



VOLUNTEER POLICIE AND PROCEDURES

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1. GENERAL POLICIES & PROCEDURES

SDI will engage community volunteers for various roles and responsibilities in its programming and will also engage volunteers at its offices. All interns coming to SDI will be treated as volunteers and this policy will apply to them. Policy application to community based volunteers will slightly differ as in some areas SDI will not have direct control over community volunteers as mostly we do not check on their day to day work with the organization.

1.1.1 NOTIFICATION OF ABSENCE

Please contact us as soon as possible if you are not able to fulfill your volunteer service for any reason - illness, scheduling conflict, etc.

1.1.2 VALUABLES

Please try to avoid bringing valuables with you as Foundation for Community and Capacity Development cannot be responsible for any damage or loss. If you need to bring a purse (etc.), discuss safe storage with your supervisor.

1.1.3 VOLUNTEER HOURS

When you arrive, check in with your supervisor so they know you have arrived. Document the time you arrived by signing-in and when you are done for the day sign-out so that we can keep track of your volunteer hours. Please ask your supervisor what procedure you are to use as it varies from program to program. If you are a community volunteer program officers will directly provide information to you on our expectations for hours of service. Volunteers will have a flexible time check with the organization so that they can also invest some of their time to their personal benefit.

1.2 ORIENTATION AND TRAINING

Will be provided to all volunteers. A general orientation to SDI and training specific to the job they will be doing will be provided by the supervisor of the volunteer position.

1.3 SAFE ENVIRONMENT FOR CHILDREN, YOUTH AND VULNERABLE ADULT

SDI takes the safety of children, youth and vulnerable adults very seriously and conducts background checks and a training program called Safe from Harm to ensure their safety. Ongoing volunteers who will be working directly with children, youth or vulnerable adults will be required to have a criminal background check conducted and attend training regarding work with these special populations. Safe from Harm training can be done by attending a class or completing an online course.

1.4 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 supervisor or other SDI staff. Foundation for Community and Capacity Development does not condone any such incidents. If you have questions regarding what constitutes abuse or harassment, please contact your supervisor.

1.5 CONFIDENTIALITY

Confidentiality is a right guaranteed to our clients, donors and our volunteers. Clients' and donors' needs, concerns, personal problems and financial status are not to be discussed with anyone other than the appropriate staff member. A criminal background check is required for volunteers in positions dealing with sensitive information. Volunteer applications, evaluation and other volunteer information will also be kept completely confidential.

1.6 NON-DISCRIMINATION POLICY

It is SDI policy that there will be no discrimination or harassment in its programs, activities or employment. Paid staff and volunteers need to treat people with dignity and respect.

1.7 SDI REPRESENTATION

All actions or statements that reflect on, cause obligation to, or affect financially SDI must have prior approval by agency staff. These may include, but are not limited to, lobby 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.

1.7.1 MONEY

A SDI 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. A SDI volunteer cannot give any of his/her personal money to a client under any circumstance unless there is prior approval from the immediate supervisor.

1.7.2 ACCIDENTS AND INSURANCE COVERAGE

You are important to us and we strive to keep all environments safe for everyone. However, if an accident occurs involving clients, staff or you in a volunteer capacity, report all the information to your supervisor immediately.

1.7.3 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 a SDI facility or program site under any circumstances. Volunteers are also not permitted to purchase alcohol, drugs or cigarettes for or from any of the clients.

SMOKING is not permitted in SDI facilities. Please ask your supervisor if there is a designated smoking area.

1.7.4 PROHIBITED WEAPONS

SDI policy prohibits all persons (including employees, volunteers, customers, invitees, guests or other visitors) from carrying a prohibited weapon of any kind onto SDI property regardless whether the person is licensed to carry the weapon or not. Prohibited weapons include any form of firearm, explosive device, or other device that is generally considered to be a weapon.

1.7.5 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 supervisor. 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.

1.7.6 CHILDREN

For some volunteer positions, such as bell ringing, children are welcome to volunteer with you. There are other volunteer positions where children are not allowed for safety reasons. Please check with your supervisor prior to volunteering about bringing children along with you. If you do have children with you, they must remain under your supervision. They must abide by the same standards that we have for volunteers.

1.7.7 DRESS

Dress according to what is appropriate and comfortable for your volunteer position. Since Foundation for Community and Capacity Development is a local organization, we ask that volunteers be respectful in dress and do not wear attire that could be offensive. Please ask your supervisor if you have any questions regarding what is appropriate dress.

1.7.8 MEALS

Check with your supervisor prior to volunteering if you need to know whether or not a meal will be provided.

1.7.9 RECOGNITION

Recognition will be an ongoing process. As a volunteer, you have the right to be acknowledged and appreciated for your valuable contribution to Foundation for Community and Capacity Development.

1.7.10 REFERENCES

References are always gladly provided for volunteers upon request. Position descriptions, sign-in sheets and time cards serve as tools for preparing references.

1.8 SOCIAL SERVICE PARTICIPANTS AND VOLUNTEERING

Participants in SDI's social service programs may not be used as volunteers in the unit/program department providing them direct service, either by their own free will or as a condition of receiving assistance or in exchange for assistance given. Current social service participants may volunteer in another unit/program department.

1.8.1 VOLUNTEER PROFILE

As a SDI volunteer, we will record the contact information you provide and the hours you volunteer in our volunteer database. You may review this information by logging into myvolunteerpage.com. SDI recommends that you keep your contact information up to date in your volunteer profile.

1.8.2 USE OF FACILITY

Volunteers may have access to the facility and its equipment when staff is available to supervise. Usage of technological equipment, such as computers, Internet, fax machines, copy machines and printers is limited to those who are trained to use the equipment. The equipment should only be used to fulfill your volunteer duties and not for personal use, unless your supervisor gives you permission.

1.8.3 RESIGNATION

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

1.8.4 DISMISSAL

Dismissal of a volunteer is a serious consideration. A meeting between staff, the volunteer and the program manager (or a designated representative) will occur before dismissal, in an effort to reach a resolution. Dismissal of a volunteer may take place if a volunteer is unreliable, irresponsible, disruptive, demonstrating inappropriate behavior or failing to adhere to the policies and procedures of SDI and its programs.

1.8.5 GRIEVANCE PROCEDURE

Volunteers dismissed from their volunteer position may appeal the decision. Such appeal must be in writing to the program manager and received within 10 working days of receiving notice of their dismissal. The written appeal is to outline why the volunteer feels he/she should not be dismissed and any other pertinent information that may prove helpful in reviewing the dismissal. The Divisional Director of Volunteer Services will determine steps necessary to review the decision to dismiss, and will determine if the decision to dismiss will stand or be overturned. Such decision will be reported to the volunteer.

ADDITIONAL POLICIES AND PROCEDURES may be in place for specific programs. Your supervisor will notify you of specific policies you need to be aware of for your volunteer opportunity.

2 YOUTH VOLUNTEER POLICIES AND PROCEDURES

2.1 PARENT/GUARDIAN APPROVAL

Youth under the age of 18 must have written permission to volunteer. We will send you a consent form after identifying an appropriate volunteer opportunity.

2.2 SUPERVISION REQUIREMENTS

Adults are needed to monitor behavior and keep young volunteers on task. We ask that you use following kids to adult ratios for providing chaperones and supervisors for your young volunteers:

3:1 elementary students 5:1 junior high students 10:1 high school students

2.3 NOTIFICATION OF ABSENCE

Please contact us as soon as possible if you are not able to fulfill your volunteer service for any reason.

2.4 ARRIVAL

Please let your supervisor know you have arrived and that you are ready to start.

2.5 ORIENTATION

Orientation will be provided to all volunteers. A general orientation to SDI and the site in which you are volunteering will be provided by the supervisor of the volunteer position.

2.5.1 TRAINING

Training will be provided by staff for all volunteers. Each volunteer will be assigned a supervisor and will receive specific training to the volunteer position.

2.5.2 DRESS

Kid volunteers must be dressed appropriately to participate in SDI activities. Offensive t-shirts, hats and other clothing items are strictly prohibited. Close-toes shoes are required when working with food.

2.5.3 MEALS

Please contact the supervisor to see if a meal will be provided or if your group should bring their own.

2.5.4 ACCIDENTS

You are important to us and we strive to keep all environments safe for everyone. However, if an accident occurs, report all the information to your supervisor immediately.

2.6 PROHITED WEAPONS

SDI policy prohibits all persons (including employees, volunteers, customers, invitees, guests or other visitors) from carrying a prohibited weapon of any kind onto SDI property regardless whether the person is licensed to carry the weapon or not. Prohibited weapons include any form of firearm, explosive device or other item that is generally considered to be a weapon.

2.7 VALUABLES

Please try to avoid bringing valuables with you as SDI is not responsible for any damage or loss of the items. If you need to bring a purse or some other valuable item, discuss safe storage with your supervisor prior to volunteering.

2.8 CONFIDENTIALITY

Confidentiality is a right guaranteed to our clients and our volunteers. Clients' needs, concerns and personal problems are not to be discussed with anyone other than the appropriate staff member. Volunteer applications, evaluations and other information will also be kept completely confidential.