## VOLUNTEER POLICIES

UTILIZATION OF VOLUNTEERS

We and our various programs encourage the involvement of volunteers at all levels of the organization and within all appropriate programs and activities.

All staff are encouraged to assist in the creation of meaningful and productive roles in which volunteers of all capabilities and skills might serve and to assist in recruitment of volunteers from among its clientele and the community at large.

PURPOSE OF THESE POLICIES

These policies provide general guidelines for the involvement and management of volunteers. We recognize that the needs of departments and programs vary. Therefore, it is expected that implementation of these policies and procedures may vary and that special circumstances may call for more or less stringent application of the policies and procedures, depending upon the special needs of the program or the volunteer.

Any substantive deviation from these policies and procedures requires the prior approval of the appropriate Program Manager.

RECRUITMENT

We are committed to meeting the special needs of its volunteers.

Particular effort will be devoted to recruiting individuals reflecting clientele and those not traditionally identified in the community’s volunteer base.

Among these are:

* Individuals with physical and mental disabilities or restrictions
* Students and interns
* Individuals in alternative sentencing and diversion programs
* Clients

In certain cases, written agreements must be in effect with sponsoring organizations (such as the court system, educational institutions and special referral programs) that include specification of responsibility for the management and care of the volunteer.

##### EMPLOYEES AND THEIR RELATIVES AS VOLUNTEERS

We accept the services of staff as volunteers. This service is accepted provided the volunteer does so of their own free will and it involves work outside the scope and normal working hours of the staff member’s normal duties.

Relatives of employees are welcomed as volunteers so long as there is no conflict of interest with the official responsibilities of the staff member.

##### CLIENTS AND THEIR RELATIVES AS VOLUNTEERS

Clients may be accepted as volunteers, provided such service does not constitute an obstruction to or conflict with provision of services to the client or to others.

##### GENERAL MANAGEMENT POLICIES AND PROCEDURES

* Volunteer **personnel records** are accorded the same **confidentiality** as staff personnel records.
* No person who has a **conflict of interest** with any programs,, whether personal, philosophical, or financial shall be accepted as a volunteer.
* A **Volunteer Request Form and Position Description** should be prepared for each volunteer position. See Appendix A for a sample.
* Long term volunteers should complete the Long Form (Appendix C.) The Short Form should be used for 1-time or short term volunteers (Appendix B.)
* A **signed written consent form** must be on file from the parent or guardian of anyone under the age of 18. The form is included in the Long Application Form, Appendix C.
* In certain sensitive circumstances, **health and physical screening,** **criminal records check, reference checks or other special screening** may be required prior to assignment. This information should be included in the Volunteer Position Description.
* All staff working with volunteers will be required to participate in an annual **staff in-service training and review program.**

##### TRAINING AND ORIENTATION

All volunteers will be appropriately trained to perform their assignment.

Training will vary depending upon the complexity of the position filled. In some cases it may be as little as a brief conversation explaining the tasks involved (e.g. serving at a single special event) or as extensive as formal training and mentoring (e.g. long term administrative responsibilities.)

In most cases volunteers with continuing responsibilities will participate in formal training that will include the following components:

* A volunteer position description and expected performance standards
* Volunteer Handbook
* Assignment of a staff or volunteer supervisor

**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.

##### EVALUATION

In general, volunteers may be formally evaluated and provided the opportunity to discuss their performance, ideas, suggestions and concerns, at least annually. A written record of the evaluation will be placed in the volunteer’s personnel file. Regular evaluation is viewed as an opportunity to examine and improve the working relationship. Sample evaluation forms are included in Appendix E.

VOLUNTEER BENEFITS AND RECOGNITION

In addition to formal recognition events, staff is encouraged to implement ongoing and regular informal acknowledgement of volunteers.

Recognition ideas are listed in Appendix D.

GRIEVANCES, COMPLAINTS AND DISPUTE RESOLUTION

Whenever possible conflicts, complaints and grievances should be resolved informally with the assistance of the volunteer’s supervisor or another staff member. If informal resolution is not possible, volunteers may utilize the staff grievance procedure.

If a volunteer wishes to file a formal grievance or complaint, a copy of the policies and procedures, available in the Policy Book, should be provided to the volunteer.

**TERMINATION**

We or the volunteer may terminate the relationship at any time, for any reason.

Whenever possible, an **Exit Interview** should be held and the results included in the volunteer’s personnel file. The form included in Appendix E should be used in cases of termination.

**APPENDIX**

Appendix A Volunteer Request Form/Position Description

Appendix B Volunteer Application/Information Form (Short)

Appendix C Volunteer Application/Information Form (Long)

Appendix D Evaluation and Termination Forms

Appendix E Recognition Ideas

**APPENDIX A VOLUNTEER REQUEST FORM/POSITION DESCRIPTION**

**VOLUNTEER REQUEST FORM/POSITION DESCRIPTION**

Department or Program\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_

 Person requesting\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone\_\_\_\_\_\_\_\_\_\_

Volunteer Title/Description\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date(s) needed: From \_\_\_\_\_\_\_ To\_\_\_\_\_\_\_\_

Hours: From\_\_\_\_\_\_\_\_ To\_\_\_\_\_\_\_\_

Reports to\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Any special skills, training or requirements?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Notes/comments\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**ACTION TAKEN**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**APPENDIX B VOLUNTEER APPLICATION/INFORMATION**

 **(SHORT FORM)**

**VOLUNTEER APPLICATION/INFORMATION**

**(Please Print)**

**Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Last Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ First Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Initial\_\_\_\_\_**

**Address\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ City\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ State\_\_\_ Zip\_\_\_\_\_\_**

**Home Phone\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Day Phone\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Cell Phone\_\_\_\_\_\_\_\_\_\_\_**

**E-Mail\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Contact in Case of Emergency\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

 **Day Phone\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Home Phone\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signature**

**APPENDIX C VOLUNTEER APPLICATION/INFORMATION**

 **(LONG FORM)**

**VOLUNTEER APPLICATION/INFORMATION**

**(Please Print)**

**Date\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Last Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ First Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Initial\_\_\_\_**

**Other Names Used\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Address\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ City\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ State\_\_\_ Zip\_\_\_\_\_**

**Home Phone\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Work Phone\_\_\_\_\_\_\_\_\_\_\_\_\_ Cell Phone\_\_\_\_\_\_\_\_\_\_\_\_**

**E-Mail\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Contact in Case of Emergency\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

 **Work Phone\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Home Phone\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**If Employed, Name of Firm\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**If Student, Name of School\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Any Health or Physical Restrictions?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Previous Volunteer Experience\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

 **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**I am Interested in Volunteering in the Following Areas or Capacities:**

 **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Special Skills\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Page 2**

**Driver’s License #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ State\_\_\_\_\_**

 **What types of vehicles are you licensed to drive? \_\_\_\_**

**State ID #\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ State\_\_\_\_\_**

**Within the last *5 years* have you been convicted of any crime? Please explain\_\_\_\_\_\_\_**

**What types of recognition do you prefer/not prefer? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Days and Hours Available\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**How did you hear about volunteer opportunities?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Why do you want to volunteer ?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Page 3**

**Additional Information Related to your Application to Volunteer\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

 **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

 **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

***Consent for Volunteers Under 18 Years of Age***

 ***I give consent for my child’s participation in this Volunteer Program.***

 ***Signature of Parent or Guardian \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

***Date\_\_\_\_\_\_\_\_\_\_\_***

*- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -*

***Confidentiality Agreement***

 ***By signing this application, I agree to treat all information I may hear, see, read or otherwise acquire as highly confidential and I will not reveal or discuss this information outside my official duties..***

*- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -*

***Publicity Consent***

 ***My we use your name and/or likeness (photo) in publicity related to us?***

 ***\_\_\_ Yes \_\_\_ No***

 ***Signature of Applicant \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_***

***- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -***

Staff intake\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Referred to\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Comments\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**APPENDIX D EVALUATION AND TERMINATION FORM**

**VOLUNTEER FEEDBACK AND EVALUATION**

Name of volunteer \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_

Person conducting evaluation \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Volunteer position\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Purpose of evaluation:

 \_\_\_\_ Regular evaluation \_\_\_\_ Termination

**VOLUNTEER FEEDBACK**

Why did you volunteer? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What do you like about volunteering ? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What frustrations or problems have you encountered? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What could be improved/what suggestions do you have? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Do you plan to continue to volunteer?

 \_\_\_ Yes \_\_\_ Undecided \_\_\_ No (Why not? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)

On a scale of 1-5, rate the following:

 1 = Poor 2 = Fair 3 = Average 4 = Good 5 = Excellent

 1 2 3 4 5 How I was recruited

 1 2 3 4 5 Training and orientation

 1 2 3 4 5 Acceptance and support by staff

 1 2 3 4 5 Acceptance and support by other volunteers

 1 2 3 4 5 Satisfaction with the volunteer position I fill

 1 2 3 4 5 Importance of the volunteer position I fill

 1 2 3 4 5 Working environment

 1 2 3 4 5 Supervision and direction

 1 2 3 4 5 Evaluation and feedback

 1 2 3 4 5 Recognition

Do you have any other comments or suggestions? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**STAFF/SUPERVISOR FEEDBACK AND EVALUATION**

On a scale of 1-5, rate the volunteer on the following:

 1 = Poor 2 = Fair 3 = Average 4 = Good 5 = Excellent

 1 2 3 4 5 How effective was the volunteer?

 Comments\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 1 2 3 4 5 Willingness to learn and take direction

 Comments\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 1 2 3 4 5 Ability to work with other staff and volunteers

 Comments

 1 2 3 4 5 Ability to relate to clients and guests

 Comments

 1 2 3 4 5 Ability to supervise others/take on added responsibilities

 Comments

**RECOMMENDATIONS/ACTION**

 \_\_\_ Retain in current volunteer position

 \_\_\_ Move/refer to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 \_\_\_ Make the following changes in volunteer responsibilities \_\_\_\_\_\_\_\_\_\_\_\_\_\_

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 \_\_\_ Provide the following training/orientation \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 \_\_\_ Provide the following recognition \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 \_\_\_ Terminate

 Reasons: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Other comments

 Staff/supervisor signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_

**APPENDIX E RECOGNITION IDEAS**

* Honor the “Volunteer of the Month”
* Put up a Volunteer Bulletin Board. Post items of interest about volunteers
* Issue a Volunteer ID Card that offers discounts at local stores
* Send handwritten cards on holidays, birthdays
* Post digital photographs and bio’s of new volunteers
* Appoint especially skilled volunteers as “Volunteer Trainers”
* Include years of service on name tags
* Place articles about special volunteers in the local press
* Issue “I Volunteer” bumper stickers
* Introduce a volunteer at each Board meeting; invite them to sit in and participate in the meeting

**APPENDIX F INTAKE CHECKLIST**

\_\_\_ Discuss mission and values

\_\_\_ Review volunteer opportunities

\_\_\_ Position descriptions and qualifications

\_\_\_ Provide and discuss Volunteer Handbook and policies

\_\_\_ Expectations of volunteers

\_\_\_ Code of conduct

\_\_\_ Confidentiality

\_\_\_ Background check

\_\_\_ References

\_\_\_ Security, safety, emergency procedures

\_\_\_ Transportation; parking

\_\_\_ Training and orientation

\_\_\_ Scheduling

\_\_\_ Feedback and evaluation

\_\_\_ Recognition

\_\_\_ Conflicts of interest

\_\_\_ Grievance and complaint procedure

\_\_\_ Tour building

\_\_\_ Introduce to staff, other volunteers

\_\_\_ Check in/out procedures; important phone numbers

\_\_\_ Name tag

\_\_\_ Sign waivers, consent forms