

Denver 5 Star Certification Program

Volunteer Guidelines

January 7, 2021

Why We are Looking for Volunteers

Denver is seeking volunteers to help administer its 5 Star Certification program. Businesses certified through the program are required to implement safety measures beyond what is already required by public health orders and guidelines to help slow the spread of COVID-19, and in doing so, they will be able to expand operations. This program is for responsible businesses that are following public health guidance and going above and beyond to prioritize the health and safety of their staff and customers. More detail can be found here: <https://covid19.colorado.gov/five-star-certification>

We are requesting that each company who is committed to providing volunteer employees review the requirements below. Each employee volunteer will then be required to fill out an individual application (link to be provided at a later date).

Denver's marketing arm, VISIT DENVER, is working with H2 Manufacturing Solutions (H2) to administer the 5 Star program. H2 brings expertise in developing and administering a COVID Safety System and Certification program for businesses, schools and County facilities throughout Colorado during the pandemic. Their program was built in close partnership with local public health officials.

Volunteer Roles: volunteers will participate in either or both roles as follows, as:

1. On-site auditors
2. Administrators within H2's Command Central team

Responsibilities

Each volunteer will be trained via:

Instructor-led (via zoom) "classroom" training (90 mins)

- The training will consist of what the role (auditor and/or Command Central administrator) entails; how to conduct the task(s) (e.g., auditing, reporting, scheduling, inputting of data, how to certify/recertify, etc.); how to interact with Command Central/the field auditors; what oversight will be; what real-time support is; and how to access help when needed, etc.
- It will also ensure understanding of the subject matter and content via instructor-led tests and instruction throughout the training

Shadowing of an H2 professional for the task(s) being administered (approx. 2 hours)

- The number of shadowing sessions can vary depending on the comfort of the volunteer. Shadowing will be provided for both field auditor and Command Central roles. H2 will provide shadowing both real-time and via recorded video

Field Auditor Responsibilities (approx. 20 hours per week):

- Complete training and shadowing
- Conduct audits, certifications and/or recertifications/week (each audit should take about 2 hours including on-site visits, interaction with Command Central and data input/reporting. Certifications/re- certs should take less than 1 hour per business)
- Continuous interaction with Command Central

Command Central Responsibilities (virtual participation for “shift assignment,” 20 hours per week):

- Complete training and shadowing
- Sign up for Command Central shifts for any/all of auditor support, data input, report summarizing, etc.
- Continuous interaction with H2 Command Central leadership
- Due to conflict of interest, volunteers will not be authorized to audit their own company

Desired Volunteer Skills/Access

- Willingness and desire to work as a team to do good in the community
- Ability to apply learning/practices from the training
- Excellent communicator and ability/willingness to interact on an ongoing basis with Command Central
- Basic computer skills to input data into Google documents/drives, etc. (training/shadowing provided)
- Computer, mobile phone access
- Access to reliable and flexible transportation necessary for those working as a field auditor
- Timeliness/being on time for scheduled commitments
- Ability to accurately collect information and input it into required systems
- Curiosity and humility to ask questions when not sure of what to do or if something unique arises
- Flawless execution (i.e., commitment to excellence in the execution of task)
- (Not a requirement but useful) Familiarity and/or expertise working at or with businesses that fall into the 5 Star designated business sectors: General Business, Personal Services, Indoor Events, Restaurants and Gyms
- Multi-lingual (not a requirement, but useful)

Safety Commitment

The health and safety of volunteers is paramount for the County and H2. As such, any volunteers who are particularly susceptible to COVID-19 will not be utilized as field/on-site auditors and will be utilized as Command Central volunteers. Characteristics of susceptible populations are, [as identified by Colorado Department of Public Health and Environment](#):

- Over age 60
- Auto-immune compromised
- Pregnant women
- People who have cancer, chronic kidney disease, COPD, heart conditions, sickle cell disease, type 2 diabetes mellitus
- Obesity
- Tobacco smoking
- People who are caregivers or live with the above-mentioned individuals

Other Requirements:

Volunteers will be required to read and sign a volunteer waiver before being accepted into the program.