



volunteer handbook



VOLUNTEER

Making a difference. It's what we do.

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welcome

INTRODUCTION

The primary purpose of the ***CPCD...giving children a head start Volunteer Handbook*** is to further explain the subsequent volunteer processes: definitions of volunteers, liability regulations, recognition and awards, policies and procedures, conduct guidelines and recruitment resources.

All Community Volunteers are expected to abide by this handbook. Community Volunteers who have any questions or concerns regarding the matters discussed in this handbook should consult with the Director or Coordinator of Volunteers.

Volunteers are not employees or independent contractors of CPCD. Volunteers should not expect compensation of any kind, future employment or any employee benefits in exchange for or in connection with their volunteer services. Volunteers are not covered by workers' compensation, unemployment, health or other insurance provided to CPCD employees.

Nothing contained in this handbook constitutes a contract or promise of any kind. CPCD may terminate the volunteer relationship at any time, with or without prior notice, and for any or no reason.

MISSION STATEMENT

The mission of CPCD is to prepare children for success in school and in life by providing excellent comprehensive early childhood services in partnership with diverse families and the community.

about us

VISION

All young children and their families realize their full potential in a safe, healthy, accepting, learning-centered community. Our vision includes:

Children

All children learn respect for self and others; they are prepared with skills and resources for success in school and life according to their needs.

Families

All families are empowered and accountable to advocate for their children, to enhance their children's learning to negotiate service systems and, in turn, to contribute back to CPCD and the community.

Staff

CPCD has an inclusive and respectful workplace culture in which all staff members are top performers, work as a team, and are appreciated, motivated, highly qualified and competitively compensated.

Community Partnerships

Families receive services through a diverse, comprehensive, and mutually beneficial network of community partnerships, including school districts, medical, dental, mental health, family support, and other providers. Service providers and the community benefit from CPCD's state-of-the-art professional development programs.

Comprehensive Services

CPCD serves as an exemplary model of comprehensive, integrated, innovative, high-quality programs that are available to all children and families. CPCD recognizes the richness of diversity and offers a wide range of proven service options and superb culturally competent services.

Leadership

The community understands the importance of early childhood intervention, and CPCD is locally and nationally recognized as a leader in comprehensive early childhood and family service program development and delivery.

Sustainability

CPCD benefits from a stable, diversified, and innovative funding base that is responsibly managed and adequately supports all programs.

CPCD CORE BEHAVIORS

Heart for Service

We desire to make a difference and provide support that empowers others.

Optimism for the Future

We are optimistic about our children and families' success and the impact of our organization in the community.

Culture of Learning

We embrace learning as the fundamental purpose of our organization.

In light of our Mission, Core behaviors and Vision, CPCD strives to work toward the development of a model comprehensive early childhood education program. Therefore, it is necessary to address a child's "total" learning environment. Health, social, emotional, cognitive, and physical development must be continuously addressed and reinforced.

Each child is unique and should be respected as an individual. Children learn in a success-oriented, responsive environment that provides opportunities to learn through active observation, experimentation, and exploration. The parent is the child's first and most influential teacher. Therefore, cooperation and open communication between parents and staff is essential, and active parent participation in the total program is vital.

volunteer 101

Volunteer Guidelines

Utilization of Volunteers

CPCD dedicated volunteers share our mission to prepare children for success in school and in life by providing excellent comprehensive early childhood services . Without community support and active volunteerism, CPCD would not be as successful as it is today. As a volunteer driven organization, CPCD accepts and encourages volunteer involvement at all levels of the organization. All volunteers and staff are encouraged to assist in the creation of productive, meaningful roles in which volunteers might serve, as well as encourage the recruitment of future community volunteers.

Definition of a Volunteer

CPCD shall create specific volunteer position descriptions prior to interviewing volunteers. Unless specifically stated, a “volunteer” is an individual who performs their specified position description willingly at the direction of CPCD staff without expecting compensation. Volunteers play a vital role to CPCD’s success and the success of children and families. As a direct result of this, organizational rules and expectations apply to volunteers while volunteering with CPCD.

Minors Volunteering with CPCD

CPCD welcomes and encourages the involvement of youth within our organization. Individuals whom are under the age of 18 must complete an Adolescent Application Form signed by their legal guardian. If the applicant is participating in a volunteer referral program, such as a student community service program or a student intern project, a special agreement must be intact with the program regarding management. The referral program must assume and identify responsibility for management of the volunteer while at CPCD. If the volunteer is under the age of 18 and are not with a volunteer referral program, CPCD will appoint the Volunteer Department to manage the volunteer.

Volunteer Policies & Engagement Guidelines

Volunteer Policy

Unless specifically stated, these policies apply to all volunteers within CPCD. This includes any volunteers who partake in projects undertaken by, or on behalf of, the program.

Purpose of Volunteer Policies

The purpose of these policies and engagement guidelines is to provide overall guidance and direction to both CPCD staff and volunteers engaged in volunteer involvement and management efforts. These policies are intended for internal management guidance only, and do not constitute, either implicitly or explicitly, a personnel agreement. The Volunteer Policies are intended to provide direction for both volunteers and the Volunteer Department on how to work effectively with one another. The program reserves the right at any time to change the policy. The Director of Volunteers or a designated representative of CPCD is the only person with the ability to grant changes to or make exceptions from these policies.

Becoming a Volunteer with CPCD

CPCD volunteer applications will be accepted through a registration process. Volunteer applications are available online under the homepage of the CPCD's website, located at www.cpcdheadstart.org. Once accepted as a volunteer through a personal interview, the individual will receive general volunteer orientation and instruction specific to their area of interest. Volunteers are the most important personnel to CPCD and as such, are extended the right to meaningful duties, fair treatment, and full participation. In exchange, CPCD expects volunteers to perform their assigned duties to the best of their ability and support to the mission, goals, and procedures of CPCD.

Role of Volunteer Management within CPCD

The productive utilization of volunteers requires a planned and organized effort, which is done by the Volunteer Department. The Volunteer Department is overseen by the Chief Executive Officer. The CEO oversees the Volunteer Department and ensures they are working efficiently and properly. The Volunteer Department is responsible for maintaining a cohesive, functional environment for both assisting staff and volunteers. The Volunteer Department is also responsible for: promoting CPCD volunteer program, recruiting volunteers, evaluating and recognizing the contribution of volunteers to the program.

Access to Program Property and Materials

As deemed appropriate, volunteers will have access to program property, materials and as needed, training essential to fulfill their duties. Volunteers may utilize CPCD property and materials only when directly required for program purposes.

Dress Code

Appropriate dress at CPCD is important for two reasons: Safety of volunteers and children/families, and presentation of a professional image of both CPCD and early childhood services.

- Clothing must be free of sexually related references, foul language, offensive adornments, and should not suggest or promote the use of illegal drugs or behavior.
- Clothing must be free of holes, frays, rips, and tears.
- Clothing, to include belts, jewelry and hair, should not be loose or dangle in such a way that it creates a safety hazard.
- Tattoos must be appropriate in content and in keeping with a professional image or otherwise covered.
- Clothing must be worn and fit in such a manner that it does not expose the abdomen, chest, buttocks areas, or underwear.
- Appropriate footwear must be worn (i.e. no bare feet) and laces must be tied on lace-up shoes.

In-Kind

Individual volunteers are responsible for the accurate completion and timely submission of their in-kind sheets to the Volunteer Administrator.

Annual Evaluation

Volunteers will receive an annual evaluation. The evaluation, hosted by the Volunteer Department, is utilized to review the following: performance of the volunteer; to convey appreciation to the volunteer; to ascertain the continued interest of the volunteer in serving in that particular position; and to seek suggestions from the volunteer or means of enhancing the volunteer's relationship with CPCD.

The evaluation will include both an examination of the volunteer's performance of the position responsibilities and a discussion of

any suggestions that the volunteer may have concerning the position or project with which the volunteer is connected. The review is an opportunity for both the volunteer and the CPCD of duties if deemed necessary by the Volunteer Department.

Absenteeism/Substitutions

The Volunteer must notify the Volunteer Department if he/she will be unable to complete the assigned task or will be absent from an activity. Volunteers are encouraged to keep in communication with their immediate supervisor.

Resignation

Volunteers may resign from their volunteer service with the organization at any time. If intending to resign, volunteers are encouraged to provide two weeks advance notice of their departure and a reason for their decision as appropriate so that another volunteer can be recruited into the departing volunteer's duties.

Conduct Guidelines

Representing CPCD

While volunteering with CPCD, volunteers must take into consideration the magnitude of their actions and comments while working alongside outside personnel. Although the volunteer may be an expert in a given field, they are not in any position to give advice or opinions to clients, unless that is part of their position description, especially because it may notably affect the pre-established relationship with CPCD. Volunteers may not speak with the press unless previously authorized by the Chief Executive Officer or Director of Community Relations. Volunteers are required to act as representatives of the program as indicated within the extent of their job descriptions.

Volunteers are required to perform their duties and responsibilities in a cooperative and professional manner. Because volunteers work with and around children, volunteers are expected to comply with specific CPCD standards of conduct and performance. It should be remembered that service to our clients is the only reason CPCD exists. Our clients deserve and should accept only the finest service, programs, and facilities CPCD can provide. Volunteers are expected to conduct themselves, present themselves, and present the program and events of CPCD in a professional and business-like way at all times. No child should be left alone or unsupervised while under the care of CPCD staff. Staff should strive to have two staff members present with children unless it is justifiably not possible. Volunteers are never permitted to be alone with one child or be responsible for a group of children.

Liability

Under Colorado law, volunteers are not covered by Workers' Compensation or unemployment insurance. Additionally, Community Volunteers are not covered under CPCD's health insurance plan. Volunteers should provide their own health insurance coverage.

Community Volunteers are covered by a small CPCD accident and liability policy. This policy provides limited coverage for each insured person during the policy period while he or she is:

- participating in volunteer daily classroom activities, office work or field trips sponsored by CPCD while on CPCD's premises or premises designated by CPCD and under the direct supervision of CPCD; or
- traveling with a group in connection with such activities under the direct supervision of CPCD.

This policy does not provide disability benefits, and only limited coverage for medical expenses incurred as a result of an accident. Volunteers involved in any form of organized sport activities are not covered by CPCD's volunteer insurance.

Discrimination

It is the policy and commitment of CPCD to not discriminate based on race, color, sex and/or gender, sexual orientation, national origin, age, disability, religion, and/or familial status in admission of its volunteers or its programs and services. All volunteers and employees are accountable to this notion and failure to comply with this policy may result in termination from the program.

Sexual Harassment Policy

CPCD is committed to providing volunteers with a safe, productive, and enjoyable environment and experience while volunteering with CPCD. CPCD will not tolerate any form of sexual harassment among its employees and volunteers; and encourages volunteers to bring any incident of sexual harassment to the immediate attention of the Volunteer Department.

Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary and/or privileged information to which they are exposed while serving as a volunteer, whether this information involves a staff member, volunteer or other person, or overall program business. Designated and authorized volunteers will have exposure to confidential information that is defined as inside, personal or sensitive information and may include contact information, business credentials, or personal experience stories.

Additionally, volunteers will not disclose any information concerning a child to anyone other than the person who has legal custody of the child and CPCD employees or volunteers who have a need to know, i.e. staff or volunteers working with the child and/or its family. Any other person requesting information regarding a child and/or its family, including without limitation, persons claiming to have permission from the family, or claiming to have a court or other legal authorization, shall be referred to the staff supervisor. This policy does not apply when a volunteer suspects that a child has been subjected to child abuse or neglect. In such a case the volunteer will follow the policy and procedures regarding reporting of suspected child abuse or neglect.

CPCD and its staff are subject to Colorado's mandatory child abuse and neglect reporting law. It is very important that you alert your supervisor immediately regarding suspected child abuse or neglect. Do not notify parents or relatives of the affected child. CPCD and/or the appropriate authorities will handle such communication. If you have any questions on this subject, please contact your supervisor or Coordinator of Volunteers.

Maintenance of Records

The Volunteer Department will maintain a system of records on each volunteer within the program, including dates of service, positions held, duties performed, evaluation of work, and awards received. Volunteers and appropriate staff shall be responsible for submitting all appropriate records and information to their Volunteer Department in a timely and accurate fashion.

Use and Copyright of the Website

Due to the versatility of CPCD, several volunteer descriptions include becoming familiar with and working on the website. Using CPCD's website for personal business promotion or other advertising is not permitted. CPCD reserves all rights and privileges to its logo, graphics, endorsement, and property, which cannot be used without consent of proper organizational authorities.

Online and Written Communication

All volunteers agree to communicate, verbally and written, with sensitivity, patience and respect. While volunteering with CPCD, volunteers will become involved with a diverse population and must remain conscious of the possibility for misinterpretation of tone and inference, especially in email. Volunteers agree to use clear and kind language when formulating messages.

Dispute Regulation

If a problem should arise among volunteers, the parties involved are expected to first communicate directly with one another in a respectful attempt to reach a mutual understanding. If a reasonable resolution cannot be reached, then a volunteer can first request mediation from the Volunteer Department.

Volunteer Sensitivity

Volunteers must give every client equal opportunities to access resources and advice pertaining to the program's mission. Volunteers must also show equal respect to clients regardless of differences. If a volunteer feels uncomfortable with a certain situation or client, they must immediately notify the Volunteer Department.

how it works

Volunteer Recruitment and Selection

Recruitment

The Volunteer Department will recruit volunteers on a proactive basis, with the intent of broadening and expanding community involvement into CPCD. The sole qualification for volunteer recruitment shall be suitability to perform a task on behalf of the program with disregard, but not limited to: race, color, sex and/or gender, sexual orientation, national origin, age, disability, religion, and/or familial status. It is the intent of CPCD to place the volunteer in areas that align with their interest wherever possible. Written volunteer position description for volunteers will be developed and forwarded to that volunteer.

Position Description

The Volunteer staff, just as paid staff, requires a clear, complete, and current description of the duties and responsibilities of the position, which they are expected to fill. Each volunteer position must have a specific position description before any installment of a volunteer assignment or recruitment effort. This position description will serve as the guideline for the accepted volunteer and the immediate supervisor to assist with management and evaluation efforts. The Volunteer Department will review volunteer position descriptions to ascertain any changes, which may have occurred during the annual evaluation. All position descriptions must include their purpose and duties of the position, a designated worksite, and a timeframe for the performance of the job.

Interviewing

Before appointed to a position, an interviewing process will incur for all volunteers to ascertain their suitability and interest in the desired position. The interview must determine the qualifications of the volunteer, their commitment to fulfill the requirements of the position, and will answer any questions that the volunteer might have about the position. The Volunteer Coordinator and/or Volunteer Director will conduct the interviews in person or by other means.

Placement

CPCD will match volunteers to opportunities that recognize their

talents, interests, and availability for serving. If at any time a volunteer wishes to reassign their position or take on an additional project or role, they should be encouraged to discuss their interest with the Volunteer Department.

Professional Services

Volunteers are not to perform professional services for which certification or licensing is required unless currently certified or licensed to do so. The Volunteer Department must maintain a copy of the volunteer's certificate or license for services provided that requires such. A copy of such certificate and/or license will also be kept in the volunteer's folder, upheld by the Volunteer Department.

Volunteer Orientation and Development

Orientation

All volunteers will receive a general orientation on the nature and purpose of the program, overall operation of CPCD, and a specific orientation on the purposes and requirements of the position, which they are accepting in that effort. (The format and provider of the orientation is at the discretion of CPCD)

Volunteer Training

Volunteers will receive specific on-the-job training to provide them with the information and skills necessary to perform their volunteer assignment. The timing and methods for delivery of such training will be deemed appropriate based on the complexity and demands of the position and capabilities of the volunteer. (The format and provider of the training is at the discretion of the various departments)

Recognition

To highlight and reward the contribution of volunteers to CPCD, an annual volunteer recognition event will take place annually. In order to discuss how the volunteers would like to be recognized, they will be asked to become involved and consulted to develop an appropriate format for the event.

Informal Recognition

All CPCD staff involved with volunteers are encouraged to undertake ongoing methods of recognition of volunteer service on a regular basis throughout the year. These methods of informal recognition should range from a simple "thank you" to a variety of promotional gifts provided by the Volunteer Department.

CPCD's Volunteer Management

Requirement of a Volunteer Department

Each accepted volunteer will have a clearly identified supervisor who is responsible for direct daily management of that volunteer. The supervisor is responsible for day-to-day management and guidance of the work of those volunteers. The Volunteer Department will be available to the supervisor and to the volunteer for consultation and assistance.

Staff Evaluation and Participation

Affected CPCD staff and Volunteer Department should be involved and/or fully apprised of all evaluation and work assignments of volunteers with whom they are connected.

Lines of Communication

Volunteers are entitled to all necessary information pertinent to the performance of their work assignments. Accordingly, CPCD will provide volunteers access to all appropriate memos, materials, and meetings relevant to their work assignments. To facilitate the receipt of this information on a timely basis, volunteers are to be included on all pertinent distribution. Primary responsibility for ensuring that the volunteer receives such information will rest with the immediate supervisor.

Lines of communication are to operate in both directions and will exist both formally and informally. Any decision directly affecting a volunteer's job description requires consultation with the affected volunteer(s) to determine the effect it will have on their duties.

Dismissal of a Volunteer

Volunteers who do not adhere to the rules and procedures of CPCD or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. Until the volunteer has had an opportunity to discuss the reasons for possible dismissal with the Volunteer Department, no volunteer termination will occur. Prior to the discussion of dismissal with a volunteer, the Volunteer Director is required to seek the consultation, assistance and approval of the Chief Executive Officer.

Reasons for Volunteer Dismissal

Possible grounds for dismissal may include, but are not limited to the following: gross misconduct or insubordination; being under the influence of alcohol or drugs; theft of property or misuse of organization equipment or materials or funds; abuse or mistreatment of community members; volunteers or co-workers; failure to abide by CPCD Volunteer policies and procedures; failure to follow direction as instructed by the Volunteer Department or immediate supervisor; speaking to the press without prior express permission; misrepresentation of CPCD to its community partners; failure to meet physical or mental standards of performance; failure to satisfactorily perform assigned duties.

Concerns and Grievances

Decisions involving corrective action of a volunteer will be reviewed for appropriateness. If corrective action is taken, the affected volunteer shall be informed of the procedures for expressing his or her concerns or grievance.

Exit Interviews

Exit interviews, where possible, will be conducted with volunteers who are leaving their positions. The interview will ascertain why the volunteer is leaving the position, suggestions the volunteer may have for improving the position, and the possibility of involving the volunteer in some other capacity with the organization.

thank you!

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