It is the policy of the Access Community Action Agency to use the services of volunteers to supplement the efforts of paid staff. Volunteers allow Access to make the best use of its fiscal resources. Volunteers are liaisons to the community and by their contribution are advocates for quality service. Access and its volunteers work together to achieve Access’s mission, strategic commitments and results identified by the organization. Volunteers are expected to act in accordance with Access policies and to reflect positive customer service attitudes to all customers.

The Access Community Action Agency shall provide appropriate orientation, supervision and guidance to interested, qualified volunteers, and to make use of their services to supplement and not to replace the work done by staff.

**Definition of a Volunteer:** A volunteer shall be considered as any individual who contributes time, energy and talents directly or on behalf of the Access Community Action Agency and is not paid by Access funds. Prior to performance of any assigned tasks, all volunteers must be accepted by Access after a thorough review of their interest and skills.

**Volunteer Opportunities:** Some tasks that may be performed by volunteers are listed below; however not all opportunities are available at all times:

- Cleaning
- Marketing and Outreach
- Help with programs and projects
- Process new materials
- Garden projects or maintenance
- Clerical tasks

**Procedures for Volunteers:**

**How to Become a Volunteer**

- All volunteers are required to fill out a Volunteer Application Form and submit it to Community Engagement staff.
- Appropriate staff will review the completed application form.
- Those applicants selected based on their qualifications in relation to the needs of Access will be contacted for an interview.
- Acceptance of an application is at the Access’s discretion. If not selected, applications will be kept on file for six months.
- Volunteers under consideration after their interview may be subject to a background check.
- Volunteers under age eighteen must have the application signed by a parent or legal guardian.

**Supervision**

Each volunteer will have an on-site supervisor and is expected to follow the procedures established by that supervisor. This supervisor is responsible for day-to-day management and guidance of a volunteer’s work and will be available for consultation and assistance. Volunteers should feel free to ask any questions of, or report any problems or concerns about their assignment to, this person. If the supervisor is not available, the volunteer may also discuss any changes or problems with the senior Human Resources staff member. Volunteers are expected to perform their assigned duties to the best of their abilities and to be loyal to the Access’s mission, strategic commitments, values, identified community results and policies. All volunteers should keep their supervisor informed of their projects and work status, and of their work schedules.
Policy Regarding Volunteers
Approved June 2011

Job Orientation and Training

Before beginning a volunteer assignment, the supervisor in charge will be responsible for the following:

• Take the volunteer on a tour of the building;
• Introduce volunteer to staff;
• Review Access policies in general and Volunteer Policies specifically;
• Review job duties and expectations;
• Confirm work dates, times, and anticipated duration of the assignment;
• Supply volunteer with a name tag and review sign-in and sign-out procedures;
• Provide training on any new skills needed to perform assigned tasks;
• Discuss procedures for obtaining, using, and caring for needed supplies;
• Provide safety orientation;
• Review locations of parking, restrooms, water fountains, soda machines, and places for personal items such as purses/coats, etc.

Volunteer Guidelines

1. Volunteers work hours at times when supervisors are readily available. The number of volunteers accepted is based on the amount of work and supervisory time available.
2. If a volunteer knows s/he will be late or absent, s/he should notify their supervisor or their supervisor’s supervisor as soon as possible.
3. While engaged in agency work, Volunteers must track their time at the beginning and end of their shift.
4. Volunteers should always wear their name badges while working.
5. Volunteers are ambassadors for Access and need to present a positive image to the public. It is expected that each volunteer’s dress and grooming will be appropriate for a business environment and in keeping with his or her work assignment, and consistent with the employee dress code. If a volunteer’s dressed is deemed inappropriate by a supervisor, s/he may be asked to leave and return when appropriately attired.
6. Volunteers should maintain a professional, friendly demeanor at all times and are asked to direct to a staff member all questions about services, policies and procedures.
7. Volunteers are responsible for ensuring that the Director of Volunteer Engagement has current personal data including address and telephone number.
8. Volunteers who are family members of Access staff will not be placed under the direct supervision of their family member.
9. Volunteers will be familiar with and agree to abide by Access’s Confidentiality policy, as well as all other Access rules and policies.
10. Volunteers agree that Access may at any time, for whatever reason, decide to terminate the volunteer’s relationship with the Access, or to make changes in the nature of their volunteer assignment.
11. Agency owned equipment and supplies are for Access use only and may not be used for personal business.

12. Volunteers are asked to be alert at all times to safety hazards and to report unsafe acts or conditions to their supervisor. Volunteers should also notify their supervisors of any assignment which causes physical discomfort or which could lead to personal injury. Volunteers must report all injuries, whether minor or serious, directly to their supervisor or the senior Human Resources staff member.

13. Volunteers will not be used to replace or reduce the number of paid staff.

14. In the case of injuries related to their duties, volunteers are covered under Access’s Workman’s Compensation policy.

15. Volunteers who are interested in paid employment with Access should apply through the Human Resources Department and will compete with all other applicants responding to notices for available positions.

16. Volunteers who fail to meet the requirements of their job description; violate Access policies; or violate city, local, state or federal law while working at Access are subject to dismissal.

17. To end a volunteer commitment, Volunteers should notify their supervisor or the Director of Volunteer Engagement of that decision and the effective date.

18. Use of alcohol or illegal drugs in the workplace, or reporting for duty under the influence of drugs or alcohol, is prohibited.

19. All volunteers, employees, supervisors, and members of management, both male and female, are strictly prohibited from sexually harassing or making improper advances toward other volunteers, guests, employees, supervisors, and/or members of management. Sexual harassment includes unwelcome or unsolicited verbal, physical, or sexual conduct that is made a term of condition of service or employment, is used as the basis of employment or advancement decision, or has the purpose or effect of unreasonably interfering with work or creating an intimidating, hostile, or offensive environment. Any sexual harassment needs to be reported immediately to the volunteer’s supervisor, or the senior Human Resources staff member.

20. A volunteer’s supervisor may meet with the volunteer regularly to review job performance. Evaluations may be formal or informal and may be written or verbal.