

The Jacob Crouch Foundation
Volunteer Program Policies and Procedures

I. Introduction

“To establish suicide prevention, awareness, and educational programs in Jacobs memory.”

Volunteer/Staff Relations

Volunteers are critical to the success of The Jacob Crouch Foundation, and are essential to the organization’s day to day operations. Volunteers and Trustees are considered partners in implementing the mission and programs of the foundation, each with complementary roles to play. Designated Trustees can be expected to provide orientation training, supervision, and feedback to volunteers. A volunteer is anyone who, without compensation or the expectation of compensation, performs tasks at the direction of and on behalf of the foundation.

Equal Opportunity Policy

The Jacob Crouch Foundation maintains a strong policy of equal volunteer opportunity. We recruit, accept, train, promote and or dismiss, volunteers on the basis of personal competence and position performance, without regard to race, creed, color, religion, sex, sexual orientation, age, marital status, or handicap.

II. Volunteer Rights and Responsibilities

Volunteers are viewed as a valuable resource to this organization, its trustees, and its clients. Volunteers shall have 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 foundation.

III. Volunteer Program Procedures/Development

Application Form

Prospective volunteers are required to complete an application form for consideration in the volunteer program.

Interviewing/Screening

Prior to being assigned or appointed to a position, all volunteers will be interviewed to ascertain their suitability for, and interest in, a position. The interviewer 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 be given the opportunity to ask any questions the volunteer may have about the position.

Orientation and Training

All volunteers will receive a general orientation on the nature and purpose of the foundation, all pertinent policies and procedures, and the work to which the volunteer has been assigned. Volunteers will receive specific training to provide them with the information and skills necessary to perform their assignment. All volunteers will have position description for the work they perform on behalf of The Jacob Crouch Foundation.

Supervision

Every volunteer will have a clearly identified supervisor who will be responsible for support and direction. 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.

Feedback and Evaluation

Volunteers shall receive periodic evaluations to review their work and progress. Evaluations will include an examination of the volunteer's performance of position responsibilities and a discussion of any suggestions the volunteer may have concerning the position or volunteer program.

Recognition and Opportunities for Advancement Volunteer Records

Volunteer service is very valuable to The Jacob Crouch Foundation and we will recognize volunteers on both an informal and formal level. Exemplary volunteers will be made aware of other volunteer opportunities available for which they may be interested in participating, and will be given opportunity for advancement for other volunteer positions.

A system of records will be maintained on each volunteer with the organization. The record will include volunteer application, volunteer agreement, emergency information, dates of services, position held, duties performed and evaluation of work.

Scheduled Volunteer Time/ Record of Volunteer Hours

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 a project.

IV. Volunteer Conduct

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 The Jacob Crouch Foundation. All words and deeds should help build our volunteer program and its reputation for quality.

Absenteeism

Volunteers should do their best to be present and on time for each event or activity for which they are scheduled. If you know that you will be late or absent, please contact the person in charge of the event or your supervisor at least 24 hours before you are expected to report or as soon as possible so that alternate plans can be made.

Grievance Procedure

Volunteers and board members are expected to act professionally and in accordance with their position descriptions. Should a volunteer have a grievance concerning their work environment, they should report it promptly to the Volunteer Coordinator or the Executive Director. Every effort will be made to achieve speedy and effective resolution, and all complaints will be treated confidentially (confidentiality may not be guaranteed for complaints involving sexual harassment or child abuse).

Discontinuation of Volunteer Service

If you wish to leave your volunteer service for any reason, please contact the Volunteer Coordinator so that the appropriate arrangements can be made. As a volunteer, you have the right to terminate your volunteer service for any reason. The Jacob Crouch Foundation reserves the same right.

Media Conduct

Please be careful not to represent yourself as a spokesperson or representative for the foundation under any circumstances without prior approval. Only the board president and approved trustees serve as spokes person for The Jacob Crouch Foundation.

Alcohol/Drugs

When participating in The Jacob Crouch Foundation activities, volunteers are prohibited from purchasing, transferring, using or possessing illicit drugs, alcohol, or prescription drugs in any way that is illegal. Implementing this policy provides a drug and alcohol free work place in order to ensure a safe, healthy, and productive environment for all volunteers and trustees. If caught or suspected of breaking this policy, disciplinary actions up to and including termination will result.

Harassment Policy

Volunteering should be an enjoyable experience. Harassment is not only illegal, but it also creates uncomfortable conditions and unpleasant experiences for everyone involved. Any volunteer who feels harassed (either from board members or other volunteers) should speak to his/her volunteer supervisor or the executive director in attempt to reach a solution.

Screening and Criminal Record Checks

Prior to placement as a volunteer, applicants will be interviewed by the Program Director, and he/she may authorize a police check (fee to be paid by the applicant) if thought necessary. Before placement in a group each volunteer will be interviewed by the Program Director to determine his/her appropriateness and any special needs.

V. Safety and Liability

Safety

Although we do our best to provide safe conditions for our volunteers, we count on volunteers to be the best protector of their own personal safety. Volunteers should always be aware of where they are and what they are doing. Volunteers should pay particular attention to safety instructions and proper equipment use. Volunteers should speak up if they have a safety concern and report any injuries to the person in charge as soon as possible.

Legal Liability

Option 1: Waiver

Volunteers agree to assume the risk of any accident or injury to person or property which may sustained in connection with their participation with The Jacob Crouch Foundation. In addition, volunteers agree to release and discharge The Jacob Crouch Foundation and any of its trustees, officers, partners, affiliates, and successors from any and all liability or responsibility for any such accident or injury.

Option 2: Insurance Coverage

The Jacob Crouch Foundation will provide commercial general liability insurance to volunteers and staff while they serve as agents of The Jacob Crouch Foundation. Volunteers must be working under the supervision and control of The Jacob Crouch Foundation to be covered. When The Jacob Crouch Foundation assigns a volunteer to drive a vehicle that The Jacob Crouch Foundation owns, leases, or rents, the volunteer is covered by The Jacob Crouch Foundation's motor vehicle insurance. When volunteers drive their own vehicles not owned, leased, or rented by The Jacob Crouch Foundation, the foundation's liability and physical damage insurance does not apply. The Jacob Crouch Foundation board of trustees is covered by Director's and Officers' liability insurance.

Certificate 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 safely and satisfactorily perform their duties. Any volunteer who, after accepting an assignment with the foundation, enters a course of treatment which might adversely impact upon the performance of their volunteer duties should consult with the Volunteer Coordinator.