

SAN DIEGO ADAPTIVE SPORTS FOUNDATION



VOLUNTEER POLICIES AND PROCEDURES MANUAL

2010

*“Improving the quality of life for children and adults with physical disabilities
through sports and recreation”*

TABLE OF CONTENTS

Chapter 1 - Foundation Overview

Mission Statement	page	4
History of Foundation	page	4
Clients Served	page	4
Goals & Objectives	page	5

Chapter 2 - Volunteer Definition & Determination

Definition of Volunteer	page	6
Employees as Volunteers	page	6
Family Members of Staff as Volunteers	page	6
Clients and Their Relatives as Volunteers	page	6
Minors as Volunteers	page	6

Chapter 3 - Volunteer Application Process

Job Description	page	7
Recruitment	page	7
Interviewing	page	7
Application	page	7
References	page	7
Criminal Records Check	page	8
Document of Assignment	page	8
Placement	page	8
Service at the Discretion of the Foundation	page	8

Chapter 4 - Volunteer Job Description & Performance Standards

Volunteer Job Description	page	9
Volunteer Job Performance	page	9

Chapter 5 - Volunteer Training and Development

Orientation	page	10
Training	page	10
Continuing Education	page	10
Conference Attendance	page	10

Chapter 6 - Volunteer Policies and Procedures

Sexual Harassment	page	11
Confidentiality	page	12
Threat Policy	page	12
Drug Free Environment	page	12
Smoking	page	12
Alcohol	page	12
Risk Management	page	13
Firearms	page	13
Cell Phone Usage	page	13
Dress Code	page	13

Conflict of Interest	page	13
Professional Services	page	13
Absenteeism	page	14
Leave	page	14
Insurance	page	14
Time Commitment	page	14
Maintenance of Records	page	14

Chapter 7 - Supervision

Acceptance of Volunteers by Staff	page	15
Volunteers as Volunteer Supervisors	page	15
Evaluation	page	15

Chapter 8 - Recognition & Benefits

Recognition	page	16
Benefits of Volunteering	page	16
Access to Foundation Properties & Materials	page	16
Reimbursement for Expenditures	page	16
Requesting a Reference	page	17
Tax Deduction Information	page	17

Chapter 9 - Grievances, Discipline & Termination

Corrective Action	page	18
Concerns and Grievances	page	18
Boundary Issues	page	18
Resignation	page	18
Exit Surveys	page	18
Termination of Assignment	page	19

Chapter 10 - Volunteer Rights & Responsibilities

A Volunteer Has the Right	page	20
A Volunteer Has the Responsibility	page	20

Chapter 11 - Safety and Emergency Procedures

Safety	page	21
Emergency Procedures	page	21

Chapter 12 - Forms

Orientation Checklist	page	22
Volunteer Application	page	24
Statement of Confidentiality	page	26

CHAPTER

1

SAN DIEGO ADAPTIVE SPORTS FOUNDATION OVERVIEW

MISSION STATEMENT

The Mission Statement of the San Diego Adaptive Sports Foundation (SDASF) reads: *“Improving the quality of life for children and adults with physical disabilities through sports and recreation”*

SDASF recognizes that involvement in sports increases self-esteem, encourages independence and enhances quality of life, and that individuals with physical disabilities deserve the same opportunities to participate in recreational and competitive sports experiences as their able bodied peers

HISTORY OF FOUNDATION

San Diego Adaptive Sports Foundation was formed in January 2006 with the purpose of providing year round adaptive sport leagues, camps and clinics. Sports such as basketball, soccer, football and rugby will be promoted and used as effective tools to promote fitness and healthy lifestyles. SDASF and Balboa Medical Center San Diego have partnered to offer adaptive sports training to the newly injured soldiers returning from Iraq and Afghanistan conflicts. The Foundation held its first public event in July 2006; Adaptive Sports SummerFest, a collaborative event that helped to raise awareness about adaptive sports opportunities in Southern California.

CLIENTS SERVED

San Diego Adaptive Sport Foundation serves children and adults, ages 4 and up, who exhibit some type of permanent physical disability. Diagnoses may include but are not limited to: spinal cord injury, spina bifida, cerebral palsy, amputations, muscular dystrophy, acute transverse myelitis, Guillen Barre Syndrome and other disorders that may cause a permanent physical disability and prevent participation in ambulatory sports.

GOALS & OBJECTIVES

- ❖ To coordinate and foster a program of adaptive sports for individuals, residing in but not limited to the greater San Diego area, with a permanent physical disability that prevents them from participating in regular sports and athletics by:
 - Providing competitive league sports
 - Providing recreational team sports
 - Providing other adaptive sports as the need and interest present

- ❖ To make this program available to individuals of all ages and abilities by:
 - Recruiting eligible individuals to the program through outreach and interfacing with other community organizations
 - Assisting in raising funds for the necessary equipment, especially specialized wheelchairs and other adaptive equipment as needed
 - Assisting in raising funds for the travel needed for true participation in adaptive sports on a competitive level
 - Securing a suitable site(s) for regular practices and competitions
 - Providing the organization and expertise needed to run a competitive sports program for those interested
 - Providing the organization and expertise needed to run a recreational sports program for those interested
 - Providing coaching that will improve the participants abilities
 - Working with local and national community programs to combine with or enhance existing adaptive sports programs
 - Working with local and national adaptive sports associations and governing bodies to participate in competitive sports
 - Working cooperatively with volunteers to assist in running the programs

- ❖ To provide these individuals with the benefits that come from sports and athletics:
 - Reaching and maintaining a healthy weight
 - Building improved strength and cardiovascular health
 - Learning the benefits of teamwork and working for the greater good
 - Learning to accept and benefit from coaching and criticism
 - Reaching greater independence
 - Achieving greater self esteem
 - Improving socialization skills and experiences

CHAPTER

2

VOLUNTEER DEFINITION & DETERMINATION

DEFINITION OF VOLUNTEER

A volunteer is anyone who, without compensation or expectations of compensation beyond reimbursement for volunteer related expenses, performs a service at the direction of and on behalf of SDASF. A volunteer will officially be accepted and enrolled by the Foundation prior to the performance of assigned tasks. Volunteers are essential to the agency; however, they are not categorized as employees of the Foundation.

EMPLOYEES AS VOLUNTEERS

Under no circumstances is an employee expected to volunteer their time, nor are they expected to volunteer for duties they are normally paid to do. Employees may not volunteer for duties they are normally paid to do.

FAMILY MEMBERS OF STAFF AS VOLUNTEERS

Family members of staff may volunteer with SDASF. When family members are enrolled as volunteers, they will not be placed under the direct supervision of members of their families who are employees.

CLIENTS AND THEIR RELATIVES AS VOLUNTEERS

Clients of SDASF may be accepted as volunteers, where such service does not constitute an obstruction to or conflict with provisions of services to the client or to others. In addition, clients will not be placed in positions that may impact or affect the services a client receives from SDASF. Relatives and clients may serve as volunteers, but possibly may not be placed in a position of direct service to members of their family who are receiving service.

MINORS AS VOLUNTEERS

Interested individuals must be at least 14 years old to volunteer at SDASF. Individuals under the age of 18 must have permission from a parent or guardian.

CHAPTER

3

VOLUNTEER APPLICATION PROCESS

JOB DESCRIPTION

Each volunteer will have a job description for the type of task(s) they will provide for SDASF. Volunteer staff, just as paid staff, benefits from a clear, complete and current description of the duties and responsibilities of the service that they are expected to provide. This description will be given to each accepted volunteer and should be utilized in subsequent management and evaluation efforts.

RECRUITMENT

Volunteers shall be recruited by SDASF on a pro-active basis, with the intent of broadening and expanding the volunteer involvement in the disabled community. Volunteers shall be recruited and selected without regard to gender, disability, age, sexual preference, race, religion, or other condition. The sole qualification of volunteer recruitment shall be based upon the individual's ability to perform a service on behalf of and for SDASF without creating a safety risk to clients, other volunteers, employees or the general public. Volunteers may be recruited through an interest in the disabled population, program or general interest in volunteering, which may coincide with a particular event. Various methods of recruitment will be utilized to attract the required number of volunteers for SDASF.

INTERVIEWING

Prior to being assigned a volunteer position, volunteers may be screened and interviewed to ascertain their suitability for and interest in the volunteer position. This interview shall determine the qualifications of the volunteer and his/her commitment to fulfill the requirements of the service description. The interviewer shall attempt to answer any questions that the volunteer might have about the position. Interviews will be conducted in person.

APPLICATION

All prospective volunteers with SDASF will complete a volunteer application. By signing the completed application, prospective volunteers will certify that all statements are true with the understanding that false statements will be grounds for denying or revoking their participation as a volunteer with SDASF. One-time volunteers are required to fill out a standard application form.

REFERENCES

All interested individuals must list two professional or personnel references on the volunteer application. References must be called and the Volunteer Coordinator must document feedback, before volunteer may assume his/her duties.

CRIMINAL RECORDS CHECK

As appropriate and for the protection of clients, volunteers in certain assignment categories may be asked to submit to a background criminal check and/or be fingerprinted using the Live Scan Process. Volunteers who refuse to comply with this policy will be refused assignment.

DOCUMENT OF ASSIGNMENT

Prior to commencing service, each volunteer is required to sign an agreement stating the terms of the volunteer service assignments, which includes adherence to SDASF confidentiality policies and a drug free environment.

PLACEMENT

When placing a volunteer in a position, consideration will be given to the interest and capabilities of the volunteer and to the requirement of the volunteer position. A placement will not be made unless the requirements of both the volunteer and the supervising staff can be met. A volunteer will not be assigned to a position, nor will a position be assigned to an unqualified or uninterested volunteer.

SERVICE AT THE DISCRETION OF SDASF

SDASF accepts the services of all volunteers with the understanding that such service is at the discretion of SDASF. SDASF reserves the right to reject the application of any volunteer, for any reason, at its sole discretion. SDASF is not required to provide the reason(s) why it selects or rejects volunteer applicants. Volunteers agree that SDASF at any time, within the sole discretion and without specific or stated cause, may decide to terminate the volunteer relationship with SDASF. Final acceptance of the volunteer will only be approved by the Program Director.

CHAPTER

4

VOLUNTEER JOB DESCRIPTION & PERFORMANCE STANDARDS

VOLUNTEER JOB DESCRIPTION

Under the Supervision of the Volunteer Coordinator, volunteers will perform a variety of duties and activities. Typical volunteer responsibilities may include but are not limited to:

- Assisting staff with the planning and organizing of events
- Attending monthly event planning meetings and sub-committee meetings as needed
- Working on projects at home or in the office
- Soliciting cash and in-kind donations from community businesses and agencies
- Speaking to potential donors or sponsors on behalf of the SDASF
- Outreach with newly injured individuals at hospital and rehabilitation settings
- Assisting staff at events
- Setting up and taking down equipment at all events
- Assisting staff with administrative duties (filing, word processing, mailings, etc.)
- Serving as Sport Coaches, Program Assistants, Medical Personal or other

VOLUNTEER JOB PERFORMANCE

SDASF values the highest standards of service to persons with physical disabilities. Volunteers play a significant role in assisting SDASF to achieve this goal. Volunteers are measured by the following list of performance standards:

- Adheres to assigned schedule
- Calls to inform supervisor if he or she is running late
- Arrives on time and is ready to work
- Demonstrates an enthusiastic and positive manner
- Works in a cooperative fashion with staff, fellow volunteers and outside agency representatives
- Represents SDASF appropriately and professionally
- Treats others with dignity and respect
- Prioritizes and completes assigned tasks
- Seeks clarification if has question or is unclear
- Demonstrates appropriate safety awareness
- Informs Program Manager of problems as they arise
- Follows SDASF policies and procedures
- Makes helpful suggestions which improve overall event or activity
- Serves as a good role model for others to emulate

CHAPTER

5

VOLUNTEER TRAINING & DEVELOPMENT

ORIENTATION

The Volunteer Coordinator will provide orientation to SDASF programs and events for volunteers. All volunteers will receive a general orientation on the nature and purpose of the agency, the program or activity for which they are recruited. Upon review and completion of each policy and procedure, the volunteer must initial and sign the orientation checklist. Volunteers will not be allowed to assume their duties until all policies and procedures are reviewed and understood.

TRAINING

SDASF shall provide training pertaining to the specific program or event to which the volunteer will be assigned. Trainings will include situations particular to that program, event, or client population and may include on the job 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 should be appropriate to the complexity and demands of the position and the capabilities of the volunteer.

CONTINUING EDUCATION

At the sole discretion of SDASF, volunteers may participate in additional training sessions, such as those set up for staff at no cost to the volunteers. Just as staff, volunteers should attempt to improve their levels of skill during their terms of service. Additional training and educational opportunities should be made available to volunteers during their connection with SDASF. This continuing education may include both additional information on performance of their current volunteer assignment as well as more general information, and might be provided either by SDASF or by assisting the volunteer to participate in educational programs provided by other groups.

CONFERENCE ATTENDANCE

Volunteers are authorized to attend conferences and meetings that are relevant to their volunteer assignments, including both those of the agency and of other organization. Prior approval from the Program Director must be obtained before attending any conference or meeting if attendance will interfere with the volunteer's work schedule or if reimbursement of expenses is sought.

CHAPTER

6

VOLUNTEER POLICIES & PROCEDURES

SEXUAL HARRASSMENT

SDASF and federal law prohibit sexual harassment. Outlined below is a definition of sexual harassment according to the federal law. Sexual harassment is defined as unsolicited and unwelcome sexual advances, requests for sexual favors. Other verbal and physical conduct of sexual nature constitutes sexual harassment when:

- Submission to such conduct is made explicitly or implicitly a term or condition of an individual's employment.
- Submission to or rejection of such conduct by an individual is used for the basis of employment affecting such individual.
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

Sexual harassment can include a wide range of behaviors including:

- Suggestive or obscene letters.
- Derogatory comments, slurs or jokes; crude or vulgar language.
- Leering or sexually oriented gestures.
- Display of sexually suggestive or derogatory objects, pictures, cartoons, or posters.
- Whistling or catcalling.
- Pinching or patting; unwelcome touching or hugging; impeding or blocking movement.
- Commenting on the clothing of an individual in a sexual way, for example, "I sure like the way those pants fit."
- Repeatedly asking someone out for a date after you have been turned down.
- Threatening or insinuating that lack of sexual favors will result in retaliation; withholding support for an appointment, promotion or transfer; failure of probation; punitive actions, or poor performance evaluation.

Whether or not the harassment occurred depends not on whether the act was intended to cause harm, **but on the effect of the act on the individual's employment or work environment.** All employees and volunteers should be able to enjoy a work environment free from all forms of discrimination, including sexual harassment.

Sexual harassment is a form of misconduct that undermines the integrity of the employment relationship. No employee or volunteer, either male or female should be subjected to unsolicited and unwelcome sexual overtones or conduct, either verbal or physical.

Sexual harassment does not refer to occasional compliments of a socially acceptable nature. It refers to behavior that is not welcome, that is personally offensive, that lowers morale, and that therefore interferes with work effectiveness.

If you believe that you have been lawfully harassed, speak to an event supervisor or Volunteer Coordinator right away. Document the incident immediately including the date, name(s) of any individual or witnesses involved.

If SDASF determines that an unlawful harassment has occurred, effective action will be taken in accordance with the circumstances involved. Any volunteer determined by SDASF to be responsible for unlawful harassment will be subject to appropriate disciplinary action, up to and including termination. Whatever action taken against the harasser will be made known to the complaining volunteer. SDASF will not retaliate against you for filing a complaint.

CONFIDENTIALITY

SDASF recognizes confidentiality as a living principle based on the sanctity and dignity of the human person. Therefore, SDASF will respect the privacy of personal information of those it serves or employs. Volunteers are responsible for maintaining confidentiality of all information to which they are exposed while serving as a volunteer. This information may involve a single staff, client, volunteer and others or involve foundation business. Failure to maintain confidentiality shall result in termination of the volunteer relationship or appropriate corrective action. **All volunteers must complete/sign SDASF Statement of Confidentiality.**

THREAT POLICY

A threat is defined as direct or implied expression of intent to inflict physical harm and/or actions that a reasonable person would deem as a threat to physical safety or property.

“Zero tolerance” meaning no threat will be tolerated even if they are said in a joking manner. Zero tolerance applies to everyone in the workplace including all employees, supervisors and volunteers. Report threats immediately. The responsible person to conduct an investigation and take action, should a threat arise, is the immediate supervisor available at time of the incident or the Volunteer Coordinator or Executive Director.

DRUG FREE ENVIRONMENT

The unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is not permitted.

SMOKING

Smoking is not permitted during any SDASF sponsored event or program or anywhere on its premises.

ALCOHOL

Volunteers are not to use alcoholic beverages during working hours or at any SDASF event. Volunteers are not to report to work under the influence of alcohol.

RISK MANAGEMENT

Five elements of risk management will be followed before a volunteer may commence his/her service to reduce potential risks to the agency and the programs:

- Volunteer applications must be filled out
- Written job descriptions must be completed
- Orientation and training must be provided
- A designated supervisor must be appointed
- Background check must be completed
- Fingerprint cleared using Live Scan
- Complete transfer training
- Orientation to “People First Language”

One time volunteers and short term, single event volunteers will require:

- A volunteer application form
- Written service descriptions
- Brief training
- A designated supervisor must be assigned.

FIREARMS

Volunteers may not use, carry or transport firearms during working hours or at any SDASF event.

CELL PHONE USAGE

SDASF understands that volunteers need to be accessible to family and friends in case of emergency. In order to focus on assigned duties, all volunteers are asked to refrain from excessive cell phone use during scheduled hours.

DRESS CODE

As representative of SDASF, volunteers, like staff are responsible for presenting a good image to clients, sponsors and the community. Volunteers should dress appropriately for the conditions and performances of their assigned duties. The Volunteer Coordinator will define proper dress during the interview process. The Volunteer Coordinator has the authority to decline the services of a volunteer who is dressed inappropriately.

CONFLICT OF INTEREST

A person, who has a conflict of interest with any activity or mission of SDASF, whether personal, philosophical, or financial, may not serve as a volunteer.

PROFESSIONAL SERVICES

Volunteer will not perform professional services for which a certification or license is required unless currently certified or licensed to do so. A current copy of such certification or license will be maintained in the volunteer’s personnel file.

ABSENTEEISM

Volunteers are expected to perform their duties on a scheduled and timely basis. If expecting to be absent from a scheduled duty, volunteers should inform the Program Director as far in advance as possible so that alternative arrangements may be made. Continual absenteeism will result in a review of the volunteer's work assignment or term of service.

LEAVE

Volunteers are encouraged to notify the Volunteer Coordinator prior to taking time off for leave purposes. Volunteers should not report to work when sick. In case of illness, volunteers are encouraged to call the Volunteer Coordinator within the hour they are expected to work. Daily calling is not necessary when it is determined the volunteer will be absent for more than 3 consecutive work-schedule days.

INSURANCE

Liability and accident insurance is not provided for volunteers engaged in SDASF business. Volunteers are encouraged to consult with their own insurance agents regarding the extension of their personal insurance to include community volunteer work. In addition SDASF does not provide any dental, health or life insurances to registered volunteers.

TIME COMMITMENT

Volunteers are asked to help plan, organize and work various adaptive sports and fundraising events. Individual volunteers will discuss their volunteer commitment with the Volunteer Coordinator.

MAINTENANCE OF RECORDS

A system of records shall be maintained for each volunteer within SDASF who carries management or direct service responsibility. Records will include the volunteer application, documentation of reference checks, training provided, hours contributed and tasks accomplished, positions held, and evaluation of service. Volunteer records shall be accorded the same confidentiality as staff personnel records. Volunteers must document hours worked at home, in the office and at events, on a regular basis and submit a list of hours worked to Volunteer Coordinator by the end of each month.

CHAPTER 7

SUPERVISION

Each volunteer shall report to the Director who is responsible for the direct management of the assigned volunteer, and shall be available to the volunteer for consultation and assistance.

ACCEPTANCE OF VOLUNTEERS BY STAFF

Since individual staff is in a better position to determine the requirements of their work and their own abilities, no volunteer will be assigned to work with a staff person without the consent of that staff person. Since volunteers are considered a valuable resource in performing the SDASF's work, staff is encouraged to seriously consider creative ways in which volunteers might be of service and to consult with the Volunteer Coordinator if they feel in need of assistance or additional training.

VOLUNTEERS AS VOLUNTEER SUPERVISORS

A volunteer may only act as a supervisor of other volunteers if specifically assigned to such duties by the Volunteer Coordinator and only so long as the volunteer supervisor is under the direct supervision of a paid staff member.

EVALUATION

Evaluation of a volunteer performance, oral or written, may be provided upon request of the volunteer. When possible, annual performance evaluations shall be provided to volunteers in ongoing direct service or managerial positions. The evaluation session is utilized to review the performance of the volunteer, to suggest any changes in work style, to seek suggestions from the volunteer on means of enhancing the volunteer's relationship with the agency, to convey appreciation to the volunteer, and to ascertain the continued interest of the volunteer in serving in that position. Evaluations should include both an examination of the volunteer's performance of position responsibilities and a discussion of any suggestions that the volunteer may have concerning the position or project with which the volunteer is connected. Affected staff should be involved in all evaluation and work assignments of volunteers with whom they are connected.

CHAPTER

8

VOLUNTEER RECOGNITION & BENEFITS

RECOGNITION

Volunteers will be recognized both formally and informally.

BENEFITS OF VOLUNTEERING

Volunteering is a way to provide a public service and to fulfill responsibilities to society. It provides an opportunity for people to be helpful. Volunteering can provide opportunities for learning, following an avocation and providing an outlet for creativity and energy. It can also provide valuable experience for future job opportunities.

Volunteering for SDASF can provide volunteers with advantages such as:

- Training
- Learning new job skills
- Supervision
- Experience to include in resume
- Recognition and intrinsic reward
- Improved sense of well being by helping others
- Being a part of a team
- Insight into ones own abilities and beliefs
- New friends and acquaintances
- Making a difference in the lives of others
- Networking opportunities
- A new understanding of cause, population or issue

ACCESS TO SDASF PROPERTIES & MATERIALS

As appropriate, volunteers should have access to SDASF property and materials necessary to fulfill their duties. The volunteer will receive trainings in the operations of any equipment. SDASF at times provides confidential information to volunteers. A volunteer will only have access to confidential information when that person signs SDASF's confidentiality agreement promising to maintain the confidentiality of the material. Similarly, volunteers may be provided with documents and other materials from SDASF during the periods of volunteer service. Volunteers are required to return all such materials when their service terminates.

REIMBURSEMENT FOR EXPENDITURES

Volunteers may be eligible for reimbursement of reasonable expenses incurred while undertaking business for the agency. The Volunteer Coordinator shall distribute information to all volunteers regarding specific reimbursable items. Prior approval must be sought for any expenditure.

REQUESTING A REFERENCE

Volunteers may use their experience as a reference for a job or further education. All requests for a reference should be directed to the Program Coordinator. SDASF reserves the right to provide references at its sole discretion.

TAX DEDUCTION INFORMATION

A number of benefits are available for volunteers under the charitable contributions deduction of the Internal Revenue Code. Volunteers may deduct un-reimbursed out-of-pocket expenses directly related to their volunteer service if they itemize deductions. The volunteer service, or other charitable donations, must have been contributed to a governmental or charitable nonprofit organization. Examples of the type of expenditure that volunteers may deduct on their tax returns may include:

- Bus and cab transportation expenses
- Parking costs and toll fees
- Telephone and cell phone expenses incurred while volunteering
- Supplies purchased to perform volunteer duties
- Automobile mileage and expenses for gas
- Dues, fees or assessment made to qualified organization

CHAPTER

9

GRIEVANCES, DISCIPLINE & TERMINATION

CORRECTIVE ACTION

SDASF, in its sole discretion, in appropriate situations, may take corrective action following an incident or evaluation. Evaluation of corrective action may include the requirement of additional training, re-assignment of a volunteer to a new position, suspension of a volunteer, or dismissal of volunteer service.

CONCERNS AND GRIEVANCES

Decisions involving corrective action toward a volunteer will be reviewed for appropriateness by the Program Director. If corrective action is taken, the affected volunteer shall be informed of the procedures expressing their concern or grievance. The Program Director will provide a written statement to the volunteer that describes the reason(s) for corrective action. A volunteer may provide a written request to the Program Manager to voice concerns regarding any corrective action.

BOUNDARY ISSUES

It is important for volunteers to recognize and abide by boundaries in their relationships with clients and staff members. Often, it is inappropriate for a volunteer to become involved with a client outside of the scope of the volunteer relationship. Becoming personally involved with a client can create liability exposure for the volunteer and SDASF, and may also undercut the effectiveness of the services that SDASF is providing to that client. There is no one clear standard that exists for boundaries between volunteers and clients. Volunteers shall receive orientation on maintaining appropriate boundaries while serving in a volunteer role with SDASF. When a volunteer considers becoming involved with a client or employee beyond his or her role as a volunteer, the volunteer should first discuss that relationship with the Program Director.

RESIGNATION

Volunteers may resign from their volunteer service with SDASF at any time. Because volunteers are so important to SDASF, it is requested that volunteers who request to resign provide advance notice of their departure and a reason for their decision.

EXIT SURVEYS

Exit Surveys, where possible, will be conducted with volunteers who are leaving their positions. The survey 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 of the Foundation.

TERMINATION OF ASSIGNMENT

Volunteer assignments may be terminated at the sole discretion of SDASF for any reason or no reason. Typical reason for termination of assignment may include, but are not limited to, the following; misconduct or insubordination, being under the influence of alcohol or illegal drugs, theft or misuse of property, noncompliance with agency policies and procedures and failure to satisfactorily perform assigned duties. Termination of the assignment may also include the end of the assignment or project.

The Program Director will be responsible for identifying the reason for termination and to meet with the volunteer to inform him/her of the termination. Volunteers will be given the opportunity to express their views and opinions of the violation. Should the volunteer disagree with the termination, an investigation will be conducted. The final decision on the termination will be the decision of the Program Director and the Executive Director. The volunteer will be notified in writing of their dismissal.

CHAPTER 10

VOLUNTEER RIGHTS AND RESPONSIBILITIES

Volunteer Rights and Responsibilities will be provided to each new volunteer of the Foundation and are as follow:

A VOLUNTEER HAS THE RIGHT

- To be treated with the same respect and dignity as SDASF employees.
- To have a suitable assignment that is worthy and challenging with consideration of personal preference, temperament, life experience, education, and employment background.
- To receive orientation.
- To receive training and supervision for the task accepted.
- To be trusted with confidential information that will assist with the assignment.
- To be heard.
- To be free to make suggestions.
- To expect that his or her time will not be wasted by lack of planning, coordination and cooperation within the foundation.
- To indicate limitations on time and responsibilities.
- To receive recognition when appropriate.
- To expect expertise from their supervisors.

A VOLUNTEER HAS THE RESPONSIBILITY

- To work as a member of a team with SDASF staff and other volunteers.
- To report any situation out of the ordinary, which may cause harm to self or others.
- To be supportive of the mission, goals and procedures of SDASF.
- To accept an assignment of his/her choice with only as much responsibility as he/she can and is willing to handle.
- To maintain confidentiality of all information which he or she receives.
- To not let prejudice interfere with volunteer performance.
- To not pressure clients, staff or other volunteers to accept the volunteer's standards or beliefs.
- To not receive gifts or tips from clients as a way of saying "thank-you".
- To stipulate limitations on time and responsibilities.

CHAPTER

11

SAFETY AND EMERGENCY PROCEDURES

SAFETY

Every volunteer is responsible for the safety of his/her self as well as others in the workplace. To achieve a safe working environment, everyone must be safety conscious at all times. In compliance with California Law, and to promote the concept of a safe working environment SDASF maintains an Illness and Injury Prevention Program.

EMERGENCY PROCEDURES

Emergency conditions generally come under the following definition:

- Fire
- Earthquake
- Flooding
- Medical and First Aide Emergencies
- Explosion
- Bomb Threat
- Terrorism
- After Hours Emergencies
- Workplace Violence

Emergency procedures will be reviewed as needed by the Volunteer Coordinator or site-specific event supervisor.

CHAPTER

12

VOLUNTEER ORIENTATION CHECK LIST

Chapter 1 - Foundation Overview _____

Mission Statement
History of SDASF
Clients Served
Goals & Objectives

Chapter 2 - Volunteer Definition & Determination _____

Definition of Volunteer
Employees as Volunteers
Family Members of Staff as Volunteers
Clients and Their Relatives as Volunteers
Minors as Volunteers

Chapter 3 - Volunteer Application Process _____

Job Description
Recruitment
Interviewing
Application
References
Criminal Records Check
Document of Assignment
Placement
Service at the Discretion of SDASF

Chapter 4 - Volunteer Job Description & Performance Standards _____

Volunteer Job Description
Volunteer Job Performance

Chapter 5 - Volunteer Training and Development _____

Orientation
Training
Continuing Education
Conference Attendance

Chapter 6 - Volunteer Policies and Procedures _____

Sexual Harassment
Confidentiality
Threat Policy
Drug Free Environment
Smoking
Alcohol
Risk Management
Firearms

Cell Phone Usage
Dress Code
Conflict of Interest
Professional Services
Absenteeism
Leave
Insurance
Time Commitment
Maintenance of Records

Chapter 7 - Supervision

Acceptance of Volunteers by Staff
Volunteers as Volunteer Supervisors
Evaluation

Chapter 8 - Recognition & Benefits

Recognition
Benefits of Volunteering
Access to SDASF Properties & Materials
Reimbursement for Expenditures
Requesting a Reference
Tax Deduction Information

Chapter 9 - Grievances, Discipline & Termination

Corrective Action
Concerns and Grievances
Boundary Issues
Resignation
Termination of Assignment

Chapter 10 - Volunteer Rights & Responsibilities

A Volunteer Has the Right
A Volunteer Has the Responsibility

Chapter 11 - Safety and Emergency Procedures

Safety
Emergency Procedures

Chapter 12 - Forms

Orientation Checklist
Statement of Confidentiality
Volunteer Application
Volunteer Agreement
Volunteer Time Sheet



The San Diego Adaptive Sports Foundation

Volunteer Application

(Please complete all fields)

Last Name: _____ First Name: _____ M I: _____

Home Address: _____ City: _____ State: _____

Zip Code: _____ Date of Birth: _____ Male / Female: (circle one)

Home Phone: _____ Cell Phone: _____

Work Phone: _____ Email Address: _____

Employer's Name: _____ Occupation: _____

Emergency Contact Name: _____ Emergency Contact Number: _____

Drivers License Number: _____ State: _____ Expiration Date: _____

Name of Vehicle Insurance Company: _____

Vehicle Insurance Policy Number: _____ Expiration Date: _____

Trainings Skills and Interests

Past volunteers experience (if any):

Agency:	Duties Performed:	Dates of Service:
_____	_____	_____
_____	_____	_____
_____	_____	_____

Days you are available to volunteer:

Mon. ___ Tue. ___ Wed. ___ Thur. ___ Fri. ___ Sat. ___ Sun. ___

Hours you are available to volunteer:

	Mon	Tues	Wed	Thu	Fri	Sat	Sun
Morning: 8:00AM - 11:00AM							
Afternoon: 11:00AM - 5:00PM							
Evening: 5:00PM - 10:00PM							
Other: _____							

What SDASF program(s) and/or locations are you interested in?



The San Diego Adaptive Sports Foundation Volunteer Application

Languages spoken: _____

Do you currently hold any Certifications or Licenses? (Please include CPR/First Aid) Yes / No

If so, please list them and dates they expire:

How did you hear about the San Diego Adaptive Sports Foundation?

Are you a court appointed volunteer? Yes ____ No ____

Please list one professional and one personal reference:

1. _____
Name Phone Number Relationship

Street Address State Zip

2. _____
Name Phone Number Relationship

Street Address State Zip

I understand that random background checks may be done on all potential volunteers and authorize such check on myself. Also, I verify the above information is correct and may be validated if SDASF deems necessary.

Signature of Applicant: _____ Date: _____

Parent or Guardian (if under 18):

Print Name: _____ Relationship: _____

Signature: _____ Date: _____

Office Use Only: (Do not write below this line)

_____ Copy of Driver License

_____ Copy of Vehicle Insurance Policy

_____ Completed and background cleared form to SDASF

_____ Date Completed Orientation



**SAN DIEGO ADAPTIVE SPORTS FOUNDATION
STATEMENT OF CONFIDENTIALITY
AND VOLUNTEER AGREEMENT**

The purpose of this policy is to protect the rights of applicants for services or financial assistance against identification, exploitation, and embarrassment.

As a condition of my doing volunteer work with persons that are receiving services or other assistance from the San Diego Adaptive Sports Foundation, I _____, agree not to divulge any information regarding persons who have received services. I recognize that unauthorized release of confidential information may make me subject to criminal action under the provisions of Welfare and Institutions code, Section 10850 that states in part:

“Except otherwise provided in the section, no person shall publish or disclose or permit, or cause to be published or disclosed, any list of persons receiving public social services. Except for purposes directly connected with the administration of public social services, no person shall publish, disclose, or use or permit, or cause to be published, disclosed, or used, any confidential information pertaining to an applicant or recipient. Any violation of this paragraph is a misdemeanor”.

I understand and agree with San Diego Adaptive Sports Foundation’s requirements and the policy observing confidentiality and accept my responsibility to follow this policy in my role as a volunteer.

I agree to volunteer my services to the San Diego Adaptive Sports Foundation. I have read and understand the Volunteer Job Description. I agree to abide by the policies and procedures set forth in the Volunteer Manual. I further certify that I am capable of performing the duties set forth in the position description and will inform the Program Director or should I experience any limitations which may affect my duties as a volunteer. If I cannot complete the project or otherwise meet my commitment I will notify the Program Director immediately. I acknowledge that the San Diego Adaptive Sports Foundation will defend and indemnify me in any claim or action arising from my actions that are within the scope of my duties as a volunteer. I agree, however to defend and indemnify the Foundation in any claim of action arising from my actions which are outside the scope of my volunteer duties. Finally, I acknowledge that the loss and damage of personal property used while providing volunteer services is not reimbursable.

Signature of Applicant: _____ Date: _____

Parent or Guardian (if under 18):

Print Name: _____ Relationship: _____

Signature: _____ Date: _____