



Volunteers
& Interns

Independent Living Resource
Handbook



THANK YOU
FOR YOUR
PARTNERSHIP



1760 Southridge Drive
Jefferson City, MO 65109
Tel: 573-556-0400

Dear Volunteer/Intern Applicant,

Welcome to the Independent Living Resource Center! Thank you for your interest in becoming a volunteer at our organization. ILRC's volunteers/interns are a key component of our team. You will be helping individuals we serve to achieve their goals and maximize their independence. It takes an incredibly special person to donate their skills and time to others. We want to honor that dedication by creating an environment that is inviting and enjoyable for our volunteers.

Once you have submitted your application and we receive your Family Care and Safety Registry background screening, you will be invited to attend an orientation. During the orientation, you will receive an overview of services that ILRC offers, information about the people we serve and identify ways you can spend your time using your skills and expertise. ILRC offers opportunities working with the aging, youth and young adult populations and more. We are excited about the expansion of existing programs and services and the development of new services to benefit our consumers. Volunteers and interns are critical to support these efforts. Please use this handbook as a guide to ILRC's policies and procedures. If you are planning to do an internship with ILRC, we can design your internship to create an experience that will benefit both you and ILRC.

Once you are actively volunteering, please know you and your input are valued. If you have questions or believe there are ways to improve your experience or our services I am here to help.

We are grateful for your interest in serving ILRC and our consumers. Thank you for pursuing ILRC as your volunteer organization. We are so happy you are here!

Susan E. Roemer
Executive Director

Instructions:

Please complete and return:

- Volunteer/Intern Application
- Family Care Safety Registry / Background Screening Form
- Confidentiality Agreement

All forms must be completed and submitted to the Executive Director or Personnel Manager for approval prior to a volunteer beginning service. If you choose to complete your Family Care Safety Registry background check yourself, ILRC will reimburse the fee with a copy of your receipt. Questions? Call ILRC @ 573-556-0400 to speak with the Executive Director.

Contents

Instructions:	3
What Is Independent Living?	5
ILRC: Background & History	6
Who We Are:.....	6
ILRC Mission:	6
ILRC Vision:.....	6
ILRC Values:.....	6
Programs & Services	7
ILRC provides the following 5 Core Services as a Center for Independent Living (CIL):.....	7
ILRC provides the following Added Value Services:.....	7
Definitions.....	9
Volunteer/Intern Rights & Responsibilities	10
Volunteer Rights	10
Volunteer Code of Conduct	10
Consumer Rights and Responsibilities	11
ILRC’s consumers have the right:.....	11
Consumer Responsibilities	11
Consumer Interaction Policies	11
General Volunteer/Intern Policies	13
Working with Individuals with a Disability.....	15
Volunteer/Intern Selection	16
ILRC WILL PROVIDE	16
Reference Checks.....	17
Service Termination	17
Holidays.....	17
Absences	18
Termination.....	18
Drug and Alcohol Use.....	19
Volunteer Relations/Grievance Procedure.....	19

What Is Independent Living?

“What is Independent Living? Independent Living is a philosophy and a movement of people with disabilities who work for self-determination, equal opportunities and self-respect. Independent Living does not mean that we want to do everything by ourselves and do not need anyone or that we want to live in isolation. Independent Living means that we demand the same choices and control in our every-day lives that our non-disabled brothers and sisters, neighbors and friends take for granted. We want to grow up in our families, go to the neighborhood school, use the same bus as our neighbors, work in jobs that are in line with our education and interests, and start families of our own.

Since we are the best experts regarding our needs, we need to show the solutions we want, need to be in charge of our lives, think and speak for ourselves - just like everybody else. To this end we must support and learn from each other, organize ourselves and work for political changes that lead to the legal protection of our human and civil rights.

We are profoundly ordinary people sharing the same need to feel included, recognized and loved. As long as we regard our disabilities as tragedies, we will be pitied. As long as we feel ashamed of who we are, our lives will be regarded as useless. As long as we remain silent, we will be told by others what to do.”

- Adolf Ratzka, 2005

ILRC: Background & History

Who We Are:

ILRC is a local nonprofit organization providing services to persons with disabilities for over 25 years. ILRC serves 7 counties in Central Missouri including Cole, Camden, Moniteau, Morgan, Miller, Osage and southern Callaway. ILRC was established in 1996 by several members of the Missouri Disabilities Rights Coalition. ILRC was awarded funding through a Missouri Vocational Rehabilitation grant opportunity and began providing services to our service region in 1997.

ILRC offers services to people of all ages and all types of disabilities supporting their goals to remain independent in the community and in their own home at no cost. We are a distinctive nonprofit with over half of our staff and board having disabilities themselves. This gives us a unique perspective when providing services to others with disabilities. We lead by example. ILRC provides personal and systemic advocacy in schools, the community and at local and state government levels to eliminate discrimination and increase accessibility and inclusion of and for people with disabilities. Our organization serves all individuals with disabilities regardless of race, color, religion, sex, national origin, age, or type of disability.

ILRC Mission:

Our organization was established to promote the independence of all persons with disabilities and maximize their accessibility and participation in their community.

ILRC Vision:

We believe in a community where all persons with disabilities can live with dignity, make their own choices and participate fully in society.

ILRC Values:

Teamwork, Excellence, Empowerment, Communication

Programs & Services

ILRC provides the following 5 Core Services as a Center for Independent Living (CIL):

1. **Advocacy (Individual & Systems):** ILRC assists individuals with acquiring needed services and benefits. We advocate for the implementation of current laws, promotion of needed legislation and improvement of existing systems for people with disabilities.
2. **Peer Support:** ILRC provides peer support through socialization opportunities, one-on-one staff/consumer consultation, community integration and more.
3. **Information & Referral:** ILRC provides internal and community resource information for individuals to make informed decisions and maximize independence.
4. **Independent Living Skills Training:** ILRC provides programs and services to enhance a person's quality of life while living independently supporting the achievement of our consumers goals to maximize their independence.
5. **Transition:** A service that focuses on major transitions in an individual's life.
 - a. **Nursing home transitions:** Permits an individual to avoid care facility placement or to transition from a care facility into their own home in the community.
 - b. **Youth transitions:** Promotes job readiness training, higher education exploration and independent community living.

ILRC provides the following Added Value Services:

1. **Budgeting & Financial Management:** Assisting individuals to manage a budget based on their income and information pertaining to financial services.
2. **Care Closet Program:** Providing consumers access to personal hygiene and cleaning products.
3. **Consumer Directed Services:** Administering personal care services for individuals with disabilities allowing them to stay in their home and community. CDS is provided under contract with the Missouri Department of Health and Senior Services and is a Medicaid based service.
4. **Durable Medical Equipment Program:** ILRC accepts donations of new and gently used equipment and ensures it is sanitized and tested for proper working conditions. Items are then donated to consumers and the community as available and requested.
5. **Drivers Permit Course:** Curriculum is designed to assist individuals to obtain their drivers permit. The permit classes are available virtually or in-person; individually or in a group.

Driver Simulator – A realistic simulator assisting individuals to practice for their road test in a safe environment to increase their confidence and skills.

6. **Home Modification Program:** An application based program making modifications to an individuals residence accommodating needs to remain in their home and community.
7. **Kitchen & Cooking Skills:** Thanks to the United Way's generous grant award, ILRC received a kitchen remodel which will be of universal design and ADA compliant allowing for expanding workshops and individualized instruction to consumers with all types of disabilities and dietary needs.
8. **School Support Services:** Providing in-class independent living skills instruction to high school students including curriculum designed to increase independence, goal achievement and preparedness for the transition from high school. Subjects include: employment, budgeting, housing and more.
9. **Socialization Opportunities:** Providing opportunities for persons with disabilities to develop relationships, increase confidence and develop natural supports through a variety of community and group activities.
10. **State Health Insurance Assistance Program (SHIP):** In partnership with Missouri SHIP offering assistance to people applying for or currently receiving federal or state benefits providing access to free unbiased services.
11. **Student/Parent IEP/504 Information & Support:** Supporting families of youth with disabilities through the Individualized Education Plan (IEP) and 504 processes.
12. **Telecommunications Access Program (TAP):** TAP-T provides demonstrations and access to a variety of communication equipment for individuals with all types of disabilities.
13. **Veteran Direct Care Services:** Administering personal care services for the Veteran population allowing them to stay in their home and community. VDC is provided under contract with the Federal Veterans Administration.
14. **Veteran Counseling Services:** In partnership with the VET Center offering individualized and group counseling sessions to combat veterans and their service dogs.

Definitions

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/Interns 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/Interns might serve and to assist in recruitment of Volunteers/Interns from the community.

Disability: The Americans with Disabilities Act (ADA) defines a disability as a physical or mental impairment that noticeably limits one or more life activities. A disability can be visible or invisible. The disability can also be permanent or temporary.

Independent: Not requiring or relying on others.

Dependent: Relying on another for support.

Consumer: A person served by or utilizing the services of ILRC.

Volunteer (from your perspective): Someone who gives time, effort and talent to a need or cause without profiting monetarily.

Volunteer (from ILRC's perspective): To choose to act in recognition of a need, with an attitude of social responsibility and without concern for monetary profit, going beyond one's basic obligations.

Intern: An advanced student or graduate usually in a professional field gaining supervised practical experience. Available Types of Internships could include the following areas: Youth and Family, Access Services, Nonprofit Management, Marketing/Fundraising/Event Planning and Business Office (Data Management/Accounting) OR create your own internship based on your career goals, interest areas and learning objectives.

Note: ILRC accepts the service of all Volunteers/Interns with the understanding that such service is at the sole discretion of ILRC. Volunteers/Interns 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.

Volunteer/Intern Rights & Responsibilities

Volunteers/Interns are viewed as a valuable resource to ILRC, its staff, and its consumers. Volunteers/Interns shall be extended the right to be given meaningful assignments. In return, Volunteers/Interns 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/Interns will provide their work of their own free will. Volunteers/Interns may or may not receive awards or gifts for services provided.

Every effort will be made to accommodate a disability when a volunteer/intern requests accommodation.

Volunteer Rights

- To be treated as valued resources; to have their opinions heard and recognized.
- To be assigned carefully according to their interests, skills and needs.
- To receive suitable training and orientation on the agency including mission, staff, programs and services, and processes.
- To be trained competently for the assignment in which they are placed and to receive ongoing education for that assignment as needed.
- To be given sound guidance, supervision and direction for the assignment.

Volunteer Code of Conduct

- Volunteers/Interns are expected to conduct themselves professionally at all times and to keep themselves and ILRC in a positive public view.
- Volunteers/Interns are expected to exercise the same level of judgment that any other competent and prudent person would exercise in a similar situation.
- Volunteers/Interns should refrain from any action(s) that calls into question their integrity and reputation and would then reflect badly on the integrity and reputation of ILRC. This includes romantic relationships between Volunteers/Interns and either staff, board members, or consumers.
- To the extent possible, Volunteers/Interns will be informed of behavior expected of them and the rules, regulations, policies, procedures and practices by which they are expected to abide.

Consumer Rights and Responsibilities

ILRC's goal is to support the dignity, security and independence of the people it serves.

ILRC's consumers have the right:

- To be treated as worthwhile citizens of our community.
- To be respected for the contributions they have made.
- To retain and express their values, opinions and ideas.
- To talk about and relive events from the past.
- To have their private information kept confidential.
- To feel a broad range of emotions and express their feelings.
- To make their own choices as long as possible.

Consumer Responsibilities

- To show respect for the volunteer's time by keeping scheduled appointments.
- To not ask Volunteers/Interns for help in financial or medical decisions.
- To be understanding if you ask a volunteer to assist with something and they cannot help.
- Notify ILRC if the volunteer is not performing their assigned duties.
- Adhere to Consumer Code of Conduct.
- Abide by local, state and federal laws.

Consumer Interaction Policies

Professionalism: Help us create and maintain a professional atmosphere at all of our programs. We want to create an environment where everyone feels safe; this helps them learn. Please be aware of your surroundings and how everyone is doing. Offer help when needed. Stay engaged with participants; remember your role as a mentor and that you are there to offer assistance.

Boundaries: Set boundaries from the beginning with participants. While many participants may be your peers, it is important that they see you as mentor rather than a buddy. It is OK to talk about sports, pop culture, etc. but establish boundaries to ensure a comfortable environment for you and the participants and to protect your own privacy and the privacy of the participants. Example: you might want to avoid topics that reveal information about your personal life; you may talk about a good movie you saw or your favorite restaurants.

Updated and approved 1-18-2024

Should you need to have a private conversation with a participant (or need to separate from the group space for another reason) always have an ILRC staff member present. This procedure is for your safety and for that of the participant.

Personal Space: We are working to help our consumers understand the concept of personal space, and we ask that you help us during your time at ILRC. Many of our younger consumers are just being “kids” in wanting to hold hands, hug, give back rubs, etc. But, in the interest of maintaining a professional environment during all ILRC programming, inappropriate or unwelcome touching or physical contact is not acceptable. Likewise, any type of harassing conduct or inappropriate comments of a sexual nature is not acceptable. If you see any inappropriate behavior, please remind the consumers about personal space and/or notify a staff member. Some physical contact is OK and necessary (i.e. helping someone put their coat on, helping someone “hand-over-hand” with cutting a recipe ingredient, etc.). Please use your best judgment on what is appropriate and what is not. If you have questions or need clarification, just ask a staff member.

Concerns: If you are ever concerned about a consumer or other volunteer, please use our Problem Resolution policy and notify a staff member ASAP. We appreciate you coming forward so we can address the situation. Notify ILRC if you notice any changes or recent problems in the life of a person with whom you are interacting with. Remember, we are mandated to report abuse, neglect and when someone is a danger to themselves or someone else. ILRC programming is about learning, so let’s commit to learning from each other and supporting one another in the process!

Scheduling: Show respect for the consumer’s time as well as staff’s for various programs.

Decision Making: Notify ILRC if your consumer asks for your assistance in making financial or medical decisions. **In no way should you ever be making these decisions.**

Setting Boundaries: Set boundaries in your relationship with consumers that will ensure your own comfort and privacy. Do not be afraid to say “no.” (If you say yes one time it may not just be one time.) **Romantic relationships are not allowed between Volunteers/Interns and consumers.**

Gifts/Solicitation: ILRC policy strictly prohibits Volunteers/Interns from making any direct or indirect solicitation, involving business, services, products or any other goods to ILRC consumers. At the same time, we discourage you from taking any gifts from our consumers.

General Volunteer/Intern Policies

1. **Volunteer Hours:** The hours that you volunteer for ILRC are critical to the success and future of the agency. Volunteer hours are an essential element that can make or break the amount of funding we receive. This funding ensures individualized, tailored services that allow people to live with independence and dignity in our community. Please take a few moments every month to report your volunteer hours to the Personnel Manager by phone or email.
2. ILRC is a **scent free environment**. Some individuals may be sensitive to certain perfumes or colognes. Please refrain from using these products while volunteering.
3. **Dress Code:** Our dress code is business casual. We want you to be comfortable indoors and out. In general, clothes should be clean, unwrinkled, display a good fit and not be too revealing (exposing cleavage, stomachs or undergarments.)
4. **Confidentiality:** The people that ILRC serves have the right to privacy and confidentiality, and their personal information should always be protected. Just like professionals, Volunteers/Interns have a special obligation to maintain the confidentiality of information they might learn from a person and to protect that person's privacy. Such confidential information includes, but is not limited to the following examples:
 - Compensation data
 - Consumer/Consumer lists
 - Consumer preferences
 - Disability and health related information
 - Financial Information
 - Labor relations strategies
 - Pending projects and proposals
 - Litigation
 - Employee/volunteer information

The only time it is appropriate to break confidentiality is when:

- **A person is in danger or putting someone else in danger**
- **A person is being abused, neglected or exploited**
- **A court of law orders disclosure**

We understand that most Volunteers/Interns will likely discuss their volunteer activities with friends, family and coworkers. In these cases, maintaining the consumer's confidentiality and privacy is as simple as not sharing the person's name or details that would divulge his or her identity. This would include not sharing information or pictures on social media sites like Facebook, Twitter, etc. Consumers who agree to have photos shared on social media, etc. will complete a release form and have on file. In these cases, it is appropriate to share. **Each volunteer/intern must sign a confidentiality agreement.**

Harassment and Discrimination: ILRC prohibits discrimination with respect to recruiting, hiring, placement, promotion, conditions of employment, disciplinary and termination practices or any other aspect of employment or volunteering on the basis of race, color, age, national origin, ancestry, sex, sexual orientation, gender identity or expression, religion, disability, pregnancy, work-related injury claim, veteran status, political ideology, marital status or any other fact which cannot be lawfully used as a basis for an employment or volunteer decision. If you experience any form of discrimination or harassment, please report it immediately to the Executive Director or Personnel Manager.

At ILRC, we have zero tolerance for violence. As a volunteer, you may be out in the community or in our office helping with one of our programs. We require a safe environment for everyone – staff, Volunteers/Interns and consumers. Take precautions to keep yourself safe. **Please report any suspicious behavior or violent actions immediately to the Executive Director or Personnel Manager.**

Problem Resolution: It is important that you let the Executive Director or Personnel Manager know if you are having problems with your volunteer placement immediately. Please also report incidents involving consumers in any ILRC program immediately. We will address these issues on a case-by-case basis in an effort to ensure an appropriate and effective resolution of the issues. Your feedback about the situation is essential to mitigate any issues with consumers and to avoid placing future Volunteers/Interns in potentially unpleasant situations.

Criminal Background Screenings: We reserve the right to conduct a full criminal screening and require Volunteers/Interns to display identification including their social security card, passport or birth certificate and photo identification. Consumer safety is of utmost concern so ILRC Volunteers/Interns must pass the background screening. Volunteers/Interns will not be utilized without this. If there are any concerns based upon those findings, a good cause waiver will need to be filed.

Reference Checks: Each volunteer will provide contact information for at least two references. The references will be contacted to create a better understanding and sense of the volunteer's character. This helps to ensure that we are matching the consumer with a safe person.

Values: As a volunteer you are to follow the customer relations policy which is expected behaviors for employees, board members and volunteers/interns. These behaviors/values are:

- Teamwork
- Excellence
- Empowerment
- Communication

11. Abide by local, state and federal laws.

Working with Individuals with a Disability

- Remember that not all disabilities can be seen and may not be obvious.
- People are not “normal” and “abnormal.”
- Make a reference to the person first, then the disability:
 - Ex: “a person with a disability” vs. “a disabled person”
 - Referred to as “People First Language”
- Remember that a person who has a disability is not necessarily chronically sick or unhealthy.
- Ask if help is needed and wait until your offer is accepted. Listen to instructions if given.
- Share the same social courtesies with people with disabilities that you would share with someone else. For example, shake hands when you meet them.
- When offering assistance to a person with visual impairment, allow that person to take your arm. This allows you to be a guide. Use specific directions, such as “we’re taking a left in 10 feet.”
- When talking to a person who has a physical or developmental disability, speak directly to that person. Don’t speak through a companion or refer to them in third person. When communicating with a deaf individual speak to them, not their interpreter.
- Relax! Don’t worry if you use a common expression such as “see you later” or “let’s run in here real quick.”
- If a person has hearing loss, tap on their shoulder or wave. Look directly at the person and speak clearly, slowly and expressively to establish if she is able to read lips. Not all people have this ability. Those who do may rely on facial expressions and body language for understanding. Stay in the light and keep food, hands and other objects away from your mouth. Use written notes of an interpreter if needed.
- When greeting a person with vision impairments, identify yourself and others. Speak in a normal tone of voice and indicate when the conversation is over. Let them know when you move from one place to another.

Volunteer/Intern Selection

All Volunteers/Interns 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/Interns 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.

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 organization's goals and beliefs are followed. ILRC will provide documentation regarding time volunteered and duties accomplished to the student upon request.

ILRC WILL PROVIDE

- 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
 - A copy of the ILRC Volunteer Handbook
- Any changes in duties, policies and procedures will be discussed with the Volunteers/Interns by the Executive Director or Personnel Manager.
- Whether keys, electronic cards or other access to the building will be allowed to a volunteer is at the discretion of the Executive Director.
- Volunteers/Interns will at no time handle money or drive ILRC company vehicles.
- The Executive Director will supervise Volunteers/Interns or assign supervision to ILRC staff as needed.
- 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/Interns, where their disability affects the performance of job functions.

- ILRC is committed to not discriminating against any qualified Volunteers/Interns 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

The Executive Director or Personnel Manager 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

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.

Holidays

ILRC will be closed on the holidays listed below.

New Year's Day

Martin Luther King, Jr. Day

President's Day

Memorial Day

Independence Day

Labor Day

Veterans' Day

Thanksgiving-Thursday and Friday

Christmas Eve (December 24) through 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 the office. 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 as well as website and social media announcements made.

Absences

In the instances when Volunteers/Interns 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.

Termination

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/Interns are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner. 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.

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/Interns 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/Interns 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:

Grievance Policy & Procedure: 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.

I, _____, have read and understand the terms and conditions of my volunteer/internship relationship with ILRC. I have had the opportunity to ask questions and understand that at any time I may discuss concerns or receive clarification related to my service with ILRC. I understand that any property or proprietary information I receive from ILRC must be returned or is to remain the property of ILRC upon leaving my position.

Volunteer/Intern Signature

Date

Executive Director/Personnel Manager Signature

Date



Independent Living Resource Center

Volunteer/Intern Application

Date: _____

All qualified applicants will be considered without regard to race, gender (sex), religion, veteran status, disability, age, sexual orientation, national origin, or any other classification protected by law.

INFORMATION

First Name _____ MI _____ Last Name _____

If leading a group, group name _____

Are you 18 years or older? ___ Yes ___ No

Mailing Address

Street Address

City

State

Zip

Secondary Address

Street Address

City

State

Zip

Primary Phone (____) _____ Email Address _____

Are you a student? _____ School Attending: _____

Major(s): _____

Are you available to volunteer over vacations? Yes ___ No ___

Parent/Guardian Name (if applicable) _____

Parent/Guardian Phone Number (if applicable): (____) _____

Parent Guardian Signature (if applicable): _____

VOLUNTEER INTEREST

I'm interested in the following volunteer opportunities with ILRC (check all that apply):

Administrative/Office Fundraising Durable Medical Equipment/Home Modification
 Educational Sessions Youth/Young Adult Events
 Adult Events Transportation Other: _____

Can we contact you for special projects? Yes No

Day/Time preference for volunteering (check all that apply):

Morning Afternoon Evening
 Sunday Monday Tuesday Wednesday Thursday Friday Saturday

List any special knowledge, skills or qualifications as it pertains to the volunteer role you are applying for:

Please list any certifications, professional designations and/or licenses you have:

Tell us about your experiences working as a volunteer.

What experience do you have with working with persons with disabilities (Youth, Young Adult, Aging, Veteran Populations)?

If ILRC were to do a volunteer appreciation event, what kind of activities/gifts would you enjoy?

BACKGROUND

Have you ever volunteered at ILRC before? Yes No

Have you ever been employed by ILRC before? Yes No

Have you ever been convicted of, pled guilty to, or pled nolo contendere (no contest) to an offense other than a minor traffic violation? Yes No

If you answered yes, disclose below all criminal convictions, findings of guilt, pleas of guilty, and/or pleas of nolo contendere (no contest), except for minor traffic violations.

Do you have a **valid** Driver's License? ___ Yes ___ No

Are you willing to use your vehicle for transportation? ___ Yes ___ No

If yes, do you have current automobile insurance? ___ Yes ___ No

REFERENCES *For Intern Applications*

List two credible references *not related to you.*

1. Name _____ Relationship _____

Phone Number _____ Email Address _____

2. Name _____ Relationship _____

Phone Number _____ Email Address _____

ACKNOWLEDGEMENT

I certify the answers herein are true and accurate to the best of my knowledge and I hereby authorize ILRC to perform pre-employment criminal record checks for employment and volunteer purposes only.

Signature

Date