



FAITH
IN ACTION

Faith in Action Evanston

Volunteer Policies

A. Equal Opportunity Policy

Faith in Action Evanston maintains a strong policy of equal opportunity. We recruit, accept, train, promote, and dismiss volunteers on the basis of personal competence and job performance, without regard to race, creed, color, religion, sex, sexual orientation, age, marital status, or disability.

B. Volunteer Philosophy Statement

Faith in Action Evanston views volunteers as a valuable resource, and aims to give volunteers meaningful responsibilities, effective supervision, and recognition for work done. Volunteers are expected to actively perform their duties to the best of their abilities. While serving as a volunteer for *Faith in Action Evanston*, volunteers shall remain loyal to the mission and vision of *Faith in Action Evanston*.

C. Initial Involvement

Prior to being assigned an opportunity, all volunteers will meet with the *Faith in Action Evanston* Director or volunteer leader to ascertain their suitability for and interest in that position. (This initial meeting may take place in-person, by phone, or using other methods of communicating.) This screening process will offer the *Faith in Action Evanston* Director or other volunteer leaders the opportunity to learn more about each prospective volunteers, and give prospective volunteers the opportunity to learn more about *Faith in Action Evanston*.

D. Orientation and Training

All volunteers will receive a general introduction about the nature and purpose of *Faith in Action Evanston*, these volunteer policies, and an overview of the volunteer's work to be completed. Volunteers will receive instructions and/or orientation to provide them with the information and skills necessary to perform their volunteer responsibilities.

E. Supervision

Every volunteer will have a clearly identified supervisor (the *Faith in Action Evanston* Director or another volunteer leader) who will be available for consultation, support, and direction.

F. Feedback and Evaluation

The work of volunteers will be evaluated by program participants and/or the *Faith in Action Evanston* Director or another volunteer leader.

G. Recognition and Opportunities for Advancement

Faith in Action Evanston endeavors to recognize volunteers, both informally and formally. Volunteers will be made aware of other volunteer opportunities available for which they may be interested in participating, and will be given the opportunity to continue their involvement as appropriate.

H. Standards for Excellence

The lasting impression that volunteers make on those they serve reflects directly on *Faith in Action Evanston*. All volunteers should conduct their service in a manner consistent with the *Faith in Action Evanston* standards, policies, and procedures.

I. Media Conduct

Volunteers should not represent themselves as spokespersons or representatives of *Faith in Action Evanston* under any circumstances without prior approval. Only the Director or other designee shall serve as spokesperson for *Faith in Action Evanston*.

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J. Alcohol/Drugs

When participating in *Faith in Action Evanston* programs and activities, volunteers are prohibited from purchasing, transferring, using or possessing illicit drugs, alcohol, or prescription drugs in any way that is illegal. Implementing this policy provides a drug and alcohol free work place in order to ensure a safe, healthy, and productive environment for all volunteers and employees.

K. Harassment Policy

Volunteering should be an enjoyable experience. Harassment is not only illegal, but it also creates uncomfortable conditions and an unpleasant experience for everyone involved. Any volunteer who feels he or she is the subject of harassment should speak to his/her supervisor in attempt to reach a solution.

L. Safety and Legal Liability

Although *Faith in Action Evanston* does its best to provide safe conditions for our volunteers, *Faith in Action Evanston* counts on volunteers to be the best protector of their own personal safety. Volunteers should always be aware of where they are and what they are doing. Volunteers should pay particular attention to safety instructions and proper equipment use. Volunteers should voice safety concerns and report any injuries to the person in charge as soon as possible.

M. Gifts

Volunteers should not give or accept gifts of material value. However, the giving and receiving of small tokens of respect, friendship and appreciation (e.g., a card or flower) is not discouraged if the gifts are a natural expression of the person's lifestyle. Be aware that for some people, giving or receiving even the smallest gift places them in a position of obligation or establishes patterns that interfere with relationships.

N. Proselytizing

Volunteers will not proselytize (attempt to convert others to their own faith) or have religious discussions that bring discomfort to the person(s) they serve.

O. Accidents

In case of an extraordinary occurrence/serious accident in the home, volunteers are to call 911 unless directed otherwise at the time the assignment is made. The *Faith in Action Evanston* office must be notified immediately.

P. Activities to Avoid

Volunteers are not expected to and should not provide services of a medical, financial or legal nature. This includes skilled nursing care, bathing, tube feeding, dispensing medications, paying bills or signing any legal papers. Volunteers should not assist in any transfers that require lifting. This should not discourage the volunteer from helping a family member or other caregiver in these things when it would be helpful and is considered safe to do so. Also, volunteers are not discouraged from assisting a care-receiver who is able to lift, lower, and move himself but requires steadying or support in order to be safe. Volunteers should not have contact with any body fluids.

Q. Communicating Information

The volunteer is an important link in the monitoring and communicating of the neighbors' condition. Report to the *Faith in Action Evanston* office within 24 Hours all information that shows a dramatic change in conditions or needs of the neighbor / care-receiver. If there are doubts, the volunteer should still discuss concerns with the *Faith in Action Evanston* Director.

R. MUST REPORT . . .

The Volunteer must report any suspicion of abuse - physical, emotional, sexual, or financial to the appropriate Illinois authorities.

End.