



# Volunteer Guide

**“STEPS leads, coordinates, creates, and delivers quality opportunities to impact self sufficiency and reduce poverty throughout our region.”**

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## **Brief STEPS History and Reasons to Volunteer**

STEPS Inc. has a rich history that dates back to 1976 when the Tri County Sheltered Workshop, a satellite program of Lynchburg Shelter Industries, was founded. Over the years STEPS has transformed from an agency centered around providing job training and employment opportunities to people with disabilities to a more expanded focus of creating, coordinating, and delivering quality comprehensive services in an effort to foster self-sufficiency and eliminate poverty.

STEPS offers a diverse array of services that include workforce development, economic development, housing, and education. The agency utilizes volunteers to enhance the delivery of services to STEPS customers and to assist the agency in building lasting community relationships.

There are multiple reasons to volunteer for STEPS. Through volunteerism, individuals can give back to their community, develop new friendships, acquire new skills, build upon a resume, gain work experience, and make an impact within the community.

*It's STEPS policy to treat all volunteers/interns equally without regard to any individual's gender/gender identity, race, religion, pregnancy, childbirth or related medical conditions, national origin, age, marital status, political affiliation, creed or color, or disability.*

## Volunteer Classifications

**Occasional or One-Time Volunteers:** Volunteers who work with STEPS on occasion or for only one specific event. These volunteers are not required to have a criminal background check nor are they required to participate in orientation.

**Regular Volunteers:** Volunteers who work a regular schedule in a program or are typically not under the direct supervision of a STEPS Employee. Regular volunteers may need to have a criminal background check if their assignment is working closely with children and/or incapacitated adults. Regular volunteers are also required to participate in orientation.

**Interns and Apprentices:** Internship and service-learning opportunities are available for students. Interns may include their experience with STEPS on their resume and future job applications. Interns will schedule regular hours with their supervisor. Interns and apprentices are not paid and are considered to hold volunteer status at STEPS. Interns and Apprentices are required to undergo a criminal background check should their assignment be working closely with children and/or incapacitated adults. Interns and apprentices will also need to participate in orientation.

## **Volunteer / Intern Requirements**

### **Orientation**

At the beginning of an assignment, the supervisor will orient the volunteer/intern to the volunteer's responsibilities. As volunteers/interns proceed in placement, volunteers/interns should not hesitate to approach their supervisor for assistance, especially if a situation arises about which the volunteer/inter is unsure, even after training.

- I. Introductions to staff
- II. Basic STEPS Information
  - a. STEPS Mission
- III. Schedule of day to day duties
- IV. Volunteer/Intern Policy
- V. Volunteer / Intern Confidentiality Agreement
- VI. Necessary Documents
  - a. All volunteers/interns are required to sign a volunteer/intern agreement form
  - b. Volunteers/interns must give signed permission on the STEPS Media Release form before their names or other personal information may be released to the media.
  - c. Volunteer/interns are required to sign the Volunteer Waiver form.
- VII. Tour of building

### **Background Check**

A criminal background check will be conducted on all potential volunteer/interns who will be regularly working with children or incapacitated adults.

HR will have the intern or volunteer complete the Peopletrail Employment Inquiry Release, Consumer Notification, and Authorization for Background Investigation forms prior to starting their internship.

An arrest, pending conviction of a certain felony or misdemeanor crimes or a pending or founded child, aged or incapacitated adult abuse or neglect investigation may prohibit volunteer/intern eligibility with STEPS.

Volunteers/interns who have a pending child, aged or incapacitated adult abuse or neglect or criminal investigation initiated at any time during their volunteer/intern service are subject to immediate suspension and/or termination of volunteer/intern service.

## Volunteer / Intern Policy

STEPS volunteers / interns are expected to behave in a manner that is consistent with our mission and values. Volunteers / interns are always expected to conduct themselves in a professional manner.

- Volunteers cannot be reimbursed for time worked.
- Volunteers shall be provided reimbursement for expenses with prior approval of staff. A Volunteer must complete a W-9 form for reimbursement of expenses.
- Volunteers must not be impaired in their ability to perform assigned duties in safe, productive, and healthy manner. The use of an illicit or judgement impairing substances while volunteering is strictly prohibited.
- STEPS values the health and safety of its volunteers. All volunteers are encouraged to use good judgement in practicing self-conduct. If a volunteer/intern is injured during volunteer service, regardless of the severity of the injury, the volunteer must immediately notify their supervisor.
- Misconduct on the part of volunteers is prohibited. Examples of misconduct include but are not limited to:
  - discriminatory behavior or harassment
  - failure to report arrest or criminal conviction
  - dishonesty in any form
  - abusive or profane language
  - fighting or threatening to harm another person
  - possession of a weapon
  - sexual misconduct towards any volunteer, STEPS staff member, or STEPS client
- If a volunteer witnesses or experiences any such behavior by a person associated with STEPS, the volunteer must report the incident to their supervisor. Should their supervisor be the individual behaving in such a manner, the volunteer should report the incident to the President / CEO.
- As a representative of STEPS, volunteers must maintain a clean, safe, and modest appearance. Dress shall be determined based on the volunteer's assignment. Clothing must be neat and clean, covering undergarments completely. Shorts that are of fingertip length are acceptable. T-shirts must not have vulgar, suggestive, or culturally insensitive statements.

- STEPS is not responsible for personal property for the volunteer/intern while at STEPS locations.
- It is the volunteer's responsibility to submit a time log of all hours served volunteering for the organization to their supervisor on a bi-weekly basis.
- Volunteers are prohibited from transporting clients without permission from the volunteer's supervisor.
- Volunteer's authorized to transport clients have submitted a copy of their driving record and have been notified of their authorization to transport.
- Volunteers / interns are not to make any statements on behalf of STEPS to representatives of the press, television, of radio, without President / CEO approval. Inquiries from the media must be referred directly to the President / CEO.
- Volunteers who do not adhere to the policies and procedures of STEPS or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. Grounds for dismissal may include but are not limited to: *(a confidential memo identifying the reason(s) for dismissal will be provided by HR)*
  - Violation of Volunteer / Intern Confidentiality Agreement
  - Gross misconduct of insubordination
  - Being under the influence of alcohol or drugs while performing volunteer duties
  - Theft of property or misuse of program equipment or materials
  - Mistreatment or inappropriate conduct toward participants, families, co-workers, or cooperating agency personnel
  - Taking action without supervisor approval that endangers the participant
  - Failure to satisfactorily perform assigned duties
  - Criminal activities
- STEPS reserves the right to terminate a member's volunteer / intern activities if his/her services are no longer wanted or needed for any reason.

## Volunteer / Intern Confidentiality Agreement

Volunteers/interns may, at times, have access to personal information pertaining to STEPS employees, participants, and clients. All such information shall be regarded as confidential. The policy on confidentiality shall be complied with at all time and must keep this information confidential even after a volunteer / intern leaves STEPS service.

It is expected that volunteers do not divulge any confidential or identifying information with anyone but staff working with the clients concerned. This includes but is not limited to sharing information with the volunteer's family members, spouse, significant other, or friends.

Violation of the confidentiality agreement could result in immediate termination of volunteer services and be forbidden from future volunteer/intern work with STEPS.

As a volunteer/intern, I have read the above confidentiality statement concerning the confidentiality of STEPS employees and clients and the rights of these individuals. Any infraction of STEPS employees, participants, and clients or organizational confidentiality may result in my termination as a volunteer and possible litigation against me by the individual or STEPS.

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Volunteer Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date



## Volunteer Position Description and Agreement

I, \_\_\_\_\_, agree to take on the volunteer position of \_\_\_\_\_ under the supervision of STEPS employee \_\_\_\_\_ . I have read the STEPS Volunteer Guide in full and agree to follow the guidelines outlined.

The expectations of this volunteer position include the following: *(to be filled out by supervisor)*

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\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

### To be signed by volunteer only if transporting clients:

In the event that I provide transportation for participant employees or clients, I understand that STEPS **does not** provide automobile insurance coverage for me as a volunteer. I certify that I have an automobile insurance policy which meets the minimum requirements of the Commonwealth of Virginia. *(Virginia requires the following **minimum coverage**: Bodily injury/death of one person \$25,000. Bodily injury/death of two or more persons \$50,000. Property damage \$20,000.)*

\_\_\_\_\_  
Signature of Volunteer

\_\_\_\_\_  
Date

## Volunteer Waiver Form

Name: \_\_\_\_\_ DOB: \_\_\_\_\_

### **RELEASE, WAIVER OF LIABILITY, AND MEDICAL CONSENT**

In any physical activity, including performing volunteer work at Southside Training, Employment and Placement Services, Inc. ("STEPS"), the risk of serious physical injury is possible. I, \_\_\_\_\_, hereby consent to volunteering for STEPS ("Activity") whether in or out of the STEPS facility, knowing, acknowledging, and recognizing the risks set forth above.

I am at least eighteen (18) years of age or I am the parent or guardian of the child participating as a volunteer. I understand that volunteering for STEPS, especially given that many of STEPS activities involve heavy machinery, could result in serious injury to my person and potentially death. I recognize these risks and expressly agree to assume the entire risk of any and all accidents or personal injury, including death, which I or others may suffer during the time I am volunteering at STEPS, whether due to negligence of others or not. I participate in this Activity knowing the existing weather conditions and/or other conditions and factors, and that these conditions may change during the time that I am participating in the Activity, and that these conditions and changes in those conditions may affect the level of risk associated with the Activity. I have no medical condition, which would prevent me from taking part in volunteer work and I assume responsibility for any risk or injury I may sustain as a result of my participation. Accordingly, I assume the risk of participating in the Activity and release STEPS, Inc. its directors, officers, employees, other volunteers, agents, and independent contractors (collectively, the "Released Parties") from any liability or claims of any sort arising out of the Activity.

Furthermore, I hereby agree to not to sue the Released Parties for injury or damage which occurs during or as a result of the Activity. I hereby forever release and discharge the Released Parties from any and all claims, demands, causes of actions, or liability of any kind whatsoever, which I may now or in the future have, known or unknown, which any way results from or arises out of or during the course of the Activity. I further agree to indemnify, defend, release, and hold harmless the Released Parties from and against any and all claims, causes of action, demands or charges of whatever nature which I or my child may claim to have or do have for injury and damages arising out of the Activity, even if caused in whole or in part by the Released Parties.

I grant my authorization and consent for any employee of STEPS to administer general first aid treatment for any minor injuries or illnesses experienced by me while performing the Activity. If the injury or illness is life threatening or in need of emergency treatment, I authorize the employee to summon any and all professional emergency personnel to attend, transport, and treat the participant and to issue consent for any X-ray, anesthetic, blood transfusion, medication, or other medical diagnosis, treatment, or hospital care deemed advisable by, and to be rendered under the general supervision of, any licensed physician, surgeon, dentist, hospital, or other medical professional or institution duly licensed to practice in the state in which such

treatment is to occur. It is understood that this authorization is given in advance of any such medical treatment, but is given to provide authority and power on the part of the employee in the exercise of his or her best judgment upon the advice of any such medical or emergency personnel.

**I, HAVE READ AND VOLUNTARILY SIGN THIS RELEASE AND WAIVER AND FURTHER AGREE THAT NO ORAL REPRESENTATIONS, STATEMENTS, OR INDUCEMENTS APART FROM THE FOREGOING WRITTEN AGREEMENT HAVE BEEN MADE. I, INDIVIDUALLY AND ON BEHALF OF MY CHILD, AGREE TO THE TERMS AND CONDITIONS STATED ABOVE.**

Date \_\_\_/\_\_\_/\_\_\_

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Signature of Parent or Guardian if Volunteer is under 18: \_\_\_\_\_

Printed Name of Parent or Guardian: \_\_\_\_\_