

# VOLUNTEER PROGRAM POLICIES

1. **COMMITMENT:** As a valued member of the Helping Hands of Fisher House, you are expected to abide by the commitments made to the Volunteer Program written in your specific position description. Volunteers are asked to make a year commitment to the Fisher House. Some obligations include:
  - a. Follow all policies and procedures outlined in the VAMC Handbook.
  - b. Attend orientation and VAMC training.
  - c. Arrive on time.
  - d. Inform Fisher House Program Director at least 24 hours prior to your absence.
  
2. **ORIENTATION:** All volunteers will receive a general orientation to the Fisher House. During the orientation, you will be informed of basic information including:
  - a. *Background of Fisher House*
  - b. *Responsibilities*
  - c. *Specific position description (must be signed)*
  - d. *Expectations as a Helping Hands volunteer*
  
3. **CONFIDENTIALITY:** No information about any residents or their family members is given out or discussed by a volunteer with any member of the public or the media. Volunteers are urged not to express curiosity about specific residents or illnesses.
  
4. **DRESS CODE:** The dress code for volunteers at the Fisher House is casual. No uniforms are worn since this is “home” for residents and has an informal atmosphere. The VAMC volunteer badge must be worn.
  
5. **PARKING:** Volunteers are permitted to park in the lot behind of the Fisher House.
  
6. **RECORD-KEEPING:** It is essential that we keep record of the time you contribute to the Fisher House as volunteer. The number of volunteer hours is important for fundraising and recognition purposes. Fisher House employees will keep track of your volunteer hours. It would be helpful if you kept your hours recorded as well. Your hours will be entered onto a volunteer tracking program and sent to the VAMC.
  
7. **ACCIDENTS:** Follow the instructions found in the VAMC Volunteer Handbook.
  
8. **SUPERVISION:** Volunteers will first be supervised by the Fisher House Program Director. After basic instructions, the volunteer coordinator will continue supervision. Any questions or problems can be directed to the volunteer coordinator or the Program Director by phone or in person. Serving in a

supportive capacity, the volunteer coordinator will provide assistance as necessary, plan and conduct evaluations and attend to problem situations.

NOTE: *The supervisor is there to support you!*

9. **EVALUATION:** The purpose of the Helping Hands evaluations is to identify strengths and weaknesses of the volunteer program. Regular, consistent evaluations of all team members will enable the staff to carefully monitor and modify the program as necessary.
  
10. **RECOGNITION:** We appreciate your efforts and strive to say THANK YOU every day. In addition, official recognition activities will take place yearly in April during volunteer month.
  
11. **TERMINATION:** Volunteer service arrangements may be terminated at any time by the volunteer, the Fisher House Director, or the volunteer coordinator. The volunteer is expected to complete an exit interview for the purpose of improving the volunteer program.

**I acknowledge that I have read and understand all the above volunteer policies.**

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

Date: \_\_\_\_\_