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# **VOLUNTEER HANDBOOK**

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support of the Northland Foundation

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## **WELCOME**

Thank you for agreeing to volunteer for the ABC Organization.

We sincerely hope that your volunteer experience with us will be enjoyable and rewarding.

Our volunteers play an extremely important role in providing quality services to the many guests and clients who utilize ABC's services and programs.

This Volunteer Handbook is intended to spell out the policies and procedures related to volunteering at ABC and to answer questions you may have regarding how we operate.

If you have any concerns or questions not addressed in this Handbook, please do not hesitate to bring them to my attention.

**ABC MISSION**

**STATEMENT OF ABC VALUES**

## **DEFINITION OF VOLUNTEER**

A volunteer is anyone who, without compensation beyond reimbursement of approved expenses, performs a task at the direction of, and on behalf of the ABC Organization and its programs.

Unless specifically stated, a volunteer is not considered an ‘employee’ of ABC.

## **ABC VOLUNTEER OPPORTUNITIES**



## **BEFORE YOU START VOLUNTEERING**

We may ask you to complete a Volunteer Application Form that includes personal information about yourself, emergency contact information, personal references and information and past job and volunteer experience. We will treat this information confidentially and will utilize it only for the purposes of considering you as a ABC volunteer.

We want ABC to be a safe and secure environment for everyone.

Depending upon the nature of the volunteer position, we may require a health or physical screening, a criminal background check, a motor vehicle driving record check and a reference check.

## **WHEN YOU START VOLUNTEERING**

You will be trained and oriented for the volunteer position and provided general information about ABC and its programs, policies and procedures.

We may ask you to sign a formal Volunteer Agreement that spells out the terms and conditions of your relationship to ABC.

## **YOU CAN EXPECT ABC TO**

- Properly and professionally interview you and place you in an appropriate volunteer position
  
- Provide you with a volunteer position description
  
- Provide ongoing professional supervision, support and training
  
- Treat you with respect and courtesy
  
- Keep you informed about matters related to your volunteer position
  
- Regularly evaluate your performance and provide you with opportunities to make suggestions and present ideas that will improve ABC services

## **WE EXPECT YOU TO**

- Only accept a volunteer position you believe you can perform
- Work as a team member within the description of the position you accept
- Accept the guidance and direction of your supervisor
- Respect confidentiality
- Refuse gifts or tips from recipients of service
- Arrive on time for your shift; stay until the end of your shift
- Bring any concern, problem or grievance to the attention of your supervisor
- Notify us in advance if you are unable to fulfill a volunteer obligation
- Be free of drugs and alcohol when volunteering
- Accept the *Value Statements* that guide ABC services

## **DRUG, ALCOHOL AND SMOKING POLICIES**

The ABC Organization is a drug and alcohol free environment. Volunteers possessing illegal drugs or alcoholic beverages, or judged by their supervisor to be under the influence of drugs or alcohol, may be suspended or terminated.

Smoking is not permitted when a volunteer is on duty. During breaks at the ABC Organization, smoking is permitted only in designated outdoor areas.

## **FIREARMS AND DANGEROUS WEAPONS**

Firearms, knives and other personal weapons are not permitted in the ABC Organization. You may be suspended or terminated if you have such weapons in your possession.

## **SAFETY AND SECURITY**

We want ABC to be a safe and secure environment for people to provide and use services. If you see an unsafe or dangerous situation, notify your supervisor. If your supervisor is not available, notify the staff person closest to where you are volunteering. In the rare event where a staff person is not immediately available to help with a safety or health emergency, dial 911 for help.

Always wear your nametag when volunteering. This indicates you are serving in an official capacity for ABC.

Be sure to re-lock any doors behind you as you move through secure parts of the building.

We suggest you leave all personal valuables at home or locked in your car. We do not have facilities for the safe keeping of such items.

## **PERSONAL RELATIONSHIPS**

We realize that while you are volunteering, close working relationships can lead to closer personal relationships.

It is our policy to strictly forbid any unwelcome or inappropriate contact, approach or comment that makes anyone feel uncomfortable or threatened. Such conduct may be cause for immediate termination of the volunteer relationship.

If you encounter or are aware of any such behavior, bring it to the attention of your supervisor.

## **GRIVANCES OR COMPLAINTS**

ABC has a formal grievance and complaint policy and process.

If you have any issues that cannot be resolved informally, see your supervisor for a copy of the formal process.

## **PARKING AND TRANSPORTATION**

Parking may be available adjacent to the building. However, ABC cannot be responsible for any damage or loss to your vehicle or its contents. If you are using a car for transportation, let your supervisor know and we will suggest parking options.

If public transportation is unavailable or inconvenient, we suggest car-pooling. We will be happy to assist you in linking up with other volunteers and staff and selecting the best way to get here.

## **SPECIAL NEEDS AND ACCESSIBILITY**

While it is our policy to provide for special needs, unfortunately ABC is not yet fully accessible. As we continue to remodel and improve the facility, these problems will be addressed.

If you have any special needs relating to accessibility that might effect your volunteer position, please let us know. We will do everything possible to accommodate to your situation.