

PROGRAM NAME
VOLUNTEER ORIENTATION MANUAL
Date of Issue _____

Table of Contents

How to Reach Program Name

PROGRAM NAME
1111 Jones Drive
Corvallis, OR 97330
(503) 555-1234
After hours call (503) 555-1237

Contact People

Some names and phone numbers that might be useful to you:

Barbara SmithExecutive Director(503) 555-1234
Sam JonesVolunteer Coordinator(503) 555-1235
Mary JohnsonBoard President.....(503) 555-1236
Field Office(503) 555-1237
In case of Fire911
Emergencies.....911

Program Holidays Sample

Holidays and Closure Days:

New Years Day January 1
M. L. King Birthday Third Monday January
Presidents' Day Third Monday February
Memorial Day Last Monday May
Independence Day July 4
Labor Day First Monday September
Veterans Day November 11
Thanksgiving Fourth Thursday and Friday November
Christmas Day December 25

In the event of program closure due to snow or other circumstance, you will be notified by 7AM on the day of the closure. Closure will also be announce on radio stationK___, AM.

Program Hours Sample

Monday - Friday 8:00 A.M. - 5:00 P.M.
Saturday 8:00 A.M. - NOON
Sunday Closed

Program Dates Sample

1. Sample

Board Meetings	8:00 PM	3rd Tuesday of month in Conference Room
Advisory Council	12:00 PM	2nd Thursday at Joe's Restaurant
Trainings	8:00 PM	1st Wednesday of month at Training Room

2. Sample

Weekly volunteer schedule is posted on outer office bulletin board — on south wall.
Board of Directors schedule is posted in the office.
Training schedule is posted on inner office door.
Date of next volunteer auxiliary meeting is posted on the volunteer board.

Site Layout

Bulletin Boards

Information of importance to volunteers is periodically posted on the volunteers' room bulletin board. Volunteers should make it a habit to glance at their bulletin board daily and read any new material posted there. Any volunteer wishing to put material on this board must have it approved by the volunteer services manager.

Lockers

Locker assignments are available through the volunteer coordinator.

Parking Samples

1. Parking Information

Parking is available on the street or in our parking lot next to the building. Please park in the rear of the lot so that our clients may have easy access to the building.

2. Parking Information

PROGRAM NAME has limited parking. We encourage all staff and members to bicycle or use alternate transportation when possible. To leave the most convenient parking areas for our clients, during open hours, volunteer and paid staff members are not permitted to park in the program's client parking lot, or on _____ Street directly in front of the building. Parking is also available on the south side of the building.

3. Parking Information

Volunteers may park in any parking lot except the following areas:

- * Client parking lot
- * Handicapped parking
- * Emergency parking
- * Service vehicle parking

When volunteering at night please use the evening shift (P.M.) parking area. A permit is required which may be obtained from the volunteer coordinator. The permit should be placed on the dashboard on the driver's side of the vehicle.

Bicycle parking is available next to the main entrance.

Restrooms

The restroom is at _____ by the _____ area. State law requires you to wash your hands before returning to duty.

Personal Belongings Samples

1. Personal Belongings

You may store your personal belongings in the closet at the front of the building while you volunteer.

2. Personal Belongings

Volunteers are cautioned not to bring valuables into the building. The PROGRAM NAME cannot be responsible for loss of personal property. Lockers for storage of personal property such as purses, shoes, and wallets are located in the volunteers' room.

Welcome Statement Samples

1. Welcome-General

The PROGRAM NAME welcomes you as a volunteer member of the PROGRAM NAME staff and hopes your association with the PROGRAM NAME will be a mutually satisfying experience. This handbook has been designed to acquaint you with the PROGRAM NAME and to serve as a guide to the operation and procedures of the volunteer program.

2. Welcome-Students

Welcome to the volunteer program at PROGRAM NAME. As a volunteer, your help and dedicated support enable us to reach a diverse population of students. They have limited educational backgrounds and often limited time, but a very real desire to learn. These students need you and PROGRAM NAME needs you.

This information will help explain the background and purpose of our program, answer some frequently asked questions, and describe what you might encounter as a volunteer. Also included are the responsibilities that go beyond volunteering. Feel free to discuss program concerns with the staff. We hope that you will benefit from your volunteer experience. We welcome you as a member of the growing community of individuals whose lives have been enriched by their efforts to help others.

3. Welcome-Community Team

PROGRAM NAME encourages maximum involvement of volunteers. This involvement promotes good agency-community relations and allows us to enhance our client programs. As a volunteer, you can share your knowledge about PROGRAM NAME with the community.

As a volunteer in the program you can provide individual and small group assistance to clients. You can help in the library, cafeteria, and office; at worksites; and with special projects. Your presence encourages caring and respectful communication between clients and our program.

This handbook will provide information to help you get started as a volunteer in our volunteer program. Most services provided by volunteers do not require special skills; and a staff member will provide training, guidance, and answer your questions.

We look forward to having you join our team. Thank you for volunteering to help us provide the best in services to our clients.

4. Welcome-Administration

You are joining the ranks of the many who have dreamed and worked to found and establish the PROGRAM NAME. Volunteers have always played an important role in the development of this organization. We need our volunteers not only to supplement our paid staff but to bring a creativity and vitality that is necessary for the growth of our organization.

As you serve with your talent, time, and energy, we hope you will know that this all important gift will permanently benefit the needs of the entire community.

In making assignments to specific duties within the PROGRAM NAME we are asking you to share your capabilities in assisting us where you are needed the most.

Your service, your smile and your contributions of hours of volunteerism are valuable assets and we thank you.

5. Welcome-Sharing

We welcome you and thank you for your interest in PROGRAM NAME. Your services are highly valued by both our staff and our clients. Your stimulation, companionship, attentiveness and warmth add a refreshing dimension to the lives of our clients.

This manual explains our policies and procedures. It will help you understand how to carry out your duties and give the best service to PROGRAM NAME. This manual is also designed to help you in answering any questions you have regarding the operations of the facility.

Thank you for the time, devotion and love you are willing to share with the PROGRAM NAME. We appreciate your efforts.

6. Welcome-Helpers

As a volunteer in the PROGRAM NAME, you are special. You are willing to give regular time and energy to someone needing a little help. You are helping people in your community lead more satisfying, independent lives. Your efforts will bring happiness to others, and a sense of personal fulfillment you will find hard to beat.

This volunteer handbook has been written to provide you with information about volunteering with PROGRAM NAME and about working with PROGRAM NAME clients. There are sections about your job and how it relates to the rest of PROGRAM NAME, as well as a range of topics relating to volunteering. Please read it before beginning your volunteer job. Continue to use it as a reference as your volunteer experience develops. Of course you are also encouraged to call PROGRAM NAME with any questions or concerns.

Thank you for serving!

7. Welcome-Summary

We are happy that you are interested in becoming a volunteer at PROGRAM NAME.

This is your opportunity to be active in an organization that has been helping PROGRAM NAME area residents for over _____ years. The PROGRAM NAME has over _____ members and it is an integral part of our community.

Citizens who volunteer their time and talents are valuable assets to PROGRAM NAME. We encourage constructive participation of groups and individuals in our volunteer programs, to perform appropriate tasks under the direction, training, and supervision of our volunteer coordinator. Some community volunteers (i.e., advisory committee members) do not work under the direct supervision of staff. However, they work closely with staff to ensure communication and cooperation with all PROGRAM NAME activities. The Board believes that community volunteers enrich our program, promote a positive environment, and improve our community relations.

Mission Statement Samples

1. Mission

The primary goals of the volunteer program are to:

- * Allow citizens the opportunity to be more involved with the clients.
- * Provide the community with first-hand knowledge about PROGRAM NAME.
- * Maximize citizen volunteerism.
- * Relieve staff workload.

2. Mission

The mission of PROGRAM NAME is to enable every Stateian to realize his or her caring potential. This can be done through efforts to promote independence, health and support of families.

The PROGRAM NAME encourages maximum involvement of citizen volunteers with its programs, activities and operations. This involvement promotes good community relations and allows us to maintain a high quality program. The involvement of volunteers helps to do the following:

- * Identify needs and goals of the community.
- * Provide services and support to implement and enhance PROGRAM NAME programs, activities and operations.
- * Provide information about PROGRAM NAME and its programs to the community.
- * Facilitate citizens' sharing of perceived problems, concerns, and ideas for improvement with PROGRAM NAME staff and the Board.
- * Broaden client and staff perspectives regarding sex and race equity by using volunteers in non-traditional roles. Use the resources of elderly and persons with disabilities.
- * Sustain the relationship with PROGRAM NAME staff who offer volunteer services.

3. Mission

The PROGRAM NAME mission is:

- * To enhance the quality of life of our clients.
- * To expand community awareness of client's needs.
- * To develop partnerships with other organizations to address client's needs.
- * To advocate on a local, state, and national level for client's needs and rights.

Organizational Chart Samples

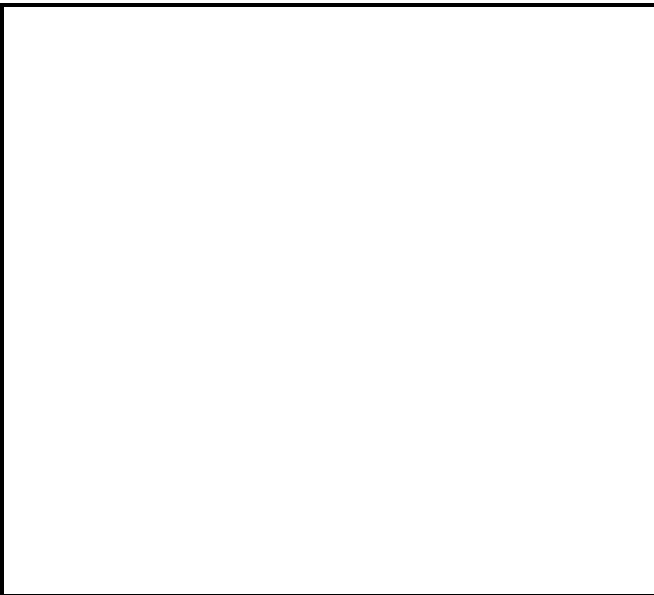
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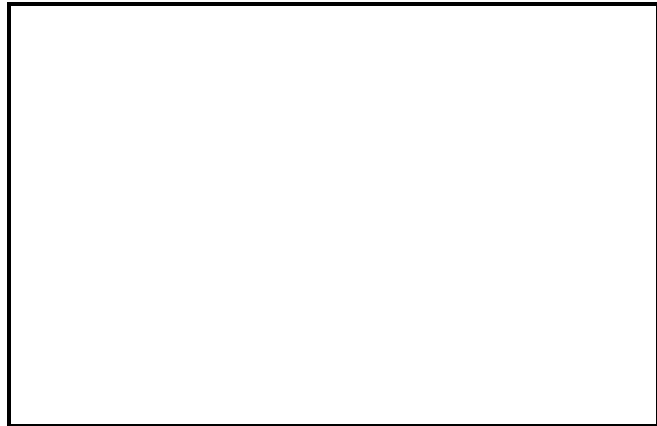
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Program History Samples

1. History-Brief

At PROGRAM NAME our client's needs are met largely on a volunteer basis. Since our founding in _____, volunteers have played a crucial role in our development and currently provide approximately _____ of our labor force. PROGRAM NAME relies heavily on its volunteers and is committed to using volunteers to meet our staffing needs. Your willingness to volunteer with other community members ensures this commitment will continue in the future.

2. History-Chronological

The PROGRAM NAME began with the efforts of members of the _____. The official _____ opening was October 30, 1899. The first two books purchased by the Coffee Club were Pilgrim's Progress and The World Almanac.

A Brief Chronology:

- 1899: The first two books are purchased by the Book Club officially beginning the _____ Public Library.
- 1920: The City of _____ assumes responsibility for the library. \$715 is raised to be disbursed by the board of directors.
- 1921: Land for the original library location is purchased at A Street and 1st Avenue.
- 1923: The library serves over 1,000 patrons, and has an inventory of 4,000 books.
- 1931: Property is paid off. Fund raising begins for a new building. City votes a tax of \$25,000 for the new library building.
- 1932: New 5,200 square foot library is dedicated.
- 1965: 17,000 square foot addition to library is completed.
- 1987: Library is filled beyond capacity with 170,000 books in a space intended for 120,000.
- 1988: Planning process begins to expand the library. Master plan for next twenty years written with community input.
- 1989: Architect and building consultant are hired.
- 1990: Facility plans are completed. Estimated cost is \$6.85 million.
- 1991: Voters approve The Library Bond Measure by 70%. April 1991 - Library automation begins.
- 1992: Ground is broken for construction.
- 1994: The new _____ County Public Library is dedicated.
- 1995: The library serves over 40,000 patrons, with a monthly circulation of over 70,000 items.

3. History-RSVP

The _____ County RSVP began in 1972 and became an incorporated body in 1984. Presently more than 630 volunteers are registered with the program. They share their time and talent with over 140 nonprofit agencies throughout _____ County, and serve a variety of special projects as well.

The _____ County RSVP Inc. is sponsored by the National Senior Service Corps and governed by a local board of directors. The board appoints a full-time executive director who is responsible for developing and implementing all programs and activities. Helping the executive director are an equal number of paid and volunteer staff.

4. History-Hospital

_____ Hospital is a 100-bed, not-for-profit, acute care facility serving a two-county referral area of nearly 100,000 persons.

The 60-acre hospital site offers ample room for expansion to meet area population growth and health care needs. A major expansion of the hospital completed in 1984 added a radiation oncology treatment unit and substantially expanded outpatient services.

More than 800 employees and 500 volunteers keep the hospital operating, serving 6,000 inpatients and providing 55,000 outpatient treatments annually.

The _____ of State sponsors the hospital and the policies are set by a community board of directors. This board is comprised of elected directors who serve without payment.

In 1953 a group of community leaders felt the need to organize a support group to help the _____ Hospital in serving the community. In response to this need the Women's Auxiliary of _____ Hospital was formed. The name has been changed to fit the times. The word "Women's" was deleted to show that men are also a welcome part of the Auxiliary. A list of the charter members can be seen in the Lobby. At that time and since then many supporters of the hospital have become Life Members through the payment of a one-time fee of \$150. Annual memberships are also available. Everyone in the community is welcome to join the _____ Hospital Auxiliary to offer service, financial support and goodwill to the hospital. The revenues generated from the Gift Shop provide most of the funds given by the Auxiliary to the hospital. These funds are used for purchasing equipment, patient education materials and scholarships for students in health care programs.

While everyone is welcome to membership in the Auxiliary some special qualifications are required to serve as a hospital volunteer. In 1968 a volunteer coordinator was added to the staff of _____. She is responsible for the recruitment, training and supervision of all volunteers. This is a salaried position and part of the hospital management team. The volunteer coordinator and the Auxiliary board of directors are jointly responsible for the direction, organization and growth of the volunteer program. Volunteers are those Auxiliary members who are specially trained to give volunteer service directly to the hospital on a regularly scheduled basis.

Benefits For Volunteers Samples

1. Benefits

The benefits of volunteering are many:

- * Clients get individual attention.
- * Working with clients gives volunteers a better understanding of the community in which they live.
- * Paid staff have more time to give individual attention to all clients.
- * Volunteers gain job skills and experience and benefit from the feeling of being needed.
- * The community benefits because contact with clients helps promote better understanding.

Volunteers are given educational opportunities. Working at PROGRAM NAME offers volunteers many opportunities for on-the-job training, exposure to computers and other new technologies, and in-service training and workshops. Also provided are invitations to staff meetings, and an annual growth workshop for volunteers.

Volunteers can reenter the work force. Working as a PROGRAM NAME volunteer allows people who have not worked recently a chance to rebuild their confidence, regain professional work habits, and develop references and job experience. In poorer neighborhoods, volunteer work often is a young, single parent's first experience with a job, and helps teach basic job survival skills.

2. Benefits

Many of our volunteers tell you that their biggest reward comes from helping others. Our volunteer programs offer much more.

- * Serve your community.
- * Make new friends and be of service to others.
- * A place to look at possible health careers.
- * Support the PROGRAM NAME staff.
- * An opportunity to brush up on old skills and gain new ones.
- * An opportunity to learn more about the medical field and to keep abreast of the latest developments.
- * Lunch ticket privileges same as staff.
- * Receive PROGRAM NAME newsletter.
- * Attend guest speaker meetings.
- * Volunteer recognition luncheons.
- * Activities pass.
- * Free coffee, tea, small soft drink while on duty.
- * Free annual TB checkup and flu shot to active volunteers.

3. Benefits

The benefits of volunteering are many. Clients get individual attention. Working with clients gives volunteers a better understanding of the community in which they live. Staff have more time to give individual attention to all clients. Volunteers gain job skills and experience and benefit from the feeling of being needed. The community benefits because contact with the PROGRAM NAME helps promote a better understanding of our program.

4. Benefits

As a volunteer you will:

- * Receive assistance in finding the ideal spot for you.
- * Share your knowledge, wisdom and experience with others.
- * Enjoy the pleasures that come with helping those in need.
- * Remain an active and vital member of the community.
- * Meet new people, develop new skills, and discover new experiences.
- * Receive recognition for your services to the community.

5. Benefits

Recognition of volunteers is a staff responsibility. Volunteers do not replace paid staff, but donate their time and skills to supplement services provided by paid staff.

As a volunteer you are tremendously valuable to the PROGRAM NAME. You help in many ways such as:

- * Relieving loneliness, boredom, and frustration.
- * Bringing companionship and a feeling of being wanted and belonging.

- * Sharing new ideas, interest, and experiences.
- * Maintaining and improving participants' mental and physical health.
- * Giving individualized attention and the gift of your time.

Volunteer Recognition Samples

1. Recognition-Small Luncheon

Each year a recognition luncheon is provided for all active volunteers. All volunteers who have volunteered and reported their hours to the PROGRAM NAME office for the past _____ will be invited.

This is a special time for the community to show its appreciation and support to PROGRAM NAME volunteers for their time and service throughout the year.

2. Recognition-Annual

Volunteers provide the personal touch to many clients of the PROGRAM NAME. The Volunteer Program and the _____ appreciate the time that you give. A formal recognition of your contributions is held annually in _____.

3. Recognition-Hospital

Volunteers are honored annually for their continuous service to the hospital at a festive awards luncheon. Special service awards are presented to those volunteers who reach 100 hours. Bars are given for 500 hours and increments of 1,000 hours beyond the first 1,000 (2,000, 3,000, etc.). Time cards are used for recording volunteer hours for awards.

Volunteer Rights Samples

1. Volunteer Rights-Full

Volunteers have the following rights:

- * To be appropriately recognized for their efforts.
- * To be given guidance and direction.
- * To be given opportunity for promotion and a variety of experiences.
- * To be given sound guidance and direction.
- * To be heard and to have a part in the planning.
- * To be informed of agency benefits such as reimbursement for out-of-pocket expenses and insurance; and of tax deductions allowable for volunteer expenses.
- * To be kept informed and listened to by salaried staff.
- * To be provided orientation, training, support, supervision, and evaluation.
- * To be treated as a co-worker and not just free help.
- * To be trusted and respected by salaried staff and co-workers.
- * To be valued as a person who can make unique contributions.
- * To daily expressions of appreciation from the paid staff.
- * To have a clear understanding of the job including duties, responsibilities, support person structure and time commitment.
- * To have regular evaluation of their volunteer performance.
- * To have rewarding, suitable jobs with clear expectations and support.
- * To have risks explained.
- * To have volunteer time used wisely.
- * To know as much as possible about the organization policy, people and programs and be kept informed.
- * To proper working conditions.
- * To receive continuing education for the job.
- * To receive enabling funds when needed.
- * To receive prompt response and feedback.
- * To receive prompt return of phone calls.
- * To receive quality training for the job.
- * To recognition, through promotion and awards.
- * To suitable and worthwhile assignments.

2. Volunteer Rights-Brief

As a member of PROGRAM NAME you will contribute your time to a local public or private nonprofit agency or government office (a volunteer station). The Volunteer Station has signed a Memorandum of Understanding. As a volunteer, you do enjoy rights that should be recognized by the managers and staff of volunteer stations. You will:

- * Be given assignments that use and develop your skills.
- * Be given adequate information and training to carry out your assignments.
- * Receive guidance and supervision by a staff member.
- * Be able to freely discuss problems, ask questions, or make suggestions.
- * Have a written job description and have a designated place to work.

3. Volunteer Rights-Brief

A volunteer can expect a supervising staff member to:

- * Decide the tasks to be completed and the amount of time needed.
- * Determine the materials required and the work place.
- * Inform the volunteer of changes that may affect his/her assignment.
- * Introduce the volunteer to the PROGRAM NAME personnel and explain the volunteer's role.
- * Provide meaningful tasks.
- * Create an atmosphere in which the volunteer feels comfortable about asking questions.

4. Volunteer Rights And Responsibilities

Volunteers are viewed as the most valuable resource of this agency, its staff, and its clients. Volunteers have the right to be given meaningful assignments, the right to be treated as equal co-workers, and the right to effective supervision. Volunteers have the right to full involvement and participation, and the right to recognition for work done. In return, volunteers shall agree to perform their duties to the best of their abilities. They will remain loyal to the goals of the agency and operate according to its procedures.

Volunteer Responsibilities Samples

1. Volunteer Responsibilities

- * To be open and honest regarding intent, goals and skills.
- * To accept only realistic assignments and have a clear understanding of the job.
- * To carry out duties promptly and reliably.
- * To accept the guidance and direction of the support person and volunteers.
- * To participate in any training required by the agency.
- * To respect confidentiality.
- * To discuss satisfactions, dissatisfactions, and suggestions for upgrading or changing of volunteer assignments with the support person of volunteers.
- * To be punctual, and notify your support person of absences as much in advance as possible.
- * To be alert, sober and drug free while volunteering.

2. Volunteer Responsibilities

Volunteers expect and enjoy certain rights when they donate their time. Volunteers also have specific responsibilities not only to the volunteer station where they work, but to PROGRAM NAME. You represent a very important volunteer organization of which you can be proud. As a volunteer you are free to set your work schedule, but you must be prepared to fulfill your volunteer commitments.

- * You must be dependable, reliable, and businesslike, and abide by the agreement made with the volunteer station.
- * You must notify the volunteer station if it is not possible to meet your commitment or to complete your assignment as planned.
- * You must notify your support person if you change or end your position with a volunteer station.
- * You must speak up about problems and concerns so that they may be discussed and resolved. Be sure to ask questions about things you don't understand.
- * You must offer constructive suggestions about matters involving your assignment. Don't merely criticize.
- * You must cooperate with the staff.
- * You must make sure to keep a record of your volunteer hours and submit your time sheets to the PROGRAM NAME office by the second day of each month.

3. Volunteer Responsibilities

Volunteers are asked to:

- * Accept those assignments suited to personal interests, talents, and skills.
- * Participate in orientation and training programs.
- * Learn about and uphold the agency's policies, programs, and people.
- * Act professionally which includes respecting all confidences.
- * Be accountable to and supportive of Extension when involved in Extension work.
- * Complete all assignments.
- * Participate in staff and program evaluations.
- * Be willing to use and teach new ideas.

4. Volunteer Responsibilities

We ask that our volunteers:

- * Be sincere in the offer of service and believe in the value of the job to be done.
- * Be loyal to the community agency for whom they work.
- * Maintain the dignity and integrity of the community service with the public.
- * Carry out duties promptly and reliably.
- * Accept the guidance and decisions of the volunteer coordinator.
- * Be willing to learn and participate in orientation, training programs, meetings, and to continue to learn on the job.
- * Understand the function of the paid staff, maintain a smooth working relationship with them and stay within the bounds of volunteer responsibility.

5. Volunteer Responsibilities

Your Volunteer Worksite:

- * Expects volunteers to report on time for their volunteer assignments.
- * Expects volunteers to call in advance if they are ill or otherwise unable to report for their assignment.

- * Will interview the volunteers referred to them and make the final decision regarding volunteer placements.
- * Will discharge a volunteer if their work or conduct is unsatisfactory.
- * Expects volunteers to be conscientious about dress and personal hygiene.

Starting Out Samples

1. Starting Out

Please sign in as you work each day and list number of hours that you work. The sign-in sheet is in the staff office. This enables us to keep track of how many volunteer hours are donated to the PROGRAM NAME. PROGRAM NAME is a member of RSVP and your volunteer hours are needed by them for insurance coverage.

2. Starting Out

Before your first shift go to the office and tell the staff person on duty that you are a new volunteer. You will be assigned a support person who will act as your guide. He or she will provide you with feedback on the work assigned you. We ask that you:

- * Sign in when starting your shift. The sign-in provides a record of your volunteer participation as well as data for analysis of store operations and for RSVP insurance coverage.
- * Notify your support person when beginning or ending your shift. If after your shift you have no replacement, notify your support person.
- * Wear a PROGRAM NAME volunteer button or name tag while working. The button or name tag identifies our staff to clients and the public. Please leave your coat, pack, or other personal items in the office during your shift.
- * Notify your support person of absences so that he or she can adjust work loads. Notify the volunteer coordinator so that he or she can find a substitute for you if you are going to miss a shift. Please give at least 24 hours advance notice, when possible.

3. Starting Out

It is the policy of PROGRAM NAME to consider applicants for volunteer services based on qualifications for the job and fitness for client service. This will be done without regard to race, religion, national origin, sex, age or disabilities.

The first contact with the PROGRAM NAME is through the volunteer services department where applications for service are accepted and preliminary interviews are conducted. The volunteer coordinator screens applications and gives careful consideration to experience, skill, aptitude, reliability, and character of applicants. The head of the department where the service is needed may participate in the final decision regarding assignment.

After applicants have been accepted for service, the volunteer coordinator schedules attendance at an orientation program. Training for each assignment will follow orientation. If possible, transfers will be made to give volunteers the benefit of promotion, continued service or type of work preferred. A volunteer may request transfer if an opening occurs for which he/she is qualified. Approval of department managers and the volunteer coordinator is required. Eligibility for subsequent transfers will be based on a minimum six months tenure in a volunteer's current position.

4. Starting Out

Every time a volunteer arrives to work he/she must declare his/her presence. They must sign an attendance card, showing the time to the nearest 15 minutes and the date. When the volunteer leaves the worksite he/she will record the time to the nearest 15 minutes and list area of service. The volunteer will provide the same information on services provided outside the worksite.

Record Keeping Samples

1. Record Keeping

Sign in and out of the building each time you volunteer. The records are used for verification of eligibility to receive benefits. Support staff will know where to find you in an emergency. Individuals engaged in approved volunteer projects are covered by PROGRAM NAME insurance. PROGRAM NAME can include the number of volunteer hours donated to PROGRAM NAME in the end-of-the-year report.

2. Record Keeping

Records will be maintained on each volunteer including dates of service, positions held, duties completed, evaluation of work, and awards received. You are entitled to access to the record by submitting a request to the volunteer coordinator. Volunteer personnel records are confidential.

3. Record Keeping

You will complete and turn in a volunteer record each month. It is very important that you return the form by the due date, usually at the end of the month. Monthly report forms provide information for the following:

- * Insurance coverage.
- * Statewide statistics.
- * Reimbursement of expenses.
- * Total time on record for job recommendations and personal recognition.
- * Tax credits.

4. Record Keeping

Each month you will receive a time sheet in your PROGRAM NAME newsletter. The time sheet is an essential part of our record keeping system. It enables us to monitor and follow the work of our volunteers and to keep accurate, up-to-date figures on the number of hours contributed by PROGRAM NAME volunteers. This information is a valuable tool. It helps prove to government institutions, businesses, foundations, and the community the significant and substantial services provided by our volunteers.

PROGRAM NAME level of growth and community support is shown by the number of hours contributed by our volunteers. Thus, each hour is very important. To help us maintain the most exact records possible we ask that you:

- * Record the total number of hours you work each day from the time you leave home until your return.
- * Remember that your insurance coverage is in effect when you start counting time.
- * Indicate whether you want to receive reimbursement for mileage.
- * Have your support person sign where appropriate if you are requesting reimbursement.
- * Return the time sheet to the PROGRAM NAME office by the _____ day of each month.

Time sheets can be delivered directly to the PROGRAM NAME office or mailed to us. Extra time sheets can be obtained at the PROGRAM NAME office as needed. Time keeping sheets are provided on the volunteer bulletin board to record the amount of time worked. For insurance coverage it is important that all volunteers record their total time.

Scheduling

There is a large board on the wall in the office. This board is used to schedule volunteer shifts. A system of color coded tags tracks the status of each shift. The tags show whether the shift is filled, temporarily filled, open, temporarily open or reserved.

- * Use a **White Regular Shift** tag when you will be filling a shift longer than **three** weeks.
- * Write your full name, and day and evening phone number on the tag.
- * Clip it on the board over the Red **Open Shift** tag for the position. Use White **Regular Shift** tags only for positions for which you have been trained.
- * Notify your support person when changing shifts.

- * If you will be filling a shift for **1–3 weeks**, use a Green **Temporary Shift** tag.
- * Write your first and last name and daytime phone number on the tag.
- * Write in the date(s) you will be filling the shift.
- * You may place this tag over a Red **Open Shift** tag.

- * If your absence will be temporary, write the date(s) you will be **gone** on a Red **Open Shift** tag.
- * Clip that tag over your White **Regular Shift** tag.
- * Notify your support person at least 24 hours in advance.
- * When you are leaving permanently, please notify your support person and the volunteer coordinator in advance.
- * Remove your tag from the board and put up a Red **Open Shift** tag.

- * You may reserve a shift no more than three weeks before the date you will be starting work.
- * To reserve a regular shift in advance, before receiving training for the position, or to move to another day and or time, use a Yellow **Reservation** tag.
- * Write your full name and daytime phone on the Yellow **Reservation** tag.
- * Fill in the **current** day's date **and** the date you will **begin** working the shift.
- * Clip the Yellow **Reservation** tag on the volunteer board for the position you selected.
- * Fill out a Red **Open Shift** tag with the date(s) the position will **not** be filled. (*e.g., Today's date is April 15 and you are to start the shift on April 30. The date(s) on the Red **Open Shift** tag would be April 15 through April 30.*)
- * Clip the Red **Open Shift** tag **over** the Yellow **Reservation** tag.
- * When you begin to work your regular volunteer shift, remove the Yellow **Reservation** tag and Red **Open Shift** tag. Replace them with a filled-out White **Regular Shift** tag.

For those who cannot volunteer every week in a regular shift, we have several options:

- * **Child care:** If you provide child care to a volunteer during his or her shift, at no cost, you both may claim the volunteer discount for the week following his or her shift. You must fill out a volunteer application including the name of the volunteer for whom you will provide child care and the time and day of his or her shift. Talk to our volunteer coordinator for details.
- * **Bookkeeper:** Only one shift per month required.
- * **Special Projects:** When available, special projects allow you to volunteer without a regular schedule.
- * **Events:** Only one shift per month required.
- * **Sharing:** You may share a shift with another household. — See Shift Sharing.
- * **Temporary:** Volunteers may sign up for single shifts on a week-to-week basis. Be sure to remove your tag after each shift.

Shift Sharing

Two or more people may share volunteer shifts at PROGRAM NAME by fulfilling the following conditions:

- * Shift-sharing volunteers are responsible for providing volunteer staff every week of their time slot. If they lose their shift-share partners or their partners can't make their week(s) covering the shift, they must still provide staffing.
- * Volunteers are responsible for all hours associated with a selected shift if they sign up on a permanent basis. If they can't cover every week of a shift, they may only sign up temporarily (green tag) so that we may find permanent volunteer coverage.

Volunteer Policies

This manual explains our policies and procedures. It will help you understand how to carry out your duties and give the best service to PROGRAM NAME clients. This manual is also designed to assist you in answering questions you may have regarding operations at PROGRAM NAME.

Thank you for the time, devotion and caring you are willing to share with our clients. We appreciate your efforts.

Non-Discrimination Policy Samples

1. Volunteer/Client/Staff Relationships

By law a government agency cannot practice any form of discrimination. Paid staff and volunteers need to treat people with dignity and respect. You will have an opportunity to meet people of different racial, ethnic and economic backgrounds. We hope you will see this as enriching your life and opportunity for learning.

This agency is an equal opportunity employer. As a volunteer you must give fair and impartial treatment to clients as well.

2. Non-Discrimination Policy

It is the policy of this agency that there will be no discrimination or harassment in its programs, activities or employment based on race, color, sex, sexual preference, marital or parental status, religion, national origin, age, mental or physical disability, Vietnam era or veteran status. Questions or concerns related to affirmative action, nondiscrimination or equal opportunity should be directed to the volunteer coordinator.

3. Disability Policy

PROGRAM NAME welcomes volunteers with disabilities. PROGRAM NAME complies with the Americans with Disabilities Act. Please contact your support person if you have special requirements so we may accommodate your needs.

4. Non-occupational Disability

Medical services for non-occupational illness or injury are the responsibility of the volunteer and his/her personal physician.

Volunteer Support Samples

1. Support

You will be assigned to work with a staff member who will provide support and supervision. The staff member will provide on-the-job training and serve as a direct link between the volunteer and the rest of the staff. The number of hours volunteers work is based on their assignments. Most volunteers work an average of _____ hours per week.

2. Support

Each volunteer has a support person who is responsible for day-to-day support and guidance of your work.

Volunteers As Volunteer Supervisors

A volunteer may act as a support person for other volunteers after appropriate training for the position has been completed.

Volunteer/Staff Relationships

Volunteers and staff are partners in fulfilling the mission and programs of PROGRAM NAME. Each has an equal but complementary role to play.

Volunteer Coordination

Staff who provide support for volunteers will maintain records on your volunteer service. The volunteer coordinator will be informed immediately of any substantial change in the work or status of a volunteer. They should be consulted in advance before any corrective action is taken. The support person shall inform the volunteer coordinator of any changes in your volunteer status.

Limitations On Volunteer Service

Volunteers serve PROGRAM NAME clients at the sole discretion of the agency. Volunteers may leave PROGRAM NAME at any time.

Age Limitation

The minimum age for volunteers is 15 years. Volunteers under the age of 18 are not allowed to work with equipment prohibited by state law. Please see the volunteer coordinator for specific examples.

Recruitment Of Minors

Volunteers under the age of 18 must have the written consent of a parent or guardian before volunteering. The volunteer duties assigned to a minor will comply with all appropriate laws and regulations on child labor.

Employee Volunteers

PROGRAM NAME does/does not accept paid staff as volunteers. This volunteering must be done outside normal work hours and must not be done as a requirement of employment. Family of staff may/may not volunteer with PROGRAM NAME. If family members of a staff person do volunteer, they must not be placed under the supervision of the employee.

Clients Wishing to Volunteer

Clients of PROGRAM NAME may work as volunteers when such volunteering does not conflict with their role as client or create conflicts of interest.

Length Of Service

Volunteers are assigned for a set period of time. Volunteers are neither expected nor required to accept a position at the end of this time, although they are welcome to do so. Volunteers may instead seek a different volunteer assignment within the program, or may retire from volunteer service.

Interviewing

All volunteers must be interviewed by the volunteer coordinator before any volunteer service. The interview will determine volunteer interests and skills, and appraise volunteers of agency needs. The interview must be in person and preferably include the support person(s) who will be working with the volunteer.

Orientation

All volunteers receive an orientation. It will include information about PROGRAM NAME, our policies and procedures for volunteers and requirements for the position they are accepting.

Placement

Volunteer interests and desires, and agency needs must be weighed in the interview process to insure the best match possible. When possible, the volunteer will have the final say in determining which volunteer position best fits his/her needs.

Position Description

You will receive a written position description before you begin your volunteer assignment. Your position description includes a description of the purpose and duties of the position, a designated support person and work site. Also included is a time frame for the completion of the job, a listing of job qualifications, and a description of job benefits. Every effort is made to place you in an assignment matching your abilities and interests. This position description will be used in evaluation efforts.

Volunteer Position Acceptance

The volunteer will be notified in writing/in person/by telephone of their acceptance as a PROGRAM NAME volunteer within _____ week/day(s) of their interview. Before starting your volunteer duties all forms and paperwork given you at the interview must be completed and returned to the volunteer coordinator. Upon receipt of the paperwork you will receive the equipment, volunteer registration card and name badge needed to fulfill your volunteer duties.

Assignment Samples

1. Assignment

You are considered on an official assignment when the volunteer coordinator has requested that you provide a service. It is important to remember that only the volunteer coordinator or other volunteer program staff can make official assignments. Other staff, clients, or organizations cannot authorize an assignment.

2. Assignment

Volunteers who are assigned to a new position will be interviewed for that position and will receive training for that position before they begin work. The volunteer coordinator makes assignments and is your support person. Often you may have an on-site support person where you are assigned. At times the support person may be a volunteer. Some of our assignments carry much responsibility, but it is always a shared responsibility.

Volunteer Probation

Volunteers will be placed for a probationary period of ____ days. Following the probationary period a second interview will be held with the volunteer coordinator. They will decide permanent placement in the volunteer position, reassignment to a new position or suitability of service with PROGRAM NAME.

On-The-Job Training

Besides our formal training procedures, volunteers receive on-the-job training to help them with information and tools to perform their duties. On-the-job training may be provided by your support person, a qualified volunteer or our volunteer coordinator as appropriate.

Transfers

The volunteer department will consider the amount of staff time involved in training a volunteer for a specific assignment. Therefore, a volunteer will be required to remain in an assigned position for six months unless a transfer is approved by the volunteer coordinator.

Absenteeism and Punctuality Samples

1. Be On Time

Be on time and arrive when expected. If you are unable to arrive for your regular time, please let us know as soon as possible.

Be punctual and conscientiousness in the fulfillment of duties assigned and accept supervision from the staff and the experienced volunteers.

You will need to inform the PROGRAM NAME staff if you are unable to come in on the day for which you have volunteered. Notify them if you are going to be late.

2. Absenteeism

Volunteers must inform their support person 24 hours before any absences other than illness or emergency. Please inform your support person of an emergency or illness as soon as possible. Continued absenteeism with or without notice may lead to reassignment or termination.

3. Absenteeism

Please observe the following policies:

- * If you are ill, please call your support person. If you have no support person, please call the volunteer coordinator.
- * If you have a planned absence, please attempt to find a substitute or trade days with another volunteer. Please notify your support person of the name of your substitute. If you do not have a support person, notify the volunteer coordinator.
- * A leave of absence may be granted if the volunteer shows good cause.
- * Volunteers returning to work after an extended illness must notify the volunteer coordinator before resuming duties.
- * Volunteers should immediately notify the volunteer coordinator, or their support person of any change in address or telephone number in case we need to contact them.

4. Absences

If you can't fill your volunteer position on a specific date or dates, please let the volunteer coordinator know 24 hours in advance. If suddenly ill, please let the volunteer coordinator know as soon as you are able of your condition and expected return date.

5. Leaves Of Absence

The volunteer coordinator must be notified ____ week(s) before a leave of absence.

6. Illness

Do not come to work if you are ill. Call in as soon as possible, preferably 24 hours in advance, so that we can find a substitute for your position.

Substitutions

Volunteers are encouraged to find a qualified substitute to cover an upcoming absence. Please inform your support person before making arrangements to ensure a qualified “fit” for the position.

Volunteer Performance Evaluation

Volunteers will receive an annual evaluation conducted jointly by the volunteer, support person and the volunteer coordinator. The evaluation will include discussion of quality of work, work habits, and areas of growth. The evaluation will provide an opportunity for the volunteer to make suggestions on how best to improve their position and the tasks involved.

Staff Evaluation

Volunteers may be asked to provide input into annual staff evaluations.

Standards For Volunteers

Standards are provided to each volunteer containing measurable indicators of success and timelines for completion of projects. Standards will be jointly developed by the volunteer, support person and the volunteer coordinator.

Basis For Evaluation

The evaluation will be based on information included in the job description, orientation manual and other written information provided to insure success in the position. A confidential written record of the evaluation will be maintained by the volunteer coordinator.

Corrective Action-Evaluations

Corrective action may be recommended following the evaluation. These may include a requirement for additional training, reassignment, suspension, probation or dismissal of the volunteer.

Program Evaluation

The volunteer program will be evaluated annually by the volunteer coordinator. The number of volunteers used in the program, and the quality of services rendered through the volunteer program will be evaluated. By _____, the volunteer coordinator will prepare an annual report to the director, which will review the volunteer program. The report may be presented to the board at their request.

Mediation

Mediation is a means of facilitating healthy resolution of conflicts. If direct communication fails to resolve an interpersonal conflict between any two staff members or volunteers, the conflict may be submitted to the director for mediation.

The parties in conflict will meet with the director. Parties involved in mediation have the right to request an alternate mediator. In such cases, the director will choose another mediator agreeable to both parties.

Paid and volunteer staff members should attempt to reach a solution at the appropriate level. This should involve a minimal number of fellow staff members. You will not be subject to reprisal for filing a grievance or for participation in the grievance procedure. If, after exhausting other means to address your concerns you wish to file a grievance, please contact our volunteer coordinator for details and procedures.

Grievances Samples

1. Grievances

Paid and volunteer staff members should make every attempt to reach a solution at the appropriate level, involving a minimal number of fellow staff members. You will not be subject to reprisal for filing a grievance or for participation in the grievance procedure. If, after exhausting other means to address your concerns you wish to file a grievance, please contact our volunteer coordinator for details and procedures. Note: Grounds for grievances may include the violation of policies, unfair situations where no policies exist, and unfair or discriminatory policies. The grievance procedure is not the appropriate vehicle for resolving interpersonal conflicts. (Please refer to Mediation.)

2. Volunteer Grievance Procedures

Volunteers may submit a written grievance to the volunteer coordinator if they are not satisfied with a decision made about their volunteer status. The grievance is to be submitted within 30 calendar days of the time the volunteer knew of the decision.

The volunteer coordinator will respond in writing within 15 days. If the grievance is not resolved, the volunteer has 15 days to submit it in writing to the director for a final binding decision. The director will respond within 15 days.

Performance Problems

When a volunteer's performance is below the standards required by PROGRAM NAME, or when client rules are violated, the volunteer coordinator may issue a verbal warning outlining the problem. PROGRAM NAME has identified two categories of inappropriate behaviors and their consequences—performance problems and serious violations. Examples cannot be listed to cover every situation. The director may deal with problems and violations not specifically mentioned here.

The following are considered performance problems and are not acceptable:

- * Conducting personal business during your shift.
- * Excessive personal telephone use.
- * Littering or otherwise creating unsanitary conditions.
- * Safety violations.
- * Tardiness for your shift.
- * Unauthorized operation of equipment.
- * Unfriendly or uncooperative attitude in dealing with clients, staff members, or volunteers.
- * Unsatisfactory work performance.
- * Waste, misuse or damage of property.

Consequences:

1. First Incident: The volunteer will be notified of the problem and the changes required.
2. Second Incident: The volunteer will be issued a second warning.
3. Third Incident: The volunteer will be placed on probation for a period of four weeks. During that time an evaluation will be done to determine if continued volunteering will benefit the volunteer. The volunteer will be provided goals that must be accomplished to resolve the situation. The volunteer coordinator may meet with the volunteer to provide feedback. If the problem is not corrected following this process, a dismissal notice will be given.
4. Cancellation of volunteer status.

For serious problems, steps 3 or 4 may be carried out immediately.

Note: It may be found that the performance problems of a volunteer are the result of the inappropriate placement. Every attempt will be made to help him or her find and train for another volunteer position at PROGRAM NAME.

Serious Violations

The following are considered to be serious violations and are grounds for cancellation of volunteer status:

- * Falsifying reports, records or expenses.
- * Physical or sexual harassment.
- * Negligent or willful damage of property.
- * Theft.
- * Unlawful discrimination.
- * Willfully endangering the safety of others.
- * Working under the influence of intoxicants.

Consequences:

Anything considered a serious violation may be cause for immediate action.

Resignation Samples

1. Resignation

Volunteers are requested to notify their support person two weeks before leaving when at all possible. The staff appreciates your time, talents and interests, and knows that changes will occur.

2. Resignation

If you plan to stop volunteering we would like the chance to talk with you before your departure. Please give a minimum of two weeks notice to your support person and our volunteer coordinator. This will give us time to fill your position following your departure.

Dismissal Of A Volunteer

Volunteers may be dismissed for failure to comply with policies and procedures of PROGRAM NAME. Volunteers may discuss reasons for dismissal with support person or volunteer coordinator. Prior to the dismissal the support person and volunteer coordinator must agree to the dismissal. Instead of dismissal the volunteer coordinator may recommend a probationary period to develop corrective methods.

Grounds For Dismissal

Grounds for dismissal may include but are not limited to: failure to perform assigned duties, failure to follow PROGRAM NAME policies or procedures, failure to meet minimum standards of performance, abuse of clients or staff, alcohol or drug abuse while volunteering, theft of PROGRAM NAME property, misconduct or insubordination.

Dismissal For Cause

Volunteers may be terminated at any time for violations of agency policy or procedures as defined in this manual.

Appeals Of Dismissal

Volunteers may appeal the dismissal to PROGRAM NAME no later than thirty days following the dismissal. Appeals must be in writing.

Termination

If a volunteer should need to resign his/her volunteer position, the volunteer coordinator should be notified as well as his or her support person. Volunteers are asked to give at least one week notice when terminating their volunteer service. Volunteers are also asked to go through an exit interview upon termination. The exit interview is an opportunity for the volunteer to state reasons for leaving and for the agency to learn other volunteer concerns.

The services of a volunteer may be terminated by the volunteer coordinator for reasons including, but not limited to: violation of PROGRAM NAME policies and procedures, impaired ability to function in a safe and prudent manner, or violation of the privacy of the clients or staff of PROGRAM NAME.

Exit Interviews

An exit interview will be conducted with volunteers leaving volunteer service. Included in the interview will be questions about reasons for leaving, suggestions for improving PROGRAM NAME, and possibilities for future involvement with PROGRAM NAME.

General Policies

Confidentiality Samples

1. Confidentiality

State law requires that you respect the confidence and privacy of clients. You are asked to sign a statement to that effect. You may talk about the agency and volunteer job, but do not tell clients' names or talk about them in ways that can identify them.

2. Confidentiality

Volunteers are responsible for maintaining the confidentiality of information relating to a staff person, volunteer, client, or other person or program business. Failure to maintain confidentiality may result in termination of the volunteer's relationship with the agency, or other corrective action. Violations of this policy also may result in personal liability.

3. Confidentiality

It is an State law that you protect the privacy of the clients you see. You may talk to others about your job and PROGRAM NAME, but do not use client names or give identifying information about them.

4. Confidentiality

All information concerning clients, staff, financial data, business records and employees is confidential. No information may be released without appropriate authorization. This is a basic rule of client care and business ethics. The board of directors, staff and our clients rely on our volunteers to conform to this rule of confidentiality.

Assessment Of Need

All requests for services to clients, including transportation, come from the support person. Assessment is made of the need of the clients and what resources are available to them. Sometimes volunteers are the best resource in a particular situation, though the client may have other resources.

Identification

Volunteers receive a volunteer identification card. You should carry this card on all volunteer assignments and show it when appropriate. Your identification card is required if you are operating a vehicle.

Dress Code

All volunteers must wear a regulation uniform and name tag while volunteering. Uniforms with name tags identify the authority and role of the person in contact with patients, visitors, and other hospital staff. They are to be worn with confidence and pride. Any exceptions to this must be negotiated with the volunteer coordinator.

Women wear red tunics. Men and male junior volunteers wear red jackets. Female junior volunteers wear red and white striped tunics.

Volunteers are expected to dress in professional attire. Shoes should be low-heeled and comfortable. Clogs and similar shoe styles without heel straps are prohibited. Socks/hosiery should be worn at all times. Shorts, cutoffs, short skirts, overly casual attire and sweat suits are prohibited.

The volunteer services department will furnish identification pins to new volunteers and to volunteers whose names have changed. Replacement pins will be made as needed. Name tags should be worn on the left of the tunic or jacket while on duty.

It is important that hair be clean and well contained in a simple style. If beards and mustaches are worn, they must be short and neatly trimmed. Use of deodorants is recommended. Use of heavily scented perfumes and lotions should be avoided.

Tracking Clients

Alert staff if a participant goes outdoors alone, needs to use the bathroom, or requires assistance.

Borrowing and Lending

No volunteers of PROGRAM NAME shall loan or borrow any materials or documents.

Solicitation

Volunteers may not solicit or distribute literature during work hours. They may not solicit or distribute literature in patient care areas or where such acts would potentially disrupt health care operations.

Smoking, Eating, Alcohol and Drug Samples

1. Smoking and Eating

Smoking or eating are not allowed on the main floors of the PROGRAM NAME. Eating and drinking in the kitchen are allowed. Alcohol is not allowed.

2. Meals

The cafeteria is operated on a non-profit basis by the PROGRAM NAME as a convenience to volunteers. Twenty-four hour vending service is also available in this area. All meals eaten in the PROGRAM NAME must be eaten in the cafeteria unless otherwise approved by the volunteer coordinator. Food and beverages intended for clients are not to be consumed by volunteers.

3. Smoking

To help ensure a healthy environment for clients, visitors, volunteers, employees and staff, PROGRAM NAME is a “smoke-free” site. To accommodate visitors, clients, volunteers and employees who must smoke, three designated outdoor smoking areas have been established at the following locations:

- * The bike shelter near the main entrance.
- * The service level loading dock.
- * The patio outside the cafeteria.

Volunteers who smoke must do so only in designated smoking areas. In addition, all volunteers are encouraged to direct visitors who insist on smoking to a designated smoking area.

4. Food, Drugs, Tobacco, Alcohol

Never bring unauthorized articles such as food, drugs, tobacco or alcoholic beverages into the PROGRAM NAME

5. Drug and Alcohol Use

Volunteers are subject to immediate dismissal if they are under the influence of drugs or alcohol while performing their volunteer duties. Volunteers may not bring drugs or alcohol into the PROGRAM NAME facility under any circumstances.

6. Drug Testing

All volunteers are also required to take a drug test before starting their volunteer position. Drug tests may be randomly administered to volunteers.

Conflict of Interest

A PROGRAM NAME volunteer, acting in an official capacity, shall not take any action that would result in the volunteer’s financial benefit. They will not ask for or receive for themselves or for a member of their household, directly or indirectly, any moneys or gifts from clients.

Vehicle Use

PROGRAM NAME vehicles are available in most locations for use by volunteers. If your assignment involves the use of a PROGRAM NAME vehicle, your support person will acquaint you with the policies.

Baby-sitting

We have a baby-sitting exchange for people who would like to volunteer but who need a baby-sitter during the day. If you would like to be listed as one of those who are willing to exchange baby-sitting with other volunteers, please notify us.

Client names

Call each client by name. Provide each client with the opportunity to participate. Develop an unhurried attitude. Allow each client to be independent by letting him or her do as much as possible on his or her own.

Client Needs

Remember that each client has special needs that you should try to determine and help satisfy. Try to find out special needs so visitors get what they need (special facilities, certain locations, special services, etc.) Use a pleasant tone of voice. Be cooperative, courteous, attentive, alert and cordial but not chatty.

Children

You may bring a child with you for your shift, if it does not limit your ability to complete your duties. Children must remain under your supervision at all times and are not allowed to roam the office during your shift or affect our client service. They must abide by the same standards that we have for volunteers.

Security

Uniformed guards are on duty during the evening and night shifts in the PROGRAM NAME and on the grounds. When needed, guards may be contacted by the switchboard operator. Among their duties are escorting volunteers to and from the parking lots and making security rounds of the PROGRAM NAME building.

Theft

Theft or pilferage of cash or merchandise by a client, volunteer or paid staff member is a serious offense and should be reported to the director. Losses of this type affect us. Theft negatively affects not only our ability to deliver services, but also the trust upon which our staff structure is based. Theft is cause for immediate dismissal.

Access To Program Property And Materials

As appropriate, volunteers shall have access to agency property and materials necessary to fulfill their duties, and shall receive training in the operation of any equipment. Property and materials shall be used only when directly required for agency purposes. This policy includes (does not include) access to and use of agency vehicles.

Phone Etiquette

Paid staff are responsible for answering the telephone. If it's necessary for you to answer the phone, a good greeting is: "Hello, this is PROGRAM NAME, Jane speaking. May I help you?" Phones are an essential part of our business interaction with clients and suppliers. They should be answered quickly, politely and proficiently. If you cannot answer the client's question, refer them to someone who can provide an answer. If they are unavailable, take the client's number and question and route it to someone who will respond. When you put a caller on hold, please take care that the person is not left on hold for a long period of time. It is discourteous and ties up the telephone. If you notice a phone off the hook or a hold light flashing for more than a couple of minutes, check to see if the person has been helped.

Note: Do not give out the home phone numbers of staff members unless they have specifically given their approval. The list of staff phone numbers is for PROGRAM NAME'S business use. If callers insist it is an emergency, refer them to a paid staff member. Do not unnecessarily disturb staff members by calling them at home with business that could be taken care of during work hours.

Telephone Usage Samples

1. Telephone Usage

The phones at PROGRAM NAME are business phones. Limit the number and duration of personal phone calls. Long distance phone calls are not allowed. Please be brief. Telephones are located in _____.

2. Telephone Usage

Telephone usage shall be limited to business purposes. Personal phone calls, except in cases of emergencies, are discouraged.

Make-Work

Volunteers shall not be assigned to make-work tasks nor shall they be given a volunteer position they do not wish or for which they are not qualified.

Health Screening Samples

1. Health Screening

Volunteers working with clients with health-related problems are required to undergo a health screening. Volunteers with health problems must get a certificate from their physician that states their ability and degree of safety to perform volunteer duties. The screening will be at program expense. Volunteers must inform the volunteer coordinator if changes in their health may affect their ability to complete their volunteer duties.

2. Health Screening

It is the policy of PROGRAM NAME that all volunteers should be mentally and physically able to perform their work. This safeguards their health and the health of employees and patients.

All volunteers are required to satisfactorily complete a routine health screening before final acceptance. The screening is done without charge to the volunteer and includes a tuberculin skin test or chest x-ray, blood pressure reading, and a rubella (German measles) blood test. In cases of communicable illness, volunteers having or suspected of having a communicable illness may be sent home to comply with state health department regulations.

Background Checks

A criminal records background check may be required for some volunteer assignments. A volunteer must pass this check to be given an assignment involving at-risk clients or dealing with sensitive information.

Professional Services

Volunteers shall not complete duties requiring certification or licensing unless currently certified. A copy of certification or licensing must be maintained by the volunteer coordinator.

Conflict Of Interest

Any person having a financial, personal or work related conflict of interest may not serve as a volunteer with PROGRAM NAME.

Agency Representation

All actions or statements that reflect on, cause obligation to, or affect financially PROGRAM NAME must have prior approval by agency staff. These may include, but are not limited to, lobbying government or other organizations, statements to the press, the signing of contracts or assuming financial obligations. Volunteers taking on such responsibilities must have these duties clearly defined in their job descriptions.

Child Abuse, Sexual Abuse, Physical, Mental, Or Sexual Harassment

Volunteers witnessing child abuse, sexual abuse, physical, mental, or sexual harassment must report it immediately to their support person or the volunteer coordinator. PROGRAM NAME does not condone and will vigorously prosecute any such incidents. If you have questions regarding what constitutes abuse or harassment, please contact the volunteer coordinator.

Continuing Education

Volunteers wishing to improve their level of skills are encouraged to take advantage of advanced training and classes offered by PROGRAM NAME. Please contact our volunteer coordinator to discuss what options are available for your position.

Conference Attendance

Volunteers are encouraged to attend workshops and conferences pertaining to their volunteer position. Prior approval must be received from our volunteer coordinator thirty days before the event.

Reimbursements - Mileage, Meals, Lodging, Parking Samples

1. Reimbursement - Mileage/Meals

Some mileage and meal reimbursement may be available to you depending on your volunteer assignment. The volunteer coordinator will explain what reimbursement is available and the requirements to receive the reimbursement. For those who do not wish to claim reimbursement the volunteer program will put in writing the number of volunteer miles driven and other allowable expenses. This is a tax deductible expense according to Internal Revenue rules.

2. Reimbursement - Mileage

Mileage reimbursement will be provided by PROGRAM NAME. This reimbursement is just for travel from the volunteer's home to the volunteer station and back. The rate of reimbursement is set by the PROGRAM NAME board of directors and is contingent on budget and revenues received for the program.

To claim mileage reimbursement, a volunteer must have included his or her insurance company and driver's license number on the PROGRAM NAME application form. They must have a station support person's signature on the time sheet.

Note: Volunteers must be sure to check the appropriate box on their time sheet if reimbursement is desired.

3. Reimbursement - Mileage/Meals

As a volunteer driver you may be eligible for mileage and meal reimbursement. The following information has been prepared to help you understand the reimbursement procedure. If you have any questions about reimbursement contact the volunteer program office.

4. Reimbursement - Mileage

You may receive mileage reimbursement when driving clients to authorized medical appointments in your vehicle. Not all medical trips are reimbursable. You will never be asked to drive your car on a non-reimbursable trip without your prior consent. A state vehicle will be provided for transports that are not reimbursable.

To receive mileage reimbursement, you must complete the Volunteer Monthly Report and submit it to the volunteer program office by the _____th of each month. The report should be filled out completely with the necessary information in each column.

The mileage for each trip should be recorded. Mileage is from your home and back. Remember, you can make only those stops authorized by the volunteer program office. Mileage cannot be paid for transportation to unauthorized stops.

If you drive a program car for a reimbursable trip you may receive _____ cents a mile for the distance driven in your private car to and from the pickup location of the state vehicle. Record the mileage to and from your home to the pick-up location under "mileage" on the monthly report form.

5. Reimbursement - Mileage/Meals

You may receive reimbursement for meals while you are on official assignment. Reimbursement is available if the assignment requires you to be away from your home for four hours or more during a normal mealtime. Meals cannot be reimbursed if you begin or end your trip at a normal mealtime hour.

Maximum reimbursement for meals is:

\$ _____ Breakfast

\$ _____ Lunch

\$ _____ Dinner

Maximum reimbursement for mileage is: \$ _____ per month.

Reimbursement is for the volunteer only and is for the amount spent up to the maximum. Clients are expected to cover the cost of their meals.

To receive reimbursement enter the cost of the meal on your monthly report. A receipt is (is not) necessary.

6. Reimbursement - Lodging

On occasion, Volunteers are asked to do a transportation that requires an overnight stay.

All overnight trips must be authorized in advance by the volunteer program supervisor. If you accept an overnight assignment you may be reimbursed for the cost of your room up to _____. To receive this reimbursement attach the motel receipt to your monthly report form.

7. Reimbursement - Mileage/Meals

Some mileage and meal reimbursement may be available to you depending on your volunteer assignment.

The volunteer coordinator will explain what reimbursement is available and the requirements to receive the reimbursement. For those who do not wish to claim reimbursement the volunteer program will put in writing the number of volunteer miles driven and other allowable expenses. This is a tax deductible expense according to Internal Revenue rules.

8. Receiving Reimbursement

Upon receipt of your monthly report, the volunteer office will complete a form called a Travel Expense Payment Voucher. This will list all your reimbursable expenses. This completed form will be sent to you for your signature. It should be returned in the enclosed prepaid envelope. All copies of the voucher should be returned. Please do not keep any copies. The signed form is sent to _____ where a check will be

made out and sent directly to you. It may take up to two weeks from the time we mail the Travel Expense Voucher to Salem for you to receive your check.

9. Reimbursement Of Expenses

Volunteers are (may be) eligible for reimbursement of reasonable expenses incurred while volunteering. Prior approval must be sought for any major expenditure.

10. Reimbursement-Parking Fees

If you must pay for parking you will be reimbursed for the parking fee. Attach your parking fee receipts to your Monthly Report Form. Money spent for parking meters does not require a receipt. Enter the amount spent on the meter on your Monthly Report Form.

References (For Jobs) Samples

1. References

Many employers recognize volunteer work as valid job experience. Your volunteer employment also provides you with current personal references regarding your skills. This can be very useful in obtaining paid employment.

2. References

References will be given to prospective employers upon request. It is not a standard practice of the PROGRAM NAME to provide written letters of recommendation for terminating volunteers.

Volunteer Tax Deductible Expenses

Volunteers who itemize income taxes can deduct some expenses:

- * The following are not reimbursed expenses: transportation to and from the site of volunteer services, or transportation expenses incurred during the volunteer activity. Expenses not reimbursed may include bus or taxi fares, the cost of driving and parking a car but not maintenance, repair or depreciation.
- * Mileage can be calculated at the organization's rate or the actual cost of gas and oil. Ask the volunteer coordinator for the rate.
- * Travel expenses can be deducted if the volunteer attends a meeting as a representative of the volunteer organization.
- * The cost of special uniforms needed for the volunteer work or supplies purchased for the volunteer work.
- * Telephone bills for calls made concerning volunteer work.
- * Non-cash contributions of property, such as clothing or household items.
- * Out-of-pocket expenses incurred during volunteering that are not reimbursed. Volunteers must itemize expenses.
- * Volunteers may not deduct expenses for dependent care, such as child care even if they incur those expenses in order to volunteer. They may not deduct the value of their time and service.

Volunteers should keep records of their expenses, including the name of the organization for which they volunteer and the details of the contribution.

Insurance Samples

1. Insurance Coverage

All accidents are to be reported immediately. Registered volunteers have an accident/medical policy for injuries due to an accident while performing volunteer duties. The insurance will pay medical treatment bills for up to one year after the accident and no more than \$10,000 per incident. This policy is primary over any other collectible insurance. Volunteers are also covered by tort liability.

2. Insurance

Liability and accident insurance is provided for all volunteers engaged in agency business. Specific information regarding such insurance is available from the volunteer coordinator. PROGRAM NAME insurance is in excess of your personal insurance. Please contact your insurance agent regarding your primary coverage for accident, liability and automobile insurance. Brochures are available about the specifics of your agency insurance coverage and RSVP insurance coverage.

3. RSVP Insurance

Volunteers, fifty-five and older, who are registered with RSVP receive liability, accident and automobile insurance coverage while traveling to and from their volunteer assignment. They also are covered while performing their volunteer duties. This insurance is applied in excess of any current insurance you or PROGRAM NAME provides. Where there is no insurance other than automobile insurance, this coverage becomes the primary insurance.

4. Insurance Coverage

Each volunteer enrolled in PROGRAM NAME is eligible for three kinds of insurance. These policies provide coverage for you while you are volunteering:

- * Accident Insurance: For personal injury arising from an accident while you are traveling directly to and from, or participating in a volunteer assignment
- * Personal Liability: In excess of any other valid and collectible insurance the volunteer may have.
- * Excess Automobile Liability: Supplements the volunteer's insurance coverage for bodily injury or property damage.

A brochure with full details is available at the PROGRAM NAME office.

Safety Samples

1. Safety

Know about:

- * The program's safety regulations.
- * Client check-in and check-out policies.
- * Emergency plan procedures including serious accidents, bomb threats, power outage.

Do not allow a client to use hazardous equipment (paper cutter, handle hot dishes, etc.).

Volunteers are responsible for:

- * Knowing and following the safety rules as explained by the volunteer coordinator or support person.
- * Supporting efforts to promote safe working conditions and habits.
- * Making full use of safety equipment and safeguards provided for assigned tasks.
- * Reporting immediately all unsafe work conditions to the volunteer coordinator or director.

Safety Rules for Volunteers:

- * Accident Reporting: Volunteers must report immediately all personal injuries, vehicle accidents and incidents to the volunteer coordinator or support person. They should maintain contact with their work site and provide updates on their condition when off due to injury or accident.
- * In Case of Injury: All human blood and body fluids are to be treated as if they were infectious for HIV, Hepatitis B and other blood-borne pathogens. Volunteers should immediately inform the volunteer coordinator and support person if they believe they have been exposed to infection.
- * First Aid: Have first aid kits in offices and state vehicles. Volunteers should know their location. We encourage volunteers to have kits in their vehicles. A prompt first aid response can keep most injuries and medical situations from growing worse. Every worksite has an emergency medical plan.
- * Fire Plan: Your support person will show you where the fire plan is for your work area. Be sure you know your nearest exit in case of fire.
- * Maintenance: Safety in the workplace requires keeping the environment free of hazards that arise from lack of regular maintenance and servicing. Volunteers should report any work conditions that are potential safety hazards.
- * Office Safety: Office work is not hazardous, but accidents do happen! Most are preventable if we identify common hazards and preventive measures. Your support person will go over common hazards and ways to avoid them. Volunteers should learn the numbers to call for fire or medical emergency. These are found in the front of this manual.
- * Lifting: Most back injuries result from improper lifting. The support person will provide you with information on how to lift properly to protect your back against injury.
- * Approved Driving Course: In some instances a driving course may be required for volunteers who drive agency cars and for volunteers who regularly transport clients in personal cars. If you regularly transport clients in your private car, a safety inspection will be conducted before you begin your assignment and at regular intervals after that.

2. Safety

The safety and health of staff members is important. A safe work environment and safe work procedures are both of major concern. If in your work you should encounter an unsafe situation, or observe others working in an unsafe manner:

- * Resolve the situation if you can.
- * Report any ongoing safety problems to appropriate staff.

Taking this responsibility expresses your concern and recognizes that an injury to one person hurts everyone by increasing workloads and insurance costs for PROGRAM NAME. We encourage your ideas and suggestions about how we can create a safer workplace.

3. Safety

It is the policy of PROGRAM NAME to make every effort to safeguard volunteers, clients and visitors from hazards to their health and safety.

Medical services for occupationally induced injury may be handled by the emergency department or the volunteer's personal physician. Medical services will be directed toward optimum rehabilitation of the volunteer.

When an occupational injury involves time loss from work, a physician's examination to determine fitness for duty is required before the injured volunteer may return to work. This examination may be performed by an emergency department physician or the volunteer's personal physician.

4. Injury Prevention

The following guidelines must be followed by all volunteer caregivers to prevent injury to participants and yourself:

- * Do not attempt to physically assist a participant without proper training from a staff member. This includes walking, getting up from chair/couch, sitting down, or pushing a wheelchair. Staff will show how to give assistance. Techniques may vary from one participant to another.
- * Always obtain adequate help with a task.
- * Always help supervise. Keep your eyes open for potentially dangerous situations.
- * Keep walkers, canes, etc., within reach but out of the line of traffic.
- * Check floors often and remove obstacles, spills, etc.
- * Make sure furniture is stationary. Never leave a participant unattended in an unlocked wheelchair, etc.
- * Try to anticipate needs and allow adequate time to avoid hurrying participants.

5. Injuries

If you cut your finger or bump your head or need other emergency assistance, either report to the support person in your area or report to the volunteer coordinator for treatment. An accident form will be filled out and you will be treated.

After normal hours contact the volunteer coordinator. Inform them you are a volunteer and that you have hurt yourself on the job. They will help you as soon as possible.

6. Injuries

If you or someone else is injured while performing volunteer duties, please report the incident to your support person immediately. Though a work related injury may appear to be of little consequence, it is urgent that it is reported in sufficient detail to establish a claim should complications follow. Our volunteers are covered by insurance. Insurance forms are located in the bottom drawer of the black filing cabinet in the outer office. For your protection, be sure to fill out an accident form for any injury, no matter how minor it might seem then. This is necessary to satisfy our insurance coverage requirements.

First Aid Kit

There is a first aid kit located in the office. It is on the shelf straight ahead of you as you walk into the office. Remember the location of the kit. An accident may require the immediate use of its contents. If you are not familiar with basic first aid procedures, there is a booklet explaining basic first aid in the kit. Another staff person can usually be found who can be of help.

Accident Reports

If a volunteer is injured at work, the accident should be reported at once to your support person or the volunteer coordinator. An accident report must be completed within 24 hours.

If you have an accident or are injured, notify your support person and the volunteer coordinator. An accident report will be completed to record necessary information. Medical assistance or treatment will be given if necessary.

Report any unsafe conditions or defective equipment you observe to your support person or the volunteer coordinator.

Hazard Communication Program

Volunteers need to be aware of the potential danger of the chemicals in their work areas and be trained to use proper safeguards. Each department has a list of known hazardous chemicals to which volunteers may be exposed through their work in that department.

Each volunteer will receive information about the hazard communication program at orientation. Additional information will be given by the staff or volunteer trainer as it pertains to a volunteer's assignment during initial training. Whenever a new hazard is introduced into the work area you will be given information about it.

Fire Extinguishers

There are two fire extinguishers in the building. They are located _____ and _____.

Emergency Exits

Emergency exits are located _____ and _____.

Emergency Plan Samples

1. Emergencies

In a life threatening emergency or with any accident tell your support person immediately. Remain calm and if necessary, call 911. Follow their instructions precisely while you await their arrival. Be prepared to give the PROGRAM NAME, the address and phone number, your name, and the nature of the emergency.

In the event of a fire or other emergency requiring the evacuation of the building, remain calm. Assist other staff in notifying clients and helping to direct them out of the building safely and quickly. Make sure your work area is secure if time and safety allow.

2. Emergency Plan

- * Remain calm
- * Notify your support person and clients of the emergency (example: fire).
- * Call 911. If available, a staff office person will call 911. When calling, stay on the phone and give all information including address, type of emergency and response needed. If it is safe to stay on premises, do not hang up the telephone. If it is unsafe, move to a safe telephone.
- * If a fire is contained it probably can be put out with extinguishers. Extinguishers are located in PROGRAM NAME (*include map here*). Fire extinguisher information sheets are posted by extinguishers.
- * Evacuate if necessary. Your support person will be in charge of evacuation. Office personnel and volunteers will assist as directed. Evacuate people in immediate danger first. Exit #1 (location) is the first priority. If Exit #1 is blocked, move everyone to Exit #2 (location), or if necessary, Exit #3 (location). Know which participants need help! Evacuate in this order: A. Ambulatory participants are evacuated first. Transfer slow-moving participants to wheelchair if possible. B. Participants in wheelchairs next (wheelchairs kept in resting area and large activity room). C. Non-ambulatory participants are evacuated last. Use 2-person or blanket carries if necessary.
- * Person in charge of the evacuation will pick up participant sign-in sheet and everyone will meet at bottom of wheelchair ramp. The support person will check closets and bathrooms, (both upstairs and downstairs) and close doors when everyone is outside. If it is cold or raining outside someone will be assigned to bring out coats if there is time. Check the sign-in sheet when everyone is outside.
- * Describe the emergency and actions taken on the incident report form located in the office. Have your support person sign and file the form.

3. Emergency Plan

Emergencies don't happen very often but when they do it is important to act calmly, quickly, and properly. To do this a well thought-out plan is needed. To get help quickly know the emergency numbers in your area. Our community has a "911" emergency response system. This should be called for any fire, police or medical emergency.

Evaluating an emergency may be more difficult, but here are some general guidelines.

Call an ambulance if the client is:

- * Unconscious.
- * Unable to stand (when they usually can).
- * Unable to breathe.
- * Vomiting blood.

Call the client's doctor or your support person for consultation if the client is:

- * Much more confused than usual.
- * Having extreme unexplained behavioral change.
- * Unable to speak clearly.
- * Having sudden one-sided weakness.
- * Bleeding (apply immediate pressure to wound).
- * Having unusual extreme pain.

4. Emergency Plan

In case of fire:

- * Remain calm. Do not panic. Walk quickly, do not run. Do not shout. Do not use telephones.
- * Check for red smoke detector light above doors where you are working.
- * Then close doors in your area systematically (this isolates the fire).
- * Check for fire or smoke in the rooms, close windows and reassure clients.
- * A red bucket is used to simulate fire during drills.
- * Check hallways and exits in your area to be sure they are free of blockage in case evacuation is necessary. Move clients, furniture and carts into nearby rooms to clear halls.
- * When you have completed the above instructions remain in your assigned area for instructions from the support person or volunteer coordinator.

If a fire is in your area:

- * Remove any client in immediate danger.
- * Pull alarm at the nearest alarm box. Know the location of alarm boxes.
- * Communicate the location and extent of fire to your support person.

The fire chief has the authority to order evacuation. His orders are to be followed without question.

In case of earthquake:

- * Keep calm and remain indoors away from windows.
- * Keep clients indoors. Move as many clients under doorways or into halls as possible.
- * Remain with patients until your support person or _____ gives further instructions.

In case of windstorm:

- * Move all clients inside, reassure and calm them.
- * Move all clients away from windows and into the hall as necessary.
- * Open all windows slightly and close curtains.
- * Remain with clients and wait for further instructions from your support person or _____.

5. Emergency Plan

In event of disaster:

- * Information Desk: Notify your support person.
- * Your support person will file a status report on the number of volunteers in the site at the time of disaster. If he or she is absent, the _____ will report the number of volunteers based on the number of volunteer cards standing on end in the time card box. This will be reported in writing to your support person.
- * Volunteers should remain in their area and report to the support person for instructions. The support person (unless needing immediate help) should direct you to report to the labor pool in the PROGRAM NAME lobby.

Exceptions:

- * Lounge: Explain we are implementing the disaster plan or drill. Explain that all clients in the lounge should report directly to the dining room and you will lead them to the clients' elevator.

- * Take the client list and clients to the dining room.
- * Then report to the volunteer coordinator or support person.

- * Equipment: Put equipment out of the main hallway, i.e., storage, unoccupied room, lounge on that floor, etc.
- * All other volunteers, report to your support person in the _____.
- * Person needing restraint: Occasionally someone will need to be restrained, either for their safety or for the safety of others. Stay clear of the area until things are under control.
- * Do not use elevators.

6. Emergency Plan

Each department is furnished a plan for volunteers to follow if there is a fire, disaster, or bomb threat. All volunteers should become thoroughly familiar with these plans. They should know where to report and which of their duties will take precedence during these emergencies or alerts. Disaster drills are held at least twice each year.

Be familiar with the fire plan. The complete plan is posted in all departments. The switchboard operator will page an announcement over the public address system during a fire alarm. The code words are "Red Alert!" The location of the alarm also will be announced on the intercom.

During a drill or real fire:

- * Help evacuate visitors from immediate fire area.
- * Pull nearest fire alarm box.
- * Notify switchboard of fire in person or by dialing 333 from a phone in a safe location.
- * Wait for further instructions from staff.

If you are not assigned to a department please report to the main lobby during an alarm. Remember to use stairs, not elevators.

7. Evacuation Instructions

Avoid any stampede. Police traffic to keep it rapid but controlled. Reassure clients. Evacuate the most hazardous area first. Often the area farthest from exits or nearest to the danger.

Cleanliness Samples

1. Cleanliness

It is the intent of PROGRAM NAME to maintain high standards of quality and cleanliness. Volunteers, while on duty, are expected to be clean and to dress neatly. This type of appearance presents to customers our concern about the sanitary handling of their food. We want customers to have the utmost confidence that our staff is clean and professional.

Personal Hygiene:

- * All volunteers doing any food handling must wash their hands before starting their shift.
- * Always wash hands before handling foods.
- * Always wash hands before leaving the restroom. Wash hands again for at least 15 seconds using the kitchen sink.
- * Keep hands clean while working.
- * Always use disposable gloves to handle food.
- * Keep head and facial hair clean and well-groomed. Men without beards should be clean shaven unless growing a beard. Hair restraint may be required for food handling.
- * Bodies should be clean. Be aware of strong odors such as tobacco smoke, strong perfumes, etc.

State law requires that all volunteers and employees wear shoes and shirts. All clothing should be clean and appropriate for the work required. Closed toe shoes are required when doing stocking. Sandals are appropriate for administrative type work only such as typing.

2. Sanitary Hand Washing Techniques

Hands should be washed before and after caring for clients. This protects the client and yourself and reduces the possibility of transferring infection to the patient or from the patient. It is important to learn to wash hands properly and to know the appropriate times for hand washing. A good rule to follow is to wash hands before and after each procedure and after handling soiled equipment. Use the following procedure:

- * Turn on the water in the sink. Remove or push up watch.
- * Wet hands and soap well. Lather.

- * Wash hands and wrists. Use friction and rub well between fingers, nails and thumbs.
- * Rinse hands and wrists. Slant fingers down toward sink so water runs from wrists to tips of fingers.
- * Dry well.
- * Finally, take care not to re-contaminate yourself from the dirty faucet, turn off faucet with paper towel that was used to dry hands. Dispose of paper towel in waste basket.

3. Disease Control

Hand washing is the single most important preventive measure! Volunteers should wash their hands:

- * Before preparing food or assisting with lunch and snacks.
- * After toileting.
- * After handling “contaminated” articles (Kleenex, handkerchiefs, etc.).
- * Volunteers should in help participants wash their hands before lunch and snacks.

Volunteers should avoid coming to PROGRAM NAME when ill with a contagious cold or flu.

4. Infection Control

Clean uniforms, clothing and good personal hygiene must be maintained to safeguard the health of our clients. Volunteers are requested to call when ill or when a contagious illness is suspected.

Hand washing is the best way for you to prevent the spread of infection. Volunteers will wash their hands at the beginning and end of any service assignment, before and after direct client contact, before and after eating, and after use of the toilet.

Volunteers will use “Universal Precautions” on all clients. All clients will be treated as potentially infectious with a blood-borne pathogen disease, i.e., Hepatitis B, AIDS. Gloves will be worn for all contact with patient mucous membranes or body substances, i.e., blood, feces, urine, etc. These are available in all clinical areas.

Plastic aprons, gowns, eye protection and masks are also available in all areas for protection against splash and soiling of clothes. Hair rollers, brushes, clips and combs are to be thoroughly washed between each use. Dryers are to be wiped with approved disinfectant before each use.

Cooperative Programs

1. RSVP Connection

All volunteers age fifty-five and older are required to sign up as Retired and Senior Volunteer Program (RSVP) volunteers. RSVP is a support organization for senior volunteers. RSVP volunteers receive the following benefits:

- * A monthly newsletter containing pertinent information about the program and about issues important to seniors.
- * Consultation on volunteers opportunities.
- * Placement services for volunteers.
- * Volunteer training.
- * Volunteer recognition.
- * Accident, liability and excess automobile insurance while volunteering.
- * Mileage reimbursement for low-income volunteers.

Please use the volunteer sign-up sheet located at _____ before each volunteer shift to RSVP track your hours of volunteer service.

For more information on RSVP services to volunteers, contact the RSVP office at _____.

2. Eligibility of Volunteers For RSVP

Any person age 55 or older, retired or semi-retired, is eligible to become a Retired and Senior Volunteer Program (RSVP) volunteer. There are no requirements placed on education, income, or experience, and there are no fees or dues to be paid. All that is needed is a willingness to volunteer and a desire to serve the community. After you complete a registration form, an RSVP volunteer specialist will attempt to find additional assignments suitable to your interests and capabilities. RSVP's primary concern is your enrichment and fulfillment. RSVP there to listen, and to find activities appropriate for you.

RSVP offers a variety of volunteer opportunities. If at any time you would like to change your assignment and take on a new challenge, please let them know. They will be happy to find a new position for you.

3. Other Agencies

The PROGRAM NAME cooperates with various volunteer agencies in the area that serve as recruitment and placement centers.

RSVP (Retired and Senior Volunteer Program)

PROGRAM NAME volunteers who meet the eligibility requirements may become active members of RSVP. The purpose of this program is to provide meaningful community volunteer activities for individuals 55 years of age or older. For information contact RSVP at _____.

VIPS (Volunteer Information and Placement Service)

This agency places volunteers throughout _____ county. Contact this agency directly for more information.

Volunteer Guidance Samples

Volunteer Standards

1. Productivity Tips

Your ideas and energy give life to your organization and enable it to function at its best. The more you realize your potential, the more you and PROGRAM NAME benefit.

When you contribute to something worthwhile, you feel good about yourself. There's no substitute for feeling important.

Your state of mind, attitudes and morale affect the quality of the work you produce. Feeling good about yourself and your performance helps you to produce work of which you and PROGRAM NAME can be proud.

You count as an employee. You make a significant difference to the organization. When volunteers and salaried staff alike keep that in mind, both succeed.

2. Work Standards

Working

PROGRAM NAME expects every staff member to be a cooperative worker by contributing intelligent, enthusiastic, and productive work. The following are some ideas to help us do this:

Getting the Job Done:

At PROGRAM NAME, volunteers need to work independently. Providing good service to our clients and keeping PROGRAM NAME a strong and viable organization is dependent upon an efficient, productive work force. Maintaining a cooperative approach to running our organization also requires that staff members take initiative and become actively involved in problem solving. PROGRAM NAME'S success is the result of many people taking responsibility for their work. They use skills and creativity for the benefit of the organization, our members and our workers. We expect and encourage you to become a productive part of our work force. Following are some expectations:

- * Be punctual and ready for work.
- * Learn all you can about PROGRAM NAME'S operations, goals, and objectives. Make your shift a learning experience so you can be better informed when responding to customer's questions.
- * See yourself as part of a team, recognizing that your efforts contribute to the work of your teammates.
- * Ask yourself, "How can I do it better?" Strive for excellence.
- * Contribute your ideas and knowledge. Look for opportunities to problem solve creatively.

Working Cooperatively

- * Focus on producing results, not putting in time. Develop a comfortable but efficient work speed. Don't just stay busy, stay effective.
- * When you refer a client or fellow staff member to another person to answer a question, wait to hear the response. Use this as an opportunity to broaden your knowledge.
- * Feel free to give and receive constructive criticism to and from fellow workers. We work as a team and need to support each other with useful feedback.
- * Always use the proper tools and work in the safest manner possible. Ask for assistance when needed.
- * Follow through on your volunteer commitments. When you can't, be sure to let those affected know.

Working Together

PROGRAM NAME supports and fosters a positive, constructive, creative outlook. You will work better if you:

- * Accept change as natural and welcome the opportunity for the growth it brings. Think of problems as challenges and accept personal responsibility for improvement.
- * Remember the value of humor and joyousness; be serious about what you do without being solemn.
- * Work with the spirit of interdependence among the individuals and departments of the organization. Help others. We are all working to keep the office clean, put things back where they belong, help meet client's needs, etc. We cooperate. We are a team.

3. Work Standards-Medical Care

Your regularity, dependability, and willingness to do the job well is essential to the smooth functioning and success of the PROGRAM NAME Volunteer Program. No task is too small to be important.

If you are unable to report for duty as scheduled it is important that you arrange for a substitute. If you cannot find a substitute contact your support person or the volunteer coordinator.

You are expected to remain on your scheduled assignment during your shift and should not serve in any other area unless asked to do so by your supervisor or by the volunteer coordinator.

Always report to your support person when you reach your area of service, when you leave the area to eat, or when you complete your shift. When in doubt ask your supervisor.

You are expected at all times to adhere to the rules and regulations of the PROGRAM NAME and of the volunteer department. The volunteer coordinator has been given the authority to dismiss you from volunteer service should there be any violation of your responsibilities or infraction of rules, or should you be absent too often without a legitimate excuse.

Any questions about the PROGRAM NAME or criticism of its procedures, policies and personnel should be brought to and discussed only with the volunteer coordinator. They in turn will contact the proper authority concerned with these questions or criticisms.

Your observations and suggestions are important to the growth and development of the volunteer program of which you are a vital part. Please bring them to the volunteer coordinator.

If you are requested to do a task with which you are uncomfortable, please notify staff and seek assistance.

4. Recommendations For An Enthusiastic Team

- * Help each other be right, not wrong.
- * Look for ways to make new ideas work, not for reasons they won't.
- * If in doubt, check it out! Don't make negative assumptions about each other.
- * Help each other win and take pride in each other's victories.
- * Speak positively about each other and about your organization at every opportunity.
- * Maintain a positive mental attitude no matter what the circumstances.
- * Act with initiative and courage, as if it all depends on you.
- * Do everything with enthusiasm. It's contagious.
- * Whatever you want, give it away.
- * Don't lose faith, never give up.
- * Have fun!

5. The Volunteer's Role

As a volunteer, you are here to help. You are a paraprofessional. You are not a therapist, and the people you serve will not want you to be. You are not here to solve client's personal problem. You are a person who can listen with empathy. You are a person who knows community resources and can act as a referral source. You are ready to supply information when others decide what they must do. You are hearing about people with troubles, but the message they are giving demands not just concrete help but a response to their emotions. You listen to people and create an atmosphere of safety, or total acceptance of them, so they can talk and work out their problems.

6. Code Of Ethics For Volunteers

As a volunteer, believing that the organization has a real need of my services, I realize that I am subject to a code of ethics similar to that which binds the professionals in the fields in which I work. To accomplish this service I will:

- * Be punctual and conscientious in the fulfillment of my duties and accept supervision graciously.
- * Conduct myself with dignity, courtesy, and consideration.
- * Consider as confidential all information that I may hear directly or indirectly concerning a client.
- * Interpret volunteer to mean that I have agreed to work without pay. I will try to make my work of the highest quality, just as the paid staff are expected to do their work.
- * Promise to bring to my work an attitude of open- mindedness. I will be non-judgmental. I am willing to receive training and will show interest and attention. I will take any problems or suggestions to my support person.
- * Realize I may have assets that my co-workers do not have. I should use my assets to enrich the project at which we are working together.
- * Realize I may lack assets that my co-workers have. I will not feel inadequate but will help in developing good teamwork.
- * Find out how I can best serve the activity for which I have volunteered. I will offer only as much as I am sure I can give.

- * Realize that I must live up to my word. Therefore, I will be careful that my agreement is simple and clear and it cannot be misunderstood.
- * Believe that my attitude toward volunteer work should be professional. I believe that I have an obligation to my work, to those who supervise me, to my fellow workers, to those who benefit. I will uphold the traditions and standards of PROGRAM NAME and will interpret them to the community at large.
- * Notify my support person if I want to end my assignment.

7. Code of Ethics

- * I will keep confidential everything I see or hear at the PROGRAM NAME. I will not discuss the condition or personal problems of any patient with anyone, other than my support person, either in or out of PROGRAM NAME.
- * I will walk and talk quietly so as not to disturb clients.
- * I will be dependable. I will do what I agree to do. If I cannot be there I will let my support person know ahead of time.
- * I will conduct myself appropriately at all times.
- * I will accept assignments and supervision courteously.
- * I will be pleasant. I will have a friendly smile for everyone and I will keep a sense of humor.
- * I will not chew gum, eat or drink while on duty. I will not smoke in the hospital.
- * I will be prompt.
- * I will be pleasant and smile.
- * I will be friendly but never familiar.
- * I will be interested but not inquisitive.
- * I will be loyal to our organization and the PROGRAM NAME.

Interpersonal Skills

1. Communication

Volunteers communicate their needs to the volunteer coordinator or their support person. You should talk over mutual expectations with the support person before starting your assigned tasks and when clarification is needed. When problems occur talk to your support person or the volunteer coordinator. Whenever possible attend training sessions for volunteers. These are designed to help you become a more capable volunteer.

2. Tips On Active Listening

- * Want to listen. Almost all problems in listening can be overcome by having the right attitude. Listen to the client as you would listen to any friend. Remember, there is no such thing as an uninteresting person...only uninterested listeners.
- * Act like a good listener. Be alert, sit or stand up straight. Lean forward and let your face radiate interest.
- * Listen to understand. Do not just listen for the sake of listening; listen to gain a real understanding of what the client is saying.
- * Ask questions when you don't understand, or when you need further clarification. Ask questions when you want the other person to like you, or when you want to show you are listening. Don't ask questions that will embarrass or "put down" the other person.
- * Concentrate on what the other person is saying. Actively focus your attention on the words, the ideas and the feelings related to the subject.
- * Look at the other person. Face, mouth, eyes and hands will all help the other person communicate with you. These will help you concentrate and show that you are listening.
- * Smile appropriately but don't overdo it!
- * Get rid of distractions. Put down any papers, pencils, etc. you have in your hands; they may distract your attention.
- * Share responsibility for communication. Only part of the responsibility rests with the speaker; you as the listener have an important part. Try to understand, and if you don't, ask for clarification.
- * Remember, listening is fun! Work at developing this constructive attitude. Make a game of seeing how well you can listen and really understand the client's needs.

Effective listening is an art. It can only be developed by conscientiously applied practice on a daily basis!

3. Tips On Giving Good Information

- * Provide only correct information. The only thing worse than not knowing an answer is giving the wrong answer! Never be too proud to say, "I don't know, but I'll find out for you." If you don't know an answer, say so. Then do your utmost to find the correct information!
- * Don't assume anything. Ideas that may be clear and easy for you may not be to a visitor.
- * Be specific. When directing a client to an address of a service provided, use terms that are universal (north, south, right, left). Don't use terms that are only known locally, like "next to the Jones' place." Use names of streets and landmarks when possible. Give specific measurements if possible (four blocks, one half mile).
- * Speak slowly and distinctively.
- * Reinforce your instructions with something visual. Provide a brochure or map. Always hold the information facing the client, with north at the top for them. If possible stand so that you, the client and the information are all oriented the same. Use a highlighter to mark important information.
- * Give added information when it will help. Be careful not to confuse when giving added information.
- * Recheck. Let the client repeat the information back to you if they want to and listen for points of possible confusion.
- * Be patient. Be patient and considerate, especially with people who have speech and language difficulty. Think how you would like to be treated if the situation were reversed.
- * Maintain a helpful attitude. Be friendly and courteous. You should try not to rush the client. Don't let the client leave until you both feel you have a clear understanding.
- * Speak with confidence. True professionals provide their information and answers with quiet certainty, because they know their material. They know they are doing their job well. Learn to be a true professional in everything you do. Your confidence also will help put the visitor at ease.

4. Tips On Handling Complaints

A few simple procedures can help anyone who has to deal with client complaints. Good client relations don't depend on the innate ability of getting along with people. You can learn to handle complaints by following the simple procedures outlined below:

- * Listen to the entire complaint. How else will you find out what the client wants? Don't interrupt. People who complain about a product or service are feeling a need to tell you something.
- * Accept the feelings of the client. Let the client know it is all right to feel upset. The client's need to "tell you something" is often complicated by the feeling of frustration, or even embarrassment about complaining. The best way to deal with feelings is to accept them.
- * Don't take the client's complaint as a personal offense. Chances are it is not really directed at you. Don't defend yourself or your organization either. If you oppose the feelings, they will continue; if you accept them as valid for the client they tend to diminish.
- * You may feel like disagreeing with many things the person is saying. The key is to look for that feeling with which you can agree and then tell them that you understand. Manage to filter through the client's feelings by accepting them, then move into solving the specific problem.
- * Clarify the complaint. Now filter out the feelings to find out exactly what it is the client wants you to do. Simply ask, "How can I help you?"
- * Take action immediately when possible. Don't just stand there, do something! The complaining client wants action! Even if the complaint isn't in your department show some interest.
- * Follow through on anything you say you are going to do. Don't ever promise something you don't intend to do. If you are authorized to handle the matter then take care of it without delay, preferably in front of the client. That client wants action not just words.
- * Remain cheerful and helpful. Your attitude can ease the situation greatly if you handle it correctly. Smile! Be courteous and gracious; try to be really helpful.
- * When you are dealing with an unhappy client you have an unparalleled opportunity to create a positive impression of yourself and your organization. This is the time to be at your very best.
- * Refer matters that you can't handle to someone who can. If you can't take immediate action on the client's complaint yourself, refer them to someone who can.
- * If it is a matter of referring them to another agency or office, be helpful in providing the name, address and phone number. Suggesting exactly what steps they should take. At the very least, take down their name, address, phone number and the nature, location and date/time of the problem and give it to your supervisor.

Remember: The person with the complaint is probably most upset because they don't feel they have been treated with fairness. This has offended their sense of self-worth. You can restore that sense of well-being by showing real attention and interest in their problem. Accept the reality and validity of their feelings. Try to resolve the problems or find the person or agency who can. Don't ever let the complaining client go away

without showing them that someone does care about them and their problem. Isn't that what you would expect if you had a complaint?

5. Crisis Theory

A person in crisis has temporarily lost, or cannot use, his/her regular coping devices. He/she cannot see the problem as one that is familiar. The reason for this may be:

- * Too much stress.
- * Too unfamiliar a stress.
- * Too unexpected a stress.

A crisis is of limited duration. A person in crisis is anxious and fearful, feels helpless, hopeless and overwhelmed. The Chinese definition of crisis has two meanings:

- * Danger
- * Opportunity

Thus, a person can grow from the experience or find less useful ways of behaving (drinking, sleeping, ignoring, etc.). Your job is to help him/her find a way of pulling his or her problems into the familiar range of his or her coping devices. Help them see they can solve their problems. Find out how they have coped before. Pick up all positive behaviors and accent them. There is no use criticizing the ineffective behavior. Help the person see what real alternatives are open to him or her. Help the person see what new coping methods are available to him/her as an individual. Only they can decide. Be familiar with the community resources so you can offer some alternatives.

Remember, a crisis is a natural process. If it were extended over time, it would be called maturing. In maturing, a person tests and develops ways of meeting daily challenges. A crisis is this process compressed into a short period of time.

Customer Service

1. Inquiries For Services

Service Counter Inquiries

Remember: The client is number one. The client is the reason you are here and should be treated as number one! When the client walks into the office, stand, greet them pleasantly and ask if you can be of any help. If you are engaged in another activity or in conversation with another staff person, break off quickly.

If you are busy helping another client, take a second to acknowledge the new client. Pleasantly let them know you will be right with them. Show the guest the brochures and other information about PROGRAM NAME.

Telephone Inquiries

Answer on the first ring if possible. Greet the caller pleasantly. You might say; "PROGRAM NAME. This is (your first name), how may I help you?"

If you are extremely busy and have walk-ins, other calls holding, or need to ask another staff person for assistance, ask the caller "Will you hold please?" You may want to say, "Please hold, someone will be right with you." It could be a long distance call so don't forget them.

If you are free answer a "holding" call by saying: "Thank you for holding. How may I help you?" You may want to ask, "Is someone helping you?"

Use the client inquiry forms provided near each phone to write down the information they need. Take complete, accurate information and write legibly! These forms then go in the basket on the volunteer coordinator's desk for his/her response. If the visitor is looking for information that we don't have feel free to refer them to PROGRAM NAME.

If you don't understand something the caller has said, ask them to repeat it. Wrong information means an unhappy client and wasted postage!

Mail Inquiries

The mail room handles all of our mail inquiries from clients. Date stamp the request and place it in the folder on your support person's desk. She/he takes it from there.

Respond to client mail as quickly as possible. The ideal is to allow no more than one day turn-around in responding to client mail requests.

Try to include a response to every question. If you are not able to answer every question include a note of explanation.

All Inquiries

Again, remember the client is number one. It is the policy of PROGRAM NAME to answer every inquiry as fully as possible.

If you find you are unable to answer a question fully make sure the client understands the situation and does not feel ignored. If you don't know the answer to a client's question, don't guess at the answer. Ask your support person for the correct information. At the very least give the client a referral. Make sure the referral will actually be able to help your client. Check the referral for the client if you are uncertain, then you will both know the answer! Never get caught unprepared for any question. Keep learning all about PROGRAM NAME and other services we provide.

2. Helping Others

Barriers To Helping Others

- * Assuming: Thinking you know what other people think, what they will do and how they will respond.
- * Rescuing/explaining: Stepping in to explain what happened rather than asking the kind of questions that will help a person discover what happened. Rescuing a person keeps him/her from the consequences of his/her choices.
- * Directing: Giving instructions on each step to make sure it's done your way. This attitude controls others.
- * Expecting: Setting high standards and then pointing out the person's failure to reach those standards.
- * Mind Reading: Requiring other people in relationships to read our minds and to think as we do.

Builders For Helping Others

- * Checking: Ask other people what they think, what they plan to do. Try to understand why they chose to respond the way they did.
- * Exploring: Ask the "What? Why? and How?" questions to help a person become aware of his/her perceptions and the consequences of his/her behavior.
- * Encouraging/inviting: See people as assets rather than objects or recipients. Allow people to make mistakes and have different ways of doing things.
- * Celebrating: Recognize people's progress and encourage any step in that direction.
- * Respect: Be willing to "get into the world" of another person. The language of respect is, "What is your understanding? Let me be sure I understand what you think or feel."

3. Customer Service

Make the client feel at home and at ease. Treat the client as a "special customer" and give the extra "helpfulness" that may be needed. It will be appreciated and can help to keep up your spirits!

Know your "product." Being able to provide a warm, friendly welcome to the client is very important, but you also need to be able to supply accurate information on a variety of subjects. It is comparable to selling a product. Your product is provided by PROGRAM NAME. You need to know everything in detail about PROGRAM NAME services available before you can share that knowledge with the client.

Sometimes you can be your best resource. Keep your eyes and ears open to new things to see and do. By experiencing them yourself you can give first-hand information to the client. There is much information to track and you will need a system to keep things organized and up-to-date. Some of your basic resources are brochures, a rolodex, and handouts. It might be helpful to have a brochure notebook with a sample of each brochure that is available.

A rolodex can be very helpful. It keeps key information organized and at your fingertips. Having one located by the phone or counter can be of great assistance. It can prevent you from having to fumble around for a brochure, etc. Handouts can be helpful if brochures are not available. The handouts could be stored in a notebook, or in the "to whom it may concern" file at the front desk, or a file cabinet. Make sure this information is checked and kept current.

There are many reasons why we should not depend on just memory in providing client information:

- * Memory is fallible! It's good to be able to look back at a brochure or other written resource material. It will refresh our memory or confirm what we thought was the correct information.
- * Information grows and changes. We need an easier way to keep a vast amount of detailed information accurate and accessible without spending our entire day memorizing it.
- * Training clients is easier if you have written or printed resource information. Organize it in a logical, easy-to-use manner. This is also important if PROGRAM NAME is staffed with volunteers or other part-time employees who have not had the same opportunity to learn and absorb the wide range of information available.
- * Perhaps most important, written or printed information helps reinforce what we have told the client. Try to provide clients with a brochure or other written information, as well as a verbal response. This gives the client an additional way to absorb the information. Once they are out of the office they can refer to the information provided.

Working With Clients

1. Working With Clients

Set reasonable goals. Sometimes the goal of a job or a promotion is enough to motivate a client to do what needs to be done. Setting small goals that the client can reach in a reasonable time is a good way to use his/her goal orientation to best advantage.

Patience is a necessary virtue for helping others. For example, older adults often take a longer time in the learning process because of a decrease in vision, hearing or physical stamina. Don't expect overnight success. Progress will be realized over a period of time. Sometimes what the client lacks in physiological stamina may be compensated for by a high degree of motivation.

Set the client up to succeed. Adult learners often have certain negative feelings about themselves. They have failed in one way or another. This may include dropping out of school, losing a job, or not being able to read or write well enough to fill out a job application form. It is important that a client experiences success at the first meeting. Once their skill levels have been determined you can use materials you know the client/person can handle. The first experience should be a positive one.

Accept your client as he or she is. Sometimes clients have values different from ours. We may not agree with some of their values or their lifestyle. This cannot interfere with our support. We must accept the client and work from there.

Establish lines of communication. Volunteers can help to establish a habit of communicating with the client. Volunteers and clients may exchange telephone numbers to keep in touch in case one of them is ill. A small calendar with meeting dates circled can be a good start.

Help the client gain self confidence. Accept each client. Believe in them and they will begin to believe in themselves. Do not put the client down in any way. Give praise for every success and you will see this positive reinforcement bring good results.

2. Working With Clients

To be helpful in working with people I must show:

- * Awareness of my attitudes, feelings and prejudices so that they do not interfere as I begin to offer help to others.
- * Understanding that people usually react to situations with feeling rather than intellect.
- * Appreciation that people are different in physical and emotional makeup, family background, education, and life's experiences. They are alike in their basic needs to be loved, have security, be adequate, achieve and be recognized.
- * Insight that people form attitudes based on how they see a situation. They may read meanings into situations that are not there. They may hear only what they want to hear.
- * Realization that people want to control their lives and make their decisions. Help is seldom acceptable unless it is sought, and the individual has the right to reject it.
- * Recognition that behavior has meaning only to the individual and may not appear to be sensible or logical.
- * Appreciation that each person has needs and reacts in ways that attempt to meet them.
- * Understanding that a person's responses usually have little to do with me as a person. He/she may be reflecting worries and concerns that have no bearing on the current problem presented.
- * Acceptance of people as they are and where they are with their problems.

- * Understanding and ability to reassure the person that I recognize his/her problem and wish to work with him/her on it.

3. Service to Clients

- * Speak to clients with the respect you provide any adult. Discuss the day, the season, upcoming holidays or local news.
- * It is often helpful to bring along a conversation starter. This may be a picture book (travel or animal books seem to work well), a pet, or a craft project.
- * Encourage them to take pride in themselves. Compliment them!
- * Respect their confidences and their privacy.
- * Make your interactions personal by learning about participant's interests and needs.
- * Be flexible and willing to follow their interests. Be ready to change the subject or leave.
- * Guard against personal jokes, they may be misunderstood.
- * Be cheerful, enthusiastic, patient. Be relaxed, enjoy yourself, and smile.
- * Be objective and understanding.
- * Avoid criticism and contradiction.
- * Alert staff if a participant goes outdoors alone, needs to use the bathroom, or requires assistance.
- * Remember that our participant's long term memory is usually better than their short term memory.

4. Service to Clients

We can provide our clients with attentive, helpful, and prompt service. We should try to anticipate client needs and problems. If someone looks puzzled or troubled ask if you can help. Your job entails more than just doing the tasks assigned to you. Public relations are also a part of your duties. What you do or do not do can affect PROGRAM NAME.

Show courtesy to clients. Help new clients feel at ease. Be an "ambassador" for PROGRAM NAME. Answer client questions considerately or locate a staff person when you are unable to answer. Take the opportunity when time allows to explain our mission to those who are interested. Clients are not an interruption of your duties. They are the reason for your duties.

Our first job is to serve clients. Service applies especially to those who constantly deal with the public. The most important factor in client satisfaction, is the treatment they receive from our staff. You are the "face" of PROGRAM NAME to every client. Their impression of PROGRAM NAME depends on you. This translates into specific things that you can do:

- * **Friendliness:** Smile and greet our members and clients. Learn their names and thank them for visiting _____ . Invite new clients back.
- * **Helpfulness:** Go out of your way to get the answer to a question, to find a resource, or to solve a problem. Look at problems as opportunities.
- * **Efficiency:** Efficient service supports client satisfaction.
- * **Professionalism:** Perform your duties to the highest standards possible.

About 80% of our problems with clients will come from 20% of our clients. That is normal. Everyone has a bad day occasionally. We can't let these clients ruin our days. We must continue to be cheerful, helpful, friendly, and accommodating. Help them by keeping the following things in mind:

- * These people are a good barometer of how good our service really is. If we can please these people we're in great shape with everyone else.
- * These are frequently the most appreciative clients once they receive whatever it is they need. We should try our best to make them happy; frequently no one else can. If we do, they become loyal clients.
- * As fellow human beings give them patience and understanding.

Working With Children

1. Working With Children

Children who feel accepted and liked will learn and be successful in school. Here are some ways that school volunteers can to help students have that feeling:

- * Greet children in a warm, friendly fashion each time you see them. Treat them as equals.
- * Learn the children's names and use them often. Let them know that they are important.
- * Praise children for every success, but always be sincere and honest. Too much praise won't mean as much.
- * Listen carefully to what the children want to tell you. Remember what is important to them. Show genuine interest in them.

- * Accept children as individuals and get to know them and their points of view. Don't classify children you meet as poor, slow or small.
- * Use a tone of voice that will encourage children and make them feel confident.
- * State directions in a positive manner. Keep explanations short.
- * Refer disciplinary problems to supervising staff.
- * Be comfortable with silences. Give the children time to think and organize what they want to say. Be patient and wait.
- * When introducing something, demonstrate it so that the child knows what you expect.
- * Be absolutely honest with the children. It is all right to say "I don't know." Then try to find the answer.
- * Smile! A relaxed, friendly attitude creates the best atmosphere for learning.

2. Giving Good Instructions

To avoid negative reactions from the children:

- * Instruct the child as though you expect him/her to comply.
- * Give sufficient time and "warnings" if necessary.
- * Use words that the child understands. Check for understanding.
- * Keep your voice low. As your voice gets louder so will the child's voice.
- * Your rules should match the child's ability to understand them.
- * Reward good behavior with a smile or compliment.

3. Safety at School

Know about:

- * The school's playground regulations.
- * Student check-in and check-out policies.
- * Emergency plan procedures (serious accidents, bomb threats, power outages).
- * Do not allow a child to use hazardous equipment (paper cutter, handle hot dishes, etc.).

4. Tutoring

A child who has been absent or who is having difficulty with a particular problem will benefit greatly from your special help. Try the following suggestions in a one-to-one tutoring situation:

- * Don't be hesitant about refusing the assignment if you feel that you don't understand the material well enough to help the child.
- * Get specific directions from the teacher.
- * Find a quiet place where the two of you can work without disturbing the rest of the class.
- * Establish a one-to-one relationship with the child by first talking about a pet, hobby, etc.
- * Let the child work independently as much as possible.
- * Direct thinking so the child can discover the answer. For example, the question might be, "When did State become a state?" You could direct the student to the index of the social studies book.

5. Developmentally Appropriate Practices (DAP)

While in the classroom you will observe teachers as facilitators of learning. They will help a child plan learning experiences that are of interest to the child and that promote thinking, problem solving, and self-reliance.

Developmentally appropriate practices focus on the individual child and the teaching of ideas that are age appropriate. The teacher has knowledge of the child and understands the various stages of the child's growth and development. The child learns through experience, experiments, and social interaction when developmentally ready.

Learning is considered a life-long process. Learning is something the child does; it is not done to the child. The curriculum and instruction are designed to develop the child's self-esteem, sense of competence, and positive feelings toward learning. The child is allowed to determine the pace needed to acquire skills in reading, math, science, writing, and other areas of instruction. For example, it is accepted that not every child will learn to read by age six. Most will learn to read by seven but some will need intensive exposure to literacy to learn to read by age eight or nine.

Elements of Developmentally Appropriate Practices:

- * Instruction is child centered, activity oriented, subject matter integrated, and differentiated for age and individual appropriateness.
- * Curriculum is designed to promote maximum student involvement in integrated learning that meets the students' developmental needs.

- * Teacher observation of student progress is a primary focus of assessment. Progress reporting is narrative in form and individual rather than comparative.
- * Children are provided a nurturing and challenging environment that maximizes ease of transition from home to school and from group to group.
- * The school provides guidance for the social and emotional development of students.
- * The school encourages family involvement in the educational process.
- * The school organization is flexible and responsive to the needs of children within the school community.
- * Ongoing staff development is provided to support professional growth for all staff members.

6. Assisting Children

Young people bring much joy and satisfaction to our lives. Kids are fun. Kids are the future. Kids can create problems on occasion. If you find a child running, screaming repeatedly, or mishandling products:

- * Deal with the child directly if the parent is not aware of the problem. Approach the child, get down on his or her level, eye to eye. Calmly and kindly ask him or her to stop. Explain why the behavior is unacceptable.
- * If a somewhat light approach does not work, or if the parent is aware of and ignoring the problem, refer the situation to a coordinator.
- * Never use physical force to restrain a child except when behavior significantly endangers the child or others, or may cause serious property damage.

Your most important role as a staff member is showing genuine concern for clients. Clients want to know they are being heard. When clients come to you with problems, complaints, or questions:

- * Listen to them and ensure they feel heard. It is often useful to check back with comments like, "Would it be helpful to you if I...?"
- * Solve their problems or find someone who can.
- * Follow through. Remember, all our efforts are pointless if we "dead-end" clients or neglect to get back with them.
- * Help clients provide the staff with comments and suggestions by using a suggestion box.
- * If client's complaint involves a personnel issue they should be referred directly to your support person or the volunteer coordinator.

Working With Elderly People

- * Treat the client with respect. Do not confuse diminished hearing or eyesight with diminished intelligence.
- * Listen to clients. Your interest in their feelings conveys respect and concern.
- * Begin each conversation by identifying yourself and calling the client by name. Say, "Good morning. I'm June." Do not ask, "Do you remember me?"
- * Use short, specific, familiar words and simple sentences. "I'm Jane. I'm here to help PROGRAM NAME."
- * Speak slowly and softly in a low pitched voice. Approach gently, with an open, friendly, relaxed manner.
- * Give one direction or ask one question at a time. "Are you finished? Here is the hall."
- * Wait for an answer and if there is no response, repeat exactly, "Are you in pain? Are you in pain?"
- * Stand or crouch face-to-face and maintain eye contact.
- * Move slowly and touch gently on the arm or hand to gain attention. Be careful not to startle. Some participants do not like to be touched.
- * Use facial expressions and hand gestures to show your concern or how to do something. Beckon, use gestures, hold out your hand, or smile.
- * Talk in a noise-free, non-distracting place. Turn off/down the stereo or television when speaking to the participant.
- * Respond to the message, not to the words. "I'm sorry you're upset. I know this is confusing."
- * Take turns frequently in conversation with a client. Use short sentences, not paragraphs. Give the participant time to answer. Clients may respond to verbalization very slowly. Allow sufficient time for them to respond.
- * Watch for signs of restlessness and withdrawal, increased hand movement, loudness, restless looking away or frowning. Tell her/him you understand it's not a good time to talk and you'll come back. If unable to attract client's attention, leave and try again in one or two minutes or notify staff.

Working With People With Disabilities

Working with people who have disabilities should not be awkward, yet many people feel unsure of how to act. Much of this discomfort is due to lack of exposure to those with disabilities and a lack of awareness of issues facing them. Take the time to know your client and their needs. You may find a friend and possibly gain new knowledge.

Physical or mental impairments or disabilities may be present at birth, or may be due to injury, disease or aging. The major barrier people with disabilities face is not the disability itself but lack of acceptance by others. This lack of acceptance is caused by:

- * Ignorance: Not understanding that people with disabilities have the same concerns and many of the same capabilities as other people.
- * Indifference: Not caring about the issues and concerns facing those with disabilities. (This can be counterproductive since all of us are only an accident away from having disabilities ourselves.)
- * Discomfort: Being uneasy and unsure of how to act around people with disabilities.

By removing these barriers we can help all people reach their full potential.

There are many kinds of disabilities:

- * Physical disabilities, which hamper mobility or cause speech problems.
- * Sensory disabilities, such as blindness or deafness.
- * Mental disabilities, like mental retardation or learning disabilities.
- * Emotional disability, such as severe depression or anxiety.

Mild disability may only minimally interfere with normal activities while a severe one or multiple disabilities may sharply limit functioning. In addition, disabilities differ in duration so some may be permanent while others are only temporary.

Wheelchair Etiquette

Many people are unsure how to act when they meet someone in a wheelchair. This can create some embarrassing moments. Here are some suggestions:

- * Ask Permission: Always ask the wheelchair user if she/he would like assistance before you help. An unexpected push could throw the person off balance.
- * Be Respectful: People's wheelchairs are part of their body space. Don't hang or lean on them unless you have permission.
- * Speak Directly: Be careful not to exclude the wheelchair user from conversations. If the conversation lasts more than a few minutes, sit or kneel to get yourself on the same level as the wheelchair.

In Closing

We appreciate your willingness to volunteer with PROGRAM NAME. We hope you will enjoy your experience as a volunteer. As you learn your volunteer duties feel free to ask questions. Our staff is happy to help you. It is your commitment and that of volunteers like you that allows PROGRAM NAME to most effectively serve our client's needs. Thank you.

Index
