

Foundation for Foster Children

Volunteer Policies & Procedures

Foundation Mission

The mission of the Foundation for Foster Children (FFC) is to enrich the lives of children placed in foster care due to abuse and neglect by providing opportunities that nurture their ability to succeed both as individuals and contributing members of our community.

Volunteer Bill of Rights

As a volunteer, you have the following rights:

- to be treated with respect, trust and compassion
- to be assigned a task that is worthwhile and challenging with freedom to use existing skills and develop new ones
- to be trusted with confidential information appropriate to carrying out your duties
- to be adequately trained and to receive continuing education, where appropriate
- to be informed about FFC and its programs
- to be given guidance and ongoing supervision
- to provide feedback regarding program effectiveness, concerns, etc.
- to be recognized and appreciated
- to say "no"

Volunteer Responsibilities

As a volunteer, you have the following responsibilities:

- to do your best to keep your commitment to FFC
- to respect the confidentiality policy of FFC
- to give staff feedback about how things may be improved in a positive manner
- to record and report your volunteer hours
- to be honest if you are not happy with your assignment (let us find you something more appropriate)
- to report, in writing, complaints to Community Outreach Committee Chair within 10 days of incident
- to seek assistance in terms of support and/or extra training, when needed
- to attend and participate in volunteer meetings and trainings
- to conduct yourself in a responsible and professional manner representing FFC and/or dealing with donors/clients/vendors/etc.
- to notify us about any change of address or telephone number

General Volunteer Personnel Policies

Age Policy

FFC has a variety of volunteer opportunities suitable for all ages. However, all volunteers under the age of fifteen, must be supervised by a parent/guardian.

Background Checks

All volunteers are subject to a background check, which will be paid for by FFC. In the event a volunteer is in contact with a foster child that is not supervised by a case manager or foster parent, a background check is mandatory.

Confidentiality

We will honor the confidentiality of service users/clients, donors, volunteers and staff. We will adhere to the established precepts of confidentiality of the Foundation for Foster Children (FFC). This includes information pertaining to family relations, home or work phone numbers and addresses, and other facts of a highly personal and/or confidential nature. We agree not to disclose this information to any person. Confidentiality is an important aspect of our relationships and will be practiced in the best interest of all parties. As an essential component of confidentiality, we will ensure the proper safety and accessibility of our records and those of FFC, in general.

It is understood that we are strictly prohibited from distributing donor information to anyone, in any form, except the named donor.

Fidelity

We commit to being truthful in matters, recognizing that discretion may sometimes be required. We commit to our understanding and upholding of the Conflict of Interest guidelines below.

Accountability

We agree to participate in supervision that is reasonable, regular and visible. We will commit to the evaluation of our work to ensure its effectiveness, accuracy and ethics.

Limits

We will be aware of our own limits by understanding that our own training and education may limit our ability to help and by recognizing the need ask for assistance or relinquish responsibility, when appropriate.

Communication with Press or Media

Media inquiries in relation to Foundation for Foster Children must be referred to the Executive Director; if they are not available, then to Board President or to Board Vice President.

Continuing Development

We value continuing our development. It is essential to optimize a volunteer's impact. We will do this by keeping updated on relevant matters. This can be achieved by sharing information, attending meetings and participating in seminars and workshops.

Volunteer Grievance Policy and Procedure

A complaint or grievance is a claim by a volunteer that there has been a specific violation, misinterpretation or uneven application of any of the organization's rules, procedures, practices or established policies by its staff, Board members or volunteers.

The Community Outreach Committee Chair must be informed of the grievance in writing. If appropriate, the Chair will take corrective action. If the Chair's follow up is not satisfactory to the complainant, the complainant must inform the Chair of this in writing. The Chair must respond to this within ten days. If this response is unsatisfactory, the complaint may be taken to the Chief Executive Officer for resolution.

Volunteers may be assured that discretion will be maintained by all parties involved at each step of this process. However, as other parties representing other points of view are brought into the process, strict confidentiality cannot be assured the volunteer. Volunteers who pursue a complaint mediation will not be discriminated against or suffer any reprisals for using the procedures.

Workplace Discrimination and Harassment Prevention

The Foundation for Foster Children is committed to providing all staff, volunteers, donors, and service users a working environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere which promotes equal opportunities and prohibits discriminatory practices. FFC affirms its commitment to take appropriate measures to address discrimination or harassment. Any behavior that may undermine respectful and professional work relationships will not be tolerated or condoned.

Drug and Alcohol Policy

Foundation for Foster Children strives to maintain a workplace free of drugs and alcohol and to discourage drug and alcohol abuse by its employees. Misuse of alcohol or drugs can impair the ability of employees to perform their duties, as well as adversely affect the FFC.

Alcohol

All parties are prohibited from using or being under the influence of alcohol while assisting the Foundation for Foster Children, while operating a motor vehicle in the course of FFC business, or while on Foundation premises or a related worksite.

Illegal Drugs

All parties are prohibited from using or being under the influence of illegal drugs while performing Foundation business or while on a Foundation premises or related worksite. This policy does not prohibit the proper use of medication under the direction of a physician; however, misuse of such medications is prohibited.

Conflict of Interest Policy

Being a community-based organization, the FFC can only be effective as long as it retains credibility in the public eye. Therefore, it is essential that FFC not only be, but appear to be, totally above reproach in all its decision-making processes and its dealings with the public. If a Board member, staff member or volunteer believes that they or others are in, or have the potential to be in, a conflict of interest, then that person shall, as soon as reasonably possible, report the matter to and receive counsel from the Executive Director or Chief Executive Officer.

Physical Liability Policy

I understand that participating as a volunteer for the Foundation for Foster Children poses risk of personal injury and by signing this form I knowingly and voluntarily accept that risk. I also hereby release the Foundation for Foster Children, from responsibility for personal injury or liability to me resulting from my participation as a volunteer.

Signature

Printed Name