

**After School  
Arts & Life Skills  
Youth Development  
Program**

**Volunteer Handbook**



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## INDEX

INTRODUCTION: Welcome Letter.....	Page 3
• Mission & Vision statement.....	Page 4
• What is Circular flow?	
• What do participants do?.....	Page 5
• What is unique about the program?	
• What do participants gain from being in the program.....	Page 6
• What are the goals of Circular Flow?	
Where do YOU (volunteers) fit in? --.....	Page 7
BECOMING A VOLUNTEER	
VOLUNTEER RIGHTS AND RESPONSIBILITIES.....	Page 8
DUTY OF CARE	
POLICIES AND PROCEDURES.....	Page 9
SERVICE AND PROFESSIONALISM.....	Page 11
GENERAL INFORMATION.....	Page 13
VOLUNTEER APPLICATION.....	Page 14
VOLUNTEER AGREEMENT.....	Page 15
RECOGNITION & REWARDS.....	Page 16
STAFF CONTACT INFORMATION.....	Page 17

## WELCOME

Welcome to **Circular Flow Inc.** We are pleased to have you with us and hope that you find your new role rewarding and challenging. **Circular Flow Inc.** is a new and emerging company, and we feel that all of us have the opportunity to benefit. We want to maintain the benefits of our current environment as we expand and grow the company over the coming years.

To reach our goal we must provide superior service to our youths and this means selecting the best people. As a member of **Circular Flow Inc.** team, you are critical to our success. Through your success we can reach our goals.

**Circular Flow Inc.** strives to create an exciting, challenging and rewarding work environment that allows you to flourish. As a dynamic company, we offer opportunities to enhance you career skills and passions. We want you to build a long and successful association with **Circular Flow Inc.** and be a happy and productive member of our team. Through your dedication, creativity, perseverance and efforts, our company will continue to grow.

Once again, welcome **Circular Flow Inc.** and our best wishes for success. We appreciate your confidence in our future. Let's grow together.

Regards,

**Robert Mitchell Jr.**

**Executive Director/Founder**

## **MISSION STATEMENT**

To empower youths to lead socially adjusted and productive lives by offering arts enrichment, life skills, leadership skills and career planning.

## **VISION STATEMENT**

To empower and inspire youths to utilize their individual and collective strengths in interdisciplinary arts, leadership, economics and diversity to refine their immediate and surrounding communities.

## **ABOUT US-What Is Circular Flow?**

I. Origin- Circular Flow Inc. began informally in 1995 as a Hip Hop group called **Circular Flow** whose main objectives were to spread positive messages to young people about self awareness, making positive choices, and overcoming obstacles within their environment. A few years later **Circular Flow** incorporated some of the same principles in working with young people in order to cultivate their personal (artistic, etc.) and social development.

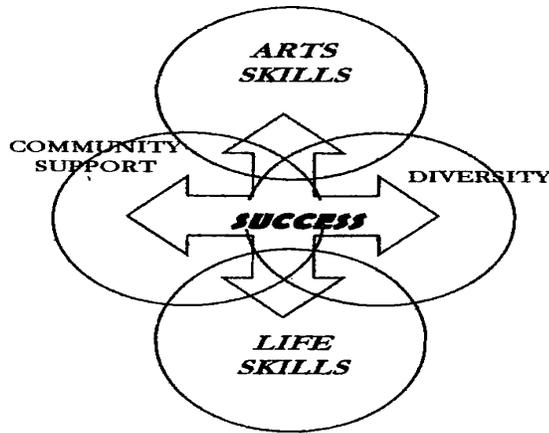
Therefore, we implemented a group project at a residential group home utilizing arts and social skills training for the young male's ages 10-17 who participated in the project. Together we shaped the foundation of **Circular Flow** the organization. In due time, we transformed **Circular Flow** the rap group into a non-profit organization while still spreading **Circular Flow's** positive messages to young people by performing rap music in venues such as the (DEMF) Detroit Electronic Music Festival and the (YES) Youth Empowerment Summit. Alongside this, **Circular Flow** had the opportunity to implement a mentorship program in a local elementary school based on the **Circular Flow** model. Next, **Circular Flow** had the opportunity to initially collaborate with **Girl Scouts-Studio2B** that transformed into partnering with **Marygrove College**. The partnership with Marygrove consisted of a 12-week program working with a diverse composition of young ladies in grades 10 through 12. Our program focused on exploring relevant arts and life skills topics with an emphasis on leadership, diversity & entrepreneurship.

### **II. The Circular Flow Model**

The **Circular Flow** model- combines exploration in the arts, with life and social skills training, career planning, for young people grades 9-12.

The **Circular Flow** model emphasizes young people discovering their own individual strengths and challenges as they engage in activities and events with others. At the same time, members are exploring, discovering, gaining an understanding, and valuing, the strengths and challenges of others as well. In time, they begin to enhance critical thinking skills which lead to finding creative ways to utilize those strengths in an individual and ultimately collective manner that does not exploit other people nor does it compromise their own individuality. The staff and support team of **Circular Flow Inc.** focuses on guiding young people in a positive direction by encouraging and channeling them to learn, share, embrace, inspire and utilize the strengths and challenges of each person or group to counterbalance and ultimately strengthen one another.

# PROGRAMS/ACTIVITIES-What Do we Do?



## What do participants do while in the program?

Over the course of the program participants will have the opportunity to focus on arts topics of their choice such as Poetry, Hip Hop, Dance, Drama, Fashion, etc. Meanwhile, they participate in life skills workshops, career exploration, a public presentation of their arts skills, and engage in service projects for the community.

(Activities are open for change(s) based upon the input/needs of the group)

Program components	Possible Activities	Possible Benefits
<b>Arts enrichment</b> 1. Poetry 2. Drama 3. Hip Hop 4. Dance 5. Fashion 6. Drawing 7. Graphics	1. Arts workshops 2. Project work 3. Public Demonstration 4. Community service work 5. Field Trips  6. Show & share	a. Volunteer credit hrs. b. Portfolio c. CD d. Personal Paintings e. Photos f. Experience g. Exposure h. Variety i. Meeting professional artist j. Cultivating artistic skills k. Self expression l. Fun  m. Differentiated instruction for different learning needs/styles
<b>Life skills topics</b> 1. Self awareness 2. Communication 3. Career planning 4. Conflict Resolution 5. Leadership  6. Diversity	1. Arts sessions incorporating life skills themes 2. Life Skills sessions 3. Guest speakers 4. Workshops 5. Group work 6. Job seeking skills 7. mock interviews 8. resumes 9. Group dialogue	a. Increasing employability skills b. Improving communication skills c. Developing coping strategies d. Learning to set and complete goals e. Self awareness f. Improving skills with working in a team g. Developing leadership skills h. Career guidance i. Resources for career j. Educational guidance k. Peer support

**What is *unique* about this program?**

This program focuses on cultural diversity and cultural competence along with developing arts and life skills. Circular Flow programs stress genuine acceptance and respect for cultural differences, a clear understanding of the similarities and differences between groups as well as within groups, and a high regard for culture as a core part of who we are as individuals and communities.

**What will participants gain from being in this program?**

Teenagers participating in our program will gain self awareness, explore their creative potential, develop greater appreciation for themselves and others, practice team building and leadership, develop communication and coping skills, meet and gain career resources from professionals and model cultural competence to the community while learning to value it themselves - all in a safe and nurturing environment.

**What goals does Circular Flow have for the youths and the program altogether?****Program Goals**

1. Provide youths a safe environment to explore creativity
2. Guide youths toward positive personal development.
3. Connect youths to others.
4. Enhance youths' awareness of career options in and through the arts.
5. Improve leadership skills.

**Short Term Goals**

1. To develop a strong core of youth participants committed to staying involved in the program.
2. To institute programs in the major regions of Detroit, metropolitan Detroit and the multiple ethnic communities.
3. To secure funds to maintain a quality program.

**Long Term Goals**

1. To expand services throughout the metro Detroit area and nation
2. To develop internal means for financing program outside of funding
3. To build cultural collaboration throughout Detroit and metropolitan Detroit
4. To secure a network of partners willing to employ our youths.
5. To involve youths in the development of the organization.
6. To strengthen the involvement of the parents and community in the organization.

# WHERE DO YOU (Volunteer) FIT IN?-HOW TO GET INVOLVED

## I. BECOMING A VOLUNTEER

**ALL VOLUNTEERS WITH CIRCULAR FLOW'S AFTERSCHOOL PROGRAM MUST BE 19 YEARS OF AGE OR OLDER AND MUST SUCCESSFULLY COMPLETE THE FOLLOWING STEPS:**

1. Complete an Application form
2. Provide two letters of reference
3. TB test
4. Criminal Background check
5. FIA clearance
6. Meet with the Program Coordinator for an interview
7. Attend an Orientation Session

## II. VOLUNTEERS CAN EXPECT THE FOLLOWING FROM US:

1. Job descriptions
2. Volunteer Handbook
3. Training
4. Supervision
5. Timesheets
6. Recognition

## III. VOLUNTEER RIGHTS AND RESPONSIBILITIES DUTY OF CARE

*The duty of care is the legal obligation to take reasonable care to protect others from harm. We as an organization are committed to protect the safety, dignity and rights of program participants, our staff and the community at large. We fulfill our duty of care by: Maintaining safe and secure premises.*

Offering safe and meaningful programs and services.

Selecting and hiring competent and suitable individuals - this is the reason for our screening process.

Every individual involved in our programs owes the duty of care to:

- Program participants
- Staff and other volunteers
- The community at large
- Circular flow Inc. itself

Volunteers and staff are equal partners in the Circular Flow, playing a complementary role to each other with different rights responsibilities. As a volunteer, your rights and responsibilities are as follows:

### RIGHTS

- To be safe
- To be heard
- To be respected
- To be fully trained
- To be given sound advice and direction
- To know as much about the organization as necessary
- To be treated as a co-worker
- To be given a variety of assignments

- To have regular evaluation of your performance
- To be appreciated and recognized

## RESPONSIBILITIES

- To dress appropriately
- To actively perform your duties the best you can
- To comply with our policies and procedures
- To be willing to join in and learn.
- To respect program confidentiality
- To call as soon as possible if you are unable to be present for your assignment
- To be on time for your assignment
- To be prepared for your assignment
- To act as a role model to program assistants.

## IV. CHARACTERISTICS OF A SUCCESSFUL VOLUNTEER

**1. Be Well Groomed:** You, as a volunteer, will set an example for the students with whom you work. It is, therefore, important that you dress appropriately. The volunteer should also dress according to the duties of his/her job.

**2. Sign In and Out:** Each time you arrive at the site; you must sign in and take your volunteer name tag. The sign-in sheets/cards are normally located in the school office. Locate the sheet/card with your name and record the time and date. Before you leave the school, you must sign out and return your volunteer name tag.

**3. Accept Directions** From the Lead staff: The volunteer is a very important part of the educational staff who works under the direction of a teacher or other staff member. The volunteer supplies support to the teacher but is not a substitute for the teacher. It is the teacher who must decide the educational plan and design the activities for the students.

**4. Be Adaptable:** Working with students, teachers, and in schools requires adaptability. You must be willing to adjust to varying facilities, resources and students. For instance, if the school does not have a room in which to work, or if the material is not what you are accustomed to using, then make do with what is available.

**5. Be Dependable:** You are a vital part of the education of students, and you are depended upon. It is very important that you be dependable in every aspect of your work with the school, teacher and especially, the students.

**6. Be on Time:** The teacher has planned activities for you to do which must begin at a specific time. Therefore, it is very important that you be at your job at the agreed upon time.

**7. Notify** the Site Coordinator or If You will be Absent:

If you have to miss your scheduled time, notify the school as far in advance as possible. Remember, the teacher has planned for you to be there and if you will not be able to come, adjustments will have to be made.

**8. Keep Information Confidential: Confidentiality** is absolutely essential! you may hear, see, or otherwise acquire privileged information and is to be kept confidential nature of school records, as members and students.

**9. Listening** to a student is one of the most important things you can do for him/her. It helps to teach most of the basic skills students need. Remember to be on the same level as the student so that you can look

**10. Have fun.** Volunteering is a great way to meet new people, learn new things, and use your skills to help others. Enjoy the experience!

**11. Document.** Keep track of on goings of students. Their progress and other events/incidents .

## **POLICIES AND PROCEDURES**

The policies and procedures in this handbook are not intended to be contractual commitments by Circular Flow Inc., and (volunteers) shall not construe them as such.

The policies and procedures are intended to be guides to management and are merely descriptive of suggested procedures to be followed. Circular Flow Inc. reserves the right to revoke, change or supplement guidelines at any time without notice.

No policy is intended as a guarantee of continuity of benefits or rights. No permanent employment or employment for any term is intended or can be implied from any statements in this manual.

### **A. EQUAL EMPLOYMENT OPPORTUNITY**

It is the policy of CFI not to unlawfully discriminate based on an individual's race, color, national origin, ancestry, religion, sex, age, height, weight, veteran status, marital status, non-disqualifying disability, sexual orientation or other characteristics protected by law. This policy applies to all employment practices and personnel actions, including hiring, promotion, recruiting, termination, and compensation.

In addition, it is the policy of CFI to provide reasonable accommodation to qualified persons with known disabilities unless doing so would result in an undue hardship.

All contractors are expected to comply with both the letter and the spirit of this policy. Contractors feeling that they have been victims of unlawful discrimination should feel free to discuss this with the Executive Director.

### **B. EMPLOYMENT(VOLUNTEER) RELATIONSHIP**

Employment/volunteerism with Circular Flow Inc. is "at-will," which means that either you or the Company can terminate the employment relationship at any time with or without cause or notice. Circular Flow Inc has the sole right to make all job assignments, to set all terms for compensation and benefits, to determine whether any employee will be promoted, demoted, remain employed, be terminated or laid off and to make all other employment decisions. No supervisor, personnel representative or other person employed by the Circular Flow Inc, other than the Executive Director, with the approval of the Board of Directors, has authority to enter into any agreement contrary to the foregoing, including the at-will employment relationship, and that such an agreement, between the employee and Circular Flow Inc, if one, must be in writing, signed by both the Executive Director and the employee. Any policy, including the Personnel Policies and Practices, as well as any other documents or oral statements made to any employee during the course of employment, shall not be construed as a contract or in any way alter the at- Circular Flow Inc may terminate employment at any time if it discovers that any employee has provided incomplete, false, or misleading statements in his/her employment application.

### **C. HARASSMENT POLICY**

CFI is committed to maintaining a work environment free of harassment and unprofessional behavior.

All volunteers are responsible for assuring that our workplace is free from harassment based on or as the result of an individual's race, color, national origin, ancestry, religion, sex, age, height, weight, veteran status, marital status, non-disqualifying disability, sexual orientation or other characteristics protected by law, whether or not this behavior results in a violation of the "law." Any contractor violating this policy will be subject to disciplinary action up to and including discharge.

## I. Definition of Sexual Harassment

Specifically, prohibited sexual harassment refers to behavior, which is not welcome, is personally offensive, undermines morale, and interferes with the work performance and effectiveness of its victims. Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature can become unlawful harassment when:

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

Examples of conduct which are prohibited under this harassment policy include, but are not limited to:

Verbal:- sexual innuendo	Non-Verbal:	- suggestive or
- suggestive comments		insulting sounds
- insults		- leering
- humor or jokes about sex		- whistling
or gender-specific traits		- obscene gestures
- sexual propositions		- pin-ups
- threats		
-repeated, unwanted social	Physical:	- touching
invitations		- pinching
		- brushing the body
		- assault

Such prohibited conduct does not have to be of a sexual nature; it is prohibited if it is conduct directed at an individual with the intention to harass and can include individuals of the same sex.

## II. Other Harassment

Other prohibited harassment includes any behavior, intended or unintended, that creates or could lead to an intimidating, hostile, or offensive work environment that unreasonably interferes with an individual's work performance, or otherwise adversely affects contractual opportunities because of their race, color, national origin, ancestry, religion, sex, age, height, weight, veteran status, marital status, non-disqualifying disability, sexual orientation or other characteristics protected by law. Such prohibited harassment includes, but is not limited to, epithets, slurs, negative stereotyping, or threatening or intimidating acts that relate to a person's protected characteristics.

Use this benchmark: Would you be embarrassed to see your remarks or behaviors displayed in a newspaper or have it related to your parents, spouse, or child? If so, the conduct is not appropriate in our workplace.

## III. Complaints of Harassment

Any volunteer who has a complaint of harassment about a co-worker, manager, or even a customer or vendor, must report such conduct to CFI's Executive Director. It is the contractor's responsibility to inform management of such problems. Contractors can raise concerns, make reports, and participate in investigations without fear of reprisal. All such claims shall be investigated and CFI will take appropriate action as warranted by such investigation.

## **YOUTH SERVICE AND PROFESSIONALISM**

The continued existence of CFI depends on the ability of each contractor to provide quality and timely service to our customers. All CFI customers and co-workers must be treated by employees and contractors courteously and professionally. CFI contractors must also demonstrate their willingness to listen and understand the concerns and needs of our customers and co-workers.

I. As professionals/CFI volunteers you are expected to:

- 1. Be at work every day of your schedule and call in, if there is a need to be tardy or absent.**
- 2. Be on time -- arrive and start work as your position dictates.**
- 3. Give an honest day's work. Do your very best all the time.**
- 4. Be flexible in response to changing participant and work demands.**
- 5. Be creative. Try to contribute at least one idea per month on how we can improve CFI**
- 6. Tell the truth.**
- 7. Follow the rules and ask questions if you do not understand them. Make sure to ask in a positive and constructive way.**
- 8. Use clean language. Profanity or sexual innuendos are not acceptable.**
- 9. Respect other people. Confrontational behavior, like abusive verbal exchanges, obvious implied threats, argumentative interaction, or insubordination is not tolerated.**
- 10. When dealing with youths or co-workers, smile, look them in the eye, and treat them, as you would like to be treated.**

### II. CLASSIFICATION OF EMPLOYEES

A full-time employee is one who is scheduled to work an average of 40 hours per week over a 12-month period. All other employees are classified as part-time. A temporary employee is one hired for a short period such as for summer months or vacations or to complete a specific project or task. An independent contractor is an individual who may provide a service to CFI, but is not an employee of the organization. A volunteer is someone who volunteers their services for CFI without being reimbursed a financial basis.

### III. HOURS OF WORK

Hours of work will be agreed upon by contract between CFI and the volunteer. Every effort will be made to accommodate the personal needs of the volunteer.

### IV. REIMBURSEMENTS

Reimbursement fees will be agreed upon by CFI and the contractor. Reimbursement for expenses is determined by the Board of Directors in consultation with the Executive Director of CFI. CFI determines if, and when, to adjust reimbursements.

### V. DRUG-FREE WORKPLACE

It is the obligation and intent of CFI to maintain a safe, healthful, productive, and drug-free work environment for all employees and contractors and to protect CFI's reputation, property, and operations.

Volunteers shall not use, possess, purchase, sell, transfer, or be under the influence of any illegal drug or alcohol while on CFI property, while in a CFI vehicle, or while performing CFI business.

An "illegal drug" includes a drug not legally obtained and a drug not being used for its intended purpose or in its prescribed quantity. All alcoholic beverages are covered by this policy.

Off duty volunteer conduct can be a basis for action under this policy if, in the judgment of CFI, such conduct would impact CFI's reputation, the contractor's availability for work, or the contractor's fitness for employment.

Violation of this policy will, in the discretion of CFI, result in disciplinary action up to and including termination of contract.

#### VI. ABSENCE AND TARDINESS

CFI must know when you will be unable to work. If you are going to be absent, notify the Executive Director before your scheduled starting time for work if at all possible. Employees must have, as judged by CFI, a legitimate reason for being absent. Documentation or other proof may be required. CFI will not tolerate unexcused absences.

Daily calls for notification of absence are expected if the reason for the absence is of short duration. Contractors are expected to be on time for work. Tardiness is an abuse of your status as a contractor and interferes with customer service and productivity. Recurring tardiness will result in disciplinary action up to and including cancellation of your contract.

#### VII. SOLICITATION AND DISTRIBUTION

In order to prevent disruptions and inconvenience to CFI's customers, solicitation and the distribution of literature during the work time of any contractor is not permitted.

#### VIII. GENERAL WORK RULES

Some rules and conditions of employment are necessary for the successful operation of any business. The following rules will apply and infractions of these rules may result in cancellation of your contract. The following rules do not constitute a complete list of the types of conduct that may lead to this action. The rules are administered at management's discretion, and violations are judged on the merits involved in each case. Discipline up to and including discharge may be imposed at the discretion of management, for any of the following:

- 1. Coming to work under the influence of alcohol or drugs, the possession or drinking of alcoholic beverages and/or use of possession of non-prescribed drugs on CFI property, or on the property of the program sponsor assigned to the contractor.**
- 2. Fighting or inciting others to fight on CFI property or the property of the program sponsor assigned to the contractor; assaulting, threatening, intimidating, coercing, or interfering with customers, fellow employees or supervisors.**
- 3. Failure to achieve standards of efficiency and production after adequate training.**
- 4. Conviction of a felony.**
- 5. Failure to report an absence from work (no call, no show).**
- 6. Repeated absenteeism, tardiness, or overall poor attendance records.**
- 7. Stealing products, material or equipment belonging to CFI or any entity sponsoring CFI programming or to other contractor or employee; removing CFI or sponsor's property or equipment from the premises without proper authorization.**
- 8. Vulgarity-cursing in an obscene or unnecessary manner, whether it is a one-time or on-going problem.**
- 9. Horse play on the job.**
- 10. Disregarding supervisor's instructions, insubordinate conduct or failing to perform work assigned.**

## **GENERAL INFORMATION**

### I. SUPERVISION

Your immediate supervisor is the staff member you are working with.

### II. RECORDING HOURS

Timesheets will be provided, they may be handed to your supervisor. We also suggest that you keep your own record at home.

### III. DRESS CODE

Always wear respectable clothing, no T-shirts with rude slogans. Your supervisor will inform you of any special requirements

### IV. ROLE MODELING

Always remember: You are a role model to any child you may be working with. Treat others with respect and dignity

Take care of the language you use. Use of drugs or alcohol is prohibited.

### V. BREAKS

Your supervisor will inform you when your breaks may be. You should not leave your post unattended.

### VI. PERSONAL SAFETY

You have the right to feel safe.

If you do not feel safe, ask for assistance.

### VII. EMERGENCY PROCEDURES

Your supervisor will inform you of first aid and fire procedures. If you are unsure, always ask.

### VIII. WHAT TO DO IF ...

1. A participant is injured:

No matter how minor the injury is, you should immediately notify the program administrative staff member. Do not attempt to administer any type of aid.

2. A participant Becomes Ill:

If a participant complains of not feeling well, you should notify the program administrative staff member immediately. You should never administer any form of medicine to the student.

3. You are Asked to Take the Class Alone:

Because you are not a paid employee, you are not legally permitted to supervise a class alone. Consequently, if the teacher must leave the room, arrangements should be made to have a paid staff member present.

4. Someone Asks to See a Participant:

If any person asks to speak to or take a student, you must direct that individual to the administrative staff member. Under no circumstances should you grant such a request.

5. A Problem Arises With Your Supervisor:

If you should encounter any type of problem with your role, please discuss it with your administrative staff.

6. Someone Asks You How a Student Is Doing:

As it becomes known that you are working in the school, you may be asked questions concerning specific students. If a parent or friend inquires as to the student's progress, you should say, "I enjoy working with that student and I am sure if you schedule an appointment, the program administrator would be happy to talk with you."

### IX. VOLUNTEER APPRECIATION

Volunteer appreciation events are held at least once a year.

If you have any suggestions for the party, contact the Program coordinator



### Volunteer Application Form

Name \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ ZIP Code \_\_\_\_\_

Phone (Day) \_\_\_\_\_ (Evening) \_\_\_\_\_ E-Mail Address \_\_\_\_\_

Emergency Contact \_\_\_\_\_ Phone \_\_\_\_\_

Position you are applying for:

Past Volunteer Experience (include organization/agency, position, supervisor phone/e-mail)

Employment (include most recent company, position, supervisor phone/e-mail)

Desired Schedule (check days and times available)

- Monday       Friday       Morning (9 a.m. to noon)
- Tuesday       Saturday       Afternoon (noon to 4 p.m.)
- Wednesday       Sunday       Evening (4 to 8 p.m.)
- Thursday

Frequency of volunteer availability (e.g., weekly, semiweekly, monthly)

Why do you want to volunteer with this organization?

How would you like to help this organization?

What are your hobbies, interests, and skills? Education/Credentials (if over 18 years, start with high school)

School	Date	Degree	Location

References: Give the name, address, and phone/e-mail of three non-family members who can provide references on your ability to perform this volunteer position.

- 1.
- 2.
- 3.



### CFI Volunteer Agreement

The volunteer agreement is intended to ensure an understanding between volunteer managers and volunteers of the volunteer position description and the organization's policies and procedures.

We, Circular Flow Inc., agree to accept the services of \_\_\_\_\_ beginning \_\_\_\_\_.

And we commit

- 1. To provide accurate information, training, and assistance
- 2. To ensure supervision and provide job assessment and feedback
- 3. To respect the skills and individual needs of the volunteer.
- 4. To explain the standards we expect for our services and to encourage and support you to achieve and maintain them;
- 5. To provide a named person who will meet with you regularly to discuss your volunteering and any successes and problems;
- 6. To do our best to help you develop your volunteering role with us.
- 7. ExpensesTo repay these expenses following procedures in the Volunteer Handbook:
- 8. Health and safety  
To provide adequate training and feedback in support of our health and safety policy, a copy of which is in the Volunteer Handbook.
- 9. Insurance To provide adequate insurance cover for volunteers while undertaking voluntary work approved and authorized by us
- 10. Equal opportunitiesTo ensure that all volunteers are dealt with in accordance with our equal opportunities policy, a copy of which is set out in the Volunteer Handbook.
- 11. ProblemsTo try to resolve fairly any problems, grievances and difficulties you may have while you volunteer with us;  
In the event of an unresolved problem, to offer an opportunity to discuss the issues in accordance with the procedures set out in the Volunteer Handbook.

Volunteer

I, \_\_\_\_\_ agree to serve as a volunteer and commit:

- 1. To perform volunteer duties to the best of my ability
- 2. To follow agency rules, policies, and procedures, including recordkeeping requirements and confidentiality of agency and client information
- 3. To meet time and duty commitments or to provide adequate notice so that alternate arrangements can be made.
- 4. To follow the organization's standards, including health and safety and equal opportunities, in relation to its staff, volunteers and clients;
- 5. To provide references as agreed who may be contacted, and to agree to a police check being carried out where necessary.

Agreed to:

Volunteer \_\_\_\_\_ Staff Representative \_\_\_\_\_

Date \_\_\_\_\_ Date \_\_\_\_\_

## RECOGNITION & REWARDS

Associates who participate in CFI will be rewarded and recognized in the following ways:

- Receive a t-shirt with program logo and a thank you card, upon the completion of 1 service project
- Receive milestone certificates when goals *such as* 16, 24, 32 hours of service are met
- Receive recognition in printed pieces
- Be invited to an annual appreciation event

## **PROGRAM STAFF**

**Program Consultant**

Dr. Jann Hoge

**Executive Director**

Robert Mitchell Jr.

**Enrichment (Arts/Life Skills) Coordinator**

Julius Meyers