



TRUTH OR NEW MEXICO **CONSEQUENCES**

Volunteer Handbook

Welcome to Our Volunteer Program!

Thank you for your interest in volunteering with us! Your time, energy, and commitment are what make our community strong. This handbook is designed to provide you with essential information about your role, expectations, and the exciting benefits of volunteering.

Our Mission

We are dedicated to creating a vibrant, welcoming environment at our golf course, Library, community pool, and throughout our City. Volunteers help us provide the best experience possible for our residents.

Volunteer Opportunities

Volunteers may assist with:

- Customer service and guest engagement
- Facility Support, maintenance and beautification (e.g., Animal Shelter, Solid waste, golf course)
- Special programs and community event assistance

Volunteer Benefits

We value your time and want to show our appreciation! For every 4 hours of volunteer service, you may choose one of the following rewards:

- One Round of Golf with the use of one (1) golf cart
- One Day Pass to the Community Pool (see pool for blackout days/times)
- Microchipping for one pet
- \$20 off one single animal adoption (not valid during adoption specials)

Volunteer payments must be redeemed within 90 days of the volunteer shift and are non-transferable. Ask a staff member for redemption procedures.

Volunteer Expectations

As a volunteer, we ask that you:

- Volunteers ages 18 and under must be accompanied by a parent or guardian.
- Arrive on time for your scheduled shifts
- No excessive no-shows or last minute cancellations
- Wear appropriate attire
- Treat guests and staff with courtesy and respect
- Follow all safety protocols and facility rules
- Notify your coordinator if you are unable to attend your shift

Code of Conduct

All volunteers are expected to maintain a positive, respectful, and professional attitude at all times while representing the City. Discrimination, harassment, or any form of unsafe or inappropriate behavior will not be tolerated and may result in immediate dismissal from the volunteer program. Volunteers are also expected to demonstrate integrity, honesty, and sound judgment in all situations, being mindful of how their actions may be perceived by others. Confidentiality must be strictly maintained—volunteers must not share any sensitive or private information related to City operations, employees, or the public. Interaction with the media is not permitted unless explicitly authorized by a supervisor, and volunteers should refrain from making any statements or sharing information on behalf of the City. Likewise, volunteers must use caution and discretion when engaging on social media, ensuring they do not post content that could reflect poorly on the City or compromise its policies or image. Smoking, vaping, or the use of tobacco products is not allowed while volunteering or on City property. The use of cell phones, tablets, or other personal devices should be limited to break times or used only with supervisor approval, ensuring they do not interfere with assigned duties or distract from a safe and productive environment.

Liability and Confidentiality Waiver

I understand that I am not an employee of the City of Truth or Consequences, and that any duties that I perform are as a volunteer. I agree to abide by the procedures set forth by the City of Truth or Consequences for my assigned work duties. I also understand that it is my responsibility to update any address, emergency, or other changes to the information on this form. I agree to indemnify and hold harmless the City of Truth or Consequences from any and all claims or causes of action that may arise out of the performance of my assigned duties. I waive any right of action I have against the City of Truth or Consequences in consideration of my participation as a volunteer for the City.

I also understand that in my capacity as a City of Truth or Consequences volunteer, I may come into contact with confidential information. I agree to protect this information to the best of my abilities as a volunteer and not to divulge it during or after my service as a volunteer has ended.

I understand that I will not be permitted to drive or operate any City-owned vehicles while performing my volunteer duties. While volunteers may be required to use City property and resources to carry out their responsibilities, such property and resources must not be used for personal purposes or removed from City premises. Additionally, volunteers must not allow others to use City property or resources unless directed by the department manager. Under no circumstances will volunteers be authorized to operate City vehicles.

How to Get Started

1. Fill Out a Volunteer Application
2. Sign a volunteer agreement
3. Read the entire Volunteer Handbook
4. Meet with Department Leader
5. Sign Up for Shifts

Contact Information

Alona Niebergall

Phone: 575-740-7554

Email: humanresources@torcnm.org

Website: torcnm.org