

**SPECIAL POPULATIONS IN THE
VOLUNTEER WORKFORCE:
IMPACT AND CONCERNS**

**FEBRUARY 1989
ISSUE PAPER**



**NORTHERN VIRGINIA VAC DIRECTORS
c/o VOLUNTARY ACTION CENTER OF FAIRFAX
10530 PAGE AVENUE
FAIRFAX, VA 22030**

**PRINTING DONATED BY:
BDM INTERNATIONAL, INC.**

**SPECIAL POPULATIONS IN THE VOLUNTEER WORKFORCE:
IMPACT AND CONCERNS**

**February 1989
ISSUE PAPER**

**Presented by:
Northern Virginia VAC Directors
On Behalf of
Virginia VAC Directors**

**Special Populations in the Volunteer Workforce:
Impact and Concerns**

TABLE OF CONTENTS

Introduction	I.
Overview	II.
Definitions	III.
Concerns of VACs	1.
Concerns of Agencies served by VAC's	3.
New Concerns for VACs and Agencies	6.
Questions	9.
Legal Implications	11.
Recommendations for Consideration	13.
Committee Members	17.

Addendum:

- a) Facts about segments of special populations
- b) Samples of Memorandums of Understanding and Waivers used by VACs

INTRODUCTION

The purpose of this paper is to provide Volunteer Centers and the organizations/agencies they serve with information (and a basis for discussion in their own organizations) about the policies and procedures relating to the placement of special population individuals as volunteers.

A discussion among Volunteer Center Directors at a special meeting coordinated by the Virginia Department of Volunteerism revealed that no specific guidelines existed (for either Volunteer Centers or many of the organizations/agencies they serve) to deal with confidentiality and liability issues relating to special population individuals who volunteer. A committee was formed to prepare the first draft of a white paper on this topic. This draft was reviewed by the Virginia State Volunteer Center Directors and their suggestions have been incorporated in this final document.

Any questions or comments may be directed to Angie Carrera, Voluntary Action Center of Fairfax County Area, Inc. 246-3460.

OVERVIEW

The Committee has carefully considered the varied structures and processes of the many Volunteer Centers serving the Commonwealth of Virginia and is aware of the complexity of the "special population volunteer" issue.

Questions have been inserted to provide food for thought and to stimulate action by Volunteer Centers and the agency served by them. Due to the diversity of Volunteer Centers, agencies and the communities in which they operate, there are no pat answers nor specific directives.

Each Volunteer Center and each agency alike is urged by this committee to determine its own course of action based on its goals and a careful review of all issues related to confidentiality and liability.

Each Volunteer Center is further urged to serve as a catalyst to promote awareness and sensitivity about these issues.

DEFINITIONS

For the purposes of discussion:

Special Population Volunteers are defined as those individuals needing additional care in referral and/or placement in relation to a particular volunteer job. This paper focuses on Alternative Community Service clients (court-referred clients); or potential volunteers who are mentally or physically disabled. This paper will not address the placement of individuals who might otherwise be defined as special populations.

Agency(ies) will be the term used to include all organizations or agencies served by Volunteer Centers.

Volunteer Center(s) will be the term used to indicate all volunteer clearinghouses, voluntary action centers, volunteer bureaus, etc.

ACS Client(s) will be the term used to indicate all individuals mandated to provide community service through various court-referral programs.

CONCERNS OF VACS

REFERRAL/PLACEMENT

It is usually the practice of Volunteer Centers to provide pertinent information about a prospective volunteer to one or more agencies where the volunteer's skills might be used. This assists the agencies in their selection decisions.

In an effort to make an appropriate referral, Volunteer Centers usually require the completion of a registration/placement form by the prospective volunteer or ACS client. This information usually includes the volunteer's skills and interests, as well as age, sex, education, and transportation. Some Volunteer Centers also request information about disabilities and illnesses.

While the questions on the form may not necessarily result in complete or accurate information, responses do provide a clearer picture of the individual's skills, limitations, motivations and needs. Some Volunteer Centers request additional information which may be released to the agencies.

In the case of a prospective volunteer who is disabled, disclosed information is usually related to the individual's ability to

perform the described job and to work in a particular agency environment. Waivers are often utilized to obtain the individual's consent to relay this information to an agency.

In the case of an ACS Client, disclosed information is usually related to the client's offense and the hours to be performed. It is considered appropriate to release to agencies specific information which will impact on the placement and supervision of court-ordered community service candidates. Volunteer Centers vary on how and how much information is disclosed and to whom. Most Volunteer Centers utilize a waiver to obtain from the offender permission to disclose. Most Volunteer Centers will refuse to place an offender who does not sign a waiver.

Some Volunteer Centers do request detailed information on disability while others do not. Most Volunteer Centers do not utilize a waiver to obtain permission to disclose for any volunteers, except for ACS Clients. Before referral, most Volunteer Centers work closely with disabled persons and any family or professional persons involved.

Volunteer Centers need to develop specific policy or guidelines for referring volunteers who are disabled (mentally or physically, including those with A.I.D.S.-related illnesses).

CONCERNS OF AGENCIES

RIGHT TO KNOW

Many Volunteer Centers require or request that the agencies they serve complete and sign a Memorandum of Understanding. This Memorandum clarifies the roles and responsibilities of both parties to the agreement.

With or without a Memorandum of Understanding, many agencies assume that Volunteer Centers are solely responsible for the screening and interviewing to determine the volunteer's appropriateness for the agency.

Agencies may also assume that Volunteer Centers have access to accurate and complete information regarding the volunteer applicant. This may not always be the case.

In addition, agencies may have their own perception of what information the Volunteer Center collects and considers pertinent to share.

PUBLIC EDUCATION

Special Populations, as defined on page II, do require special considerations by Volunteer Centers regarding disclosure of information to prospective agencies. Unfortunately, bias and prejudice exist.

There is often a fear, even within agencies that need and utilize volunteers to provide human services, that these special population volunteers are "difficult to work with or supervise", or are "unreliable", "untrainable", "morally unfit" or "unclean".

In the case of ACS Clients, primary issues are worker/client safety, administrative controls, and/or time commitment.

Placement may be restricted based on the offense (e.g. Placement in nursing home or bookkeeping services would not be considered for shoplifting or embezzlement offenses respectively). Often, record-keeping or special monitoring/supervision requirements for ACS clients is a deterrent to full-utilization of this workforce.

In the case of individuals who are mentally disabled, primary issues are worker/client safety and learning/retention.

Placement may be restricted based on individual's needs and the agency's ability to meet them.(e.g. low-stress environment, modified training, continued or integrated therapy). Concerns

about control, additional investment of time and energy by the volunteer coordinator or other co-workers are often a deterrent to full-utilization of this workforce.

In the case of individuals who are physically disabled, primary issues are worker/client safety, accessibility, modified training, progression of disability/illness and contagion.

Placement may be restricted based on individual's needs and the agency's ability to meet them (e.g. training, work environment and attitude of agency staff). Often, architectural barriers or concerns about adaptive training are deterrents to full-utilization of this workforce.

All these issues are taken into consideration during the referral or placement process at the Volunteer Center. A Volunteer Center takes care to evaluate the individual based on ability, etc. and encourages innovative placements which will meet the goals of the agency, as well as those of the individual, the court-referral program, or the individual's therapy program.

In some circumstances, the sharing of information about these special population volunteers might produce a more sympathetic and educated attitude by the agency staff and create a deeper understanding of their need to be productive.

NEW CONCERNS FOR VOLUNTEERS CENTERS AND AGENCIES

VOLUNTEERS WHO HAVE A.I.D.S.-RELATED ILLNESSES

Most Volunteer Centers have been working with mentally and physically disabled individuals for many years. A.I.D.S. has become, over the past several years, an increasingly critical issue in our society and is today the focal point for attention in the areas of health, education, liability, and policy-making.

In December 1985, it was estimated that there were 17,000 legal cases involving the rights of A.I.D.S. victims, compared with a recent count of 60,000.¹

Because A.I.D.S. was first identified in gay men and intravenous drug users, groups largely rejected by mainstream society, those who have contracted the disease have often been stigmatized and ostracized. These responses have not only created unnecessary misery for those already suffering from a life-threatening disease, but may also affect these individuals as employees, as clients of human services and as potential volunteers.

1. Facts About A.I.D.S. and Legal Concerns of Agencies, Sept. 1988 Issue Paper, Social Planning Committee, United Way of the National Capital Area.

There may be individuals who, while testing HIV-positive, are physically capable of performing volunteer tasks. These same individuals may be citizens merely wishing to "help others" or they might be persons referred by the courts to perform community service.

Guidelines issued by the Public Service Centers for Disease Control (CDC) dealing with A.I.D.S. in the workplace state that "the kind of nonsexual person-to-person contact that generally occurs among workers and clients or consumers in the workplace does not pose a risk for transmission of (A.I.D.S.)."² This guideline would also apply to a normal volunteer or community service work environment. Although current studies have shown that there is virtually no chance of contagion, there may be reluctance on the part of some agencies to accept these or other special population persons.

Until now, agencies have viewed A.I.D.S. as a client issue and few have considered A.I.D.S. in relation to its workforce (paid or volunteer).

Concerns may inhibit non-profit human service agencies from accepting volunteers who have A.I.D.S. In addition an

2. A.I.D.S. in the Workplace, Office of Personnel Management, March 1988, FPM Bulletin 792-42.

uncomfortable environment may be created for volunteers/employees who have discovered that they have A.I.D.S. Personnel officers and volunteer coordinators within these agencies may also have concerns related to confidentiality and privacy of medical documentation and other information relating to the condition.

If a person authorizes disclosure of a medical condition (e.g. A.I.D.S.), this might provide an agency, its volunteer coordinator and/or staff an opportunity for a deeper understanding of these special volunteers and their need to serve.

Within Volunteer Centers, concerns may arise relating to center policies on the issues of confidentiality and liability in making referrals or placements.

Volunteer Centers need to remind the agencies they serve to take proper precautions in screening and interviewing clients. The agencies always have the right to refuse a referral made by a Volunteer Center.

QUESTIONS

- When a volunteer completes a registration/application form, does this allow the Volunteer Center to release information from that form without a signed waiver?
- How specific must a Waiver be to protect Volunteer Centers?
- Must a waiver be signed for each type of special population, e.g. what about an ACS client with A.I.D.S.?
- Does a Volunteer Center have a responsibility to inform an agency about the condition of volunteers they refer? (What if the potential volunteer has cancer? A.I.D.S.? M.S.? etc.)
- Can Volunteer Centers disclose/release medical or social information without specific authorization by the potential volunteer?
- How can the Volunteer Center legally protect itself in terms of confidentiality and liability?
- How can the Volunteer Center educate agencies about agency responsibilities in screening and selecting volunteers?

- How will Agencies be educated about the methods of operation of Volunteer Centers?

- How should my Volunteer Center educate agencies about the abilities of special population volunteers?

- How can Agencies legally protect themselves in terms of volunteer liability and confidentiality?

- How can Agencies communicate with Volunteer Centers their concerns, policies and programs relating to special population volunteers?

LEGAL IMPLICATIONS

The Guide to American Law: Everyone's Legal Encyclopedia defines liability as "a comprehensive legal term that describes the condition of being actually or potentially subject to a legal obligation."

In addition to the traditional concerns of liability related to clients/visitors of a non-profit organization, volunteers providing direct services, volunteers providing support services, Boards of Directors and general property insurance, Volunteer Centers and agencies must now consider liability issues related to volunteers who are court-referred or disabled.

Until now, most liability issues involve employment and housing discrimination, however, already some volunteer centers and agencies are experiencing concerns related to special population volunteers.

Communications between Volunteer Centers and their registered agencies and between agencies and their staffs must include liability issues, confidentiality, and training issues related to the special population volunteer force.

It is critical that each Volunteer Center seek legal council and that the Board of Directors or governing body participate in the development of policies affecting special populations.

VOLUNTEER CENTERS

Recommendations for consideration

Volunteer Centers may want to:

1. determine attitudes and perspectives of governing boards regarding special population volunteers.
2. review policies already established by local government, other Volunteer Centers, and/or primary funding sources (e.g. County, United Way).
3. develop and incorporate into its own personnel policy guidelines relating to special population individuals as clients, employees and volunteers. These issues should address confidentiality and process.
4. consult with legal counsel to develop (or update) a Memorandum of Understanding between the Volunteer Center and each agency served to clarify Volunteer Center role and responsibility as a referral source and the agency's role and responsibility as an "employer of volunteers". A forum may be held for information exchange.

5. consult with legal counsel to develop (or update) Waiver forms to ensure legal protection to the Volunteer Center, the agencies served and the prospective volunteer.
6. under advice of legal counsel, update and make necessary changes to volunteer registration forms to clarify information requests by the Volunteer Center.
7. develop policy on referral process for special population volunteers who are being referred to agencies.
8. inform agencies of any changes.
9. train Volunteer Center staff (paid and volunteer) on facts regarding special population individuals as co-workers (paid and volunteer).
10. offer training to agencies regarding special population individuals as co-workers (paid and volunteer).

FOR SAMPLES OF POSSIBLE MEMORANDUM OR WAIVER
ARTICLES, SEE ADDENDUM.

AGENCIES

Recommendations for consideration

Agencies may want to:

1. determine attitudes and perspectives of governing boards regarding special population volunteers.
2. review policies already established by local governments, Volunteer Centers, other similar agencies, and/or primary funding sources (e.g., County, United Way).
3. develop and incorporate into its personnel policy, guidelines relating to special population individuals as clients, employees and volunteers. These issues should address confidentiality and process.
4. consult with legal counsel to clarify your role and responsibility as an "employer of volunteers". This is critical in the area of screening and interviewing.
5. communicate with Volunteer Center your agency's policy on special populations and any concerns affecting referral and placement.

6. develop and promote "employee assistance" programs to meet the needs of special population employees and volunteers.

7. train their paid and volunteer staff on special population volunteers as co-workers (paid and volunteer).

8. encourage and promote training and on-going guidance for administrators working with special population volunteers.

COMMITTEE

Mary LaMois

Alexandria Volunteer Bureau
801 N. Pitt Street
Alexandria, VA 22314
(703) 836-2176

Jean Berg

Arlington County Volunteer
Office
#1 Courthouse Plaza, Suite 106
2100 Clarendon Blvd.
Arlington, VA 22201
(703) 358-3222

Angie Carrera

Voluntary Action Center
of Fairfax County Area, Inc.
10530 Page Ave.
Fairfax, VA 22030
(703) 246-3460

Don Poe

Voluntary Action Center
of Prince William County, Inc.
9300 Peabody St., #104
Manassas, VA 22110
(703) 369-5292

A Guide to Resources

Abledata

National Rehabilitation Information Center
The Catholic University of America
4107 Eighth St., N.E.
Washington, D.C. 20017
(202) 635-6090

Adaptive Environment Center
Massachusetts College of Art
Huntington Ave. and Evans Way
Boston, MA 02115
(617) 739-0088

American Council of the Blind
1211 Connecticut Ave., N.W.
Suite 506
Washington, D.C. 20036

The Clearinghouse on the Handicapped
Office of Special Education and Rehabilitation Services
U.S. Dept. of Education
330 C Street, S.W.
Washington, D.C. 20202
(202) 245-0080

**Directory of National Information Sources
on Handicapped Conditions and Related Services**
The Superintendent of Documents
U.S. Government Printing Office
Washington, D., C. 20402
(202) 783-3238

Note: Stock # 065-000-00142-0 \$8.00

The National Association of the Deaf
814 Thayer Avenue
Silver Spring, MD 20910
(301) 587-1788 (TTY and voice)

National Association of the Physically Handicapped
76 Elm St.
London, OH 43140

National Association for Retarded Citizens
2709 Ave. E. East
P.O. Box 6109
Arlington, TX 76011

The National Center for a Barrier Free Environment
1015 15th St., N.W., Suite 700
Washington, D.C. 20005
(202) 466-6896

**National Center on Educational Media
and Materials for the Handicapped**
Ohio State University
220 West 12th Ave.
Columbus, OH 43210

The Planner's Guide to Barrier Free Meetings
Barrier Free Environments, Inc.
P.O. Box 30634
Raleigh, N.C. 27622
(919) 782-7823

The President's Committee on Employment of the Handicapped
1111 20th St., N.W.
Washington, D.C. 20036
(202) 653-5044

Public Service Programs
Gallaudet College
Kendall Green
Washington, D.C. 20002

Resource Guide to Literature on Barrier Free Environments
U.S. Architectural and Transportation Barriers Compliance Board
Technical Services Office
330 C St., S.W.
Washington, D.C. 20202
(202) 472-2700

Hidden Disabilities Information:

American Cancer Society, New York, NY
American Diabetes Association, New York, NY
American Heart Association, Dallas, TX
American Lung Association, New York, NY
Cystic Fibrosis Foundation, Atlanta, GA
Epilepsy Foundation of America, Washington, DC
National Hemophilia Foundation, New York, NY
National Kidney Foundation, New York, NY
United Ostomy Association, Los Angeles, CA

FOR ADDITIONAL RESOURCES OR INFORMATION: Contact your local city
or county government or your local Volunteer Center.

ADDENDUM B

THESE ARE SAMPLES ONLY - THEY MAY NOT MEET LEGAL
REQUIREMENTS OF YOUR ORGANIZATION, ITS FUNDING SOURCES OR
MUNICIPALITY!

VOLUNTEER CENTER
1 MAIN STREET
ANYTOWN, USA

CONFIDENTIALITY AGREEMENT

I agree to keep confidential all information pertaining to clients that I may work with in my volunteer assignment. I realize that this is privileged information.

Signature _____

Date _____

Witness _____

VOLUNTEER CENTER
1 MAIN STREET
ANYTOWN, USA

I hereby give my permission for the staff in the Volunteer Office to talk to my therapist and exchange information regarding my placement as a volunteer.

(NAME)

(DATE)

VOLUNTEER CENTER
1 MAIN STREET
ANYTOWN, USA

I _____, the undersigned, hereby authorize the Volunteer Center to release confidential information on an unrestricted communication basis to any agencies which might be potential recipients of my volunteer services. This disclosure to which I hereby consent may include written or oral communications. The information which I now authorize for release is to be used only in connection with my participation in a volunteer assignment for alternative service, which has been made a condition of my probation. I further understand that while I remain involved in a volunteer assignment made by the Volunteer office, I cannot revoke my consent hereby given.

Signature

Date

Witness

VOLUNTEER CENTER
1 MAIN STREET
ANYTOWN, USA

I understand that it may be necessary for the Volunteer Office to share information regarding my background in order to complete a volunteer placement.

I hereby authorize the Volunteer Office to release social and/or medical information regarding my case to agencies which might be potential recipients of my volunteer services.

(Signed) _____

(Date) _____

VOLUNTEER CENTER
1 MAIN STREET
ANYTOWN, USA

ORGANIZATION WAIVER AND RELEASE

I, _____, hereby authorize the Volunteer Center to release to the appropriate individual information concerning my:

1. Offense and sentence
2. Prior record
3. Brief social background
4. Psychiatric or psychologist's summary

for purpose of my participation in a volunteer program of a public or private nonprofit agency as a condition of probation. The Volunteer Center will serve as a point of coordination between the volunteer program and the court. The Center will oversee my regular and satisfactory participation in the program and will verify this to the court on a regular basis.

In consideration for participation in the Alternative Service Program, I hereby, for myself, my heirs, administrators, release and discharge the Volunteer Center, the assigned agency and its employees and agents from all claims, demands, and actions for injury sustained to my person and/or property during my participation in community service. I also agree to accept sole responsibility and liability for any injury or damage to a third party resulting from my act(s) or omission(s) and I agree to hold the Volunteer Center, the assigned agency and its employees and officials harmless from any lawsuit or claim arising therefrom, and I agree to indemnify the Volunteer Center, the assigned agency and, its employees and officials in the full amount of any judgment obtained or any expense incurred as a result of my actions. I certify that my attendance and participation in this program is voluntary and that I am not, in any way, an employee, servant or agent of the Volunteer Center and the assigned agency.

I HAVE READ (or have had read to me) AND UNDERSTAND THE FOREGOING TERMS, CONDITIONS, WAIVER AND RELEASE.

Alternative Service Participant

Date

Witness

VOLUNTEER CENTER
1 MAIN STREET
ANYTOWN, USA

VOLUNTEER OFFICE

I understand that it may be necessary for the Voluntary Action Center to share information regarding my background in order to complete a volunteer placement.

I hereby authorize the Voluntary Action Center to release social and/or medical information regarding my case to agencies which might be potential recipients of my volunteer services.

(Signed) _____

(Date) _____

VOLUNTEER CENTER
1 MAIN STREET
ANYTOWN, USA

ORGANIZATION WAIVER AND RELEASE

I, hereby authorize the Volunteer Center to release to the appropriate individual information concerning my:

1. Offense and sentence
2. Prior record
3. Brief social background
4. Psychiatric or psychologist's summary

for purposes of my participation in a volunteer program of a public or private nonprofit agency as a condition of probation. The Volunteer Center will serve as a point of coordination between the volunteer program and the court. The Center will oversee my regular and satisfactory participation in the program and will verify to the court/community diversion office on a regular basis.

In consideration for participation in the Community Diversion Program, I hereby, for myself, my heirs, administrators, release and discharge the General District Court, and the Volunteer Center, and the Judicial Court, their employees and agents from all claims, demands, and actions, for injury sustained to my person and/or property during my participation in community service. I also agree to accept sole responsibility and liability for any injury or damage to a third party resulting from my act(s) or omission(s) and I agree to hold the General District Court and the Volunteer Center, and the Judicial Circuit Court, their employees and agents harmless from any lawsuit or claim arising therefrom, and I agree to indemnify the County, the General District Court, and the Volunteer Center and the Judicial Court, their employees and agents in the full amount of any judgment obtained. I certify that my attendance and participation in this program is voluntary and that I am not, in any way, an employee, servant, or agent of the County, the General District Court, the Volunteer Center, or the Judicial Circuit Court. .

I HAVE READ (or have had read to me) AND UNDERSTAND THE FOREGOING TERMS, CONDITIONS, WAIVER AND RELEASE.

Name of client: _____

Date: _____

VOLUNTEER CENTER
1 MAIN STREET
ANYTOWN, USA

MEMORANDUM OF UNDERSTANDING

I understand that volunteers who are referred by the Volunteer Office are being sent based on the interest of the volunteer applicant and the requests by agencies for volunteers. It is the responsibility of the receiving agency to screen, interview, check references, and decide if an applicant is appropriate and qualified to work in the agency, in the program, or with the clients. The county makes no representations as to the appropriateness of qualifications of volunteers referred to the requesting agency, nor as to any matter concerning the volunteers. The county does not recommend volunteers, but merely refers them to requesting agencies. The county assumes no responsibility, and has no responsibility, for the actions or conduct of any persons referred by the Volunteer Office.

Name of Agency

Date

Signature of
Agency Representative

Title

MEMORANDUM OF UNDERSTANDING

Between the Voluntary Action Center (VAC), and Registered Organization:

Address: _____

Designated Contacts:

For VAC _____ Coordinator's Name: _____

Telephone: _____ Telephone: _____

To register, your Executive Director and Volunteer Coordinator will indicate by their signature understanding and agreement that VAC will provide its services (including referral of potential volunteers to your organization) on the following terms and conditions:

The organization:

1. Shall be a community service organization including nonprofit public and private entities which provide services to special populations. For profit entities will require special consideration. Political campaigns are excluded. If a membership organization, the organization's primary purpose must not be to enrich its members.

In cases where the organization's qualifications are unclear, decision by the Board of Directors will be final.

2. Must not discriminate in serving its clients on the basis of race, religion, age, disabilities, or sex, within the limits of its mission.
3. Must not discriminate in the acceptance of volunteers on the basis of religion, age, sex, race, physical disability, or income. Reasonable and appropriate guidelines in the area of age, sex, and disabilities will be accepted.
4. Must demonstrate a commitment to the effective use of volunteers in meaningful and rewarding capacities, which may include upgrading assignments.
5. Must have a designated volunteer coordinator, director, or volunteer supervisor.
6. Shall fully educate paid staff about the volunteer program and individual staff responsibilities to volunteers.
7. Shall have written job descriptions defining time, skills, age, duties to be performed, etc.

8. Shall interview each prospective volunteer (by designated coordinator of volunteers). Understands and agrees that is free to accept or reject any Volunteer referred to it by VAC based upon the evaluation of such Volunteer by the Registered Organization; is solely responsible for screening and evaluating Volunteers referred to it by VAC; upon its acceptance of a Volunteer, the referred Volunteer becomes a Volunteer of the Registered Organization.

Agrees to indemnify and hold harmless VAC, its officers, directors, employees and agents, against any and all claims, damages, liabilities, costs and expenses (including, without limitation, all attorneys' fees and litigation expenses) arising out of VAC's referral of Volunteers to the Registered Organization and any act or omission of any Volunteer arising out of and in the course of volunteer services performed by a Volunteer on behalf of the Registered Organization.

9. Shall make assignments individually suitable and with minimal delay after initial contact.
10. Shall utilize volunteers to supplement, extend, or reinforce services.
11. Shall give the prospective volunteer the same careful placement, attention and supervision as a paid employee.
12. Shall provide orientation, training, evaluation, and recognition.
13. Shall maintain records of individual volunteer hours and services, with appropriate safeguards for confidentiality.
14. Shall give consideration to the agency insurance program, reimbursement for out-of-pocket expenses, uniforms, working conditions, etc. for volunteers.
15. Shall periodically evaluate the volunteer program performance in the attainment of goals and objectives and adherence to guidelines.
16. Shall provide VAC with an agency data sheet at time of registration (attach copy) and with completed volunteer job request forms as volunteer opportunities occur.

VOLUNTEER CENTER
1 MAIN STREET
ANYTOWN, USA

The Voluntary Action Center:

1. Will promote volunteerism through public speaking engagements and general recruitment methods. This service is free of charge.
2. Will refer potential volunteers and court-referred clients to the Registered Organization free of charge (See condition #10).
3. Will provide regularly scheduled workshops/forums, etc. at a reasonable cost to assist Volunteer Coordinator in overall maintenance of volunteer program.
4. Will provide telephone and on site consultations to volunteer coordinator to solve specific volunteer management problems. Free of charge.
5. Will provide bi-yearly site visit to determine volunteer program needs. Free of charge.

Signature for
Registered Organization

(Title)

(Date)

Signature for VAC

(Title)

(Date)

VOLUNTEER CENTER
1 MAIN STREET
ANYTOWN, USA

Criteria for Registration

According to VAC Board policy the organization requesting volunteer services from our agency:

1. Must be non-profit and tax exempt; it must be non-sectarian and non-political. No non-profit auxiliaries serving profit-making organizations will be registered.
2. The organization must not discriminate in serving clients on the basis of race, religion, age or sex.
3. Volunteers will not be referred to organizations operating from an office in a private residence; volunteers cannot be referred to individuals needing services, only to registered organizations.
4. If an organization is a membership organization, the primary purpose must not be to service the economic or social needs of the members of the organization.
5. The organization must not discriminate in the acceptance of volunteers on the basis of religion, age, sex, race or income. Reasonable and appropriate guidelines in the areas of age and sex will be accepted.
6. Shall define volunteer jobs as to time, skills, age, duties to be performed, etc.
7. Shall not replace a paid position with a volunteer employee but should utilize the volunteers to supplement, extend, or reinforce services.
8. Shall provide orientation, training, evaluation, and recognition.
9. Shall have clearly defined lines of supervision so that volunteers will know to whom they are responsible.
10. Shall maintain records of individual volunteer services with appropriate safeguards for confidentiality.
11. Shall maintain accurate records of volunteer hours of service.
12. Shall give consideration to the agency insurance program, reimbursement for out-of-pocket expenses, uniforms, working conditions, etc. for volunteers.