

# VOLUNTEER POLICIES AND PROCEDURES

VIEW [YOUTH POLICIES AND PROCEDURES](#)

**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.

**ARRIVAL:** Please let your supervisor know you have arrived and that you are ready to start.

**VALUABLES:** Please try to avoid bringing valuables with you as The Salvation Army cannot be responsible for any damage or loss. If you need to bring a purse (etc.), discuss safe storage with your supervisor.

**VOLUNTEER HOURS:** When you arrive, document the time you arrived by signing-in and when you are done for the day sign-out so that we can keep track of your volunteer hours. Please ask your supervisor what procedure you are to use as it varies from program to program.

**SAFE ENVIRONMENT FOR CHILDREN, ELDERLY OR THE DISABLED:** The Salvation Army takes safety of children, elderly and the disabled very seriously and conducts an extensive program called SAFE FROM HARM to insure that safety. Volunteers who will be in a one-on-one situation, or will be working with children, the elderly or the disabled will be required to have a background check conducted and to receive training regarding work with these special populations.

**ACCIDENTS:** You are important to us and we strive to keep all environments safe for everyone. However, if an accident occurs involving clients, staff or yourself report ALL the INFORMATION to your supervisor IMMEDIATELY!

**ORIENTATION AND TRAINING** will be provided to all volunteers. A general orientation is done by the Director of Volunteers or his designee and training specific to the job they will be doing will be provided by the supervisor of the volunteer position.

**CONFIDENTIALITY** is a right guaranteed to our clients and our volunteers. Clients' needs, concerns and personal problems 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.

**SIGNING LEGAL DOCUMENTS** for clients or on behalf of The Salvation Army is strictly forbidden. Refer any requests to your supervisor.

**MONEY** will not be accepted from a client under any circumstances.

**LIABILITY INSURANCE** is provided to all registered volunteers while acting in the scope of The Salvation Army volunteer assignment. The Salvation Army's non-owned vehicle coverage only provides liability and medical payments coverage in excess of the owner's actual coverage.

**ALCOHOL AND/OR DRUG USAGE** is not permitted at any Salvation Army facility or by any Salvation Army volunteer while he/she is acting as a representative of The Salvation Army. A volunteer is a representative of The Salvation Army while he/she is acting in accordance with the scope of responsibilities defined by his/her volunteer position. Volunteers are also not permitted to purchase alcohol, drugs or cigarettes for any of the clients.

**SMOKING** is not permitted in Salvation Army facilities. Please ask your supervisor if there is a designated smoking area.

**PROHIBITED WEAPONS:** Salvation Army policy prohibits all persons (including employees, *volunteers*, customers, invitees, guests or other visitors) from carrying a Prohibited Weapon of any kind onto Salvation Army property regardless whether the person is licensed to carry the weapon or not. Prohibited Weapons include any form of firearm, explosive device, or other device that is generally considered to be a weapon.

**DRESS** according to what is appropriate and comfortable for your volunteer position. Please ask your supervisor if you have any questions regarding what is appropriate dress.

**MEALS** are provided for volunteers during specific projects and at some sites. Events or activities where, for the convenience of the program, meals are made available for employees, meals will also be available for the volunteers who are serving at that event or activity. Conversely, if employees are not provided a meal, neither will a meal be provided to the volunteers. Lunch or dinner break will be provided to volunteers similar to time off for employees. Check with your supervisor prior to volunteering if you need to know whether or not a meal will be provided.

**RECOGNITION** will be an ongoing process. As a volunteer, you have the right to be acknowledged and appreciated for your valuable contribution to The Salvation Army.

**REFERENCES** are always gladly provided for volunteers upon request. Position descriptions, evaluations, sign-in sheets and time cards serve as tools for preparing references.

**DISMISSAL** of a volunteer is a serious consideration. A meeting between staff, the volunteer and the Director of Volunteers will occur before dismissal, in an effort to reach a resolution. Dismissal of a volunteer may take place if a volunteer is unreliable, irresponsible, disruptive, demonstrating inappropriate behavior or failing to adhere to the policies and procedures of The Salvation Army and its programs.

**APPEAL OF DECISION TO DISMISS:** Volunteers dismissed from their volunteer position may appeal the decision. Such appeal must be in writing to the Divisional Director of Volunteer Services and received within 10 working days of receiving notice of their dismissal. The written appeal is to outline why the volunteer feels he should not be dismissed and any other pertinent

information that may prove helpful in reviewing the dismissal. The Divisional Director of Volunteer Services will determine steps necessary to review the decision to dismiss (for example to convene a special committee, gather information from the dismissing supervisor or personally interview the volunteer, dismissing supervisor or others as appropriate or other means to consider all information), and will determine if the decision to dismiss will stand or be overturned. Such decision will be reported to the volunteer.

Volunteer applicants who, by their position description, are required to have a background check and receive a “do not hire” decision (not allowed to volunteer), will be informed of specific steps necessary to appeal the decision.