

VOLUNTEER POLICIES AND PROCEDURES

*****The work done by volunteers is the very heart of our organization*****

MISSION STATEMENT

The mission of Good Shepherd Caregivers is to provide informal volunteer caregiving to home-based older or disabled Jefferson County residents. Our goal is to promote independence, dignity, security and quality of life among elderly, disabled, frail and homebound residents of our county, regardless of income or family circumstances.

ORGANIZATION GOALS

- Promote independence, dignity, security and quality of life among elderly, disabled, frail, and/or homebound residents of Jefferson County, regardless of income or family circumstances.
- Provide non-medical, neighborly assistance and companionship through individuals and/or teams of committed and caring volunteers from faith congregations and the wider community—ultimately, enriching the lives of all.
- Provide relevant community education, preventative health programs, collaborative relationships with medical entities and faith communities, and leadership for parish nursing coalition.

ROLE OF THE VOLUNTEER

- Every volunteer who agrees to assist in carrying out the mission of Good Shepherd Interfaith Volunteer Caregivers (GSIVC) is covered by the policies and guided by the standards for caregivers, which will be provided at the time of training.
- Volunteers are critical to the success of GSIVC and are essential to the organization's day-to-day operations. Volunteers and paid staff are considered partners in implementing the mission and programs of the organization, each with complementary roles to play. Designated staff can be expected to provide orientation, training, supervision, and feedback.

- A volunteer is anyone who, without compensation or the expectation of compensation, performs a task at the direction of and on behalf of the organization.

EQUAL OPPORTUNITY/AFFIRMATIVE

GSIVC maintains a strong policy of equal volunteer opportunity in all operations, provision of services, and activities of the organization.

- We recruit, accept, train, place, promote, recognize, and dismiss volunteers on the basis of personal competence and position performance, without regard to race, creed, color, religion, sex, sexual orientation, age, marital status, ethnicity, handicap, or socioeconomic status.
- GSIVC respects the privacy and personal beliefs of all volunteers and care receivers. We do not permit proselytizing by any faith community or the maligning of any person's faith. GSIVC is an interfaith organization that encourages interaction and understanding among various faith communities and respect for the religious beliefs of all persons.
- The open practice and/or advocacy of racism by any volunteer is not permitted.

VOLUNTEER RIGHTS AND RESPONSIBILITIES

Volunteers are viewed as a valuable and critical resource to this organization, its staff, and its care receivers. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated fairly, the right to effective supervision, the right to full involvement and participation, and the right to recognition for work done. In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the goals and procedures of the agency.

VOLUNTEER PROGRAM PROCEDURES AND DEVELOPMENT

APPLICATION/APPOINTMENT

Each candidate is required to complete a volunteer application. The application will reflect an individual's qualifications and skills in relation to the specific volunteer jobs available. Every effort will be made to find a position for each volunteer that will be rewarding and meet the individual's interests, skills, experience, time limitations, and personality. (Members of the Board of Directors are, by virtue of their position, automatically volunteers; only those wishing to participate directly in the volunteer caregiving program of services are required to complete volunteer training.)

ORIENTATION AND TRAINING PROGRAM

- All volunteers will be required to complete a Volunteer Orientation and Training Workshop either on an individual or group basis as arranged by the Volunteer Coordinator. Opportunities for ongoing training may be provided as well.
- The workshop will cover information on the nature and purpose of the agency, all pertinent policies and procedures, and job specific standards that provide volunteers with the information and skills necessary to perform their assignment(s).

JOB SPECIFIC STANDARDS

All volunteers are required to follow GSIVC established guidelines, as described in the Standards for Caregivers. These written job specific standards will be provided to all volunteers during Volunteer Orientation and Training. They will be reviewed extensively so that each volunteer has a clear understanding of duties and accountability. These may be revised periodically to ensure that descriptions of services and operating procedures are up-to-date.

INTERVIEWING/SCREENING

Prior to being assigned or appointed to a position, all volunteers will be interviewed by the Volunteer Coordinator, in person or by phone, to determine interest in the mission of GSIVC and their suitability for a position. The interview will offer the opportunity to learn more about the prospective volunteer, and give the prospective volunteer the opportunity to learn more about the organization. Volunteers will also have the opportunity to receive answers to any questions the volunteer may have about the position.

VOLUNTEER RECORDS

- A system of records will be maintained on each volunteer with the organization. The record will include volunteer application, volunteer agreement, position held, duties performed and evaluation of work.
- GSIVC will maintain volunteer applications in a confidential manner. Volunteers' names, addresses, and telephone numbers will not be released to any outside organization for any reason without written consent.
- GSIVC will also maintain a record of training sessions attended by volunteers. Volunteers are encouraged to keep a record of training sessions attended for their personal and professional use.

CONFIDENTIALITY

All names as well as written material or correspondence related to care receivers or volunteers are treated as confidential. "Confidential" means that any materials seen or matters overheard are not discussed or shared, in any manner, with any individual other than GSIVC staff members without written consent. In addition, volunteers will be required to sign a Non-Disclosure Confidentiality Agreement.

CONSENT FOR RELEASE OF INFORMATION AND PHOTO FORM

There are occasions when GSIVC may ask your permission to use the name and/or photo of a volunteer, care receiver, or both of you together for an upcoming newsletter or media releases such as newspaper, TV, radio, etc. A consent form for release of information will require your signature and is available in your packet.

SCHEDULED VOLUNTEER TIME/RECORD OF VOLUNTEER HOURS

Your assistance on behalf of GSIVC is an important aspect of our agency's records and beneficial to our funding requests and service data, therefore:

- A Volunteer Timesheet and Mileage Stipend Request form is included in your package received at training. This form is also available on our website, www.gsivc.org, and should be **completed and returned to GSIVC by the 5th** of each month following the service endeavor(s). Timesheets are accepted by e-mail, fax, mail, telephone, or personal delivery.
- A volunteer sign-in form will be present at each volunteer program or event, and volunteers should sign in and out each time they work on any project.

SUPERVISION

The Volunteer Coordinator (or occasionally another clearly designated staff member) will serve as the supervisor who will be responsible for support and direction of each volunteer. The supervisor will be responsible for the management and guidance of the work of the volunteer, and shall be available to the volunteer for consultation and assistance.

IDENTIFICATION

For the safety and peace of mind of those receiving care, volunteers will be provided with an official identification badge. Volunteers are asked to wear these at all times when performing duties for GSIVC.

ACCEPTANCE OF GIFTS PROHIBITED

It is GSIVC policy that a volunteer, employee, or board member—as an individual for personal gain—NOT, under any circumstances, accept money or personal property from a care receiver for services rendered on behalf of GSIVC. If the care receiver wishes to donate to GSIVC, then any money or property MUST BE turned over to the organization.

VOLUNTEER EXPENSES

The term “volunteer” implies that an individual gives of his/her time and talent without financial compensation. As a courtesy, GSIVC offers a **supplemental gas stipend** that will be covered during orientation.

MATERIAL

The care receiver will provide any supplies and materials needed by the volunteer, unless other arrangements can be made by GSIVC. Volunteers may occasionally want to provide their own small tools for repair, etc.

SAFETY, ACCIDENTS AND CRISIS

The safety and risk management of volunteers and care receivers is of utmost importance to GSIVC. Also, adherence to the **Standards of Caregiving (Job Descriptions)** is an important part of the Volunteer Training and Orientation Program. The organization maintains updated emergency contact information for all volunteers and care receivers.

GSIVC recognizes that when dealing with individuals, accidents and emergencies can happen to anyone at any time and in any place. Volunteers are trained to act with good judgment in the event of an emergency. The GSIVC **Safety and Risk Management Policies** were developed for the welfare and benefit of all and are an important part of training. (This will be provided separately.)

Volunteer caregivers may be required to make decisions based on limited knowledge of the situation. It is recommended that all decisions be made on the side of caution. Employed staff and volunteer caregivers are expected to exercise common sense in all actions performed for GSIVC.

What might be considered safe and appropriate in one situation may differ from another similar situation. The safety of care receivers is of utmost importance.

Any serious accident, emergency or fatality must be reported immediately by following the attached ***Crisis Plan***. Volunteers are expected to have the plan with them and accessible whenever performing a duty for GSIVC.

In the event of a natural disaster, volunteers are instructed to follow recommendations of local emergency or disaster officials. Appointments with care receivers will be cancelled if conditions prevent safe travel.

The Volunteer Coordinator will report any accident, illness, injury or violation of any policy to the Executive Director.

TRANSPORTATION/PRIVATELY OWNED VEHICLES

GSIVC does not own or lease any vehicles. Volunteer caregivers provide transportation services using their own vehicles. These volunteers must have a vehicle in proper working condition that is duly licensed and insured and the volunteer must be at least 18 years of age with a valid driver's license. The driver and passengers must use seat belts at all times.

Volunteers will provide the organization with verification of primary auto liability insurance and a valid driver's license issued in the state of residence; the organization provides supplemental (secondary) vehicle liability insurance for volunteers. Data will be collected when a volunteer fills out an application and during the applicant renewal process. A renewal schedule will be developed and maintained by the volunteer coordinator. Volunteers also are trained in safety policies and procedures regarding the use of privately owned vehicles in the performance of their assigned duties.

PROCEDURE FOR COLLECTING VOLUNTEER VERIFICATION DATA

Every attempt will be made to collect required data at the time a volunteer submits an application to become a member of the Good Shepherd team. If this is not possible, the Volunteer Coordinator will contact the volunteer(s) and remind them "due to insurance requirements, we are required to have

a copy of your auto insurance card and driver's license on file at all times." Data will also be collected when a volunteer comes in for annual training.

INCORPORATION CHILDREN

When appropriate, GSIVC volunteers may want to take children on their visits with care receivers. ALWAYS contact the Volunteer Coordinator before doing this since additional approval is necessary. Individuals under age 18 who are involved with GSIVC as volunteers must have a parent or guardian sign the permission form on the volunteer application. Permission of the care receiver is also required.

CERTIFICATION OF ABILITY

Any potential volunteer who indicates that they are under the care of a physician for any physical or psychological ailment which might impede their ability to work may be asked to present a certificate from the physician as to their ability to satisfactorily and safely perform their duties. Any volunteer who, after accepting an assignment with the organization, enters a course of treatment that might adversely impact upon the performance of his/her volunteer duties should consult with the Services Coordinator.

FEEDBACK AND EVALUATIONS

Volunteers are entitled to ongoing feedback concerning performance of duties and accountability. GSIVC will relay to the volunteer any correspondence or calls received from those who have received care services from them. Also, volunteers are strongly encouraged to provide the Volunteer Coordinator (or another staff member, when appropriate) with suggestions and concerns on an ongoing basis. A periodic random survey (in person or by mail or phone) is conducted to elicit the volunteer's level of satisfaction with the assignments and to document feedback regarding the position or GSIVC volunteer program.

RECOGNITION

Volunteer service is very valuable to GSIVC and we recognize volunteers on both an informal and formal level. An annual volunteer recognition event will be conducted to highlight and reward the contribution of volunteers to the organization.

RESOLUTION OF PROBLEMS

When problems or grievances arise, the following steps are to be taken until the problem is resolved. All parties involved are assured confidentiality of information throughout the process.

1. The volunteer discusses the problem with those involved.
2. The volunteer then discusses the problem with the Services Coordinator, with written documentation initiated.
3. In all cases, the Volunteer Coordinator must be involved at the appropriate stage and will inform the Executive Director of the situation.
4. The volunteer, Volunteer Coordinator, and the individuals involved meet to work out a written plan of action, which will include check points and a time frame for completion.
5. The Volunteer Coordinator reports the plan of action to the Executive Director.
6. On the completion date, if the plan of action has not been successful, the Executive Director will make a determination.
7. Volunteers, if unable to resolve a problem involving the Services Coordinator and the Executive Director should address their concerns to the President of the Board of Directors.

RELEASE OF VOLUNTEERS

Unfortunately, the continued service of some volunteers is not in the best interest of GSIVC. Serious problems make it necessary to consider releasing an individual from a volunteer position. Any action to release a volunteer will receive careful, detailed, and confidential consideration.

VOLUNTEER STANDARD OF CONDUCT

The lasting impression that volunteers make on those they serve and work with reflects directly on all staff, volunteers and board members of GSIVC. All words and deeds should help build our volunteer program and its reputation for quality.