



## **Volunteer Program**

All forms must be completed and submitted to the Program Manager for approval prior to a volunteer beginning service.

Forms may be returned to:

ILRC  
PO Box 6787  
Jefferson City, MO 65102

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Family Care Safety Registry  
Registration  
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# Volunteer Application

Date: \_\_\_\_\_

## Personal Data

Name: \_\_\_\_\_ Any Other Aliases or Names Used: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone (Work): \_\_\_\_\_ (Home): \_\_\_\_\_ Is this your own phone? Yes \_\_\_ No \_\_\_

Email: \_\_\_\_\_

Emergency Contact Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Phone (Home): \_\_\_\_\_ (Cell): \_\_\_\_\_

Are you a student? \_\_\_\_\_ School Attending: \_\_\_\_\_ Major: \_\_\_\_\_

Are you available to volunteer over vacations? Yes \_\_\_ No \_\_\_ Are you under the age of 18? Yes \_\_\_ No \_\_\_

Parent/Guardian Name: \_\_\_\_\_

Parent/Guardian Phone Number: \_\_\_\_\_

Parent Guardian Signature: \_\_\_\_\_

Have you ever been convicted of an offense other than a minor traffic violation? Yes \_\_\_ No \_\_\_ If yes, describe offense and when it occurred: \_\_\_\_\_

Have you ever had contact with us before? \_\_\_\_\_

Have you ever worked with persons with disabilities? Yes \_\_\_ No \_\_\_ If yes, explain types and describe experience: \_\_\_\_\_

## Preferences and Availability

List day/hours of week available:	Morning:	Afternoon:
Monday	_____	_____
Tuesday	_____	_____
Wednesday	_____	_____
Thursday	_____	_____
Friday	_____	_____
Saturday	_____	_____

Please check the following duties that you are willing to perform:

- Office Skills (Copying, shredding, faxing, etc.)
- Computer Skills (Data Entry)
- Event Planning
- Work with ILRC's SibShops
- Assist with ILRC's Care Closet
- Assist With Mailings (Putting Together )
- Computer Skills (Design fliers, newsletter, web maintenance)
- Assist ILRC's Youth Group
- Provide Educational Workshops for Youth and/or Adults
- OTHER:

Describe: \_\_\_\_\_

Comments: \_\_\_\_\_

## References

Please list three personal or professional references, not related to you.

Name: \_\_\_\_\_  
Address: \_\_\_\_\_

Relationship: \_\_\_\_\_  
Phone #: \_\_\_\_\_

Name: \_\_\_\_\_  
Address: \_\_\_\_\_

Relationship: \_\_\_\_\_  
Phone #: \_\_\_\_\_

Name: \_\_\_\_\_  
Address: \_\_\_\_\_

Relationship: \_\_\_\_\_  
Phone #: \_\_\_\_\_

I certify that answers given herein are true and complete to the best of my knowledge.

\_\_\_\_\_  
Signature of Applicant

\_\_\_\_\_  
Date

### FOR OFFICE USE ONLY:

- Interview Complete
- Orientation Complete
- Background Screening Complete
- Approved for Volunteer Service

Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## FAMILY CARE SAFETY REGISTRY FORMS

### (Worker Registration and Background Screening Request: For Volunteers)

All ILRC volunteers who have contact with consumers must be registered with the Family Care Safety Registry (FCSR). Individuals with a clean background on the FCSR will be eligible to volunteer with ILRC. Individuals with items on their background may be disqualified from volunteering upon the discretion of the Program Manager and/or the Executive Director.

1. Applicants need to complete these two forms and submit to them to ILRC, along with a copy of the Social Security Card. (ILRC will pay the \$11 registration fee for volunteers.)
2. ILRC will then register the applicant via FCSR's online registration and request a background screening. Applicants may NOT begin volunteering until they have been notified by ILRC that the background screening is 'clear'.

\*Forms follow:



## Volunteer Confidentiality Statement

I hereby swear that I, \_\_\_\_\_, will forever regard as, and maintain strictly confidential and secret, and except to those authorized and bound by the confidentiality statement, will not disclose to any person, firm, and entity or otherwise publish, information managed by, or under the control of Independent Living Resource Center.

I will notify Independent Living Resource Center immediately (not to exceed 24 hours) of any disclosure or suspected disclosure, whether mine or anyone else's, whether intentional or accidental.

I understand and agree that maintaining the confidentiality of Independent living Resource Center's information is an essential part of my volunteer agreement and a violation of this confidentiality statement will result in a material breach of contract by me, and the unauthorized access to, modification of, deletion of, or disclosure of information violate individual rights of privacy and/or constitute a criminal act.

Distribution and/or reproduction of any record or information outside the intended and approved use is strictly prohibited. Illegal access or misuse of this information is punishable by fine and/or imprisonment.

By signing below, I acknowledge that I have read and understood the above statement.

Volunteer Signature: \_\_\_\_\_

Date: \_\_\_\_\_



## Student Volunteer Parental Release Form

\_\_\_\_\_ has my permission to volunteer his/her services as a Student Volunteer to Independent Living Resource Center, Inc.

I understand that my son/daughter must commit to the following:

- A sincere desire to help others and provide service to Independent Living Resource Center, Inc.
- A personal interview at Independent Living Resource Center, Inc.
- Attendance at a Volunteer Orientation Session.
- Communicating with Independent Living Resource Center, Inc. about schedule and absences.
- Maintaining confidentiality of all protected information they may come into contact with during their service at Independent Living Resource Center, Inc.

I also give my permission to Independent Living Resource Center, Inc. to take his/her picture for future reference and to use his/her likeness in publications, advertising and online outreach.

Parent/Guardian Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_



## **Volunteer Policies and Procedures**

Welcome new volunteer!

On behalf of Independent Living Resource Center, Inc. (ILRC) I would like to welcome you and wish you every success here. We believe volunteers contribute directly to ILRC's growth and success, and we hope you will take pride in being a member of our team.

These policies and procedures were developed to describe some of the expectations of our volunteers and to outline the policies and programs. Volunteers should familiarize themselves with the contents as soon as possible, for it will answer many questions about ILRC.

We hope that your experience here will be challenging, enjoyable, and rewarding. Again, welcome!

Sincerely,

Melinda Cardone  
Program Manager

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## UTILIZATION OF VOLUNTEERS

### **POLICY:**

***The achievement of the goals of Independent Living Resource Center, Inc. is best served by the active participation of citizens of the community. The agency accepts and encourages the involvement of volunteers at all levels of the agency and within all appropriate programs and activities. All staff are encouraged to assist in the creation of meaningful and productive roles in which volunteers might serve and to assist in recruitment of volunteers from the community.***

### Definition of 'Volunteer'

A 'volunteer' is anyone who without compensation or expectation of compensation beyond reimbursement performs a task at the direction of and on behalf of ILRC. A 'volunteer' must be officially accepted and enrolled by the ILRC prior to performance of the task. Volunteers shall not be considered as 'employee/volunteers' of ILRC.

### Service at the Discretion of Independent Living Resource Center, Inc.

ILRC accepts the service of all volunteers with the understanding that such service is at the sole discretion of ILRC. Volunteers agree that ILRC may, at any time for whatever reason, decide to terminate the volunteer's relationship with ILRC. ILRC's Executive Director or his/her designee will make the final decision regarding whether a volunteer is necessary or which candidate is the best volunteer for the job.

The volunteer may, at any time for whatever reason, decide to sever the volunteer's relationship with ILRC. Notice of such a decision should be communicated as soon as possible to the Program Manager or the Executive Director.

## VOLUNTEER RIGHTS AND RESPONSIBILITIES

Volunteers are viewed as a valuable resource to ILRC, its staff, and its clients. Volunteers shall be extended the right to be given meaningful assignments.

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 ILRC. Volunteers will provide their work of their own free will. Volunteers may or may not receive awards or gifts for services provided.

Every effort will be made to accommodate for a disability when a volunteer requests an accommodation.

## CONFIDENTIALITY

### **POLICY:**

***Volunteers who improperly use or disclose confidential business information will be subject to disciplinary action, up to and including termination of the volunteer relationship and legal action, even if they do not truly benefit from the disclosed information.***

### Procedure:



Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single staff, volunteer, consumer, or other person or involves overall ILRC business. Volunteers will be asked to sign a confidentiality agreement. The protection of confidential business information is vital to the interests and the success of ILRC. Such confidential information includes, but is not limited to, the following examples:

- Compensation data
- Consumer lists
- Consumer preferences
- Financial information
- Labor relations strategies
- Pending projects and proposals
- Litigation
- Employee/volunteer information

## VOLUNTEER SELECTION

All volunteers must fill out the Volunteer Application with Independent Living Resource Center, Inc. References will be checked and the volunteer must register with the Family Care Safety Registry. The Executive Director will have the final decision regarding whether a volunteer will be utilized at Independent Living Resource Center, Inc.

Volunteers will be suited to the work assigned. Skills that a volunteer may require will depend on the service for which he or she is volunteering. This could include office skills, including using a computer and Microsoft Programs, copy machines, fax machines, and telephones, or filing skills.

## STUDENTS

### ***POLICY:***

***Individuals under the age of 18 will not be required to register with the Family Care Safety Registry, but must complete all other required paperwork to volunteer as well as have a parent/guardian complete the Student Volunteer Parental Release Form. Students will be supervised by ILRC staff at all times when interacting with consumers.***

### Procedures:

ILRC will assign each student a mentor from the ILRC staff to be the student's direct supervisor. The supervisor will work with the volunteer to ensure the organizations goals and beliefs are followed. ILRC will provide documentation regarding time volunteered and duties accomplished to the student upon request.

## ILRC WILL PROVIDE

Volunteers will receive orientation to the policies and procedures of Independent Living Resource Center, Inc.; training on the service they are going to provide; training on people first language; and a copy of the ILRC Volunteer Policies and Procedures, whose policies all volunteers are expected to follow.

Any changes in duties, policies and procedures will be discussed with the volunteers by the Program Manager or Executive Director.

Whether keys, electronic cards or other access to the building will be allowed to a volunteer is at the discretion of the Executive Director.

Approved by ILRC Board of Directors 3/20/13

Volunteers will at no time handle money or drive ILRC company vehicles.

The Program Manager or Executive Director will supervise volunteers or assign supervision to ILRC staff as needed.

#### DISABILITY ACCOMMODATION

***POLICY:***

***ILRC will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship.***

ILRC complies fully with the Americans with Disabilities Act (ADA) and ensures equal opportunity for qualified persons with disabilities.

Reasonable accommodation is available to all disabled volunteers, where their disability affects the performance of job functions

ILRC is also committed to not discriminating against any qualified volunteers or applicants because they are related to or associated with a person with a disability.

This policy and provisions are neither exhaustive nor exclusive

#### REFERENCE CHECKS

***POLICY:***

**The Executive Director or Human Resources will respond to all reference check inquiries from other employers, agencies, organizations. Responses to such inquiries will confirm only dates of service and positions held. No data will be released without a written authorization and release signed by the individual who is the subject of the inquiry.**

#### SERVICE TERMINATION

***POLICY:***

***Since volunteer service with ILRC is based on mutual consent, both the volunteer and ILRC have the right to terminate the relationship at will with or without cause, at any time.***

#### DRESS CODE

As representatives of ILRC, volunteers, like staff, are responsible for presenting a good image to clients and to the community. Volunteers shall dress appropriately for the conditions and performance of their duties.

#### CLOSINGS

ILRC will be closed on the holidays listed below.

New Year's Day (January 1)

Martin Luther King, Jr. Day (third Monday in January)

Approved by ILRC Board of Directors 3/20/13

President's Day  
Memorial Day (last Monday in May)  
Independence Day (July 4)  
Labor Day (first Monday in September)  
Veterans' Day (November 11)  
Thanksgiving-Thursday and Friday (fourth Thursday and Friday in November)  
Christmas Eve (December 24)  
Christmas (December 25)  
New Year's Eve (December 31)

At times, emergencies such as severe weather, fires, power failures, or earthquakes, can disrupt company operations. In extreme cases, these circumstances may require the closing of a work facility. In the event that such an emergency occurs during non-working hours, local radio and/or television stations will be asked to broadcast notification of the closing.

## ABSENCES

### ***POLICY:***

***In the instances when volunteers cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor as soon as possible at 573-556-0400.***

## RULES OF CONDUCT

### VOLUNTEER CONDUCT AND WORK RULES

To ensure orderly operations and provide the best possible work environment, ILRC expects volunteers to follow rules of conduct that will protect the interests and safety of all employees, volunteers and the organization. It is not possible to list all the forms of behavior that are considered unacceptable in the workplace.

### ***POLICY:***

***Service with ILRC is at the mutual consent of ILRC and the volunteer, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including dismissal;***

- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- Fighting or threatening violence in the workplace
- Negligence or improper conduct leading to damage of employer-owned or consumer-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Excessive absenteeism or any absence without notice

Unauthorized disclosure of business "secrets" or confidential information  
Violation of personnel policies  
Unsatisfactory performance or conduct

#### DRUG AND ALCOHOL USE

It is ILRC's desire to provide a drug-free, healthful, and safe place of business. To promote this goal, volunteers are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

#### **POLICY:**

***While on ILRC premises and while conducting business-related activities off ILRC premises, no volunteer may use, possess, distribute, sell, or be under the influence of alcohol or illegal' drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair a volunteer's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.***

Violations of this policy may lead to disciplinary action, up to and including immediate dismissal from the volunteer program.

#### SEXUAL AND OTHER UNLAWFUL HARASSMENT

ILRC is committed to providing an environment that is free of discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, disability, or any other legally protected class will not be tolerated. As an example, sexual harassment (both overt and subtle) is a form of volunteer misconduct that is demeaning to another person, undermines the integrity of the relationship, and is strictly prohibited.

Any volunteer who needs to report an incident of sexual or other unlawful harassment should promptly report the matter to his or her supervisor. If the supervisor is unavailable or the volunteer believes it would be inappropriate to contact that person, the volunteer should immediately contact the Executive Director. Volunteers can raise concerns and make reports without fear of reprisal.

#### **POLICY:**

***Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment should promptly advise the Executive Director who will handle the matter in a timely and confidential manner.***

Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including dismissal from the volunteer program.

#### VOLUNTEER RELATIONS/GRIEVANCE PROCEDURE

If a volunteer has concerns about work conditions, they are strongly encouraged to voice these concerns openly and directly to their supervisors. Our experience has shown that when volunteers deal openly and directly with supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that ILRC amply demonstrates its commitment to volunteers by responding effectively to volunteer concerns.

If concerns cannot be resolved at this level, though, ILRC maintains the following Grievance Procedure to provide a means of internal resolution

## **POLICY**

### **Grievance Procedure**

**1. Administrative Review: A written statement of the particular concern is submitted to the Executive Director who will meet with the employee/volunteer within ten (10) working days of receipt of the written statement. After gathering all the evidence, testimony, and material necessary at this meeting, the Executive Director will render a written decision within ten (10) working days.**

## OTHER POLICIES

### SAFETY

To assist in providing a safe and healthful environment for employees, volunteers, consumers, and visitors, ILRC has established a workplace safety program. This program is a top priority for ILRC. The Executive Director has responsibility for implementing, administering, monitoring, and evaluating the safety program. Its success depends on the alertness and personal commitment to safety.

ILRC provides information to volunteers about workplace safety and health issues through regular internal communication channels such as supervisor-volunteer meetings, bulletin board postings, memos, or other written communications.

Volunteers and supervisors receive periodic workplace safety training. The training covers potential safety and health hazards and safe work practices and procedures to eliminate or minimize hazards.

Some of the best safety improvement ideas come from volunteers. Those with ideas, concerns, or suggestions for improved safety in the workplace are encouraged to raise them with their supervisor or with another supervisor or manager, or bring them to the attention of the Executive Director. Reports and concerns about workplace safety issues may be made anonymously if the volunteer wishes. All reports can be made without fear of reprisal.

### **POLICY:**

**Each volunteer is expected to obey safety rules and to exercise caution in all activities. Volunteers must immediately report any unsafe condition to the appropriate supervisor. Volunteers who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including dismissal.**

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, volunteers should immediately notify the Executive Director or the appropriate supervisor. Such reports are necessary to comply with laws

### USE OF EQUIPMENT AND VEHICLES

Equipment and vehicles essential in accomplishing job duties are expensive and may be difficult to replace.

**POLICY:**

***When using property, volunteers are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.***

***The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations, can result in disciplinary action, up to and including termination of employment.***

***Volunteers will at no time be authorized to operate ILRC vehicles for any purposes.***

Please notify the supervisor if any equipment, machines, tools, or vehicles appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to volunteers or others. The supervisor will inform volunteers of equipment maintenance and repair policies and volunteer's responsibility for maintenance and care of equipment or vehicles used on the job.