

# How to *volunteer*

Persons interested in becoming a Neighbor Volunteer should complete the volunteer application form. The Volunteer Coordinator will interview applicants to determine their qualifications, interests, and availability, and answer any questions they may have about the program. Volunteers will be asked to take on assignments that coincide with their particular abilities, as well as the needs of the organization and its members. Volunteers are encouraged to update their information regarding interests and availability.

## General Expectations

Working closely with the Service Coordinator and the Volunteer Coordinator, volunteers are expected to:

- Decline any gifts or tips that may be offered
- Complete new-volunteer-and-member orientation on-line or in person
- Consult with the Volunteer Coordinator or office staff before assuming new responsibilities
- Be prompt and reliable in reporting for duty
- Notify the Service Coordinator as soon as possible when unable to report for a scheduled assignment
- Protect confidential information
- Exercise good judgment
- Treat members and other volunteers with respect
- Report any concerns for members or other volunteers to the Volunteer Coordinator

## Background Checks

All UCN2N Board members, staff, and volunteers must pass an official background check. These checks are overseen by the Volunteer Coordinator, who will refer the results to the Program Manager and Board of Directors when necessary. Volunteers who refuse permission for these checks will not be accepted as volunteers into this program. All volunteers may receive a copy of their background check report upon request.

## Volunteer Drivers

From the "Village to Village" network, we know that about 85% of member requests concern transportation: taking a member somewhere, or picking something up to deliver to a member's home. Volunteer drivers provide door-to-door transportation, and often door THROUGH door service. Drivers are needed for regularly scheduled trips, periodic trips and last-minute trips. When appropriate and safe to do so, the volunteer driver will assist the member to and from the door, and help carry packages. Trip destinations typically include grocery stores, medical appointments or social and educational events.

Volunteer drivers use their own vehicles for their volunteer assignments.

### Volunteer drivers must provide:

- A copy of a valid Ohio driver's license
- Verification of auto insurance

IMPORTANT NOTE: While volunteers may be able to record their mileage as a charitable contribution, drivers MAY NOT accept any money from the member for gas or other transportation costs. If the member were to make any payment, the trip becomes a "business transaction" instead of a volunteer assignment, which may void the volunteer's automobile insurance coverage. If parking fees are incurred, the member should pay that cost.

