

AHA Volunteer Handbook



Volunteer Rights

Volunteers have the following rights:

- *To be appropriately recognized for their efforts.
- *To be given guidance and direction.
- *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 salaried staff and co-workers.
- *To be valued as a person who can make unique contributions.
- *To daily expressions of appreciation.
- *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.
- *To have volunteer time used wisely.
- *To know as much as possible about the organization policy, people and programs and be kept informed.
- *To proper working conditions.
- *To receive continuing education for the job.
- *To receive prompt response and feedback.

*To receive prompt return of phone calls.

*To receive quality training for the job.

*To suitable and worthwhile assignments.

Volunteer Responsibilities

*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.

Serious Violations

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

*Falsifying reports, records or expenses.

*Physical or sexual harassment.

*Negligent or willful damage of property.

*Theft.

*Unlawful discrimination.

*Willfully endangering the safety of others.

*Working under the influence of intoxicants.

Termination

If a volunteer should need to resign his/her volunteer position, the volunteer coordinator should be notified as well as his or her support person. Volunteers are asked to give at least one week notice when terminating their volunteer service. The exit interview is an opportunity for the volunteer to state reasons for leaving and for the agency to learn other volunteer concerns.

The services of a volunteer may be terminated by the volunteer coordinator for reasons including, but not limited to: violation of Abundant Harvest Community Garden Outreach policies and procedures, impaired ability to function in a safe and prudent manner, or violation of the privacy of the clients or staff of Abundant Harvest

Confidentiality

Volunteers are responsible for maintaining the confidentiality of information relating to a staff person, volunteer, client, or other person or program business. Failure to maintain

Confidentiality may result in termination of the volunteer's relationship with Abundant Harvest, or other corrective action. Violations of this policy also may result in personal liability.

Confidentiality

It is a State law that you protect the privacy of the clients you see. You may talk to others about your job and Abundant Harvest, but do not use client names or give identifying information about them.

Abundant Harvest Community Garden Outreach 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.

Continuing Education

Volunteers wishing to improve their level of skills are encouraged to take advantage of advanced training and classes offered by Abundant Harvest Community Garden Outreach.

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 their work site 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: Have first aid kits in offices. Volunteers should know their location. We encourage volunteers to have kits in their vehicles. A prompt first aid response can keep most injuries and medical situations from growing worse.

*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.

*Office Safety: Office work is not hazardous, but accidents do happen! Most are preventable if we identify common hazards and preventive measures. Your support person will go over common hazards and ways to avoid them.

*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.

Safety

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 Abundant Harvest Community Garden Outreach. We encourage your ideas and suggestions about how we can create a safer workplace.

Injury Prevention

The following guidelines must be followed by all volunteer caregivers to prevent injury to participants and yourself:

*Do not attempt to physically assist a participant without proper training from a staff member. This includes walking, getting up from chair/couch, sitting down, or pushing a wheelchair. Staff will show how to give assistance. Techniques may vary from one participant to another.

*Always obtain adequate help with a task.

*Always help supervise. Keep your eyes open for potentially dangerous situations.

*Keep walkers, canes, etc., within reach but out of the line of traffic.

*Check floors often and remove obstacles, spills, etc.

*Make sure furniture is stationary. Never leave a participant unattended in an unlocked wheelchair, etc.

*Try to anticipate needs and allow adequate time to avoid hurrying participants.

First Aid Kit

There is a first aid kit located in the office. It is on the shelf straight ahead of you as you walk into the office. 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.

Recommendations for an Enthusiastic Team

*Help each other be right, not wrong.

*Look for ways to make new ideas work, not for reasons they won't.

*If in doubt, check it out! Don't make negative assumptions about each other.

*Help each other win and take pride in each other's victories.

*Speak positively about each other and about your organization at every opportunity.

*Maintain a positive mental attitude no matter what the circumstances.

*Act with initiative and courage, as if it all depends on you.

*Do everything with enthusiasm. It's contagious.

*Whatever you want, give it away.

*Don't lose faith, never give up.

*Have fun!

Code Of Ethics For Volunteers

As a volunteer, believing that the organization has a real need of my services, I realize that I am subject to a code of ethics similar to that which binds the professionals in the fields in which I work. To accomplish this service I will:

*Be punctual and conscientious in the fulfillment of my duties and accept supervision graciously.

*Conduct myself with dignity, courtesy, and consideration.

*Consider as confidential all information that I may hear directly or indirectly concerning a client.

*Interpret volunteer to mean that I have agreed to work without pay. I will try to make my work of the highest quality, just as the paid staff are expected to do their work.

*Promise to bring to my work an attitude of open- mindedness. I will be non-judgmental. I am willing to receive training and will show interest and attention. I will take any problems or suggestions to my support person.

*Realize I may have assets that my co-workers do not have. I should use my assets to enrich the project at which we are working together.

*Realize I may lack assets that my co-workers have. I will not feel inadequate but will help in developing good teamwork.

*Find out how I can best serve the activity for which I have volunteered. I will offer only as much as I am sure I can give.

*Realize that I must live up to my word. Therefore, I will be careful that my agreement is simple and clear and it cannot be misunderstood.

*Believe that my attitude toward volunteer work should be professional. I believe that I have an obligation to my work, to those who supervise me, to my fellow workers, to

Those who benefit. I will uphold the traditions and standards of Abundant Harvest and will interpret them to the community at large.

*Notify my support person if I want to end my assignment.

*I will keep confidential everything I see or hear at the Abundant Harvest. I will not discuss the condition or personal problems with anyone, either in or out of Abundant Harvest.

*I will be dependable. I will do what I agree to do. If I cannot be there I will let my support person know ahead of time.

*I will conduct myself appropriately at all times.

*I will accept assignments and supervision courteously.

*I will be pleasant. I will have a friendly smile for everyone and I will keep a sense of humor.

*I will not eat or drink while on duty. I will not smoke.

*I will be prompt.