## VOLUNTEER HANDBOOK

# WELCOME

Thank you for agreeing to volunteer.

We sincerely hope that your volunteer experience with us will be enjoyable and rewarding.

Our volunteers play an extremely important role in providing quality services to the many guests and clients who utilize our services and programs.

This Volunteer Handbook is intended to spell out the policies and procedures related to volunteering and to answer questions you may have regarding how we operate.

If you have any concerns or questions not addressed in this Handbook, please do not hesitate to bring them to my attention.

# MISSION

# STATEMENT OF VALUES

##### DEFINITION OF VOLUNTEER

A volunteer is anyone who, without compensation beyond reimbursement of approved expenses, performs a task at the direction of, and on behalf of us and its programs.

Unless specifically stated, a volunteer is not considered an ‘employee’ of us.

##### VOLUNTEER OPPORTUNITIES

##### BEFORE YOU START VOLUNTEERING

We may ask you to complete a Volunteer Application Form that includes personal information about yourself, emergency contact information, personal references and information and past job and volunteer experience. We will treat this information confidentially and will utilize it only for the purposes of considering you as a volunteer.

We want this to be a safe and secure environment for everyone.

Depending upon the nature of the volunteer position, we may require a health or physical screening, a criminal background check, a motor vehicle driving record check and a reference check.

##### WHEN YOU START VOLUNTEERING

You will be trained and oriented for the volunteer position and provided general information about us and its programs, policies and procedures.

We may ask you to sign a formal Volunteer Agreement that spells out the terms and conditions of your relationship to us.

##### YOU CAN EXPECT TO

* Properly and professionally interview you and place you in an appropriate volunteer position
* Provide you with a volunteer position description
* Provide ongoing professional supervision, support and training
* Treat you with respect and courtesy
* Keep you informed about matters related to your volunteer position
* Regularly evaluate your performance and provide you with opportunities to make suggestions and present ideas that will improve services

##### WE EXPECT YOU TO

* Only accept a volunteer position you believe you can perform
* Work as a team member within the description of the position you accept
* Accept the guidance and direction of your supervisor
* Respect confidentiality
* Refuse gifts or tips from recipients of service
* Arrive on time for your shift; stay until the end of your shift
* Bring any concern, problem or grievance to the attention of your supervisor
* Notify us in advance if you are unable to fulfill a volunteer obligation
* Be free of drugs and alcohol when volunteering
* Accept the *Value Statements* that guide our services

##### DRUG, ALCOHOL AND SMOKING POLICIES

This is a drug and alcohol free environment. Volunteers possessing illegal drugs or alcoholic beverages, or judged by their supervisor to be under the influence of drugs or alcohol, may be suspended or terminated.

Smoking is not permitted when a volunteer is on duty. During breaks, smoking is permitted only in designated outdoor areas.

**FIREARMS AND DANGEROUS WEAPONS**

Firearms, knives and other personal weapons are not permitted. You may be suspended or terminated if you have such weapons in your possession.

**WORKING WITH CHILDREN**

Whenever children (under the age of 18) are participating in programs or are serving as volunteers, there must be at least two adults present at all times.

**SAFETY AND SECURITY**

We want this to be a safe and secure environment for people to provide and use services. If you see an unsafe or dangerous situation, notify your supervisor. If your supervisor is not available, notify the staff person closest to where you are volunteering. In the rare event where a staff person is not immediately available to help with a safety or health emergency, dial 911 for help.

Always wear your nametag when volunteering. This indicates you are serving in an official capacity.

Be sure to re-lock any doors behind you as you move through secure parts of the building.

We suggest you leave all personal valuables at home or locked in your car. We do not have facilities for the safe keeping of such items.

**PERSONAL RELATIONSHIPS**

We realize that while you are volunteering, close working relationships can lead to closer personal relationships.

It is our policy to strictly forbid any unwelcome or inappropriate contact, approach or comment that makes anyone feel uncomfortable or threatened. Such conduct may be cause for immediate termination of the volunteer relationship.

If you encounter or are aware of any such behavior, bring it to the attention of your supervisor.

**GRIEVANCES OR COMPLAINTS**

We have a formal grievance and complaint policy and process.

If you have any issues that cannot be resolved informally, see your supervisor for a copy of the formal process.

**PARKING AND TRANSPORTATION**

Parking may be available adjacent to and near the building. However, we cannot be responsible for any damage or loss to your vehicle or its contents. If you are using a car for transportation, let your supervisor know and we will suggest parking options.

If public transportation is unavailable or inconvenient, we suggest car-pooling. We will be happy to assist you in linking up with other volunteers and staff and selecting the best way to get here.

**SPECIAL NEEDS AND ACCESSIBILITY**

We are fully accessible.

If you have any special needs relating to accessibility that might affect your volunteer position, please let us know. We will do everything possible to accommodate to your situation.