

POLICY ON VOLUNTEERS

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DEFINITIONS

For purposes of this policy, the terms used are defined as follows:

Term	Definition
Volunteer	Anyone who without compensation or expectation of compensation beyond reimbursement performs a task at the direction of and on behalf of an ASI employee in the performance of ASI business. Unless specifically stated otherwise, volunteers are not considered employees of the organization.
Special Case Volunteer	Volunteer participating in student community service activities, student intern projects, alternative sentencing or diversion programs, corporate volunteer programs, and other volunteer referral programs.

BACKGROUND AND PURPOSE

The purpose of the Policy on Volunteers is to provide overall guidance and direction to staff and volunteers engaged in volunteer involvement and management efforts. These policies are intended for internal management guidance only, and do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement with volunteers. The Associated Students, Incorporated (ASI) reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy. Changes to these policies may only be granted by the Board of Directors and must be obtained in advance and in writing. Exceptions to these policies must receive the prior approval of the Executive Director, who shall also determine policy in areas not specifically covered by the Policy on Volunteers.

POLICY STATEMENT

The achievement of the goals of ASI is best served by the active participation of members of the campus and community. To this end, it is the policy of ASI to accept and encourage the involvement of volunteers at all levels of the organization and within all appropriate programs and activities. ASI staff shall assist department supervisors in the creation of meaningful and productive roles in which volunteers might serve and assist in the recruitment of volunteers from the campus and community. Volunteers may be utilized in all programs and activities of the organization, and serve at all levels of skill and decision-making. Volunteers may not, however, be utilized to displace any paid employees from their positions.

STANDARDS AND PROCEDURES

1.0 ACCEPTANCE OF VOLUNTEER SERVICES

All volunteers must be officially accepted and enrolled by ASI before the performance of any task. This is accomplished by completing and submitting a Volunteer Service Agreement form with the Human Resources Department. ASI accepts the service of all volunteers with the understanding that such service is at the sole discretion of ASI. Volunteers shall agree that ASI may at any time, for whatever reason, decide to terminate the volunteer's relationship with the organization. Likewise, the volunteer may at any time, for whatever reason, decide to sever the volunteer's relationship with ASI.

1.1 SPECIAL CASE VOLUNTEERS

ASI may accept as volunteers those participating in student community service activities, one-time events or activities, student intern projects, alternative sentencing or diversion programs, corporate volunteer programs, and other volunteer referral programs. In each of these cases, however, a special agreement must be in effect with the organization, school, or program from which the special case volunteers originate and must identify responsibility for management and care of the volunteers. Special Case volunteers will be accepted through a different process than regular volunteers.

1.2 EMPLOYEES AS VOLUNTEERS

ASI may accept the services of staff as volunteers, provided the volunteer service is provided without coercion, involves work outside the scope of normal staff duties, and is provided outside of usual working hours. Family members of staff are also allowed to volunteer with ASI. When family members are enrolled as volunteers, they will

not be placed under the direct supervision or within the same department as other members of their family who are employees.

1.3 CLIENTS AND RELATIVES AS VOLUNTEERS

Clients of ASI programs may be accepted as volunteers provided such service does not constitute an obstruction to or conflict with the provision of services to the client or to others. Relatives of clients may also serve as volunteers, but will not be placed in a position of direct service or relationship to members of their family who are receiving services.

1.4 DIRECTORS AS VOLUNTEERS

Members of the Associated Students' Board of Directors and all subsidiary boards may be accepted as direct service volunteers with the organization.

1.5 CONFLICT OF INTEREST

No person who has a conflict of interest with any ASI activity or program, whether personal, ethical, philosophical, or financial will be accepted or serve as a volunteer with ASI.

2.0 VOLUNTEER REQUISITION

All requests for volunteers must be submitted in writing by interested staff on a Volunteer Requisition form, complete with a draft position description and a requested timeframe. All parties should understand that the recruitment of volunteers is enhanced by creative and interesting jobs and by advance notice. The Human Resources Office reserves the right to refuse to recruit or place any volunteers until staff members are prepared to make effective use of volunteer resources.

2.1 POSITION DESCRIPTIONS

Before any volunteer assignment or recruitment effort, a position description must be developed for each volunteer position and submitted to the Human Resources Office for review and approval. Position descriptions should be reviewed and updated at least once a year, or whenever the work involved in the position changes substantially. All position descriptions must include a description of the purpose and duties of the position, a designated supervisor and worksite, a timeframe for the performance of the job, a listing of job qualifications, and a description of job benefits. This position description will be given to each accepted volunteer and utilized in subsequent management and evaluation efforts. The Human Resources Office is available to assist staff in the development of volunteer jobs and position descriptions.

2.2 LENGTH OF SERVICE

All volunteer positions must have a set term of duration. It is highly recommended that this term not be longer than one academic year, with an option for renewal at the discretion of both parties. All volunteer assignments will end at the conclusion of their set term, without expectation or requirement of re-assignment of that position to the incumbent. Volunteers are neither expected nor required to accept further service in a position at the end of their set term (although they are welcome to do so in most cases), but may instead seek a different volunteer assignment within the organization, or may retire from volunteer service.

3.0 VOLUNTEER RECRUITMENT AND SELECTION

Volunteers will be recruited by ASI on a proactive basis, with the intent of broadening and expanding the volunteer involvement of the campus community. ASI shall recruit volunteers without regard to gender, disability, age, race, sexual orientation, or other protected status. A standard qualification for volunteer recruitment will be suitability to perform a task on behalf of the organization. Minimum eligibility requirements for holding a student volunteer position are as follows:

- Must maintain a minimum grade point average of 2.0 during each semester of volunteer service
- Must not be on probation of any kind
- Must earn six units of course credit per semester while volunteering for ASI. Graduate students must earn three units of course credit per semester while volunteering at Associated Students.

Additional requirements may apply, depending upon the position.

Volunteers may be recruited through either an interest in a specific position or through a general interest in volunteering, which will later be matched with a specific function. Final acceptance of a volunteer may not take place without a specific written volunteer position description for that volunteer.

3.1 APPLICATION

Persons interested in volunteering with ASI must complete a Volunteer Application and optional Confidential Information Statement. No person may be interviewed or otherwise considered for placement in a volunteer assignment unless a Volunteer Application has been completed and submitted to the Human Resources Office.

3.2 INTERVIEWING

Before being assigned or appointed to a position, volunteers may be interviewed to ascertain their suitability for and interest in that position. Interviews are required in those cases where the volunteer is a non-student and/or the position has a high level of responsibility. The interview should determine the qualifications of the volunteer, their commitment to fulfill the requirements of the position, and should answer any questions that the volunteer might have about the position. Interviews may be conducted in person or by telephone. Wherever possible, staff that will be working with the volunteer should participate in the design and performance of the interview.

3.3 ORIENTATION

Before being assigned or appointed to a position, all volunteers must attend an ASI orientation. The orientation will inform the volunteers about ASI's history and mission and all the volunteer opportunities offered. The orientation should answer any questions that the volunteer might have about their position and their role as an ASI volunteer, including the provisions of this policy.

3.4 HEALTH SCREENING

In cases where there are physical requirements necessary for the performance of a volunteer task, a screening or testing procedure will be required at the volunteer's expense to ascertain the ability of the volunteer to safely perform the task.

3.5 BACKGROUND CHECK

As appropriate for the protection of clients, certain volunteers may be required to submit to a criminal background check. Background checks will be required for the following:

- Any non-student volunteer who will have direct contact with CSULB students
- Any volunteer who will have direct contact with minors
- Any volunteer placed into a position that handles large amounts of cash

Volunteers who do not agree to the background check may be refused assignment.

3.6 CERTIFICATE OF ABILITY

Any potential volunteer who indicates that they are under the care of a physician for either physical or psychological treatment may be asked to present a certificate from the treating physician as to their ability to safely and satisfactorily perform their volunteer duties. Volunteers who are under a course of treatment that might affect their volunteer work will not be accepted without written verification of suitability from their physician. Any volunteer who, after acceptance and assignment by the organization, enters a course of treatment that might adversely affect the performance of their volunteer duties must consult with the Human Resources Office.

4.0 VOLUNTEER PLACEMENT

In placing a volunteer in a position, attention will be paid to the interests and capabilities of the volunteer and to the requirements of the volunteer position. No placement will be made unless the requirements of both the volunteer and the supervising staff can be met. No volunteer will ever be assigned to a "make-work" position and no position will be given to an unqualified or uninterested volunteer. No volunteer will be assigned to work with a staff person without the consent of that staff person. A Volunteer Service Agreement must be completed, signed, and filed with the Human Resources Office before the volunteer performs any work.

4.1 PROBATIONARY PERIOD

All volunteer placements will initially be done on a trial period of 30 days. The volunteer or organization staff may request a reassignment of the volunteer to a different position or may determine the unsuitability of the volunteer for a position within the organization.

4.2 RE-ASSIGNMENT

Volunteers who are at any time re-assigned to a new position must be interviewed for that position and receive all appropriate orientation and training for that position before they begin work. In addition, any screening procedures appropriate for that specific position must be completed, even if the volunteer has already been working with ASI.

4.3 PROFESSIONAL SERVICES

Volunteers shall not perform professional services for which certification or licensing is required unless currently certified or licensed to do so. The Human Resources Office shall maintain a copy of such certificate or license.

5.0 VOLUNTEER TRAINING AND DEVELOPMENT

ASI shall provide a general orientation for all volunteers on the mission and purpose of ASI, an orientation on the nature and operation of the program or activity for which they are recruited, and a specific orientation on the purposes and requirements of the position that they are accepting in that effort. These orientations must take place before the volunteer's first day at their worksite.

5.1 ON-THE-JOB TRAINING

Departments that accept volunteers shall provide volunteers with specific on-the-job training to provide them with the information and skills necessary to perform their volunteer assignment. The timing and methods for delivery of such training should be appropriate to the complexity and demands of the position and the capabilities of the volunteer.

5.1.1 STAFF INVOLVEMENT IN ORIENTATION AND TRAINING

Staff members with responsibility over delivery of services should have an active role in the design and delivery of both orientation and training of volunteers. Staff that will be serving in a supervisory capacity shall have primary responsibility for the design and delivery of on-the-job training to volunteers assigned to them. Experienced volunteers should be included in the design and delivery of volunteer orientation and training.

5.2 CONTINUING EDUCATION

Additional training and educational opportunities should be made available to volunteers during their connection with ASI. This continuing education may include both additional information on performance of their current volunteer assignment as well as more general information, and might be provided either by the organization or by assisting the volunteer to participate in educational programs provided by other groups.

5.3 CONFERENCE ATTENDANCE

Volunteers are authorized to attend conferences and meetings that are relevant to their volunteer assignments, including both those of the organization and of other organizations. Prior approval from the volunteer's supervisor must be obtained before attending any conference or meeting if attendance will interfere with the volunteer's work schedule or if reimbursement of expenses is sought.

6.0 VOLUNTEER RIGHTS AND RESPONSIBILITIES

Volunteers are viewed as a valuable resource to ASI, its staff, and its clients. ASI shall extend to volunteers the following rights:

- The right to be given meaningful assignments
- The right to be treated as equal co-workers
- The right to effective supervision
- The right to full involvement and participation
- The right to recognition for work done

In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain dedicated to the mission and goals of the Associated Students, Incorporated.

6.1 WORKSITE

An appropriate worksite must be established before the enrollment of any volunteer. This worksite must contain necessary facilities, equipment, and space to enable the volunteer to effectively and comfortably perform his or her duties.

6.2 REIMBURSEMENT OF EXPENSES

Volunteers may be eligible for reimbursement of reasonable expenses incurred while undertaking business for the organization. The Associated Students Business Office should be consulted regarding specific reimbursable items. Prior approval must be sought from the volunteer's supervisor for any expenditure.

6.3 ACCESS TO ORGANIZATION PROPERTY AND MATERIALS

As appropriate, ASI shall provide volunteers with access to ASI property and materials necessary to fulfill their duties, and shall provide training in the operation of any equipment. Property and materials shall be utilized only when directly required for organization purposes. This policy does not include access to and use of organization vehicles.

6.4 LINES OF COMMUNICATION

Volunteers are entitled to all necessary information pertinent to the performance of their work assignments. Accordingly, volunteers should be included in and have access to all appropriate memos, materials, and meetings relevant to their work assignments. To facilitate the receipt of this information on a timely basis, volunteers should be included on all distribution schedules and should be assigned a site or mailbox for receipt of information distributed in their absence. Primary responsibility for ensuring that the volunteer receives such information will rest with the direct supervisor of the volunteer. Lines of communication should operate in both directions, and should exist both formally and informally. Volunteers should be consulted regarding all decisions that would substantially affect the performance of their duties.

6.5 VOLUNTEER CAREER PATHS

Volunteers are encouraged to grow and develop their skills while serving with ASI, and are to be assisted through promotion to new volunteer jobs to assume additional and greater responsibilities. ASI shall maintain appropriate records of volunteer experience that will assist the volunteer in future career opportunities, both paid and volunteer.

6.6 REPRESENTATION OF THE ASSOCIATED STUDENTS, INCORPORATED

Before any action or statement that might significantly affect or obligate ASI, volunteers must seek prior consultation and approval from appropriate staff. These actions may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations. Volunteers are only authorized to act as representatives of the organization as specifically indicated within their job descriptions and only to the extent of such written specifications.

6.7 CONFIDENTIALITY

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single staff, volunteer, client, or

other person or involves overall ASI business. Failure to maintain confidentiality will result in termination of the volunteer's relationship with the organization.

6.8 DRESS CODE

As representatives of the organization, volunteers, like staff, are responsible for presenting a positive image to clients and to the community. Volunteers must dress appropriately for the conditions and performance of their duties.

6.9 ABSENTEEISM

Volunteers are expected to perform their duties on a regularly scheduled and timely basis. If expecting to be absent from a scheduled duty, volunteers must inform their staff supervisor as far in advance as possible so that alternative arrangements may be made. Continual absenteeism will result in a review of the volunteer's work assignment or term of service.

6.10 SUBSTITUTION

Volunteers may be encouraged to find a substitute for any upcoming absences that might be filled by another volunteer. Such substitution should only be taken following consultation with the volunteer's supervisor and care should be taken to find a substitute who is qualified for the position. Substitutes may only be recruited from those who are currently enrolled as volunteers with the organization.

7.0 VOLUNTEER SUPERVISION

Each volunteer who is accepted to a position with the organization must have a clearly identified supervisor who is responsible for direct management of that volunteer. This supervisor will be responsible for day-to-day management and guidance of the work of the volunteer, and must be available to the volunteer for consultation and assistance. A volunteer may act as a supervisor of other volunteers, provided the supervising volunteer is under the direct supervision of a paid staff member.

7.1 STAFF VOLUNTEER MANAGEMENT TRAINING

An orientation on working with volunteers will be provided to all interested staff. In-service training on effective volunteer utilization will be provided to those who are highly involved in volunteer management.

7.2 VOLUNTEER INVOLVEMENT IN STAFF EVALUATION

Examination of their effective utilization of volunteers shall be a component in the evaluation of staff persons who are assigned to work with volunteers. In such cases, supervisors should ask for the input and participation of volunteers in evaluating staff performance.

8.0 VOLUNTEER EVALUATION & PERFORMANCE

Volunteers must receive periodic evaluations to review their work. The evaluation session is utilized to review the performance of the volunteer, to suggest any changes in work style, to seek suggestions from the volunteer on means of enhancing the volunteer's relationship with ASI, to convey appreciation to the volunteer, and to ascertain the continued interest of the volunteer in serving in that position. Evaluations should include both an examination of the volunteer's performance of position responsibilities and a discussion of any suggestions that the volunteer

may have concerning the position or project with which the volunteer is connected. The evaluation session is an opportunity for both the volunteer and the organization to examine and improve their relationship.

8.1 WRITTEN BASIS FOR EVALUATION

The position description and standards of performance for a volunteer position should form the basis of an evaluation. A written record shall be kept of each evaluation session and filed with the Human Resources Office.

8.2 STAFF RESPONSIBILITY FOR EVALUATION

Each staff person in a supervisory relationship with a volunteer shall schedule and perform periodic evaluations and provide written records of those evaluations to the Human Resources Office.

8.3 CORRECTIVE ACTION

In appropriate situations, corrective action may be taken following an evaluation. Examples of corrective action include the requirement of additional training, re-assignment of a volunteer to a new position, suspension of the volunteer, or dismissal from volunteer service. Decisions involving corrective action of a volunteer must be reviewed by the Human Resources Office for appropriateness.

8.3.1 DISMISSAL OF A VOLUNTEER

The ASI accepts the service of all volunteers with the understanding that such service is at the sole discretion of the organization. Volunteers agree that the ASI may at any time, for whatever reason, decide to terminate the volunteer's relationship with the organization.

8.3.2 REASONS FOR DISMISSAL

Possible grounds for dismissal may include, but are not limited to, the following:

- Gross misconduct or insubordination
- Being under the influence of alcohol or drugs
- Theft of property or misuse of ASI equipment or materials
- Abuse or mistreatment of clients or co-workers
- Failure to abide by organization policies and procedures
- Failure to meet physical or mental standards of performance
- Failure to satisfactorily perform assigned duties

8.4 RESIGNATION

Volunteers may resign from their volunteer service with the organization at any time. It is requested that volunteers who intend to resign provide advance notice of their departure and a reason for their decision.

8.5 EXIT INTERVIEWS

Exit interviews, where possible, should be conducted with volunteers who are leaving their positions. The interview should ascertain why the volunteer is leaving the position, suggestions the volunteer may have to improving the position, and the possibility of involving the volunteer in some other capacity with the organization.

8.6 NOTICE OF DEPARTURE OR RE-ASSIGNMENT OF A VOLUNTEER

In the event that a volunteer departs the organization, whether voluntarily or involuntarily, or is re-assigned to a new position, it shall be the responsibility of the Human Resources Office to inform those affected staff and clients that the volunteer is no longer assigned to work with them.

In cases of dismissal for cause, this notification should be given in writing and should clearly indicate that any further contact with the volunteer must occur outside the scope of relationship with the organization.

9.0 VOLUNTEER PROGRAM ADMINISTRATION

The Human Resources Office shall provide the central coordinating point for effective volunteer management within the organization, and shall direct and assist staff and volunteer efforts to provide more productive services. The department shall also bear responsibility for maintaining liaison with other volunteer-utilizing programs throughout the campus and assisting in campus-wide efforts to recognize and promote volunteering. The Human Resources Office shall bear primary responsibility for planning for effective volunteer utilization, for assisting staff in identifying productive and creative volunteer roles, for recruiting suitable volunteers, and for tracking and evaluating the contribution of volunteers to the organization.

9.1 VOLUNTEER RECORDS

A system of records will be maintained for each volunteer with the organization, including dates of service, positions held, duties performed, evaluation of work, and awards received. Volunteers and appropriate staff will be responsible for submitting all appropriate records and information to the Human Resources Office in a timely and accurate fashion. Volunteer records will be accorded the same confidentiality as staff personnel records.

9.2 COMMUNICATION WITH SENIOR MANAGEMENT

Staff members who supervise volunteers are responsible for maintaining regular communication with the Human Resources Office on the status of volunteers, and are responsible for the timely provision of all necessary paperwork to the department. The department shall be informed immediately of any substantial change in the work or status of a volunteer and shall be consulted in advance before any corrective action is taken.

9.3 EVALUATION OF ORGANIZATION VOLUNTEER UTILIZATION

The Human Resources Office shall conduct an annual evaluation of the utilization of volunteers by the organization. This evaluation will include information gathered from volunteers, staff, and clients.

9.4 INSURANCE

Liability insurance will be provided to cover claims by volunteers engaged in organization business. Specific information regarding such insurance is available from the Director, ASI Administrative Services.

9.5 STAFF AND VOLUNTEER RECOGNITION

The Human Resources Office shall design a program for recognition of staff that work well with volunteers and consult with volunteers to identify appropriate staff to receive such awards.

An annual volunteer appreciation event will be conducted to highlight and reward the contribution of volunteers to the organization. The purpose is to recognize all ASI volunteers. However, departments are permitted to host their own volunteer recognition efforts.

ADMINISTRATION

The Human Resources Manager and the Director of ASI Administrative Services are responsible for the administration, revision, interpretation, and application of this policy. The policy will be reviewed no less than every three years and revised as needed, unless earlier revisions are necessitated by changes in state or federal law or the regulations of CSULB or the California State University Office of the Chancellor.

FORMS

The following forms are to be used in the execution of this policy.

Form Name	Purpose	Responsible Office	Approved By	Timeline for Submission
Volunteer Requisition Form	To establish the need or desire for volunteers and provide basic information about the position(s) needed	Human Resources	N/A	Forms are accepted year round
Volunteer Application	To indicate interest in accepting a volunteer assignment with ASI	Human Resources	N/A	Forms are accepted year round
Volunteer Service Agreement	To articulate the agreement between ASI and the volunteer regarding the terms and conditions of their placement with ASI	Human Resources	Executive Director or designee	Must be completed and on-file prior to the first day of volunteer service