21CCLC Volunteer Handbook

**INSERT YOUR LOGO HERE!**



8-2017

# ****Table of Contents****

**Welcome Letter 1**

**Mission Statement 1**

**History 1**

**Staff Members 1**

**Hours of Operation 2**

**Holidays 2**

**Volunteer Vision 2**

**Volunteer Philosophy 2**

**Volunteer-Staff Connections 2**

**Parking 3**

**Volunteer Policies and Procedures 3**

**Equal Opportunity 3**

**Confidentiality 3**

**Harassment 3**

**Child Abuse Reporting 4**

**Code of Ethics 5**

**Gifts and Gratuities 5**

**Orientation and Ongoing Training 5**

**Volunteer Personnel Files 6**

**Inclement Weather and Safety 6**

**Cell Phone Usage and Photography 7**

**Smoking 7**

**Substance Abuse 7**

**Solicitation and Distribution 7**

**Dress and Appearance 7**

**Problem Solving Procedure 8**

**Attendance and Absenteeism 9**

**Ending Volunteer Service 9**

**Disciplinary Practices and Dismissal 9**

# Welcome from our Executive Directors

It is a pleasure to welcome you as a volunteer of YOUR SITE’S 21st Century Community Learning Center program – or 21CCLC for short! I hope you will receive a sense of personal satisfaction and achievement from your work with a collaboration dedicated to changing our community one child and one family at a time. YOUR SITE is truly an exciting collaboration to be a part of. You will have the opportunity to serve children in need and provide the tools they need to become productive, successful citizens.

STAFF NAME

STAFF TITLE

# Our Mission

INSERT YOUR MISSION

# History

INSERT YOUR HISTORY

Staff Members  
INSERT YOUR STAFF MEMBERS

# Hours of Operation

INSERT YOUR HOURS OF OPERATION

# Holidays

INSERT YOUR RESPONSE TO HOLIDAYS THAT YOU ARE CLOSED

# ****Volunteer Vision****

**INSERT IF YOU HAVE ONE**

# ****Volunteer Philosophy****

**INSERT IF YOU HAVE ONE**

# Volunteer-Staff Connections

The STAFF TITLE oversees all volunteer involvement at YOUR SITE. Please feel free to email or call with any questions or concerns that you may have during your tenure as a prospective, active, or inactive volunteer:

CONTACT INFO

IF APPLICABLE: Volunteers may have a secondary contact depending on the position obtained. Information for the correct secondary contact will be provided when role is established within the agency.

# Parking

INSERT YOUR PARKING INSTRUCTIONS.

**Volunteer Policies and Procedures**

# Equal Opportunity

INSERT YOUR EO STATEMENT

# Confidentiality

INSERT YOUR CONFIDENTIALITY STATEMENT

# Harassment

INSERT YOUR HARRASSMENT STATEMENT INCLUDING WHAT A VOLUNTEER SHOULD DO IF THEY FEEL THEY HAVE BEEN HARASSED.

# Child Abuse Reporting

INSERT YOUR POLICY AND PROCEDURE HERE.

# Code of Ethics

INSERT YOUR CODE OF ETHICS

# Gifts and Gratuities

THIS IS A POLICY STATEMENT THAT OFTEN GOES OVERLOOKED BUT MAY COME UP SO IT’S BEST TO PUT POLICY HERE.

# Orientation and Ongoing Training

WHAT DOES YOUR TRAINING PROCEDURE LOOK LIKE?

# Volunteer Personnel Files

WHO KEEPS THE VOLUNTEER FILES? HOW ARE THEY KEPT? HOW LONG ARE THEY KEPT?

# Inclement Weather and Safety

INSERT YOUR POLICY REGARDING WEATHER AND SAFETY – IT’S IMPORTANT TO DISCUSS SAFETY PLANS WITH A VOLUNTEER SO THEY KNOW WHAT ROLE TO PLAY IN EACH SAFETY SITUATION.

# Cell Phone Usage and Photography

WHAT IS YOUR POLICY ABOUT USE OF PHONES? TAKING PICTURES?

# Smoking

INSERT YOUR POLICY HERE.

# Substance Abuse

INSERT YOUR POLICY HERE.

# Solicitation and Distribution

INSERT YOUR POLICY HERE.

# Dress and Appearance

INSERT YOUR POLICY HERE.

# Problem-Solving Procedure

INSERT YOUR GRIEVANCE POLICY AND PROCEDURE HERE AS WELL AS STEP BY STEP OF WHAT THEY SHOULD DO IN A SITUATION AS SUCH.

# Attendance and Absenteeism

WHAT IS EXPECTED OF YOUR VOLUNTEERS? WHAT SHOULD THEY DO IF THEY ARE GOING TO BE LATE/ABSENT?

# Ending Your Volunteer Service

WHEN A VOLUNTEER LEAVES IT CAN MEAN A GAP IN SERVICE. HOW DO YOU WANT TO HANDLE THIS?

# Disciplinary Practices and Dismissal

SADLY YOU MIGHT HAVE TO DISCIPLINE A VOLUNTEER, WHAT WILL THAT LOOK LIKE?

**INSERT YOUR LOGO HERE**

# VOLUNTEER HANDBOOK ACKNOWLEDGEMENT



I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, have received and read the

**Print Name**

YOUR SITE Volunteer Handbook. I have had the opportunity to ask any questions I have regarding the contents of the handbook.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Signature of Volunteer** **Date**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Signature of Staff** **Date**