

# GVSS (Grimes Volunteer Support Services)

## Volunteer Policies and Procedures

**1. Selection & Placement of Volunteers.** The program director will screen prospective volunteers. This screening is done to determine how the interests, desires, skills and capabilities of the prospective volunteer relate to the needs of the Volunteer Support Services. Questions regarding the ability to safely perform the duties of the volunteer position for which she/he is applying will be asked. The applicant's answers will assist in the determination of her/his suitability. This selection process should serve to place people in compatible positions. This is essential for several reasons:

- a. The client must be protected. He/she must be helped, not hindered by any volunteer involvement.
- b. The volunteers who serve here affect the community's reputation.
- c. Morale of other volunteers decline when inappropriate or poor placements occur.
- d. The volunteer suffers when she/he is misplaced.

If a volunteer determines a match with a client isn't working effectively, the volunteer may notify the Program Director and ask to have the relationship terminated. Conversely, if a client feels the match is ineffective, the client may contact the Program Director to have the relationship terminated. A volunteer/client relationship may also be terminated if the Program Director feels the match is not appropriate or if the volunteer does not follow the expectations as stated in the orientation. Upon screening, if it is apparent that the applicant is unsuited for volunteering for the Grimes Volunteer Support Services, the screening person has the responsibility to reject him/her in a straightforward and as pleasant a manner as possible.

**2. Position Descriptions.** Prior to beginning an assigned task for the first time, the volunteer will be given the appropriate position description and will review it with the Program Director. The volunteer is responsible for following the procedures found on the position descriptions. Current position descriptions are available in the office.

**3. Commitment.** When the volunteer makes a commitment to an assigned task she/he should follow these timelines:

- 1) Transportation – at the assigned time
- 2) Yard Work – within a 7-day period
- 3) Snow Removal – within a 24-hour period
- 4) Grocery Shopping – within a 24-hour period
- 5) Handy Services – within a 7-day period
- 6) Office Work – at the assigned time
- 7) Board/Committee Work – within deadlines set at meeting

**4. Recording Service Hours.** Volunteers are asked to **report all volunteer hours and miles upon the completion of the service.** Log sheets with date, client name, service provided, hours and mileage are available. It is very important that volunteers report their hours. Hours and miles may be phoned or emailed into the GVSS office at the completion of the service.

The GVSS depends on recorded hours to receive grants and donations. Grant committees and potential donors look at the amount of volunteers and volunteer hours in determining whether they will give us funding. GVSS **LOSES** money when we don't have hours recorded.

Hours assigned and served must also be recorded in order for our insurance to be in force. The volunteers and clients may not be covered if we don't have hours recorded.

**5. Absences.** We realize there will be times when you will not be able to perform your assigned task at the assigned time. Please contact the office or client if appropriate, as soon as possible regarding your absence. Remember that absences without notification may result in termination.

**6. Personal Safety.** GVSS works hard to provide a safe environment. As a result, the following policies are in place:

- 1) **Precaution to prevent the transmission of blood-borne pathogens** (i.e. HIV/AIDS, Hepatitis, etc): Whenever people interact with other people, there is a possibility that one may come in contact with blood and other bodily fluids. If a client starts to bleed, do not come in contact with the blood. Take proper precautions and call 911 for assistance if necessary. Notify the Program Director as soon as possible.
- 2) **Injury:** If you or the client should become injured while you are volunteering, handle the injury to the best of your ability. If a client has fallen, do not lift or transfer the client. Call 911 for assistance if necessary. You must report the injury to the Program Director as soon as possible.
- 3) **Safety in Alternate Environments:** If, during your volunteering, you find yourself in a place or situation that makes you uncomfortable, inform the client that you need to leave and leave the scene. Call 911 for assistance if necessary, and notify the Program Director as soon as possible.
- 4) **Bad Driving Conditions:** If you are scheduled to volunteer and the driving conditions are hazardous, call the Program Director, and/or client as appropriate, and inform him/her that you will be unable to complete your assigned task. Hazardous driving conditions shall be judged by the individual volunteer's comfort level and the GVSS will assume that you will complete your assigned task unless notified otherwise.
- 5) **Natural Disasters:** Should you be volunteering when a natural disaster (fire, tornado, flood, blizzard, etc) occurs, take appropriate actions to ensure your safety and that of the client.

**7. Confidentiality.** During the course of volunteering for GVSS, you may be exposed to confidential information about clients and other volunteers. You are expected to treat such information with the utmost discretion. Confidential information should not be shared with anyone. If you have concerns or questions, you should contact the Program Director.

Confidentiality continues indefinitely after the contact with the client is terminated. Confidentiality must be maintained at all times, including during any contact with the media or press. The Program Director or the President of the Board of Directors is the only person authorized to speak on behalf of the Grimes Volunteer Support Services.

All clients must be treated with respect and dignity regardless of how their lifestyle may or may not coincide with that of the volunteer. The volunteer is expected to not pass judgment on the client's beliefs, values, or other lifestyle factors.

**8. Conflict Resolution.** If any conflict between the volunteer and the client (or another volunteer) should arise, the two parties should first try to resolve the matter between them. Any conflicts not resolved between the two parties on their own must be taken to the Program Director for resolution. An attempt will be made to resolve the problem or create a compromise. If a satisfactory resolution is not found, the conflict must be put in writing and submitted to the Board for resolution.

If a conflict should arise between the volunteer or client and the Program Director, the volunteer/client should first try to resolve the problem with the Program Director. If a resolution cannot be reached, then the conflict must be put in writing and submitted to the Board for resolution. If the volunteer/client feels uncomfortable discussing the conflict with the Program Director, he/she may address the President of the board.

**9. Termination of Volunteers.** The Grimes Volunteer Support Services reserves the right to terminate a volunteer as a result of:

- 1) Failure to comply with volunteer policies, rules and regulations.
- 2) Absences without prior notification.
- 3) Unsatisfactory attitude, work or appearance.
- 4) Any other circumstances which, in the judgment of the staff or board, would make continued services as a volunteer contrary to the best interests of GVSS.

Depending on the problem, the volunteer may only be transferred from the specific area of service and reassigned to another area, or the volunteer may be prohibited completely from continuing any volunteer service for GVSS.

If a volunteer decides to terminate his/her relationship with GVSS, the Program Director should be notified.

**10. Training.** All volunteers will be required to complete an initial orientation to the Grimes Volunteer Support Services and its policies and procedures prior to being assigned to a volunteer task. Exceptions may be made for Special Events volunteers.

There will be in-service programs to provide job information and life enrichment experience to all volunteers. Some of the in-services will be required for all volunteers.

The Director, on an annual or as needed basis, will review the volunteer performance. Volunteers should feel comfortable contacting the Director at any time if concerns arise, if the volunteer has suggestions for the volunteer program, or if additional training is needed.

**11. Insurance.** The Grimes Volunteer Support Services does carry insurance that will cover volunteers, clients and property damage while the volunteer is performing an assigned task for the Grimes Volunteer Support Services. For our insurance to be in force GVSS must have records of the assigned activity and volunteers must send/call in log sheets at the end of each month. If an injury/incident should occur, the volunteer should notify the Program Director as soon as possible.

**a. Coverage for Client**

- i. Home and Property if damage happens while volunteer is performing services (i.e. a volunteer is cutting branch off a bush and it falls and breaks a window.)
- ii. Personal Injury if injured while client is being transported (i.e. car accident)

**b. Coverage for Volunteers**

- i. Property (Car) if damage happens while client is being transported (i.e. car accident)
- ii. Personal Injury if injured while client is being transported (i.e. car accident)
- iii. Personal Injury if injured while performing services at a client's home (i.e. yard work, companionship, etc.)

**c. Requirements for Coverage to be in Place**

- i. All services must be scheduled/reported to the GVSS office prior to the service being performed.
- ii. All hours for services must be turned into the GVSS office after the service has been performed.
- iii. Volunteers are not allowed on the roofs of clients for any reason. (No Gutters!)

- iv. If an injury/damage occurs the volunteer must notify the Program Director as soon as possible.

If the volunteer transports a client, proof of auto liability insurance and a current drivers license is needed and must be on file with GVSS.

- 12. Acceptance of Gifts.** All volunteers must avoid the receipt of gifts or payments from their client. Upon receipt, gifts should be returned to the client with regrets that GVSS policy prohibits acceptance of gift or payments. Voluntary contributions to GVSS should be sent to the office.
- 13. Suggestions/Concerns.** We want your experience with us to be meaningful to both you and those you serve. If you have suggestions or concerns regarding our programs, we are very interested. Please talk to the Program Director.
- 14. Smoke Free Environment.** The Grimes Volunteer Support Services promotes a smoke-free environment. If you smoke, please don't smoke while you are on your volunteer assignment. All clients are told that if they smoke, they should refrain from smoking while the volunteer is present. Should a client smoke in front of you, politely remind them to not smoke in your presence.
- 15. Tax Deductions.** Donations to GVSS may be tax deductible. If you choose to donate to GVSS, you will receive a letter documenting your donation. Mileage may also be deductible on your taxes. If you wish to deduct mileage on your taxes, you must turn in your mileage when you turn in your service hours at the end of each month. A letter documenting your mileage will be generated at the end of the year upon your request. Please talk to your tax advisor concerning any tax deductions.
- 16. Dress Code** The Grimes Volunteer Support Services expects its volunteers to dress in an assignment appropriate manner. All clothing should be clean and in good repair. Vulgarity and the advertisement of alcohol or tobacco are strictly prohibited. Volunteers should practice good hygiene. In addition, volunteers are expected to wear a GVSS name badge when performing assigned tasks as identification to clients.
- 17. Criminal Background/ Driving Record/Child or Elder Abuse Checks.** The Volunteer Support Services may perform a criminal background, driving record, or child/elder abuse check on any volunteer at any time. By signing that you have read and understood these policies, you agree that the Grimes Volunteer Support Services has permission to perform one or all of these checks on you as it feels necessary.

Signed this \_\_\_\_\_ day of \_\_\_\_\_, 201\_\_\_\_.

---

Volunteer

Adopted: March 20, 2012 Reaffirmed: March 19, 2013 Reaffirmed: November 19, 2013 Reaffirmed: November 18, 2014