



If you have questions about your role as a volunteer or about the volunteer job you are assigned, please first ask your supervisor for the information you need.

If you do not believe that your supervisor responds in an appropriate manner, please contact the Chief Operating Officer, who oversees all volunteer operations.

# **VOLUNTEER HANDBOOK**

*The active participation of citizens of all ages who live in our community is critical to the success of. The Center encourages the involvement of volunteers at all levels and within all appropriate programs and activities.*

**This handbook** provides you, one of our valued volunteers, with information on how you will function in Center activities and what you can expect in return for your contribution as a volunteer.

**Please review the information in this handbook carefully. Before being accepted as a volunteer you have been asked to review these policies and sign appropriate agreements stating that you will follow them. Please be aware that if you violate the policies and practices describe here you may be dismissed as a volunteer and, depending on the impact of your not following policy, asked not to return to the Center in any capacity.**

The Center reserves the exclusive right to change any of these policies at any time and to expect adherence to the

Purchasing policies with you. You will not be reimbursed without prior permission for reimbursement or if you fail to follow required policies.

**Access to Volen Center Property and Materials:** As appropriate for your position, you may use Center property and materials. Before doing so, your staff supervisor must provide you with training in the operation of any equipment and any policies governing equipment use. Use Center property and materials only when directly required for Center purposes.

**Insurance:** The Center's corporate insurance policy provides liability and accident coverage as it does for paid employees. Workmen's compensation is not applicable. Volunteers are encouraged to consult with their insurance agents regarding the extension of their personal insurance to include community volunteer work.

**Annual Volunteer Recognition Event:** Each year, the Annual Volunteer Recognition Event highlights volunteers who contribute on a regular basis to the Center. Volunteers participate in planning the event to ensure that it is an appropriate acknowledgment of volunteer contributions, but staff supports all activities – on this occasion Volen Center staff serves the volunteers. Volunteers who have provided hours for a continuous period of three months or more are invited to attend this event.

changed policy. Changes to or exceptions from these policies may only be granted by the Senior Director of Operations, who supervises the operation of the Volunteer program. Areas not specifically covered by these policies shall be determined by the Senior Director of Operations in consultation with the Vice President.

**Your Primary Contacts:** As a volunteer, your primary contacts as you work will be the staff supervisor who oversees your work and the Senior Director of Operations (who supervises the Volunteer program). Contact information for these people will be provided to you once you are accepted as a volunteer. If you have questions about what you do or need to adjust your schedule, ask your staff supervisor first.

## **Your Rights and Responsibilities as a Volunteer**

### **You have a right to**

- Be given meaningful assignments
- Be provided by your staff supervisor with a detailed job description for the volunteer position you are filling.
- Receive all necessary information pertinent to the performance of your work assignments.
- Receive performance feedback.
- Be treated as an equal co-worker.
- Have effective supervision.
- Be fully involved and participate in appropriate Center activities.
- Be recognized for work done.

### **In return, you agree to**

- Actively perform your duties to the best of your ability.
- Follow the policies and procedures in this handbook.
- Remain loyal to the goals, policies, and procedures of.
- Take no action that obligates the Center to a contract or service without approval by your supervisor.

supervisor so that we can update your information in our files and on contact lists. Any information that we record or maintain will be kept in absolute confidence, following the same policies used to maintain paid employees' records.

**Harassment Policy:** The Center volunteer program provides an environment that is free of discrimination and sexual harassment, as defined under the Center's personnel policies stated in the current edition of the Center's Employee Handbook.

**Zero-Tolerance Drug-Free Workplace Policy:** Volunteers are subject to the Center's Zero-Tolerance Drug Free Workplace policy. This means that a volunteer at the Center found to be using, distributing or dispensing a controlled substance (illegal drugs, alcohol) anywhere in or on the grounds of the Center will be dismissed immediately and appropriate notification will be made to the proper authorities.

**Reimbursement of Expenses:** If you are asked or wish to volunteer to travel on behalf of the Center or to purchase a product or supplies that you need to perform your duties or to support a Center activity, you must follow Center policies for reimbursement and purchasing. Before traveling or making the purchase, your staff supervisor is required to review reimbursement and

**Reasons for Dismissal:** Volunteers may be dismissed, just as any paid employee may be. Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct or insubordination, disclosure of confidential information, being under the influence of alcohol or drugs, theft of property or misuse of equipment or materials, abuse or mistreatment of clients or co-workers (including sexual harassment and use of abusive language), failure to abide by policies and procedures, failure to meet physical or mental standards of performance, and failure to satisfactorily perform assigned duties.

**Resignation:** Volunteers may resign from their volunteer service with at any time. It is requested that volunteers who intend to resign provide advance notice of their departure and a reason for their decision.

**Confidentiality of Volunteer Records:** As part of the process of becoming a volunteer, you will provide information on your background, health, and interests. As you work as a volunteer, your supervisor will document your performance. As your personal information changes you will provide an update to your

- Make no public statements at any time about Center policy or practices in a personal interview or meeting, at an event, or to the media as if you were an official spokesperson for the Center.
- Maintain confidentiality of all proprietary or privileged information to which you are exposed while serving as a volunteer, whether this information involves a single staff member, volunteer, client, or other person or involves the Center's business.

Volunteers and staff are considered to be partners in implementing the mission and programs of, with each having an equal and complementary role to play. It is essential for the proper operation of this relationship that each partner understands and respects the needs, abilities, and assigned responsibilities of the other person.

Volunteers are encouraged to grow and develop their skills while serving with. As your skills and familiarity with the Center increase, you may be offered promotions to new volunteer jobs and to assume additional and greater responsibilities.

## **IMPORTANT CENTER POLICIES YOU NEED TO KNOW AND FOLLOW**

### **Equal Opportunity and Affirmative Action Policy:**

The Center volunteer program provides all individuals equal opportunities irrespective of national origin, race, ethnicity, gender, sexual orientation, disability, religion, political affiliation or age.

**Position Descriptions:** Before you accepted your volunteer position, you should have received a detailed job description outlining your duties. That description should include a description of the purpose and duties of the position, a designated supervisor and worksite, a timeframe for the performance of the job, a listing of job qualifications, and a description of job benefits, that is, what you can expect to gain from filling this position.

### **Recruitment, Selection, and Orientation of**

**Volunteers:** Each candidate for a volunteer position must complete an application form and undergo an interview with the Chief Operating Officer who will make recommendations on accepting a volunteer and what kinds of assignments would be most appropriate for the volunteer to fulfill.

your staff supervisor. If you expect to be absent from a scheduled duty, you should inform your staff supervisor as far in advance as possible so that alternative arrangements may be made. If your staff supervisor is not available due to absence or another reason, notify your staff supervisor's supervisor. Continual absenteeism will result in a review of the volunteer's work assignment, and may be considered a reason for removal of the volunteer from the assignment.

**Probationary Period:** When you are accepted in a volunteer position, there will be a trial period of 30 days. At the end of this period, your supervisor will interview you and either you or your staff supervisor may request your re-assignment. If that occurs, the Chief Operating Officer will work with you to identify another assignment or may advise you that working as a volunteer for the Center is not the right fit for you.

**Service at the Discretion of:** The Center accepts the service of volunteers with the understanding that such service is at the Center's sole discretion. The Center may at any time, for any reason, decide to terminate the volunteer's relationship with the Center. As a volunteer you may at any time, for any reason, decide to sever your relationship with the Center. We ask only that you inform your staff supervisor and the Chief Operating Officer of your decision as soon as possible.

**Certificate of Ability:** Any potential volunteer who indicates that he/she is under the care of a physician for either physical or psychological treatment may be asked to present a certificate from the physician as to their ability to satisfactorily and safely perform their volunteer duties. Volunteers under a course of treatment which might affect their volunteer work will not be accepted without written verification of suitability from their physician. Any volunteer who, after acceptance and assignment by, enters a course of treatment which might adversely impact upon the performance of their volunteer duties should consult with the Volunteer Program Manager.

**Dress Code:** As representatives of, volunteers, like staff, are responsible for presenting a good image to clients and to the community. Your supervisor will explain the dress required for the position you are filling.

**Timesheets:** As a volunteer, you need to record the hours you work on a volunteer timesheet before you start your daily assignment and submit it to your supervisor weekly.

**Absenteeism:** You are expected to perform your duties regularly scheduled and timely as agreed to by you and

completed: a health form (in case of emergencies), HIPPA (confidentiality), and volunteers under 18 must submit a hold harmless form signed by a parent or guardian. A tour of the building he/she will work in, will be provided and an orientation to the Center's operations. The volunteer position will be offered and the volunteer will receive a copy of the volunteer position job description.

If the new volunteer is interested, he/she will be interviewed by the staff person responsible for supervising the volunteer position. If the staff supervisor offers the new volunteer the volunteer position, the volunteer has a right to accept or reject the position. If he/she accepts, then the supervisor will orient the person to his/her role and provide any training needed.

**Drug Test, Health Screening and Criminal Background Check:** In cases where volunteers will be working with seniors directly and, as required by the laws of the State of Florida, a drug and health screening and/or level II criminal background check may be required prior to volunteer assignment. Each volunteer will pay for the screening and will be reimbursed after three months of service. In addition, if there are physical requirements necessary for performance of a volunteer task, a screening or testing procedure may be required to ascertain the ability of the volunteer to safely perform the task.

# Volunteer Placement Procedure

Prospective volunteers will meet with the Senior Director of Operations to discuss placement.

Requests for volunteer opportunities and position information will be forwarded to 561-395-8920, ext. 206 or 250. All calls will be returned within 48 hours.

New volunteers will be given an assignment for one-day training and then placed on a permanent schedule.

Upon placement in a volunteer position, volunteers will receive an orientation and the Volunteer Handbook and sign the Volunteer Handbook form stating they have read and received the Handbook.

Volunteers may work in various departments at the Center according to their capabilities, experience and desire.

Examples of volunteer positions:

**Bus Buddy:** accompany bus driver on morning or afternoon routes, assist clients.

**Life Enrichment PLUS:** assist early Alzheimer clients with classes, crafts, games and trips.

**Delivery Volunteer:** deliver flyers, brochures to local agencies on a monthly basis.

**Snack Bar Volunteer:** assist snack bar attendant in the serving of food, coffee, products to clients.

## THE VOLEN CENTER VOLUNTEER APPLICATION

The information on this form will help us to find the most satisfying and appropriate volunteer service for you. Your cooperation in completing it is most appreciated.

Name \_\_\_\_\_ Date \_\_\_\_\_

Date of birth \_\_\_\_\_ Social Security # \_\_\_\_\_

Home Address \_\_\_\_\_

City \_\_\_\_\_ State/ Zip Code \_\_\_\_\_

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

Email Adress \_\_\_\_\_ Snowbird: yes \_\_\_\_\_ No \_\_\_\_\_

Emergency Contact 1 (Name& Phone Number) \_\_\_\_\_

Emergency Contact 2 (Name& Phone Number) \_\_\_\_\_

Full time resident? \_\_\_\_\_ Presently employed? \_\_\_\_\_ If Yes, hours/week \_\_\_\_\_

How did you become interested in the The Volen Center? \_\_\_\_\_

Volunteer and or salaried work experience \_\_\_\_\_

Special skills, training, or hobbies? \_\_\_\_\_

What kind of volunteer job is you most interested in the present time? \_\_\_\_\_

Days and hours available per week \_\_\_\_\_

**PLEASE READ THE FOLLOWING VOLUNTEER POLICIES AND SIGN BELOW:**

- Your volunteer assignment will not be held for you if you must be away for extended time periods.
- Volunteers are expected to report their volunteer hours each month.
- Volunteers must abide by the Center Client Confidentiality policy, that no information about an older person, or obtain from an older person, may be disclosed in a form that identifies the person without the informed written or documented oral consent of the person or by legal representative, unless the disclosure is required by court order.
- Volunteer Handbook is distributed and explained to volunteer by the Supervisor.

Volunteer signature \_\_\_\_\_ Date \_\_\_\_\_

**OFFICE USE ONLY**  
ASSIGNMENT \_\_\_\_\_ Date Start \_\_\_\_\_