

The Arc of Allegan County
Volunteer Policies and Procedures

POLICY:

It is the policy and practice of The Arc of Allegan County to maintain supervision and expectations of any individuals that choose to volunteer for the organization. Volunteers are expected to adhere to policies and procedures implemented with the intention of protecting the well-being of the clients served, as well as the integrity and nature of the programs/events within the organization. These policies and procedures will give important information about volunteering at our organization. While they are designed to provide overall guidance and direction, they do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. Areas not specifically covered by these policies shall be determined by the Executive Director.

DETAILS:

Due to the varying degrees an individual may choose to give of their time, talents and skills to the organization, expectations have been set to identify requirements related to the level of frequency and involvement one would have with the organization and/or clients served. The Arc of Allegan County does not discriminate and encourages diversity among its volunteers. Any paid employee of The Arc of Allegan County who desires to donate their time for the organization must seek approval from the Executive Director.

VOLUNTEER REQUIREMENTS:

- Potential volunteers must be at least 18 years of age
- Background checks will be conducted on each volunteer. Based on the results, at the discretion of The Arc of Allegan County, the organization will determine if findings would inhibit an ability to serve as a volunteer for the organization.
- Potential volunteers may not have any adult or child abuse related charges pending or filed against them
- Should a background screen reveal any felony or child abuse related charges, a volunteer will be informed in writing that he or she is not allowed to volunteer with The Arc of Allegan County
- Volunteers will be expected to adhere to organization policies and procedures including confidentiality of clients.

Potential volunteers will be required to complete a volunteer application and authorization to obtain information for a criminal background check.

The Arc of Allegan County is a drug-free, alcohol-free and weapons-free organization. Anyone with drugs, alcohol or weapons will be asked to leave and volunteering privileges will be revoked.

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.

MAINTENANCE OF RECORDS: A system of confidential records will be maintained on each volunteer. Each volunteer is required to provide a signed volunteer application in conjunction with an authorization to obtain information for background check form. If a volunteer will be driving as part of their volunteer commitment, they are also required to provide a copy of his or her valid state driver's license. The Arc of Allegan County will maintain a record of all hours completed by volunteers. Volunteer hours are calculated and tracked through the submission of the weekly volunteer hours log. Any volunteer who requires a calculation of hours can make a request through the Executive Director. Volunteers are responsible for updating all personal information with the Executive Director.

ORIENTATION AND TRAINING: A general orientation to The Arc of Allegan County will be provided to all volunteers reviewing our organization's mission, history and current programming. Training specific to the job you will be performing will also be provided.

SAFE ENVIRONMENT: The Arc of Allegan County takes the safety of those we work with very seriously and conducts background checks on all of their volunteers. Any concerns for an individual's health and/or safety must be reported to the Executive Director immediately. Volunteers witnessing physical abuse, sexual abuse, mental abuse or neglect must report it immediately to the Executive Director. The Arc does not condone any such incidents. If you have questions regarding what constitutes abuse or neglect, please contact the Executive Director.

CONFIDENTIALITY: Is a right guaranteed to our clients, donors and volunteers. Clients' and donors' needs, concerns, personal problems and financial status are not to be discussed with anyone other than the appropriate staff member. Volunteer applications, evaluation and other volunteer information will also be kept completely confidential.

NON-DISCRIMINATION POLICY: It is The Arc's 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.

MONEY: An Arc volunteer, acting in an official capacity, shall not take any action that would result in the volunteers' 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.

GRIEVANCE: Volunteers are encouraged to report any and all concerns to the Executive Director. If a resolution is not found or further concerns persist, volunteers should contact a member of the Board of Directors. Complaints and concerns will be taken seriously and handled in a manner appropriate to the issue.

DISMISSAL: The Arc of Allegan County reserves the right to deny or dismiss volunteers from service at will for varying reasons that include the following, but are not limited to:

- Criminal history or background results, confirming involvement in abuse, neglect or any other criminal acts
- Breach of confidentiality relating to clients served within The Arc of Allegan County programs
- Unsafe behavior or actions that would pose risk to others
- Disruptive or demonstrating inappropriate behavior
- Disregard for organization policies and procedures
- Consistent and frequent absences from scheduled volunteer duties

Length of term for volunteer may be based on availability of services. Should services no longer be needed for a program, the volunteer may be discharged from service to the organization unless alternative opportunities can be determined and agreed upon.



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Receipt and Acknowledgement

The undersigned has read the Volunteer Policies and Procedures for The Arc of Allegan County and has had an opportunity to ask any questions. By signing below, I agree to adhere to the policies and procedures outlined above.

Full Name (Please print): _____

Volunteer Signature

Date

Executive Director Signature

Date