

# Volunteer Handbook

Date of Issue: 12/12/08

Revised 05/07/13

Admin/public/handbooks/2013 Volunteer Handbook.pdf

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**MONROE COUNTY UNITED MINISTRIES (MCUM)  
VOLUNTEER ORIENTATION MANUAL**

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## Welcome Statement

Monroe County United Ministries (MCUM) welcomes you as a volunteer member of the MCUM staff and hopes your association with MCUM will be a mutually satisfying experience.

This information will help explain the background of our program, answer some frequently asked questions, and describe what you might encounter as a volunteer. Also included are the responsibilities that go beyond volunteering. Feel free to discuss program concerns with the staff, and to utilize the volunteer suggestion boxes placed throughout the agency. We hope that you will benefit from your volunteer experience. We welcome you as a member of the growing community of individuals whose lives have been enriched by their efforts to help others.

Volunteers have always played an important role in the development of this organization. We need our volunteers not only to supplement our paid staff but to bring a creativity and vitality that is necessary for the growth of our organization.

This manual will help you understand how to carry out your duties and give the best service to MCUM. This manual is also designed to help you in answering any questions you have regarding the operations of the facility.

Citizens who volunteer their time and talents are valuable assets to MCUM. We encourage constructive participation of groups and individuals in our volunteer programs, to perform appropriate tasks under the direction, training, and supervision of our Volunteer Coordinator. Some community volunteers (i.e. MCUM board members) do not work under the direct supervision of staff. However, they work closely with staff to ensure communication and cooperation with all MCUM activities. The board believes that community volunteers enrich our program, promote a positive environment, and improve our community relations. MCUM may rely on volunteers who have different cultural backgrounds or who speak the “home language” of children or clients utilizing our services. If you have any of these skills, please make sure your supervisor is aware of them.

Thank you for the time, devotion and love you are willing to share with MCUM. We appreciate your efforts.

## How to Reach MCUM

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827 W. 14<sup>th</sup> Ct.  
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[www.mcum.org](http://www.mcum.org)  
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# Program Holidays

## Holidays and Closure Days:

MCUM has a calendar with all holiday and closure days listed. In the event of program closure due to bad weather or other circumstance, listen to any local radio station for closures. We generally follow MCCSC's plan; when they close, so do we!

# Program Hours

### Main Building

Monday - Friday 8:00 A.M. - 12:00 P.M.;  
1:00 P.M. - 4:00 P.M.

Last emergency services applications taken at 11:30 and 3:15 daily.

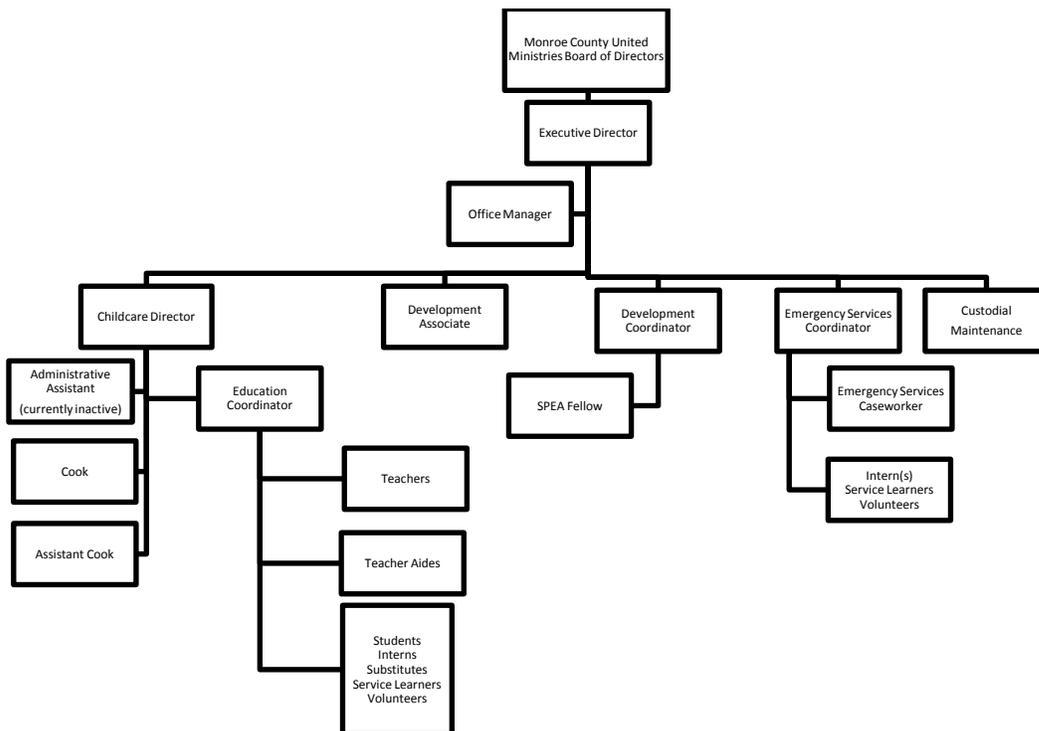
### Childcare Programs

Monday-Friday 7:00 A.M. - 5:30 P.M.

# Program History

Founded in 1939, MCUM has a rich history of service to citizens of Monroe County. Volunteers are encouraged to read a copy of our organization's history.

# Organizational Chart



## Mission Statement

United Ministries is a nurturing organization serving working families and those in distress by assisting with emergency needs and subsidized childcare. We provide quality education and a safe place for children, basic needs assistance for the poor, and community service opportunities.

United Ministries' Values:

### We Believe in Children

- In striving for positive development, well being and safety of children
- That by providing our services to children, we benefit the community in future
- In providing services to meet developmental needs
- In the commitment to licensing standards

### We Believe in Families

- In families in their own diversity
- In helping families to meet their goals
- That families receiving services 'belong'
- In translating human values to the children and parents
- In parents striving to improve the life of children

### We Believe in People

- In the intrinsic worth of every person
- In non-discrimination
- That people in need deserve help
- In targeting our services to those in need
- In helping those who are willing to help themselves
- In acknowledging our role as collaborator with the person in need
- In a holistic approach

### We Believe in Faith

- That faith serves as the foundation for action
- In *acting* on our faith

### We Believe in Ourselves

- In our own knowledge and skills – that we merit support in community
- In good stewardship
- In accountability
- In lifelong learning

## Hunger Fact Sheet

- According to the Community Childhood Hunger Identification Project, hungry children suffer from 2 to 4 times as many individual health problems, such as unwanted weight loss, fatigue, headaches, irritability, inability to concentrate and frequent colds, as children not living in poverty.
- Hunger and malnutrition exacerbate chronic and acute diseases, and speed the onset of degenerative diseases among the elderly. This not only leads to an unnecessary decrease in quality of life for many older people, but also increases the cost of health care in the United States. National data for people ages 65 to 75 show that a majority is not consuming even two-thirds of the nutrients they need to stay healthy.
- Nationally, over 550,000 individuals receive commodities each month, distributed at local food pantries and funded by the federal government.
- Hunger, and insecurity about whether a family will be able to obtain enough food to avoid hunger, also has an emotional impact on children and their parents. Anxiety, negative feelings about self-worth and hostility towards the outside world can result from chronic hunger and food insecurity.
- For more information on national hunger, visit [www.frac.org](http://www.frac.org).

## The Work We Do

- Monroe County United Ministries (MCUM) operates one of the largest food pantries in Monroe County. Monroe County residents who are in need of food and cleaning supplies are assisted by our caseworker through our Emergency Services Program.
- Although we encourage donations year round, we hold three major food drives, in the spring (Feinstein Challenge), summer (the Each One, Feed One event), and in the winter. We have many volunteer and donation opportunities during these three essential drives.
- Opportunity House is a locally operated thrift store. The proceeds from Opportunity House come back to fund programs at MCUM. Clients can redeem vouchers at Opportunity House.
- The Emergency Services Program also provides occasional bus tickets for important appointments, and rent & utility assistance in order to prevent disconnection or eviction. Applicants for financial aid must first apply to their township trustee for the same assistance requested at MCUM.
- MCUM also operates a childcare programs, for children ages 2 – 6. We strive to provide high quality childcare to low-income working parents, and our fees are based on family size and income.
- In our childcare program, staff-to-child ratios meet or exceed state requirements so that children get more individual attention. We also offer a full-day kindergarten program so that children can learn with MCUM until it is time for first grade. Children in our care receive two hot meals and two healthy snacks each day so that 75% of their daily nutritional needs are met while at the center!
- The Childcare Program is accredited by the National Association for the Education of Young Children (NAEYC). This honor recognizes the quality of service provided by the program and the dedication of the staff to serving low-income Monroe County residents

## Benefits of Volunteering

Volunteers do not replace paid staff, but donate their time and skills to supplement services provided by paid staff. The benefits of volunteering are many:

- Clients get individual attention.
- Paid staff have more time to give individual attention to all clients/children.
- Volunteers gain job skills and experience and benefit from the feeling of being needed.

- The community benefits because contact with clients helps promote better understanding.
- Make new friends and be of service to your community.
- Support the MCUM staff.
- An opportunity to brush up on old skills and gain new ones.
- An opportunity to learn more about hunger, poverty, and children's issues, and to keep abreast of the latest developments.
- Share your knowledge, wisdom, and experience with others.
- Enjoy the pleasures that come with helping those in need.
- Remain an active and vital member of the community.
- Receive recognition for your services to the community.

## Volunteer Recognition

### ✓ Be More Bloomington Volunteer Recognition Awards

Volunteer awards in numerous categories are presented each spring to honored individuals, families, and groups who have given volunteer service in our community. The recipients are selected by a panel of distinguished judges from among the many volunteers and volunteer groups nominated by community agencies and members of the public.

## Volunteer Rights

### *Bill of Rights for Volunteers*

The right to be treated as a co-worker...**not just as "free help"**.

The right to a suitable assignment...**with consideration for personal preference, temperament, life experience, education, and employment background.**

The right to know as much about the facility as possible ...**its policies, its people, its programs.**

The right to train on the job ...**thoughtfully planned and effectively presented training.**

The right to continuing education on the job...**as a follow-up to the initial training; information about new developments.**

The right to sound guidance and direction...**by someone who is experienced, well-informed, patient, thoughtful, and who has time to invest in giving guidance.**

The right to a place to work...**an orderly, designed place, conducive to work, and worthy of the job to be done.**

The right to promotion and a variety of experience...**through advancement to assignments of more responsibility; through transfer from one activity to another; through special project assignment.**

The right to be heard...**to have a part in planning; to feel free to make suggestions; to have respect shown for an honest opinion.**

The right to recognition ...**in the form of promotion and awards (or some tangible evidence) through day-to-day expressions of appreciation and by treatment as a bona fide co-worker.**

As a volunteer at MCUM, you have the right:

- \* To be appropriately recognized for your efforts.
- \* To be given guidance and direction.

- \* To be given opportunity for “promotion” and a variety of experiences.
- \* To be given sound guidance and direction.
- \* To be heard and to have a part in the planning.
- \* To be informed of agency benefits.
- \* To be kept informed and listened to by salaried staff.
- \* To be provided orientation, training, support, supervision, and evaluation.
- \* To be treated as a co-worker and not just free help.
- \* To be trusted and respected by staff and co-workers.
- \* To be valued as a person who can make unique contributions.
- \* To daily expressions of appreciation from the paid staff.
- \* To have a clear understanding of the job including duties, responsibilities, support person structure and time commitment.
- \* To have regular evaluation of their volunteer performance.
- \* To have rewarding, suitable jobs with clear expectations and support.
- \* To have risks explained, especially concerning bloodborne pathogens and communicable diseases.
- \* To have volunteer time used wisely.
- \* To know as much as possible about the organization’s policy, people, and programs and to be kept informed.
- \* To proper working conditions.
- \* To receive prompt response and feedback.
- \* To receive quality training for the job.
- \* To suitable and worthwhile assignments.

## Volunteer Responsibilities

As a volunteer, you have the responsibility:

- \* To be open and honest regarding intent, goals and skills.
- \* To accept only realistic assignments and have a clear understanding of the job.
- \* To carry out duties promptly and reliably.
- \* To accept the guidance and direction of the support person and volunteers.
- \* To participate in any training required by the agency.
- \* To respect confidentiality.
- \* To discuss satisfactions, dissatisfactions, and suggestions for upgrading or changing of volunteer assignments with the support person of volunteers.
- \* To be punctual, and notify your support person of absences as much in advance as possible.
- \* To be alert, sober and drug free while volunteering.

We ask that our volunteers:

- \* Maintain the dignity and integrity of the community service with the public.
- \* Carry out duties promptly and reliably.
- \* Accept the guidance and decisions of the Volunteer Coordinator.
- \* Be willing to learn and participate in orientation, training programs, meetings, and to continue to learn on the job.
- \* Understand the function of the paid staff, maintain a smooth working relationship with them and stay within the bounds of volunteer responsibility.

Your Volunteer Worksite:

- \* Expects volunteers to call in advance if they are ill or otherwise unable to report for their assignment.
- \* Expects volunteers to be conscientious about dress and personal hygiene, especially since you will serve as a role model when working with the children in our Childcare Programs, and in our Emergency Services Program.

## Starting Out

Please sign in as you work each day and list the number of hours that you work. The sign-in sheet is in the main office, or the front office in the childcare. This enables us to keep track of how many volunteer hours are donated to MCUM.

- \* The sign-in provides a record of your volunteer participation. Volunteer hours may be used as proof of support from the community or as in-kind matching for certain grants.
- \* Notify your support person when beginning or ending your shift.
- \* If you are working in childcare on a regular basis, your photograph will be posted on visible bulletin boards so parents can recognize you and associate your face with your name.
- \* Notify your support person of absences so that he or she can adjust work loads or find a substitute for you if you are going to miss a shift. Please give as much advance notice as possible.

### ▪ Record Keeping

Records will be maintained on each volunteer including dates of service, positions held, duties completed. You are entitled to access the record by submitting a request to the Volunteer Coordinator. Volunteer personnel records are confidential.

### ▪ Scheduling

There is a large calendar on the wall by the entrance door to the food pantry in the main building. This board is used to schedule volunteer shifts, and to remind volunteers of the times they have committed. There is a volunteer schedule in the childcare office. If, for some reason, you have to change a previously agreed upon shift, please let one of the staff members know in advance.

During the three big food drives, MCUM will need additional food pantry volunteers to pick up and sort the food donations. Please look for these specialized volunteer opportunities on visible bulletin boards. Please let appropriate staff know if you are willing to fulfill one of these opportunities. As the food drives are essential to the ability of the pantry to provide food year round, these additional functions are extremely necessary, and the staff of MCUM sincerely appreciates every minute of time you are willing to donate to the cause of fighting hunger.

# Volunteer Policies

This manual explains our policies and procedures. It will help you understand how to carry out your duties and give the best service to MCUM. This manual is also designed to assist you in answering questions you may have regarding operations at MCUM.

Thank you for the time, devotion and caring you are willing to share with our clients. We appreciate your efforts.

- **Non-Discrimination Policy**

Monroe County United Ministries shall not discriminate against any current or potential client, applicant, employee, member, volunteer or participant on the basis of race, color, religion, sex (equal wages), sexual orientation, gender identity, national origin, ancestry, age, genetics, disability, or any legally prohibited classification.

- **Volunteer Support**

You will be provided with a staff member who will provide support and supervision.

- **Volunteers as Volunteer Supervisors**

A volunteer may act as a support person for other volunteers depending on experience, quality of work, and reliability.

- **Volunteer/Staff Relationships**

MCUM personnel operate under the Golden Rule. Respect and courtesy should be shown to all fellow workers at all times. Any personality conflicts that cannot be resolved should be brought to the attention of the supervisor. Honesty, integrity, and confidentiality are expected from all personnel under all circumstances. Profanity, abusive language, temper displays, and rough treatment are not tolerated.

- **Volunteer Coordination**

Staff members who provide support for volunteers will maintain records on your volunteer service. The Volunteer Coordinator will be informed immediately of any substantial change in the work or status of a volunteer. They should be consulted in advance before any corrective action is taken. The support person shall inform the Volunteer Coordinator of any changes in your volunteer status.

- **Minimum Age**

The minimum age for most volunteer positions is 18. Volunteers under the age of 18 are not allowed to work in childcare or with equipment prohibited by state law. However, children under the age of 18 can participate in certain volunteer activities, but they must be accompanied by an adult.

- **Length of Service**

Volunteers do not have to commit to a set period of time. Volunteers may leave MCUM at any time. However, volunteers are encouraged to remain with MCUM for as long as they are able to fulfill their position.

- **Representation of the Organization**

Volunteers should seek prior consultation and approval before taking any action or making any statement which may affect or obligate the organization. These actions may include, but are not limited to, public

statements, lobby efforts, collaborative or joint initiatives, or any agreements of a contractual or financial nature. Volunteers are authorized to act as representatives of MCUM only as specifically indicated within their job descriptions and only to the extent of such written specifications.

- **Enrollment Form**

All prospective volunteers must complete an enrollment form. Falsification of information, including omission, is grounds for immediate dismissal.

- **Recruitment**

Volunteers are recruited from the general community, including University students, staff and faculty. Efforts are made to find volunteers who not only have an interest in our work, but also who can offer something unique to our programs. Speaking another language or knowledge of another culture can enhance the services we offer, especially in classrooms with children from that culture or language.

- **Interviewing**

All volunteers will be interviewed by the Volunteer Coordinator before any volunteer service. The interview will determine the volunteer's interest and skills and where the volunteer will best fit within the agency.

- **Orientation**

All volunteers receive an orientation. It will include information about MCUM programs, our policies and procedures for volunteers and requirements for the position they are accepting.

- **Placement**

Volunteer interests and desires, and agency needs must be weighed in the interview process to insure the best match possible. When possible, the volunteer will have the final say in determining which volunteer position best fits his/her needs. Each volunteer is assigned a staff supervisor who is responsible for day-to-day management and guidance of that volunteer. This supervisor is responsible to assess the work assigned, to keep the volunteer in the communication flow of the agency and for providing feedback to the volunteer regarding their work.

- **Job Description**

You will receive a written job description before you begin your volunteer assignment. This document includes a description of the purpose and duties of the position, a designated support person and work site. Also included is a listing of job qualifications, and a description of job benefits. Every effort is made to place you in an assignment matching your abilities and interests. Before starting your volunteer duties all forms and paperwork given to you at the interview must be completed and returned to the Volunteer Coordinator.

- **On-The-Job Training**

Besides our formal training procedures, volunteers receive on-the-job training to help them with information and tools to perform their duties. On-the-job training may be provided by your support person, a qualified volunteer, or our Volunteer Coordinator as appropriate.

- **Recording Hours**

It is the responsibility of the volunteer to write down the time of his or her arrival and departure on a time sheet supplied by the Volunteer Coordinator. This information is very useful for grant applications and in providing a concept of how many hours, paid or unpaid, it takes to accomplish our work.

Please keep us informed of any changes in name, address, email address or telephone number.

- **Absenteeism and Punctuality**

It is important for volunteers to be on time and to attend regularly. Staff often adjust their own schedules to coincide with the times volunteers are anticipated to be available. Supervisors should be notified as soon as possible if the volunteer expects to be late or absent.

- **Illness**

Do not come to work if you are ill. Call in as soon as possible, preferably 24 hours in advance, so that we can find a substitute for your position if necessary.

- **Mediation**

Mediation is a means of facilitating healthy resolution of conflicts. If direct communication fails to resolve an interpersonal conflict between any two staff members or volunteers, the conflict may be submitted to the Executive Director for mediation. The parties in conflict will meet with the Director.

Paid and volunteer staff members should attempt to reach a solution at the appropriate level. This should involve a minimal number of fellow staff members. You will not be subject to reprisal for filing a grievance or for participation in the grievance procedure. If, after exhausting other means to address your concerns you wish to file a grievance, please contact our Volunteer Coordinator for details and procedures.

- **Grievances**

Grounds for grievances may include the violation of policies, unfair situations where no policies exist, and unfair or discriminatory policies. The grievance procedure is not the appropriate vehicle for resolving interpersonal conflicts. (Please refer to mediation)

Volunteers may submit a written grievance to the Volunteer Coordinator if they are not satisfied with a decision made about their volunteer status. The grievance is to be submitted within 30 calendar days of the time the volunteer knew of the decision. The Volunteer Coordinator will respond in writing within 15 days. If the grievance is not resolved, the volunteer has 15 days to submit it in writing to the Executive Director for a final binding decision. The Executive Director will respond within 15 days.

- **Performance Problems**

When a volunteer's performance is below the standards required by MCUM or when client rules are violated, the Volunteer Coordinator or supervisor may speak with the volunteer, outlining the problem. MCUM has identified two categories of inappropriate behaviors and their consequences—performance problems and serious violations. Examples cannot be listed to cover every situation. The Executive Director may deal with problems and violations not specifically mentioned here.

The following are considered performance problems and are not acceptable:

- \* Conducting personal business during your shift.
- \* Excessive personal telephone use.
- \* Littering or otherwise creating unsanitary conditions.

- \* Safety violations.
- \* Tardiness for your shift.
- \* Unauthorized operation of equipment.
- \* Unfriendly or uncooperative attitude in dealing with clients, staff members, or volunteers.
- \* Unsatisfactory work performance.
- \* Waste, misuse or damage of property.
- \* Proselytizing

- **Serious Violations**

The following are considered to be serious violations and are grounds for cancellation of volunteer status:

- \* Falsifying reports, records, or expenses.
- \* Physical, verbal, or sexual harassment.
- \* Negligent or willful damage of property.
- \* Theft.
- \* Unlawful discrimination.
- \* Safety violations that endanger a child or family receiving services.
- \* Using tobacco, drugs, or alcohol on premises
- \* Violations of Confidentiality

- **Termination**

The services of a volunteer may be terminated by the Volunteer Coordinator for reasons including, but not limited to: violation of MCUM policies and procedures, impaired ability to function in a safe and prudent manner, or violation of the privacy of the clients or staff of MCUM. All volunteer services is at the sole discretion of the agency. Volunteers agree that MCUM may at any time or for any reason, decide to terminate the relationship or make changes in the nature of the volunteer assignment.

- **Resignation**

If a volunteer should need to resign her/his position, the Volunteer Coordinator as well as her/his support person should be notified two weeks before leaving when at all possible. The staff appreciates your time, talents and interests, and knows that changes will occur.

## General Policies

- **Confidentiality**

In order to maintain confidentiality of client files, it is the policy of Monroe County United Ministries to limit access to client files to appropriate staff. Only those necessary to a certain case are permitted access to files. Volunteers are responsible for maintaining the confidentiality of information relating to staff persons, volunteer, client, or other person or program business. Failure to maintain confidentiality may result in termination of the volunteer's relationship with the agency, or other corrective action. Violations of this policy also may result in personal liability.

- **Appearance**

Good personal hygiene and appearance are essential at all times. MCUM has no written dress code aside from certain restrictions for childcare staff; however, employees and volunteers are expected to dress appropriately for their working situations. For instance, office personnel should dress appropriately for meeting the public. Childcare staff that has direct contact with the children and playground may be a little

more relaxed in their dress. Any staff member may be asked to return home to change if the supervisor thinks his or her appearance is not appropriate.

Use of perfume, cologne and scented lotions should be avoided due to possible allergies and respiratory illnesses of our staff, clients & children.

- **Smoking, Drugs, and Alcohol**

Smoking is not permitted in anywhere on MCUM property or premises. United Ministries is a drug and tobacco free zone. If prescribed drugs are to be taken, the advice of the supervisor should be sought. Use of alcohol or drugs while on the job is grounds for dismissal. No weapons of any kind may be carried or displayed on the premises.

- **Telephone Usage**

Telephones are here for business purposes, not for visiting with relatives or friends. The same policy holds for visits from family and friends.

- **MCUM Property**

Supplies and materials are bought for use by those involved with programs, and are not for personal use. Supplies should be used frugally, without waste. Only persons trained in the proper usage of equipment are permitted to use this equipment.

- **Personal Belongings**

Administration and Emergency Services volunteers can store their personal belongings in the drawers of the desk where the volunteer sign-in sheet is located. Childcare volunteers may store their belongings in a safe place designated by the Childcare Director or classroom teacher.

- **Health Screening**

All volunteers working in the Childcare program may have to have a TB test and physical. This is based on number of hours that will be spent volunteering.

- **Background Check**

Background checks may also be required for volunteers interested in working in the Childcare program. This is based on the number of hours that will be spent volunteering. Checks are conducted for criminal history or sex offender registry. Volunteers who refuse permission for those checks will not be permitted to work for MCUM.

- **Emergency Plan**

Evacuation and tornado plans are posted in every room open to the public.

- **Disease Control**

Hand washing is the single most important preventive measure! Volunteers should wash their hands:

- Before preparing food or assisting with lunch and snacks.
- After toileting.
- After handling “contaminated” articles (Kleenex, handkerchiefs, etc.).
- Volunteers should help children wash their hands before lunch and snacks.

Illnesses should be reported to your supervisor so that replacements or other arrangements can be made. Any volunteer who has a communicable disease or other illness which would make her/him a health hazard should not come to work. Clients should not come to the agency if they have communicable diseases. Any child who seems to be ill should be reported to the staff member in charge of that program.

- **Borrowing and Lending**

No volunteers of MCUM shall loan or borrow any materials or documents.

- **Solicitation**

Volunteers may not solicit or distribute literature during work hours.

- **Meals**

If working with the childcare program over the lunch hour, volunteers are able to be included in the final lunch count, and have lunch with the children and staff. Volunteers should schedule this ahead of time with the appropriate childcare staff.

- **Conflict of Interest**

A MCUM volunteer, acting in an official capacity, shall not take any action that would result in the volunteer’s financial benefit. They will not ask for or receive for themselves or for a member of their household, directly or indirectly, any moneys or gifts from clients.

- **Parking**

From the main entrance, parking for the Childcare Facility is located to the left, and parking for the Pantry and other volunteer positions at the Administration Building is located to the right. MCUM volunteers may park in any spot not marked as reserved, but any staff or volunteer parking in the childcare lot are asked to park closer to the street to allow greater access for children being dropped-off.

- **Vehicle Use**

A MCUM vehicle is available for use by volunteers. You must provide a copy of your driver’s license and be approved by our insurance before driving the vehicle. If your assignment involves the use of a MCUM vehicle, your support person will acquaint you with the policies.

- **Theft**

Theft or pilferage of cash or merchandise by a client, volunteer or paid staff member is a serious offense and should be reported to the Executive Director. Theft negatively affects not only our ability to deliver services, but also the trust upon which our staff structure is based. Theft is cause for immediate dismissal and possibly, subject to prosecution.

- **Access To Program Property And Materials**

As appropriate, volunteers shall have access to agency property and materials necessary to fulfill their duties, and shall receive training in the operation of any equipment. Property and materials shall be used only when directly required for agency purposes. This policy includes access to and use of agency vehicles.

- **Phone Etiquette**

Paid staff is responsible for answering the telephone. If it's necessary for you to answer the phone, a good greeting is: "Hello, this is MONROE COUNTY UNITED MINISTRIES, Jane speaking. May I help you?" Phones are an essential part of our business interaction with clients and suppliers. They should be answered quickly, politely and proficiently. If you cannot answer the client's question, refer them to someone who can provide an answer. If they are unavailable, take the client's number and question and route it to someone who will respond.

When you put a caller on hold, please take care that the person is not left on hold for a long period of time. It is discourteous and ties up the telephone. If you notice a phone off the hook or a hold light flashing for more than a couple of minutes, check to see if the person has been helped.

Note: Do not give out the home phone numbers of staff members ever. The list of staff phone numbers is for MCUM'S business use. If callers insist it is an emergency, refer them to a paid staff member, or get the caller's phone number, call the staff person, and give them the caller's message and number. Do not unnecessarily disturb staff members by calling them at home with business that could be taken care of during work hours.

- **Child Abuse, Physical, Mental, Or Sexual Harassment**

Volunteers witnessing child abuse, physical, mental, or sexual harassment must report it immediately to their support person or the Volunteer Coordinator. MCUM does not condone and will vigorously prosecute any such incidents. If you have questions regarding what constitutes abuse or harassment, please contact the Volunteer Coordinator.

- **References (For Jobs)**

Many employers recognize volunteer work as valid job experience. If you require a reference from us, please ask your supervisor to conduct a written performance evaluation and you must leave a signed a release form for your file. Otherwise, we can only confirm dates of your term and job titles or duties.

- **Volunteer Tax Deductible Expenses**

Volunteers who itemize income taxes may be able to deduct some expenses. Volunteers should keep records of their expenses, including the name of the organization for which they volunteer and the details of the contribution. As we are not tax advisors, those wishing to deduct expenses should consult their own tax advisors to be certain what is permitted.

- **Insurance**

MCUM does not offer insurance coverage for volunteers.

- **Safety**

Volunteers are responsible for:

- \* Knowing and following the safety rules as explained by the Volunteer Coordinator or support person.
- \* Supporting efforts to promote safe working conditions and habits.
- \* Making full use of safety equipment and safeguards provided for assigned tasks.
- \* Reporting immediately all unsafe work conditions to the Volunteer Coordinator or director.

Safety Rules for Volunteers:

- \* Accident Reporting: Volunteers must report immediately all personal injuries, vehicle accidents and incidents to the Volunteer Coordinator or support person. They should maintain contact

with the Volunteer Coordinator and provide updates on their condition when off due to injury or accident.

- \* **In Case of Injury:** All human blood and body fluids are to be treated as if they were infectious for HIV, Hepatitis B and other blood-borne pathogens. Volunteers should immediately inform the Volunteer Coordinator and support person if they believe they have been exposed to infection.
- \* First aid kits are located in both buildings. Volunteers should know their location. A prompt first aid response can keep most injuries and medical situations from growing worse.
- \* **Fire Plan:** Your support person will show you where the fire plan is for your work area. Be sure you know your nearest exit in case of fire.
- \* **Maintenance:** Safety in the workplace requires keeping the environment free of hazards that arise from lack of regular maintenance and servicing. Volunteers should report any work conditions that are potential safety hazards.
- \* **Lifting:** Most back injuries result from improper lifting. The support person will provide you with information on how to lift properly to protect your back against injury.

The safety and health of staff members is important. A safe work environment and safe work procedures are both of major concern. If in your work you should encounter an unsafe situation, or observe others working in an unsafe manner:

- \* Resolve the situation if you can.
- \* Report any ongoing safety problems to appropriate staff.

Taking this responsibility expresses your concern and recognizes that an injury to one person hurts everyone by increasing workloads and insurance costs for MCUM. We encourage your ideas and suggestions about how we can create a safer workplace.

#### ▪ **First Aid Kit**

There is a first aid kit located in the kitchen, attached to the wall by the East door, in the main building and in the healthroom in the childcare building. Remember the location of the kit. An accident may require the immediate use of its contents. If you are not familiar with basic first aid procedures, there is a booklet explaining basic first aid in the kit. Another staff person can usually be found who can be of help. All childcare staff are trained in first aid and CPR.

#### ▪ **Potential Hazards**

Volunteers need to be aware of the potential danger of the chemicals in their work areas and be trained to use proper safeguards. Look for the MSDS sheets located in each building. Additional information will be given by the staff or volunteer trainer as it pertains to a volunteer's assignment during initial training.

#### ▪ **Fire Extinguishers**

There are fire extinguishers in each building. Please locate them prior to an emergency.

#### ▪ **Emergency Exits**

Emergency exits are clearly marked in both buildings.

In a life threatening emergency or with any accident tell your support person immediately. Remain calm and if necessary, call 911. Follow their instructions precisely while you await their arrival. Be prepared to give the name Monroe County United Ministries, the address and phone number, your name, and the nature of the emergency.

In the event of a fire or other emergency requiring the evacuation of the building, remain calm. Assist other staff in notifying clients and helping to direct them out of the building safely and quickly. Make sure your work area is secure if time and safety allow.

#### ▪ **Cleanliness**

It is the intent of MCUM to maintain high standards of quality and cleanliness. Volunteers, while on duty, are expected to be clean and to dress neatly. We want customers to have the utmost confidence that our staff is clean and professional.

Personal Hygiene:

- \* All volunteers doing any food handling must wash their hands before starting their shift.
- \* Always wash hands before handling foods.
- \* Always wash hands before leaving the restroom. Use appropriate washing techniques described in this manual
- \* Always use disposable gloves to handle food.
- \* Keep head and facial hair clean and well-groomed. Hair restraint is required for food handling.
- \* Bodies should be clean. Be aware of strong odors such as tobacco smoke, strong perfumes, etc.

State law requires that all volunteers and employees wear shoes and shirts. All clothing should be clean and appropriate for the work required. Closed toe shoes (without heels) are required when working in childcare. Sandals are appropriate for administrative type work only.

#### ▪ **Sanitary Hand Washing Techniques**

Hands should be washed before and after caring for clients/children. This protects the child/client and yourself and reduces the possibility of transferring infection. It is important to learn to wash hands properly and to know the appropriate times for hand washing. A good rule to follow is to wash hands before and after each procedure and after handling soiled equipment. Use the following procedure:

- \* Turn on the water in the sink. Remove or push up watch.
- \* Wet hands and soap well. Lather.
- \* Wash hands and wrists. Use friction and rub well between fingers, nails and thumbs.
- \* Rinse hands and wrists. Slant fingers down toward sink so water runs from wrists to tips of fingers. Do not turn off water with hands (recontamination).
- \* Dry well.
- \* Finally, take care not to re-contaminate yourself from the dirty faucet, turn off faucet with paper towel that was used to dry hands. Dispose of paper towel in waste basket.

#### ▪ **Infection Control**

Volunteers should avoid coming to MCUM when ill with a contagious cold or flu. Volunteers are requested to call when ill or when a contagious illness is suspected.

Hand washing is the best way for you to prevent the spread of infection. Volunteers will wash their hands at the beginning and end of any service assignment, before and after direct client contact, before and after eating, and after use of the toilet.

Volunteers will use “Universal Precautions” on all clients. All clients will be treated as potentially infectious with a blood-borne pathogen disease, i.e., Hepatitis B, AIDS. Gloves will be worn for all contact with patient mucous membranes or body substances, i.e., blood, feces, urine, etc. These are available in all clinical areas.

## In Closing

We appreciate your willingness to volunteer with MCUM. We hope you will enjoy your experience as a volunteer. As you learn your volunteer duties, feel free to ask questions, make comments, or raise concerns. Please utilize the volunteer suggestion boxes. Our staff is happy to help you. It is your commitment and that of volunteers like you that allows MCUM to most effectively serve our client's needs. Do not hesitate to direct any questions or concerns you may have towards staff; we are always willing to take time for our volunteers. Thank you & Good Luck!

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