

Kansas City, Missouri  
Parks & Recreation  
Terry Rynard, Director

# Volunteer Handbook



REVISED February 2019



City of Kansas City, Missouri

## Parks and Recreation Department

Volunteer Handbook

### Vision Statement

To fulfill the mission of the Kansas City, Missouri Parks and Recreation Department, it is essential to have active participation from citizens in the community. All Department employees are required to assist in the creation of appropriate meaningful and productive roles in which volunteers might serve, and to assist in the recruitment, management and recognition of department volunteers. The Department encourages the involvement of volunteers at all levels. The volunteer program aims to increase and improve the capabilities of staff by effectively using community volunteers and more importantly, to provide a means for people to participate in their community in a fulfilling, fun and rewarding way.

### Volunteer Rights & Responsibilities

As a volunteer, you have a right to serve in a capacity that suits your interests and abilities. You have the right to be treated fairly, receive training or orientation, and have attentive supervision. You have a right to ask questions regarding your volunteer duties, to work in a safe environment and to report any issues or concerns you may have to your supervisor and/or the volunteer coordinator.

You also have the responsibility to complete a volunteer application, complete a health information form and sign a volunteer waiver. You are also expected to show up to all committed volunteer times and perform tasks to the best of your ability. We ask that you represent Kansas City Parks and Recreation in a positive light and treat staff and the public with respect. You are expected to follow all rules outlined in the volunteer policy.

### About Kansas City Parks & Recreation

Kansas City, Missouri Parks and Recreation provides facilities, programs and recreational opportunities for the community that contributes to an aesthetically pleasing environment and enhanced quality of life. The department operates and maintains over 12,000 acres of parkland including 220 parks, 123 miles of boulevards and parkways, 48 fountains, 117 ornamental structures, 10 community centers, 29 lakes, nearly 50 miles of trails and bikeways, 105 tennis courts, four golf courses and six museums.

The Parks and Recreation department is governed by a volunteer five-member Board of Parks and Recreation Commission who is appointed by the Mayor. The Board of Parks and Recreation holds public meetings every other Tuesday at the Parks and Recreation Department headquarters, 4600 E. 63rd St. All meetings start at 2 p.m. and are open to the public.

# Volunteer Opportunities

Kansas City Parks and Recreation has a multitude of volunteer opportunities that fit a variety of skills and interests. Some activities are regular and on-going while others are one-time events where you can volunteer for a few hours. Below are some examples of how you can volunteer with the Parks and Recreation Department or our partners.

## Types of Volunteers

**Regular Service Volunteer** – volunteer engages in service activities on an ongoing or continual basis.

**Periodic Volunteer** - volunteer who offers to provide an occasional (once every six months or less) voluntary service.

**Special Case Volunteer** - volunteer participating in student projects, a student who is receiving qualified educational credit for their service commitment, or a student performing community service oriented projects.

**Partner Organization Volunteer**– volunteers who are members of a Parks and Recreation partner organization, such as Friends of Lakeside Nature Center, Friends of Shoal Creek, and the Penn Valley Conservancy. These volunteers must follow all the rules and policies established by those partner organizations.

## Special Events

If you're looking for a short-term or one-time opportunity, consider volunteering at one of our special events. Annual events such as the Ethnic Enrichment Festival, Heartland Heat Triathlon, Kris Kringle Run, the Wilderness Run, and more need volunteers to help with parking, set-up, event registration, and more. Special event volunteer opportunities are available for both groups and individuals.

## Recreation and Community Centers

**Tutoring** – If you enjoy working with children and helping them realize their potential, consider after-school tutoring at one of our 10 community centers. Kids throughout across the city will visit community centers immediately after school lets out to work on their homework, socialize and exercise. Assistance with school work is always a welcome addition at any center.

**Youth Coaching** – Coaches are needed for a variety of youth sports throughout the year, including basketball, flag football, and soccer. If you know the rules of the game and enjoy working with youth, this may be a great opportunity for you!

**Community Center Ambassador** – Ambassadors assist community centers with customer service, answering phones, filing and assisting staff with basic operations. Ambassadors are very committed individuals who may also be asked to participate in program planning and help identify ways to better serve citizens at each community center.

**Special Projects** – If you have a special skill that could benefit the community centers, please let us know. You could teach a class to children, seniors, or adults, you could help plan special events, help with summer camp and more.

## Parks and Natural Resources

**Partners in Parks** – Perfect for neighborhood associations, businesses, and other community and social organizations that want to clean up parks in their neighborhood. In addition to litter pick-up, park adopters could:

- Help clear invasive brush such as honeysuckle
- Gardening and landscaping – planting flowers, shrubs and trees, and mulching
- Pruning shrubs, trees and more

**Friends of Lakeside Nature Center** – The Friends of Lakeside Nature Center rehabilitate wildlife brought to the center, provide educational programs to school groups and others and help with special events. Those interested can contact our partners at Lakeside Nature Center at [folnc@crn.org](mailto:folnc@crn.org).

**Gardening** - Assist with planting flowers, shrubs and trees on park properties.

## Volunteer Application Process

1. Complete volunteer application packet (found online). A background check will be necessary if you are regular service, special case volunteer or partner organization volunteer who will interact with children, the elderly or disabled populations. Separate applications are available for groups and individuals.
2. The volunteer coordinator will contact you to discuss your volunteer interests and placement. This may include an interview by the volunteer supervisor in the specified area of interest.
3. Volunteer will sign up for a volunteer opportunity and the volunteer coordinator will send the details of that opportunity prior to the event when appropriate. This will be done via email in most instances.
4. Volunteer will participate in a training or brief orientation. This may take place immediately preceding the volunteer opportunity.

## Volunteer Recognition

The Parks and Recreation Department strives to recognize our volunteers by recognizing the top group and individual volunteers annually at a Parks and Recreation Board of Commissioners meeting. Top volunteers may receive a resolution honoring their service along with a memento thanking them for their efforts. Volunteers can be nominated by Parks and Recreation staff and members of the community.

## List of Appendices

- Appendix 1** Parks and Recreation Department Volunteer Policy
- Appendix 2** Parks and Recreation Department Volunteer Application and Consent Form
- Appendix 3** Parks and Recreation Department Volunteer Group Application and Consent Form
- Appendix 4** Parks and Recreation Department Volunteer Health Form
- Appendix 5** City of Kansas City, Missouri Zero Tolerance Policy Regarding Threats or Acts of Violence
- Appendix 6** City of Kansas City, Missouri Discrimination/Harassment Policy



# City of Kansas City, Missouri

## Parks and Recreation Department

### Volunteer Policy

#### Vision Statement

The fulfillment of the mission of the Kansas City Missouri Parks and Recreation Department is only accomplished through the active participation of citizens of the community. To this end, the Department accepts and encourages the involvement of volunteers at all levels and within all appropriate programs and activities. All Department employees are required to assist in the creation of appropriate meaningful and productive roles in which volunteers might serve, and to assist in the recruitment, management and recognition of department volunteers. The goals of the volunteer program include increasing and improving the capabilities of park staff through the effective utilization of community volunteers and more importantly, to provide a means for people to participate in their community in a fulfilling, fun and rewarding way.

#### Guidelines

The Kansas City, Missouri, Parks and Recreation Department is committed to providing the highest level of care for our park facilities, natural and historic resources, while at the same time offering top quality programming to those we serve. We believe that the benefits of parks and recreation are far-reaching and vital to every individual, family and organization in Kansas City.

#### Authority to Permit Volunteers to Provide Services

As a function of its authority under the City Charter to plan, develop, extend, maintain and operate a parks and recreation system the Board of Parks and Recreation Commissioners has historically provided a multitude of volunteer opportunities. By Resolution 080866 the City Council asked the Board of Parks and Recreation Commissioners to establish appropriate policies for its volunteer programs.

#### Goals and Objectives

Volunteers are valuable supplements to department staff. As such, volunteers shall be extended meaningful and productive assignments, be treated fairly, be assisted through effective supervision, be provided an opportunity for full involvement and participation in the work of the Department insofar as appropriate and be recognized for service provided by the Department. Volunteers shall actively perform their duties to the best of their abilities and to remain loyal to the goals, rules and procedures of the Department.

Volunteers do not replace paid staff; rather the Board enhances the professional staff's ability to achieve the Department's goals in accordance with its priorities. No volunteers shall be appointed to serve in a position where there is a conflict of interest with an activity or program of the Department, whether personal, philosophical, or financial.

The Department accepts the service of all volunteers with the understanding that such service is at the sole discretion of the Department.

Volunteers agree that the Department may at any time, for whatever reason, decide to no longer accept the volunteer's service to the Department. Of course, the volunteer may choose to stop their activities at any time. Volunteers are

asked that when possible the Department be informed of their decision to allow time for planning for the Volunteer's absence.

## Definitions

**Volunteer** means a person who, of his/her free will, provides services to the Board or to a Department employee or appointed official without receiving monetary or material compensation, except that Commissioners serving on the Board of Parks and Recreation or member of any task force or committee formed by the Board or the City shall not be considered a volunteer for the purposes of this article.

**Regular service volunteer** means a volunteer engaged in service activities on an ongoing or continual basis.

**Periodic volunteer** means a volunteer who offers to provide a one time or occasional voluntary service.

**Special case volunteer** means a volunteer participating in student projects, a student who is receiving qualified educational credit for their service commitment or a student performing community service-oriented projects.

**Community Service Worker** is a person who is ordered by any judge to perform community service as a sentencing alternative. A Community Service Worker is not a volunteer but performs work similar to that of a volunteer.

## Designation of Volunteers/Community Service Workers

Each person providing volunteer services must be designated as a regular service volunteer, a periodic volunteer, a special case volunteer, or a community service worker by the person or entity authorizing the person's service as a volunteer. The designation must be communicated to the person.

## Use of Volunteers to Replace/City Employees Prohibited

Volunteer services will not be used in a manner that would result in an existing City employee losing his or her employment with the City.

## Minors as Volunteers

Volunteers who have not yet attained the age of 18 years must have written consent of a parent or legal guardian before being assigned to any volunteer services. Students volunteering for service learning credit hours for their school must submit their school name and contact information before being assigned to any volunteer services.

## Community Service Workers/Organized Groups

The Metropolitan Community Service Program (MCSP) established in November 2001, recognizes the Kansas City Parks and Recreation Department as a working environment for the assignment of individuals who have been ordered by a judge to complete community service. The MCSP works under the guidance of the courts and must properly and timely report back to those courts the completion or failure of an individual to complete the community service that has been ordered. The Parks and Recreation Department selection and approval as an MCSP worksite adheres to certain policies and procedures and are followed by the Community Service Program. Other community service worker programs as organized and administered through other court jurisdictions may be utilized as they are available. MCSP workers or other Community Service Workers are not to be working, supervising, teaching or in any manner be involved with youth or children or elderly individuals with any form of disabilities.

Community Service Workers shall be supervised at all times by Law Enforcement and and/or Parks and Recreation Department staff while engaged in work activities on City properties per agreed upon work site rules and regulations with the sponsoring community service provider.

### **Volunteers Cannot Direct and/or Supervise**

Volunteers do not have the authority to give direction to any City employee or City elected or appointed officials.

### **Family Members of City Employees**

Family members of city employees and elected and appointed officials of the City may provide services to the Parks and Recreation Department as a volunteer. However, no person generally can be placed within the same division, office or workplace in which a family member is a city employee when the volunteer may be under the control, authority, or supervision of such a family member or when such volunteer assignment may create a conflict of interest.

### **Reimbursement of Expenses & Acceptance of Goods & Food**

Volunteers may be eligible for reimbursement of pre-approved, actual out of pocket expenses incurred while engaging in volunteer service. All actual out of pocket expenses for which reimbursement is sought must be supported by receipts. Volunteers are ineligible to receive reimbursement related to travel to and from volunteer assignments. Periodic and special case volunteers may receive articles of clothing and other goods and food and refreshment offered at the activities, events, or assignments to which they are assigned. Volunteers may not travel on behalf of the City.

### **Computer and Internet Usage**

The City may provide a volunteer access to computers and the Internet to assist a volunteer in performing his or her duties. However, no volunteer shall be granted access to the City's Electronic Communication System or any other access to confidential information or documents unless approved by the person or Board designating the person as a volunteer.

### **Termination of Volunteer Services**

A person's ability to serve as a volunteer may be terminated by the person or entity authorized to designate the person as a volunteer at any time and for any reason without any showing of cause to the volunteer.

### **Department Expectations of Volunteers**

Volunteers are expected to act on behalf of the Department, in the best interests of the Department and according to the Department's Policies and Procedures.

### **Benefits to the Volunteers**

Volunteers receive personal gratification by becoming involved in the community. The Board may also honor volunteers at meetings, and staff may recognize volunteers at [www.kcparks.org](http://www.kcparks.org) or on KC Parks social media sites. Volunteers may also receive tokens of appreciation such as shirts, caps, coffee mugs, etc.

### **Application**

Volunteers will officially express their interest in volunteer opportunities by completing a Parks and Recreation Volunteer Services Program Application (regular service or special case).

## Background Investigation

All volunteers are subject to a background check. All volunteers who are responsible for the safety and well-being of participants involved in the Parks and Recreation program on a regular basis will be subject to a background screening consisting of a sexual offender registry search and a criminal history search. Any of the following offenses will disqualify a volunteer from any service activities.

- a) All Felony Offenses – kidnapping, aggravated burglary, carjacking, arson, drug related crimes, etc.
- b) All Sex Offenses – child molestation, sexual assault, rape, sexual battery, indecent exposure, child exploitation, etc.
- c) All Violent Offenses – murder, manslaughter, aggravated assault, robbery, an offense involving a weapon, etc.

If any disqualifying offenses are reported in the background check, the Parks and Recreation Department staff will notify the volunteer that they are disqualified, and their service be immediately terminated.

## Health Information

Volunteers should notify their supervisor immediately if they are injured during their period of volunteering. Included within the Parks and Recreation Volunteer Services Program Application is a “Volunteer Health Form”.

## Dress Policy

Supervisors will inform volunteers of any dress policy which they will be asked to follow.

## Preventing Accusations of Child Abuse, Sexual Abuse, and Inappropriate Behavior

In addition to the information that follows on Sexual Harassment, a volunteer should not allow individuals to sit on his/her lap, should not lift, hold or carry an individual except in the case of an emergency; should never touch an individual in their private areas, should never use teasing, abusive or cruel language, should never force an individual into a seat, shake them, grab them or use punishment that can be perceived as abusive. (*Reference Appendix 5: City of Kansas City Missouri, Human Resources Rules & Policies*).

## Sexual Harassment

Volunteers are strictly prohibited from conduct that could be perceived as any form of harassment or abuse. “Sexual Harassment” refers to verbal or physical conduct that is unsolicited, offensive, and detrimental to an individual, whether or not directed specifically to a person. (*Reference Appendix 5: City of Kansas City Missouri, Human Resources Rules & Policies*).

## Discrimination/Harassment Policy

Discrimination against or harassment of city employees or by City employees against any other person on the basis of race, sex, national origin, religion, age, disability, or sexual orientation is prohibited and will not be tolerated in the City workplace.

Retaliation against any person because he or she has made a report, testified, assisted or participated in any matter in an investigation under this Policy or opposed to any practice prohibited by this Policy is prohibited and will not be tolerated in the City workplace.

Inappropriate sexual activity in the workplace, even between consenting adults, is prohibited and will not be tolerated in the City workplace.

## **Zero Tolerance Policy Regarding Threats or Acts of Violence**

It is the goal of the City of Kansas City, Missouri and the Parks and Recreation Department to provide a workplace in which every employee can be free from violence. It is our belief that everyone with whom we come in contact in our work deserves to be treated with courtesy and respect. This means that we treat each other, citizens, suppliers, and all others in this manner. As a result, we must take appropriate steps to reduce the risk of incidents of work-related violence.

Therefore, any employee, volunteer or citizen who makes a threat of physical violence against himself/herself or others will be taken seriously, and the threat will be dealt with immediately.

A threat is defined as an expression to inflict injury, harm or menace, causing one to be placed in reasonable fear for his/her safety (e.g., "I'm going to knock your block off," "I'm going to kill myself.")

## **Tobacco, Drug and Alcohol Policy**

It is the Department's policy to ensure a tobacco, drug and alcohol-free workplace for all employees, volunteers, and patrons of the Department's facilities and programs. Being under the influence, using, possessing or distributing controlled or dangerous substances including alcohol and tobacco, at any time during volunteer service is prohibited.

## **Policies and Procedures**

Volunteers are responsible for knowing and following the volunteer guidelines policies and procedures. Supervisors of program volunteers will review the Department's volunteer policies with volunteers. Any violation of policy may result in a verbal or written explanation of the improper actions from a supervisor, a suspension, or dismissal from the program.

## **Confidentiality**

Volunteers are responsible for maintaining the confidentiality of all confidential or privileged information and documents to which they have access while serving as volunteers. Volunteers will not be placed in situations where they may have access to confidential personnel and/or financial records.

## **Summary**

These Guidelines are designed to give volunteers to the Parks and Recreation Department's facilities and programs the framework for an enjoyable and valuable experience. Your service to the City, the Board of Parks and Recreation Commissioners, and the Parks and Recreation Department is greatly appreciated. By volunteering you become part of a legacy of Kansas Citizens dating to the 1890s providing volunteer services to the City, Board and Department.

Should you have any questions about these Guidelines or your service, please know your Departmental supervisor is always available to answer questions.



**City of Kansas City, Missouri**  
**Parks and Recreation Department**  
**Volunteer Application and Consent Form**

Thank you for your interest in becoming a volunteer with Kansas City, Missouri Parks and Recreation. We hope to make your experience as rewarding as possible. To ensure the safety of our program volunteers, staff and participants, please complete the following volunteer application form. All volunteers working with children, senior citizens, or people with disabilities are required to undergo a background investigation consisting of a sexual offender registry and a criminal history search. The City of Kansas City, Missouri does not discriminate based on race, color, religion, sex, national origin, sexual orientation, age, or disability.

**PERSONAL DETAILS**

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_ DOB: \_\_\_\_\_

Address: \_\_\_\_\_

Primary Phone: \_\_\_\_\_ Email Address: \_\_\_\_\_

**Do you have any family members that work for the Kansas City Parks and Recreation Department?**

No  Yes, who and what is the relationship? \_\_\_\_\_

**VOLUNTEER PROJECT DETAILS**

Please tell us a little bit about your volunteer project idea (area of interest, any applicable skills, etc.):

Are you volunteering to fulfill a school community service requirement?

No  Yes If yes, number of hours needed: \_\_\_\_\_

Are you volunteering to fulfill a court-ordered community service requirement?

No  Yes If yes, number of hours needed: \_\_\_\_\_





**City of Kansas City, Missouri**  
**Parks and Recreation Department**  
**Group/Corporate Application and Consent Form**

Thank you for your interest in becoming a volunteer with Kansas City, Missouri Parks and Recreation. We hope to make your experience as rewarding as possible. To ensure the safety of our program volunteers, staff and participants, please complete the following volunteer application form. All volunteers working with children, senior citizens, or people with disabilities are required to undergo a background investigation consisting of a sexual offender registry and a criminal history search. The City of Kansas City, Missouri does not discriminate based on race, color, religion, sex, national origin, sexual orientation, age, or disability.

**GROUP DETAILS**

Organization Name: \_\_\_\_\_

Address: \_\_\_\_\_

Group Representative: \_\_\_\_\_

Primary Phone: \_\_\_\_\_ Email Address: \_\_\_\_\_

**Do you have any family members that work for the Kansas City Parks and Recreation Department?**

No  Yes, who and what is the relationship? \_\_\_\_\_

**VOLUNTEER PROJECT DETAILS**

Please tell us a little bit about your volunteer project idea (area of interest, any applicable skills, etc.):

Approximately how many people will be part of your volunteer group? \_\_\_\_\_

Will any of your volunteers be under the age of 18?

No  Yes If yes, parent/guardian consent is required

## LIABILITY WAIVER/PHOTO RELEASE

The City of Kansas City Missouri Parks and Recreation Department is committed to conducting its programs, services, and activities in a safe manner and holds the safety of all volunteers in high regard. I understand that when performing tasks during volunteer workdays there are some risks. I assume all risks of injury while performing these tasks. I shall defend and hold harmless the City of Kansas City, Missouri Parks and Recreation Department, its employees, and all other individuals acting in good faith. Also, I have read and understand the Kansas City Parks and Recreation volunteer policy and will adhere to all aspects of the policy.

During KC Parks events, a photographer may be on location to take photos of participants. These pictures will be used on the KC Parks website and in marketing material, including brochures, program guides, flyers, etc. By signing this waiver, I consent to be photographed for the above-stated purpose.

\_\_\_\_\_  
Representative Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Volunteers under the age of 18 must have the consent of a parent or legal guardian to participate.**

\_\_\_\_\_  
Parent/Guardian Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Primary Phone: \_\_\_\_\_ Email Address: \_\_\_\_\_



City of Kansas City, Missouri  
**Parks and Recreation Department**  
 Volunteer Health Form

**VOLUNTEER INFORMATION**

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_ DOB: \_\_\_\_\_

Address: \_\_\_\_\_

Primary Phone: \_\_\_\_\_ Email Address: \_\_\_\_\_

**EMERGENCY CONTACT INFORMATION**

1<sup>st</sup> Emergency Contact Name: \_\_\_\_\_

Relationship: \_\_\_\_\_ Primary Phone: \_\_\_\_\_

2<sup>nd</sup> Emergency Contact Name: \_\_\_\_\_

Relationship: \_\_\_\_\_ Primary Phone: \_\_\_\_\_

Primary Care Physician: \_\_\_\_\_ Primary Phone: \_\_\_\_\_

Hospital Preference: \_\_\_\_\_

**HEALTH INFORMATION**

Please list any pertinent information concerning your physical condition.

I hereby declare that the information listed on this form is true and correct to the best of my knowledge and that I have read and understand all of the information.

\_\_\_\_\_  
 Printed Name

\_\_\_\_\_  
 Signature

\_\_\_\_\_  
 Date

**Volunteers under the age of 18 must have the consent of a parent or legal guardian to participate.**

\_\_\_\_\_  
 Parent/Guardian Printed Name

\_\_\_\_\_  
 Signature

\_\_\_\_\_  
 Date

Primary Phone: \_\_\_\_\_ Email Address: \_\_\_\_\_

**CITY OF KANSAS CITY, MISSOURI  
ZERO TOLERANCE POLICY REGARDING  
THREATS OR ACTS OF VIOLENCE**

It is the goal of the City of Kansas City to provide a workplace in which every employee can be free from violence, threats of violence, intimidation, and/or bullying. Everyone deserves to be treated with courtesy and professionalism and the City has an expectation that, as public servants, we treat each other, citizens, suppliers, and all others with respect.

**I. POLICY**

The City of Kansas City (*hereinafter* “the City”) has a no tolerance policy regarding threats, acts of violence, intimidation and/or bullying. Therefore, any employee, vendor or citizen who commits an act of violence; makes a threat of physical violence against himself/herself or others; or engages in acts of intimidation and/or bullying, will be taken seriously and the threat will be dealt with without unreasonable delay. If an employee, vendor or citizen is found to have violated this policy, such actions will result in a recommendation for serious disciplinary action up to and including termination and/or criminal prosecution. In the case of a vendor, the City may recommend termination of the vendor’s contract.

The policy applies to all employees and is intended to protect any person or citizen connected with the workplace. The policy covers acts that occur in the workplace and acts that occur outside of the workplace that have a detrimental effect in the workplace.

**II. DEFINITIONS**

A *threat* is defined as an expression to inflict injury, harm or menace, causing a reasonable person to be placed in fear for his/her safety. Examples of threats include, but are not limited to:

- Verbal/Written Threats
  - “I’m going to get you”
  - “I’ll hurt you”
  - “I know where you live”
  - “I’ll see you after work”
  - “You better watch your back”
  - “I’ll shoot up this place”
  - “I’m going to kill myself”
  - Intimidation/bullying/personal attacks (angry outbursts, excessive profanity, belittling or name-calling)
  - Cyber bullying – posting or sending abusive/threatening messages electronically through any means, including the use of social media
- Non-verbal Threats
  - Taking a fighting stance
  - Making a threatening gesture (e.g., balling up fists, pointing at someone as if shooting at them)
  - Displaying or leaving items that suggest the intent to inflict harm/injury (e.g., bullet casings, hangman’s noose, voodoo dolls)
  - Moving aggressively towards a person or invading another person’s personal space causing a reasonable person to feel intimidated (e.g., standing too close or looming over a seated person)
  - Impeding/blocking/trapping someone’s movement
  - Menacing stare
  - Extortion, damage or stealing of money and/or possessions
  - Stalking, including through electronic means

An *Act of Violence* is defined as the intentional use of physical force or power against another person or property that results in, or has a high likelihood of resulting in injury, harm, abuse or destruction. Examples of acts of violence include, but are not limited to:

- Pushing/hitting/punching
- Shoulder/chest bumps
- Throwing things
- Pounding one's fist on a desk or door; punching a wall or other surface
- Destroying property in an angry fit of rage
- Encouraging another person to perform physical acts of violence

### **III. PROCEDURE**

If a suspected violation of this policy is heard, observed or reported, the supervisor/manager in charge of the workplace shall take whatever action(s) deemed appropriate in a timely manner to address the alleged violation until a proper internal investigation can be completed. Such action(s) may include, but are not limited to:

- Placing the accused employee(s) in an off-duty status (without pay) pending completion of the investigation
- Temporarily reassigning the accused employee(s) to another work location or work shift

If a citizen is believed to have made a threat, or taken physical action towards an employee, the immediate supervisor or Department Director shall be notified and, if the situation warrants, local law enforcement officials may also be notified.

All employees are strongly encouraged to report suspected violations of this policy to one or more of the following:

- A supervisor or manager, including those working out-of-class
- Department HR Liaison
- Department Director
- Security
- Department of Human Resources/Labor & Employee Relations Division, or any available Human Resources Manager

Allegations of policy violations brought to the attention of management will be investigated in a timely and thorough manner. Supervisory and management personnel are required to, without unreasonable delay, report such allegations to their division manager, take prompt intermediate action(s) to address the allegation and investigate such allegations in a timely manner. Supervisors and managers may be disciplined for failure to take prompt action, or failing to report potential violations in accordance with this policy, after receiving an allegation of a violation. Investigations will be conducted confidentially to the extent that only those parties with a business need to know will be included.

### **IV. DISCIPLINE**

If, after investigation, it is reasonably determined that a violation of this policy has occurred, a recommendation for disciplinary action up to and including termination will be submitted to the Predetermination Hearing Officer. In the case of an assault or threat, prior progressive disciplinary action need not have occurred to recommend termination of employment. Such acts may also be subject to criminal prosecution. The Department Director should contact the Director of Human Resources and/or Law Department for guidance.

Retaliation or reprisal against an employee or citizen because he or she has made a report of an alleged policy violation, or has testified, assisted or participated in any manner in an investigation of a report of a threat, act of violence, or bullying is strictly prohibited. If, after investigation, it can be reasonably determined that retaliation occurred, a recommendation

for serious disciplinary action up to, and including, termination of employment against the employee who retaliated will be submitted to the Predetermination Hearing Officer.

**V. EMPLOYEE ASSISTANCE PROGRAM**

Every employee has the right to seek confidential assistance through the Employee Assistance Program to deal with any issues related to this policy. The Employee Assistance Program may be reached at (816) 237-2352.

**EQUAL EMPLOYMENT OPPORTUNITY  
DISCRIMINATION/HARASSMENT POLICY**  
City of Kansas City, Missouri

**A) POLICY**

1. Discrimination against or harassment of city employees or by City employees against any other person on the basis of race, sex, national origin, religion, age, disability, or sexual orientation is prohibited and will not be tolerated in the City workplace.
2. Retaliation against any person because he or she has made a report, testified, assisted or participated in any matter in an investigation under this Policy or opposed to any practice prohibited by this Policy is prohibited and will not be tolerated in the City workplace.
3. Inappropriate sexual activity in the workplace, even between consenting adults, is prohibited and will not be tolerated in the City workplace.

**B) OBJECTIVES AND PHILOSOPHY.**

The City expects its employees to conduct themselves in a professional and unbiased manner at all times while at work. It is the objective and philosophy of the City:

- a. To provide employees with a working environment free from illegal discrimination;
- b. To provide employees with a work environment free from hostility based on an employee's race, sex, national origin, religion, age, disability, or sexual orientation.
- c. To prevent employees from treating other persons differently because of race, sex, national origin, religion, age, disability or sexual orientation;
- d. To prevent retaliation against any employee;
- e. To encourage prompt reporting of discriminatory conduct and retaliation and to resolve complaints promptly, confidentially and at the lowest management level possible.

**C) DEFINITIONS.**

1. The term "discrimination" as used in this policy means:
  - A. Conduct which treats a City employee or any other person differently because of that person's race, sex, national origin, religion, disability, age or sexual orientation.
  - B. Harassing conduct directed toward a person because of that person's race, sex, national origin, religion, disability, age or sexual orientation.
2. Harassment that is prohibited in the workplace includes, but is not limited to the following:
  - A. Conditioning favorable treatment upon acceptance of sexual advances, or treating unfavorably because of rejection of sexual advances;
  - B. Epitaphs, insults, threats, slurs and sexual innuendo;
  - C. Insulting jokes, pictures, cartoons, electronic media;
  - D. Inappropriate comments regarding a person's race, sex, national origin, religion, disability, age or sexual orientation;
  - E. Hazing;
  - F. Suggestive or insulting noises, staring, leering, whistling, or making obscene gestures;
  - G. Propositions or pressure to engage in sexual activity;
  - H. Sexual assault or coercing sexual intercourse;
  - I. Touching, groping, pinching, cornering, massaging or brushing someone;
  - J. Inappropriate comments concerning appearance;
  - K. Sexual or insulting communications, public postings, including electronic media, telephone calls and written documents;

- L. Displaying, viewing, possessing or bringing to the workplace magazines, books, videos, TV programs, music or pictures with a sexual connotation;
- M. Harassing conduct between City employees which occurs during an extension of the work environment but negatively impacts the work environment, such as harassing telephone calls made during off-duty hours;
- N. Unnecessary comments regarding any accommodation that has been made by the City to allow a person with a disability to work.
- O. Any harassing conduct directed toward a person because of the person's race, sex, national origin, religion, disability, age or sexual orientation;

3. **"Hostile Work Environment"** means:

- a. unwelcome comments or actions based on race, sex, national origin, religion, disability, age or sexual orientation that are intimidating or unreasonably interferes with the employee's ability to perform his/her duties.

5. **"Inappropriate Sexual Activity"** means: conduct between consenting individuals that may include, but is not limited to groping, fondling, and sexual intercourse.

5. **"Retaliation"** means:

- a. Any form of discrimination against an employee because he or she has made a report of alleged harassment or discrimination; has testified, assisted or participated in any manner in an investigation of a report of discrimination or harassment; or has opposed any practice prohibited by this Policy or made unlawful by Title VII of the Civil Rights Act of 1964, as amended; the Missouri Human Rights Act, and the City of Kansas City, Missouri Civil Rights Ordinance.
- b. Examples of inappropriate retaliation may include, but are not limited to:
  - 1. Failure to hire or promote or withholding pay increases;
  - 2. Poor performance reports or evaluations without appropriate work-related supporting documentation;
  - 3. Onerous or undesirable work assignments not in proportion to other similarly situated employees;
  - 4. Withdrawing friendly courtesies, spreading rumors;
  - 5. Refusal to grant leave or overtime opportunities;
  - 6. Spreading rumors;
  - 7. Demotion, discharge, abolishing position, further harassment or discrimination.

**D) REPORTING PROCEDURE.**

1. If any employee has been a victim of or observed conduct that violates the Anti-Discrimination/Harassment Policy in the City workplace, he or she should clearly tell the harasser that such conduct is offensive and to stop the conduct.
2. If any employee has been a victim of or observed conduct that violates this Policy in the City workplace, he or she should and is encouraged to report the conduct as soon as possible but no more than 180 days after the alleged harassment occurs to any or all of the following:
  - a. The immediate supervisor or the first level supervisor who is not involved in the alleged harassment; or
  - b. The Manager of EEO/Diversity; or
  - c. The Labor & Employee Relations Manager, Human Resources Department.
3. All management or supervisory personnel who have received a report of a violation of this Policy shall immediately report such to the City Affirmative Action/EEO Officer, who shall make arrangements for the proper investigation of such report, and to the victim's and alleged harasser's department head.
4. In order to stop the harassment in the City workplace, all management and supervisory personnel are under an affirmative duty to report and take appropriate action on harassment of which they are aware, even if the

complainant desires confidentiality and desires that no formal complaint or report be filed. Supervisory and management personnel may be disciplined for failure to report such harassment or inappropriate conduct.

5. Any employee who reports conduct which violates this Policy shall provide specific facts about the conduct including:
  - a. Who committed the conduct;
  - b. What was the specific conduct;
  - c. When and where did the conduct occur;
  - d. Identification of any witnesses and what they witnessed;
  - e. Did the conduct occur more than once;
  - f. What was the victim's response to the conduct;
  - g. Did the victim or any other employee tell the alleged harasser to stop the offensive conduct.
6. Employees are encouraged to report harassment to the aforementioned City officials, so the City can take immediate corrective action.
7. Harassment may also be a violation of state or federal law and may be reported to the U.S. Equal Employment Opportunity Commission or the Missouri Commission on Human Rights. In the event an employee files with either of these agencies, the EEO Division will continue its investigation of the complaint.

#### **E) INVESTIGATION OF ALLEGED HARASSMENT.**

1. When a report of alleges harassment ("Report") is received, the City EEO Manager, Human Resources Director and the department head (or the City Manager if the allegations are directed against the department head) shall immediately be notified and an investigation shall be conducted as soon as possible.
2. The EEO Division will conduct a limited inquiry into the complaint to determine if the complaint warrants further investigation. If further investigation is required, the EEO division will investigate the complaint or assist the department from which the complaint came to investigate the complaint, if appropriate. The EEO Division may dismiss any complaint if found to be invalid.
3. The investigation shall include, but not necessarily be limited to, interviewing individuals who are believed to have knowledge of the matter including the alleged victim and the alleged harasser and reviewing any relevant documents.
4. Employees named in Reports will be given sufficient information about the allegation to provide them a reasonable opportunity to respond before any corrective action or discipline is imposed.
5. Employees named in reports should not be assumed to have violated this Policy unless and until the Final report of Investigation states that they have done so.
6. All employees shall cooperate in any investigation or may be subject to discipline for failure to cooperate in a lawful City investigation.
7. Upon receipt of a Report, the EEO Division shall take all appropriate steps to prevent the alleged conduct from continuing, pending completion of the investigation.
8. The EEO Division shall determine the steps to be taken by balancing the rights of the alleged victim, including the severity and pervasiveness of the alleged conduct, and the rights of the alleged harasser.

#### **F) FINAL REPORT OF INVESTIGATION.**

1. The investigating officer shall issue a written report of his or her investigation which shall include the facts ascertained in the investigation and a finding of whether or not a violation of this Policy has occurred (“Final Report”).
2. The investigating officer shall provide a summary of the Final Report to the complainant, the alleged harasser, department head, Human Resources Director and the City EEO Manager.

**G) CONFIDENTIALITY.**

1. All Reports, all investigations and Final Reports shall remain as confidential as possible and shall be disseminated by the EEO Division only to persons having a need or right to know that outweighs the privacy rights of the individual involved.
2. Employees involved in any investigation, whether as complainant, alleged harasser, witness or investigator, should keep all discussions or communications confidential.

**H) CORRECTIVE OR DISCIPLINARY ACTION.**

1. If the Final Report states that there is insufficient evidence that a violation of this Policy occurred, the EEO Division will inform the parties and the matter is concluded.
2. If the Final Report states that a violation of this Policy occurred, the EEO Division shall recommend the appropriate corrective or disciplinary action to end the harassing conduct, including but not limited to:
  - a. Counseling and training;
  - b. Transfer or reassignment;
  - c. Reprimand, suspension, demotion, termination;
  - d. Consideration of the finding in the applicable performance evaluation.

The department director shall not enact corrective or disciplinary measures that would conflict with the EEO Division recommendation without city manager approval.

3. If the Final Report finds a violation of this Policy that does not result in termination, the EEO Division shall, at a minimum, explain this Policy to the harasser, suggest ways to correct conduct and inform him or her that further instances of harassment or retaliation may result in further discipline up to and including termination.
4. Failure to follow any provision of this policy shall result in disciplinary action up to and including termination.
5. If corrective action or disciplinary action is taken against any employee as a result of a Report, he or she may file a grievance under the City Rules and Policy Manual or the appropriate collective bargaining agreement provisions or, when authorized, file an appeal to the City’s Human Resources Appeals Board.

**I) MODIFICATIONS OF POLICY.**

The City reserves the right to change or modify this Policy at any time. This Policy is not intended to constitute, in whole or in part, any contract of employment between the City and any person.