
Volunteer Orientation Handbook



FORT BLISS, TX 79916

SECTION 1: INTRODUCTION



“You make a living by what you get. You make a life by what you give.”

~Winston Churchill

Welcome

Hello,

I would like to be the first to welcome you to the _____ and I want to thank you for your interest and involvement in the program. This handbook will help you have the best possible experience as a volunteer. It answers frequently asked questions and provides essential guidelines.

The _____ volunteer program serves the community in a variety of ways. Reaching our goals requires a community wide effort. We cannot be successful in our mission without our volunteers. As a volunteer, you support soldiers, family members, and civilians daily.

My vision is two-fold:

- 1. To provide the very best volunteer assistance in support of the _____ mission*
- 2. To ensure a successful and rewarding volunteer experience to each member of our corps.*

Thank you in advance for volunteering your time, your talents, your skills, and your experience to help others. I hope that you find volunteering with _____ a positive and rewarding experience.

Great Appreciation,

This handbook was prepared to give you some essential information about the policies and expectations of the Commander, Family Readiness Liaisons (FRL), and Volunteer Program. The handbook has been organized by topic to help you find information you need easily. You are also encouraged to talk with your supervisor and Volunteer Coordinator if you have any questions about the content of this handbook.



ARMY VOLUNTEER CORPS MISSION

Promote and strengthen volunteerism by uniting volunteer efforts, supporting professional management, enhancing volunteer career mobility, and establishing volunteer partnerships to support individual personal growth and life-long volunteer commitment.

UNIT MISSION STATEMENT

SECTION 2: VOLUNTEER INFORMATION

OUR RESPONSIBILITIES TO YOU

1. To interview and place you in a position that is appropriate to your experience, ability, availability, training, and interest.
2. To provide a written position description of the assigned position.
3. To provide an up-to-date Volunteer Handbook for use as a reference (this manual).
4. To orient you to the _____program in which you will be working.
5. To provide adequate training for specific duties assigned.
6. To provide supervision on the job and offer a variety of stimulating volunteer experiences.
7. To regularly evaluate you, provide a copy of the evaluation to you and place a copy in your personal file.
8. To provide a liaison between you and staff members of _____
9. To provide recognition for services given to _____
10. To keep you informed about what is happening within the _____ Volunteer Corps.

YOUR RESPONSIBILITIES TO US

1. To conduct yourself as a professional, and to provide quality customer service. Socializing is a benefit of volunteering, but we must remember that we are here for the soldiers and their family members.
2. To be reliable. Work with your supervisor to establish a mutually agreed upon schedule.
3. Be a part of a team or a group. Be willing to accept supervision from the Commander, FRL, and/or Volunteer Organization Director.
4. If you do not understand something, ask. There are no “dumb” questions and the practice of asking questions will reduce doubt and frustration.
5. Regard each person as the whole individual. Respect any cultural, ethnic and personality difference.

6. Provide a supportive, encouraging, healthy emotional climate with your presence. Be aware of and respect other's needs for privacy.

7. To enjoy your volunteer assignment. If you are unhappy in your assignment, for any reason, contact the FRL or Volunteer Agency Director immediately.

8. To dress in an appropriate manner. Clothing should be suited for your volunteer position and in accordance with the amount of customer contact required. The following attire is considered inappropriate for all positions: bare midriff garments, cut-off shirts and shorts, short-shorts, halter tops and flip flops.

9. You are a unique individual, and your insights and observations are extremely valuable to our _____

SECTION 3: VOLUNTEER GUIDELINES

DD Form 2793 –Volunteer Agreement Form

Federal statute provides coverage for volunteers in certain official government activities. This coverage is in place once the Department of Defense Form 2793, Volunteer Agreement for Appropriated Fund and Non-Appropriated Fund Instrumentalities is completed and signed by the volunteer and the program accepting official. The coverage includes worker's compensation, protection in cases of tort claims or other property damage issues, etc. However, it is critical to understand that this coverage only exists when the DD2793 is signed, an accurate position description is in place, and you are performing volunteer duties. The volunteer form should be completed prior to commencing to volunteer.

TIMEKEEPING –Volunteer Management Information System (VMIS)

We value and recognize the amount of time our volunteers donate, so it is important that we track that time. Fort Bliss has implemented the use of VMIS, which is the Army's new online volunteer management tool. VMIS is found at www.myarmyonesource.com. VMIS provides a standardized method across the Army for volunteers to document their service history. It also allows for reporting of volunteer activity and statistics at the installation, region and Department of Army levels. The system will allow YOU to document your entire volunteer history as you move from installation to installation. All installation statutory volunteers are required to register on the site and document hours. Credit will be given for each hour of volunteer service performed, as well as time spent in orientation, other training activities, and round trip travel from home (30 minutes total travel time.) It is important that these records are accurate, because they are used to verify eligibility of child care reimbursement and for issuing awards. Upon transfer or termination, the original record of hours will be given to the volunteer and duplicate set will be kept on file with the Army Volunteer Corps for three years. In the case of inactive service, the original record will be maintained for three years.

TRAINING

Each volunteer position has a unique set of training requirements. The individual program staff will be responsible for much of the training you receive and the amount of time required for training will vary from person to person. Additional training opportunities are offered through the Army Volunteer Corps Program.

EVALUATION

Most volunteers will receive an evaluation on an annual basis (see your particular position description). The purpose of the evaluation is to assess your individual job performance. It is a chance for you to find out the areas in which you excel, and those areas which may need improvement. This feedback can be a valuable tool in your personal and professional development and should be viewed as such. You should also be receiving informal feedback on how you are doing on an ongoing basis. You are welcome to request a formal evaluation at any time. If you do not feel that you are getting the proper feedback please let your supervisor know.

SAFETY AND ACCIDENT REPORTING PROCEDURES

Volunteers will not perform duties which render them unusually susceptible to injury or to causing injury to others. Anyone who sees an unsafe act or situation should take immediate action to prevent injury and report the situation to their supervisor for corrective action. Volunteers are to report accidents involving their volunteer service to the volunteer supervisor immediately.

WORKING WITH CHILDREN

Volunteers who are required to work with children in the capacity of their volunteer duties will be required to have a background check in accordance with DODI1402.5, AR 608-18. Line of sight volunteers are permitted to work with children without having a background check provided they are always in the line of sight of a worker who has had a background check or if they are in the line of sight of the parents(s). Volunteers who have NOT had a background check are NOT permitted to be alone with the children for any reason or any length of time.

LUNCHES AND BREAKS

All volunteers are considered non-paid staff, and therefore are asked to follow standard office procedures for lunches and breaks. For every four hours of time worked, paid and non-paid staff are allowed a 15 minute break approximately mid-shift. For those staff and volunteers who work longer than four hour shifts, a thirty minute lunch break is allowed.

ABSENCE AND LATENESS

The positions that volunteers fill are critical to _____. If you fail to show up, others must take on the tasks you were expected to accomplish. If you are unable to attend a scheduled work day, or if you will arrive late, please contact your Volunteer Coordinator with as much notice as possible.

RECOGNITION

Fort Bliss is committed to recognizing its volunteers' time and efforts. As a volunteer you are eligible for a number of service awards both locally and nationally. For a full list of awards, check out the Fort Bliss Award Handbook at <http://bliss.armymwr.com/us/bliss> or contact the Fort Bliss Army Volunteer Corps at 915-569-5500.

SECTION 4: TRANSITIONING FROM THE VOLUNTEER CORPS

VOLUNTARY TERMINATION NOTICE

We rely on all our volunteers but recognize that other commitments, both family and personal, may require you to terminate your volunteer commitment. Since each volunteer fills a critical need within _____, we request a two week notice that you are leaving. If you are ending your commitment due to PCS, please let us know your expected PCS date.

INVOLUNTARY TERMINATION

The _____ reserves the right to terminate a volunteer's services under the following conditions: 1) Breach of Code of Ethics; 2) Failure to comply with the guidelines and responsibilities outlined in this handbook; or 3) Blatant creation of a hostile work environment or safety risk, and 4) an unexplained absence in excess of two weeks.

The affected volunteer will be notified in writing of the termination action and a copy of the termination notice will be placed in their personal file.

MARKETING VOLUNTEER EXPERIENCE

One of the benefits of volunteerism is the opportunity to learn valuable skills which can help you secure future employment. We encourage you to take advantage of all available training classes in order to increase your personal knowledge. Most employers consider volunteer experience as previous work experience; therefore, remember to list all volunteer work and training classes you have completed on your résumé. Your previous position evaluations and volunteer time record will be helpful resources for accurately documenting your volunteer work.

LETTERS OF REFERENCE

The Commander, FRL, and the Volunteer Coordinator will be glad to provide letters of reference. Please submit all requests at least three weeks in advance to allow staff adequate time to fulfill your request.

MOVING TO A NEW DUTY STATION

When you move to a new assignment, update your volunteer profile on VMIS at www.myarmyonesource.com to reflect your new duty station. If you would like a hard copy of your records, we will gladly provide them to you but will keep the originals on file at the Army Volunteer Corps Office at *FRC, Bldg. 250 Club Road* for three years.

SECTION 5: A FINAL NOTE

We hope this handbook will serve as a valuable reference for you during your time with us. We look forward to working with you and commit ourselves to making your experience enjoyable and rewarding. If you have any questions, please feel free to speak with the FRL, or _____. We are here to serve you and our door is always open.

VOLUNTEER CODE OF ETHICS

As a volunteer, I realize that I am subject to a code of ethics similar to that which binds professionals in the organization in which I will participate. In agreeing to serve, I assume certain responsibilities and expect to account for what I do in terms of professional expectations. I will honor the goals, rules, and regulation of the program. I will keep confidential matters confidential.

I interpret volunteering to mean I have been accepted as a “partner-in-service” and I expect to do my work according to the highest standards, as paid members expect to do their work.

I promise to make my work attitude of open mind, to be willing to be trained for it according to the standards and practices of the organization, and to bring to my work my full interest and attention. I believe my attitude toward volunteer work should be professional. I believe that I have an obligation to my work, to those who direct it, to my colleagues, to those for whom it is done, and to the public.

Being eager to contribute all that I can to the goals of this program, I accept this code of ethics to be followed carefully and cheerfully.

Volunteer Name

Volunteer Signature

Date

Return this form to the FRL or Agency Volunteer Coordinator.

VOLUNTEER CONFIDENTIALITY AGREEMENT

When you begin volunteering with _____, you may become aware of information that we and or our clients consider confidential. The purpose of this agreement is to remind you of this obligation and put it into force. We also wish to remind you about the type of information you will be aware of as a result of your activities as a volunteer and of the fact that _____ considers this information to be confidential.

All members and clients information is confidential, and you must never disclose names, addresses, telephone numbers or any other personal information to third parties. In addition, you must never disclose the contents of any communications, records, and files.

Whenever in doubt please discuss any request for information with your supervisor prior to any disclosure.

You may have already been advised of your obligations in this regard. This letter is intended to help you understand the nature of your obligation and that is a continuing one. It is not intended to cast any doubt whatsoever on your integrity or reliability. If you have any questions prior to signing this document, please contact your supervisor.

Volunteer Name

Volunteer Signature

Date

Return this form to the FRL or Agency Volunteer Coordinator.

VOLUNTEER AGREEMENT FOR																			
<input type="checkbox"/> APPROPRIATED FUND ACTIVITIES		<input type="checkbox"/> NONAPPROPRIATED FUND INSTRUMENTALITIES																	
PART I - GENERAL INFORMATION																			
1. TYPED NAME OF VOLUNTEER <i>(Last, First, Middle Initial)</i>			2. YEAR OF BIRTH																
3. INSTALLATION		4. ORGANIZATION/UNIT WHERE SERVICE OCCURS																	
5. PROGRAM WHERE SERVICE OCCURS		6. ANTICIPATED DAYS OF WEEK	7. ANTICIPATED HOURS																
8. DESCRIPTION OF VOLUNTEER SERVICES																			
PART II - VOLUNTEER IN APPROPRIATED FUND ACTIVITIES																			
9. CERTIFICATION <p>I expressly agree that my services are being provided as a volunteer and that I will not be an employee of the United States Government or any instrumentality thereof, except for certain purposes relating to compensation for injuries occurring during the performance of approved volunteer services, tort claims, the Privacy Act, criminal conflicts of interest, and defense of certain suits arising out of legal malpractice. I expressly agree that I am neither entitled to nor expect any present or future salary, wages, or other benefits for these voluntary services. I agree to be bound by the laws and regulations applicable to voluntary service providers and agree to participate in any training required by the installation or unit in order for me to perform the voluntary services that I am offering. I agree to follow all rules and procedures of the installation or unit that apply to the voluntary services I will be providing.</p>																			
a. SIGNATURE OF VOLUNTEER			b. DATE SIGNED (YYYYMMDD)																
10.a. TYPED NAME OF ACCEPTING OFFICIAL <i>(Last, First, Middle Initial)</i>		b. SIGNATURE	c. DATE SIGNED (YYYYMMDD)																
PART III - VOLUNTEER IN NONAPPROPRIATED FUND INSTRUMENTALITIES																			
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PART IV - TO BE COMPLETED AT END OF VOLUNTEER'S SERVICE BY VOLUNTEER SUPERVISOR																			
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="4" style="text-align: center; padding: 5px;">13. AMOUNT OF VOLUNTEER TIME DONATED</td> <td colspan="2" style="padding: 5px;">14. SIGNATURE</td> <td colspan="2" style="padding: 5px;">15. TERMINATION DATE <i>(YYYYMMDD)</i></td> </tr> <tr> <td style="width: 25%; padding: 5px;">a. YEARS <i>(2,087 hours=1 year)</i></td> <td style="width: 25%; padding: 5px;">b. WEEKS</td> <td style="width: 25%; padding: 5px;">c. DAYS</td> <td style="width: 25%; padding: 5px;">d. HOURS</td> <td colspan="2" style="width: 30%;"></td> <td colspan="2"></td> </tr> </table>				13. AMOUNT OF VOLUNTEER TIME DONATED				14. SIGNATURE		15. TERMINATION DATE <i>(YYYYMMDD)</i>		a. YEARS <i>(2,087 hours=1 year)</i>	b. WEEKS	c. DAYS	d. HOURS				
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DD FORM 2793, MAY 2009

PREVIOUS EDITION IS OBSOLETE.

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VOLUNTEER POLICIES STATEMENT OF UNDERSTANDING

I certify that I have received and reviewed the Volunteer Handbook and understand its contents, or have discussed questions I have with the Volunteer Coordinator.

Volunteer Name

Volunteer Signature

Date

**Return this form to the FRL or Agency Volunteer
Coordinator.**

