving conditions may not be safe. This may include, but not be limited to freezing rain, icy roads, snow, hail, high winds, floods, and/or limited visibility due to heavy fog. In the event of hazardous conditions, the Volunteer Group Supervisors, designated event leads or EM staff may advise volunteers to stay home due to safety.
- If EM volunteers are responding to an event in inclement conditions, and you do not feel comfortable responding, you may opt out. Your safety is the number one priority, and you are not expected to respond outside of your comfort zone.

- Assess your capability driving and moving around in the inclement weather. If there is any doubt, please stay home and take care of family members and neighbors who may need your assistance.
- Additionally, home-based volunteer opportunities may be available during inclement weather responses.

### Media and social media

- It is the goal of the City of Beaverton to provide clear, consistent, and up to date information to the public.
- At no time are volunteers authorized to give statements to the press or any media sources. A PIO may be designated for CERT events, which could be a volunteer, City of Beaverton PIO or designee.
- The City of Beaverton respects an individual's legal right to personal expression. Any blog, profile, or communication on social media sites by a volunteer must clearly represent only the viewpoint of the individual and not that of the City of Beaverton and the Emergency Management Program.
- The City of Beaverton prohibits the use of social media to post or display comments about any volunteers or employees of the city that is vulgar, obscene, threatening, intimidating, harassing or a violation of the policies against discrimination, harassment, or hostility on account of age, race, religion, sex, ethnicity, nationality, disability, genetic information, military status, or other protected class, status, or characteristic.
- EM volunteers may be exposed to personal confidential information about the public provided during an event. EM program volunteers shall not post any of information that may identify members of the public and their personal information.
- Any EM volunteer or any of the Emergency Management staff that interacts with EM volunteers may choose not to accept social media friend requests from volunteers

### Voluntary Termination of Service

- We believe that volunteer relationships are both personal and voluntary. We strive for a mutually beneficial experience between Beaverton Emergency Management and each of our volunteers.
- Resignation is a voluntary act by the volunteer to terminate volunteering with Beaverton Emergency Management. Although advance notice is not required, Emergency Management appreciates written resignation from volunteers.
- Additionally, volunteers may update their status to "inactive" in the volunteer database.

## Complaint Procedures

- If a volunteer has a problem or conflict related to another EM volunteer, including leadership or EM staff member, a direct and open problem-solving approach is encouraged. This may include one, some, or all the following steps, in the order listed:
  - If able, the volunteer should address the problem or concern directly with the other person involved, in a respectful and professional manner.
  - If the problem or concern cannot be resolved, one or both parties shall notify the next level in their chain of command. If they are not comfortable addressing the issue with that supervisor, they can take their issue to the next level above that supervisor or, in extreme cases, directly to the Group Deputy Supervisor or Group Supervisor.
  - Volunteer leadership and/or the Beaverton Emergency Management Staff will meet with each volunteer either separately or together to discuss ways to resolve the matter. This may include involving other supervisors in the chain of command, human resources, or a mediator.
  - If the problem or concern still cannot be resolved, the Emergency Management staff, or Emergency Manager still need to ensure the functioning of the volunteer Program. Decisions could be made that affect the volunteer and/or the other person. This may involve specifying expectations, procedures, or processes to be followed by one or both volunteers and may also include dismissal from the program of one or both individuals.
  - For situations where a volunteer feels their concerns are not being adequately addressed by their chain of command, they can contact the EM Staff member assigned as the point of contact for that volunteer group.

## Non-Retaliation

- The City of Beaverton prohibits retaliation against any volunteer for filing a complaint or for assisting in a complaint investigation.

## Disciplinary Action

- The primary objective of any disciplinary procedure is to provide accountability for actions and improve performance of tasks and services. Actions by an EM volunteer that are deemed inappropriate for a professional environment, that are a hindrance to effective task performance, that pose a grave safety risk or that violate policies or procedures for volunteers may be cause for disciplinary action.
- Some examples of conduct that may require disciplinary action may include, but not be limited to, creating an unsafe environment for self and/or others, substandard performance of the volunteer role, failure to carry out the responsibilities of an EM volunteer, inability to work effectively with City of Beaverton/Emergency Management employees and other EM volunteers, using EM volunteer status to promote sales and personal or professional services to other volunteers and the public and excessive unexcused or unexplained tardiness to events and trainings.
- Depending on the nature of the circumstances, disciplinary action shall follow these steps:
  - Documented oral warning
  - Written warning
  - Final written warning
  - Dismissal from program

## Dismissal from Program

- Beaverton Emergency Management reserves the right to dismiss a volunteer at any time, without cause or notice. The following is a list of examples of some, but not all, behaviors that may result in immediate termination of volunteer status:
  - Unauthorized disclosure of confidential information of any employee, other volunteer, or someone from the public.
  - Unauthorized use or dissemination of private City of Beaverton information.
  - Willful violation of City of Beaverton policies or violation of state and federal laws.
  - Falsification of any records or documents during the volunteer application process.
  - Disregard for safety procedures and/or knowingly creating or contributing to an unsafe situation.
  - Possessing a weapon or firearm while at any Emergency Management volunteer event or training.
  - Violating the volunteer program drug and/or alcohol expectations.
  - Use of force, abusive language or mannerisms, or other conduct that is unprofessional or inappropriate toward a community member, other volunteers, or any City of Beaverton employees.
  - Theft from the City of Beaverton, other volunteers, EM staff, or personal items from public contacts.
  - Insubordination or failure to follow the instructions of the EM volunteer Leadership, EM staff, or public safety personnel.
  - Not fulfilling volunteer related duties to program standards or refusing to perform volunteer program related duties.
  - Off-duty conduct which discredits the City of Beaverton and Beaverton Emergency Management.
  - Dishonesty or untruthfulness.
  - Using volunteer service or connections made while volunteering for personal gain
  - Using EM volunteer status to promote sales, personal or professional services.
  - Operating outside the scope of their authority and/or training.

## ATTACHMENT A – Organizational Charts – Chain of Command

### Emergency Management Staff Organizational Assignments

Michael Mumaw – Outreach – [mmumaw@beavertonoregon.gov](mailto:mmumaw@beavertonoregon.gov) – (503) 526-2344

Renate Garrison – BERT – [rgarrison@beavertonoregon.gov](mailto:rgarrison@beavertonoregon.gov) – (503) 350-4085

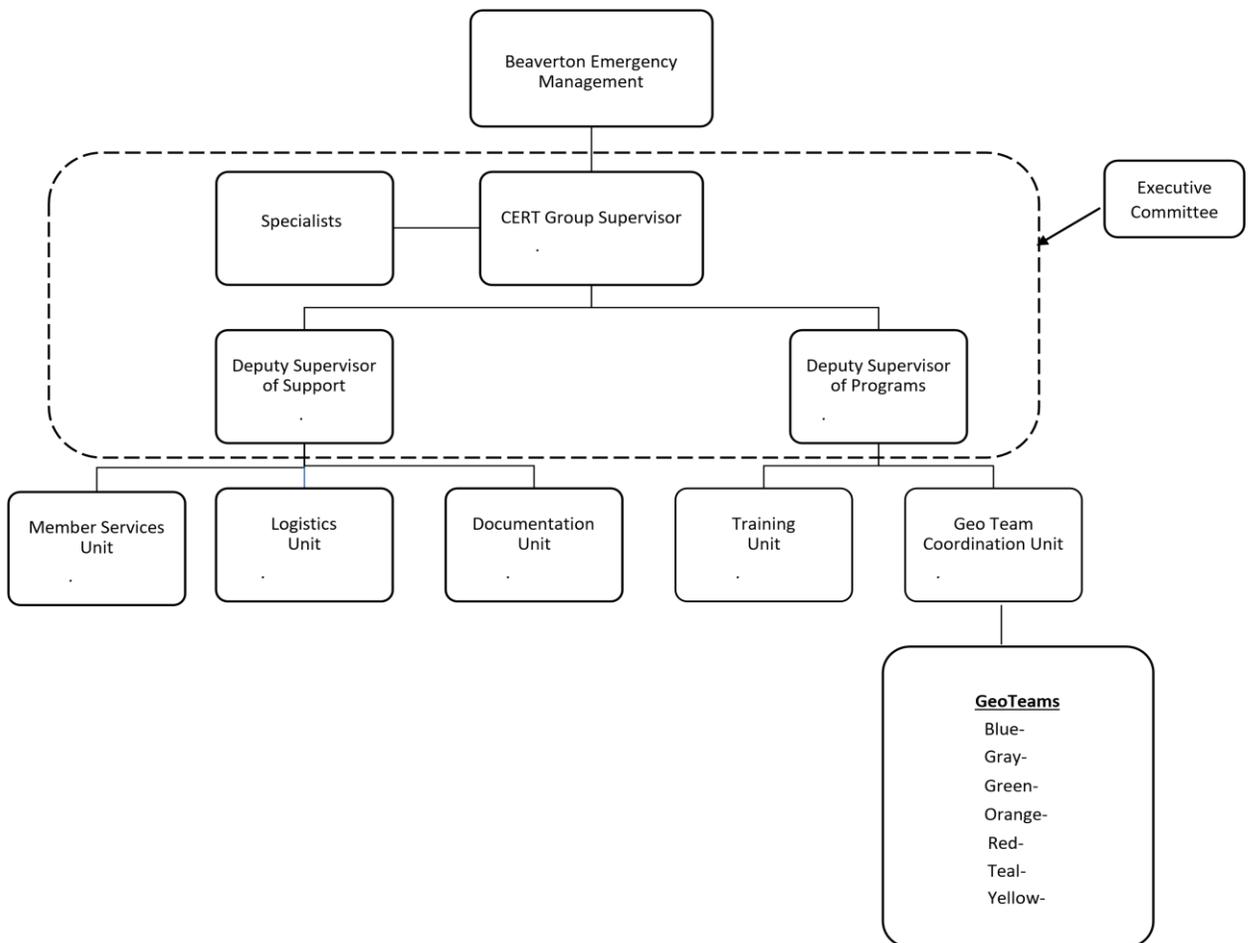
Karen Hendrix-Nordstrom – CERT – [knordstrom@beavertonoregon.gov](mailto:knordstrom@beavertonoregon.gov) – (503) 526-6425

### Volunteer Organization Chain of Command

Normal Operation – Follow Chain of Command to EM Staff

Emergency Operation – Follow Chain of Command, as assigned, to EOC Incident Command.

### CERT Organizational Chart



BERT Organizational Chart

