

CICOA Volunteer Program Policies

Volunteer Eligibility

Volunteers may be selected from all social and economic groups within the community without regard to race, creed, color, national origin, sexual orientation, marital status, religion, political affiliation, or physical/mental disability. A parent or guardian's signature is required for individual volunteers under the age of 18. Limited volunteer opportunities for high school students, church youth groups, etc. may be allowed when deemed appropriate by those overseeing the volunteer program. A criminal background check will be obtained for all individual volunteers and group leaders. A TB test will be required for those working on a regular basis in a client's home.

Confidentiality

All information to which volunteers have access relating to specific clients, members, cases (including but not limited to the identities of clients, members, cases, recipients, or applicants for assistance, amounts and types of services, and social background information pertaining to specific individuals or families) is to be held in strictest confidence and may not be used or released for any purpose not specifically authorized by CICOA or the recipient. Even after the volunteer services with CICOA ends, volunteers are to maintain confidentiality of this information. Any such breach of confidentiality may terminate the volunteer experience and is a violation of the law. A representative of the volunteer program will go over confidentiality regulations specific to the volunteer activity.

Drug-Free Workplace Policy

It is the policy of CICOA that unlawful manufacture, distribution, dispensation, possession of or use of a controlled substance in the workplace or volunteer environment is prohibited. Any volunteer who violates this policy may be subjected to dismissal or referred to law enforcement.

Harassment

Any form of workplace harassment or discrimination is contrary to this Policy and shall be regarded as discrimination based on race, color, religion, sexual orientation, disability, or national origin. It shall be considered a violation of this Policy for any volunteer to engage in workplace harassment of any employee or recipient of CICOA services. The aggrieved person shall immediately report the alleged workplace harassment to a representative of the volunteer program. For the purpose of this policy, "workplace harassment" shall be defined as sexual harassment or any inflammatory comments, jokes, printed material and/or sexual innuendo based, in whole or in part, on race, color, religion, age, sexual orientation, disability or national origin.

Telephone Usage

Cell phone usage should be used at a minimum while working at volunteer activities or with recipients of the volunteer services.

Volunteer Dress Code

All volunteers will maintain a high standard of personal appearance and grooming. The clothing worn on the job should reflect the requirements of the job and working conditions. A representative of the volunteer program will discuss any specific dress requirements for the volunteer activity assigned.

Liability and Risk Management

The following reflects CICOA policy:

1. Any volunteer registered with CICOA is not covered by insurance or indemnified for any legal suits against him/her as a result of damage to a person or property in the course of his/her volunteer work.
2. If the volunteer feels that intentional acts or negligence on the part of CICOA and/or its staff was the cause for his/her personal liability or injury, he/she may file a complaint to be reviewed by CICOA staff.
3. Volunteers are not allowed:
 - a. To transport recipients of the Volunteer Program
 - b. To disperse medications
 - c. To accept money or gifts from recipients
 - d. To perform personal care services such as bathing, dressing, toileting
4. Volunteers may perform more specific professional services only when they are certified or licensed for the service (i.e., SHIP counseling, SMP information, etc.).

Expectations of Volunteer Attendance

It is your responsibility to report to work as scheduled. It is also your responsibility to record your volunteer hours. A Volunteer Activity Log will be completed after each assignment (if you scheduled a one-time activity) or weekly if assignment is a long-term activity or conducted on an ongoing basis. One-time assignment hours are to be turned in to a representative of the volunteer program after each assignment or at the end of the month if assigned long-term projects.

Some volunteer activities have certain requirements and/or expectations that the volunteer must complete monthly. Example: SMP presentations, 1 per month. A representative of the volunteer program will go over expectations for each assignment with those volunteers.

If for some reason you are unable to make your assignment, please notify a representative of the volunteer program and, in some cases, the recipient of the service. Volunteering is a commitment on your part.

Volunteer Hours

Hours and days vary according to the volunteer role and can be negotiated with a representative of the volunteer program and/or client. Volunteer hours are recorded on an attendance sheet (located on the left side of your Volunteer Packet). Hours should be reported monthly to a representative of the volunteer program. It is very important that CICOA knows the number of volunteers and the time contributed to the Volunteer Program. This information helps tell the true story of volunteer work and validates the need for such a program. This data is also used for recognition of service and reporting volunteer activities.

Emergency Procedures

CICOA values its volunteers and wants to provide a safe work environment. If you are involved in an accident, such as a fall, etc., while on a volunteer assignment, please notify a representative of the volunteer program immediately.

Evaluation

Volunteers may receive periodic evaluations to review their performance. This allows volunteers and those overseeing the volunteer program to effect change and seek ideas. Evaluation is intended to offer a positive and informative exchange for both parties.

Records Management

A representative of the volunteer program maintains records on each volunteer. Records include applications, references, background checks, volunteer service, hours, positions held, duties performed, training attended, and awards and recognition received.

Grievance Policy

If you feel you have a complaint or concern:

1. In situations where differences arise between volunteers, staff, or recipients it is advised to first try to resolve the differences amongst the parties involved.
2. If a third party is needed, those overseeing the volunteer program are to be informed and involved. Under no circumstances shall differences be made public or involve other members of the organization.
3. If the grievance is regarding a representative of the volunteer program or those that oversee it, an appeal may be made to the Chief Compliance Officer.

Resignation/Leaving the Volunteer Program

1. Separation

- a. Either the volunteer or the agency may terminate the volunteer relationship at will.
- b. If you are no longer able to participate in a volunteer activity, or no longer wish to be a volunteer in CICOA's Volunteer Program, you are asked to inform those overseeing the volunteer program with as much advance notice as possible. A two-week notice is preferred to allow time to find another volunteer to assume your assignment.
- c. Those overseeing the volunteer program will conduct an exit interview if separation is in "good" standing.

2. Dismissal

Volunteers will be dismissed if they are engaged in, but not limited to the following:

- a. Unlawful acts
- b. Breach of confidentiality
- c. Failure to carry out responsibilities or meeting requirements.