

**WAIT House
Volunteer Policy
Date Adopted: 1/22/09**

The policy outlined below, in part, is required Subpart 182-1 Runaway and Homeless Youth Regulations for Approved Runaway Programs [effective 10/1/92]

Maintenance and Event Volunteers

Maintenance Volunteers are volunteers that assist with the ongoing maintenance of the shelter property including painting, cleaning, lawn care & sorting and organizing in-kind donations. Event volunteers serve on fundraising event committees, work at events or make in-kind donations to events.

1. Volunteer Screening
 - a. Anyone wishing to volunteer for WAIT House Maintenance or WAIT House Special Events will require no special screening. They will be asked to provide their name, address, telephone and email address before volunteering.
2. Training
 - a. Volunteers that may perform volunteer work in and around WAIT House will be given training on confidentiality of information regarding shelter residents.
3. Scheduling and Supervision
 - a. Maintenance and Event Volunteers can be scheduled by the volunteer coordinator, the house manager, committee chairs or the Director of Development
 - b. If any work takes place in and around WAIT House, at no time will a Maintenance or Event Volunteer be unaccompanied or unsupervised. A WAIT House staff member must be with the volunteer at all times. There should not be any physical contact between any Maintenance or Event volunteer and any shelter resident.

In-House Direct Care Volunteers

In-House Direct Care Volunteers are volunteers who participate in the emergency shelter or maternity group home programs and have direct interaction with program residents.

Volunteer Screening

- a. Information supplied by applicants for voluntary service shall be reviewed, evaluated and verified according to procedures established by the program. Information provided with regard to an individual's criminal history shall be processed and evaluated in accordance with the social services law.
- b. Applicants for volunteer services shall provide, at a minimum, the following information:
 - (i) an employment history, including relevant child-care experience;

- (ii) the names, addresses and telephone numbers, where available, of references who can verify employment history information and experience;
 - (iii) an educational history, including elementary school(s) and/or secondary school(s) or college(s) attended, the highest grade level or degree attained and credits earned;
 - (iv) all relevant special skills and training;
 - (v) the name, address and telephone number of two or more personal references, other than relatives, who can attest to the character and reputation of the volunteer;
 - (vi) a sworn statement indicating whether the applicant or volunteer has ever been convicted of a crime in any jurisdiction; and
 - (vii) a sworn statement that all information provided in the application is true, to the best of the volunteer's knowledge.
- c. Volunteer Screening will be performed by the volunteer coordinator. Selection of volunteers will be made in conjunction with the executive director.

2. Training.

- (1) The volunteer coordinator shall be responsible for ensuring that at least 8 hours of training is provided to each volunteer and that documentation is made of the receipt of such training by volunteers prior to beginning voluntary service. Volunteer training shall include the following topics:
- (i) safety and emergency procedures, including first aid;
 - (ii) case records and confidentiality of information;
 - (iii) boundary training
 - (iv) child abuse prevention and reporting requirements as set forth in and required by the social services law

3. Scheduling and Supervision

- a. The volunteer coordinator will be responsible for tracking In-House Direct Care Volunteer opportunities. The volunteer coordinator will work the case managers and/or direct care workers to determine when and where In-House Direct Care Volunteers may be needed.
- b. The volunteer coordinator will be responsible for recruiting volunteers who have been approved as a In-House Direct Care Volunteer. The volunteer coordinator will be responsible for scheduling these volunteers as needed.
- c. The volunteer coordinator will be onsite with all In-House Direct Care Volunteers for their first volunteer experience. The volunteer coordinator will follow up with each volunteer and WAIT House staff following any subsequent volunteer experiences.
- d. Any In-House Direct Care Volunteer who does not show up for a scheduled In-House Direct Care Volunteer opportunity and does not notify WAIT House staff in advance will be eliminated from the In-House Direct Care Volunteer program.
- e. The volunteer coordinator will provide an annual written evaluation of each In-House Direct Care Volunteer, review it with the volunteer and keep this evaluation in the volunteer's file.

Current Status of this Policy

Date: 1/22/09

The importance of volunteers to WAIT House and its mission cannot be overlooked.

However, at this time, the nature of the Emergency Shelter Program is not conducive to interaction between participants and volunteers from the community. The Emergency Shelter Program is a voluntary program. Residents are not required to remain in the shelter and they go to school, work, job-training, seeking employment and coordinating their benefits at various hours during the day and evening. They are not required to stay in the shelter during the evening and only need to be back in the shelter by curfew. The shelter population can vary greatly from day to day. WAIT House cannot require that the shelter residents participate in any activity or function involving volunteers from the community. WAIT House is adequately staffed to administer the Emergency Shelter Program by a Case Manager, Aftercare Coordinator, Executive Director, Direct Care Staff and Tutor. Without a Volunteer Coordinator to devise effective In-House Direct Care Volunteer opportunities and to screen, schedule and supervise In-House Direct Care Volunteers, it is not feasible to provide In-House Direct Care Volunteer opportunities to members of the community.

Volunteers are needed intermittently to perform maintenance and clean-up on the WAIT House premises and to assist on ad hoc committees and for fundraising and special events.

At this time it will the Board of Director of WAIT House will suspend the recruitment of In-House Direct Care Volunteers until such time as a volunteer coordinator becomes part of the WAIT House staff and can devote the time and attention necessary to follow the policy guidelines for In-House Direct Care Volunteers listed above and make a volunteer program a success.

At this time the Board of Directors of WAIT House will continue to recruit maintenance and event volunteers.

At this time it the Board of Directors will direct the staff to inform individuals expressing interest in volunteering for WAIT House of this policy. For those interested in being an In-House Direct Care Volunteer, their name will be taken and they will be referred to this policy for the process of becoming an In-House Direct Care Volunteer when recruitment of these volunteers is started again.