

**The mission of the CAP Agency
is to promote and sustain
social and economic self-reliance
for residents of Scott, Carver
and Dakota Counties.**

Volunteer Handbook

Table of Contents:

Welcome.....	Page 2
Locations	Page 2
General Liability	Page 3
Auto Liability.....	Page 3
Confidentiality.....	Page 4
Volunteer Policies	Page 5
Procedures.....	Page 6
Tips for Volunteers.....	Page 7
Volunteer Tax Deductions	Page 8
Volunteers Agreement.....	Page 9
Liability and Confidentiality.....	Page 10
Volunteer Handbook Acknowledgement.....	Page 11



Want to Volunteer?

Welcome to the CAP Agency....

Scott-Carver-Dakota CAP Agency, Inc.

Locations at:

Shakopee Office

712 Canterbury Road South
Shakopee, MN 55379
Phone: (952) 496-2125
Fax: (952) 402-9815

Chaska Office

110650 Village Road
Chaska, MN 55318
Phone: (952) 960-9700
Fax: (952) 960-9698

Rosemount Office

2496 145th Street West
Rosemount, MN 55068
Phone: (651) 322-3500
Fax: (651) 322-3555

The CAP Agency is a private non-profit organization originating from the War on Poverty declared by President Lyndon B. Johnson in 1964. The CAP Agency provides direct service programs while mobilizing local and private resources to be responsive to the needs of low-income families and individuals in Scott, Carver and Dakota Counties.

The CAP Agency receives funding from local, state, federal and private sources to operate its programs. The Agency responds to the communities it serves by recognizing needs, planning solutions to meet the needs and maintaining staff and volunteers to implement and administer the programs.

An 18 member Board of Directors made up of equal representation from target-area citizens, elected public officials and private sector groups governs the CAP Agency. The Board of Directors is responsible for establishing goals, objectives and policies; accounting to Agency funding sources; and representing the communities they serve.

Thank you for your interest in volunteering. Volunteers have played a crucial role in the development of our organization since it's founding in 1965.

Thank you for your time and devotion that you are willing to share at the CAP Agency. We hope that your experience is rewarding!

Liabilities for Volunteers

General Liability:

Under Minnesota Law, volunteers at non-profit corporations are provided immunity from civil liability as long as they are acting in good faith and within the scope of their volunteer responsibilities. Exceptions include specified cases, such as those that occur if the volunteer directly causes physical injury or wrongful death, an example of which would be an auto accident.

In cases where the volunteers are not immune from civil liability, the volunteer is responsible for all injuries and damages.

The CAP Agency does not provide any type of insurance coverage for its volunteers. Volunteers must provide their own insurance coverage. If a volunteer is injured while acting within scope of their duties at the CAP Agency, the insurance coverage for those injuries must be provided by the volunteer.

Automobile Liability:

Volunteers are required to present proof of a driver's license and car insurance before they may participate as volunteer drivers for the CAP Agency. Volunteers who are driving CAP Agency vehicles are fully covered in the event of a covered loss.

If a volunteer is driving his/her own personal vehicle on CAP Agency business, the volunteer's own auto policy will provide primary coverage, and the CAP Agency's auto policy will apply on an excess basis. The agency requests that volunteer drivers carry a minimum of \$300,000 combined single limit (per accident) insurance coverage.

Head Start:

All regular volunteers in the Head Start Program must be screened for tuberculosis. A regular volunteer is any person working in Head Start a minimum of one day per week.

Confidentiality Policies

Confidentiality:

Data Privacy Guidelines for both volunteers and individuals served by the CAP Agency are specified in the Minnesota Government Data Practices Act. Under this law, information collected on all staff, including volunteers, is considered public information. It is the policy of the CAP Agency not to release personal information on volunteers such as their home address, phone number, etc.

Any information a client supplies to the CAP Agency is considered private information. This means it is strictly confidential and cannot be shared with anyone outside of the agency program for which you volunteer. Any volunteer releasing information defined as private in the Government Data Practices Act shall be subject to the disciplinary action outlined in the Employee Handbook.

Please direct questions about confidentiality to your supervisor.

Volunteer Services Policies



Orientation is required for all volunteers.



Supervision and training by staff is guaranteed to all volunteers.



Recognition: The CAP Agency annually recognizes and thanks all volunteers during Volunteer Recognition in April.



Money or goods of any significant value will not be accepted from a client or program participant under any circumstances.



Confidentiality is a right guaranteed to our clients and our volunteers. Clients' needs, concerns, and personal problems are not to be discussed with anyone other than the appropriate staff members.



Smoking: The CAP Agency is a smoke-free facility.



Alcohol and drugs are not permitted at any CAP Agency facilities.



Probationary periods will be determined by the volunteer and supervisor upon placement.



Dismissal of a volunteer may take place when the volunteer is unreliable, irresponsible, disruptive, demonstrating inappropriate behavior, or fails to adhere to the policies and procedures of the CAP Agency.

Volunteer Services Procedures

Arrival: Please report to your supervisor.

Tardiness/Illness: Please call your supervisor and let him/her know when you will be arriving late or will not be in on your assigned day. Whenever possible, a 24 hour notice is appreciated.

Name Tag: These are available from your supervisor and you are encouraged to wear them when you are volunteering.

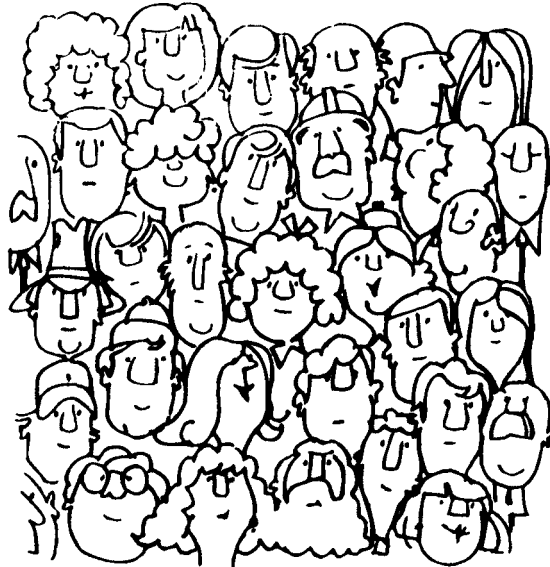
Volunteer Hours: All volunteers must document their hours on a sign-in sheet. Please ask your supervisor what procedure you are to use as it varies from program to program. As a non-profit agency, we are often required to supply verification of volunteer hours, volunteer miles, and number of volunteers when applying for grants or documenting in-kind services.

Vacation/Leave of Absence: Whenever possible, please give your supervisor at least two weeks notice.

Valuables: Please try to avoid bringing valuables to your volunteer work location, as the CAP Agency cannot be responsible for any damage or loss. If you need to bring a purse (etc.), please ask your supervisor where a safe place to put your belongings would be.

Fire/Tornado: Your supervisor will show you the appropriate procedures for the building. Follow posted procedures.

Accidents: Report any accidents involving clients, staff, or yourself to your supervisor immediately.



TIPS FOR VOLUNTEERS WORKING WITH CAP AGENCY PROGRAMS

To help make your job easier, here are some tips for working with the programs administered by the CAP Agency.

Suspend Judgment. As a volunteer, you provide assistance to the CAP Agency, its programs and staff. Paid staff members have been trained to evaluate clients' eligibility and needs. Your work will be easier and more enjoyable if you do not make judgments about clients.

Ask focused questions. Questions dealing with your job performance, duties or the Agency are welcome and encouraged. Client information, however, is confidential.

Ask for examples or data illustrating the importance of your work. This will help you get a more clear understanding of the services provided and how our programs assist clients.

Use active listening. If you are unsure about what has been said, ask for clarification.

Report, as accurately and descriptively as possible, any problems of which you are aware. Feedback from volunteers will help the CAP Agency know if a program is serving its purpose, or if changes may be needed. Constructive comments or suggestions are always welcome.

Enjoy your job! Volunteering is most enjoyable and rewarding when you feel the satisfaction of knowing you have made a difference.

VOLUNTEER TAX DEDUCTIONS

A number of tax benefits are available for volunteers under the general charitable contribution deduction of the Internal Revenue Code. Volunteers may deduct “unreimbursed out-of-pocket expenses directly related to the service given to a charitable organization” if they itemize their deductions on their tax return. Examples of expenditures that volunteers can deduct may include:

Direct gifts of money;

Non-cash contributions of property (books, clothing, household items, automobiles, etc.);

Bus and cab transportation expenses;

Automobile mileage or automobile expenses for gas, oil and other related items (Automobile-related expenses may be deducted either at a standard rate per mile or on an actual expense basis. In any case, parking fees and tolls are deductible in addition to the standard mileage rate.);

Cost and upkeep of special uniforms;

Telephone bills (specifically for volunteer work);

Dues, fees or assessments made to qualified organizations;

And, the cost of supplies purchased to perform volunteer duties.

The Volunteer Agreement

I, _____, agree to:



Become familiar with and adhere to the policies and procedures of the CAP Agency as stated in this orientation handbook.



Receive orientation.



Arrange with my supervisor a workable volunteer schedule.



Provide at least 24 hours notice to my supervisor if I am unable to keep my volunteer commitment/schedule (except with emergencies).



Give 2 weeks notice if volunteer work is to be terminated or interrupted for an extended length of time.



Facilitate record keeping by signing in and out when volunteering and wearing identification when required by the program.



Exercise good judgment when acting on behalf of the CAP Agency.



Maintain a non-judgmental attitude and respect cultural differences and customs when working with clients, staff, and other volunteers.



Accept supervision with a willingness to learn and ask questions about things I do not understand.



CAP AGENCY

Serving Scott, Carver and Dakota Counties
712 Canterbury Road South 2496 – 145th Street West
Shakopee, MN 55379 Rosemount, MN 55068
(612) 496-2125 (651) 322-9500

CONFIDENTIALITY POLICY AND AGREEMENT

Confidentiality is basic to the maintenance of professional ethics and community respect. Clients act in good faith, expecting their circumstances and personal matters to remain confidential. We are obligated by law and ethics to maintain confidentiality.

The following information is presented to provide guidelines concerning confidentiality:

1. Information and details about a client may be discussed among CAP Agency programs for clinical purposes only. That is, cases may be discussed in staffing, supervisory, and clinical meetings in order that cases may be more appropriately managed.
2. No identifying information about a client (name, address, social security number) should be revealed except within the Agency.
3. Records kept on clients are used only for case management and not for general perusal. Other agencies requesting the records of a given client must obtain a release of information from the client. In no case are records automatically sent to another person or agency without first receiving this release of information from the client or legal guardian.
4. Discussing the details of a case outside the Agency even though names, addresses, and social security numbers are not revealed is a breach of confidentiality. That is, one might possibly describe, in detail, facts or descriptive data, and reveal enough that the listener might possibly identify the client.
5. Confidentiality must be maintained even when a case has been made public through the news media. For example, if a client has been arrested, confidentiality must be respected.
6. Volunteers will have access to client information only as authorized by staff. All volunteers will follow the confidentiality policy as outlined.

I, the undersigned, **understand and agree to the above policy**, and am aware that any breach of confidentiality warrants reprimand and/or dismissal.

Signature _____ Date _____

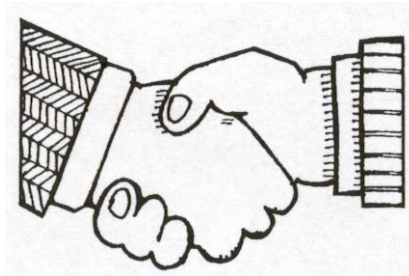
Volunteer Handbook Acknowledgement

I, _____, have received my copy of the CAP Agency Volunteer Handbook. I have read it thoroughly, reviewed it with the Volunteer Coordinator/Program Supervisor and understand the provisions and agreements contained within.

Date

Volunteer Signature

Volunteer Coordinator/Program Supervisor Signature



“The purpose of human life is to serve and to show compassion and the will to help others.” *Albert Schweitzer*