

<u>Section D</u> Volunteer Forms

<u>Section B</u> Volunteer Services & Process

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licies & Procec

ures

ection C

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#### Volunteering with Goodwill

- 3 History 4 Mission
- 4 Mission
- 4 Guiding Principles
- 5 GIVS
- **5 Volunteer Code of Ethics**
- 6 CARF Standards for Volunteers

# section

#### Volunteering Services & Process

- **7 Volunteer Opportunities**
- **8 Volunteer Locations**
- **9 Time and Commitment**
- **9** Interview
- **10 Orientation and Training**



- 10 Duties, Responsibilities, and Supervision
- **10 Feedback and Evaluation**
- 10 Resignations and Terminations
- **10 Service Recognition**



# section

# Volunteering Policies & Procedures

- **11 Personal Information Changes**
- **11 Absentee Procedure**
- **11 Holiday Closings**
- **11 Personal Appearance**
- **12 Volunteer Shopping**

- 12 Smoking/Drugs/Alcohol
- **12 Personal Property**
- **13 Participant Relations**
- **13 Harassment Policy**

OLUNTEER

- **13 Equal Volunteer Opportunity**
- **13 Whistleblower Policy**



2

#### Volunteer Forms

- 14 Volunteer Waiver
- **16 Volunteer Agreement**
- **17 Volunteer Time Sheet**
- **18 Volunteer Evaluation**

Volunteer Handbook Goodwill Industries of South

ısın, Inc.

olunteer Forms

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# history

Goodwill Industries was founded in 1902 in Boston, Massachusetts by Methodist minister Edgar J. Helms. Dr. Helms' church, Morgan Memorial Chapel, offered social services to the people of the area. Appalled by the conditions of life around him, Edgar Helms solicited donations of clothing and furniture for the poor. These items were then given to persons in need through Morgan Memorial.

To promote employment, Dr. Helms started having some of the men and women collect the donated materials and repair the garments and furniture, paying them for their labor out of the proceeds of the sale of these donated items. This program was a success, and grew rapidly throughout the country. Today, the Goodwill family is composed of more than 180 independent Goodwill corporations located throughout the world.

This Goodwill (now known as Goodwill Industries of Southeastern Wisconsin, Inc.) was established in Milwaukee on October 6, 1919, by a group from Summerfield Methodist Church. In a program based on the work of reverend Helms, donated goods were sorted in the basement of an eastside church and sold at a store on East Astor Street. The program grew over the years, both in size and in the scope of services. In 1999, Goodwill Industries of Southeastern Wisconsin and Metropolitan Chicago merged. Our organization has been a national leader in vocational rehabilitation and workforce development throughout our history.

Goodwill Industries of Southeastern Wisconsin, Inc. is a Wisconsin 501(c)(3) non-stock not-for-profit corporation.

#### Goodwill has been a national leader in workforce development throughout our history



Volunteer Policies & Proced

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# mission

Goodwill provides training, employment and supportive services for people with disabilities or disadvantages who seek greater independence.



# THE GUIDING PRINCIPLES

#### **INSPIRED BY PEOPLE**

People are at the heart of what we do. We are people serving people, valuing the talents, uniqueness and potential in each one of us. We take the time to get to know people, and we embrace a culture where individuals can truly be themselves. We think about the impact on others before making decisions.

#### **POWER OF THE WHOLE**

Our dreams are big, and together, we will accomplish our goals. From the people we hire, to our community partners, we are at our best when we work with people who share our passion. Working together we can do anything.

#### **RESULTS MATTER**

Results drive mission. We run successful businesses that give people the opportunity to work and meet community needs – now and into the future. Each of us impacts our mission and we take pride in operating with integrity and owning our results. Better every day is a way of life.

#### GIVS

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Goodwill Industries Volunteer Services (GIVS) is a group of individuals supporting Goodwill's mission in a voluntary capacity. GIVS embraces Goodwill's belief that work has the power to transform people's lives by building confidence, self-esteem, independence, empowerment, and their futures. GIVS helps to empower people with disabilities and barriers to employment to live to their highest individual capabilities.

#### **Volunteer Code of Ethics**

- Volunteers will protect confidential information concerning Goodwill, its participants, employees, procedures, and suppliers.
- Volunteer conduct, on and off the volunteer job, should reflect favorably on the individual and on Goodwill.
- Volunteers may not make derogatory remarks or engage in negative behavior with respect to participants, other volunteers, or staff members.
- Throughout the duration of volunteering, positions where a conflict of interest exists are prohibited.
- Volunteers are prohibited from removing any Goodwill equipment or resources for personal use.



Volunteer Services & Process

<u>Section B</u>

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#### **CARF Standards for Volunteers**

The Commission on Accreditation of Rehabilitation Facilities (CARF) works to promote quality, value, and optimal outcomes for the people they serve. They are a not-for-profit accrediting body. Goodwill maintains this accreditation for its programs. CARF believes that all people have the right to be treated with dignity and respect, and that all people should have access to needed services that achieve optimum outcomes. They also believe that all people should be empowered to exercise informed choices.

## CARF mandates that volunteers working with its accredited programs must receive the following:

a. A signed volunteer agreement	Page 16
b. Identification of:	
i. Duties	Job Profile
ii. Scope of responsibility	Job Profile
iii. Supervision	Job Profile
c. Orientation	Page 9
d. Training	Page 9
e. Assessment of performance	Page 10
f. Policies and written procedures for dismissal	Page 10
g. Confidentiality policies	Page 10
h. Background checks (required when working with	
accredited programs)	Page 9

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#### **Volunteer Opportunities**

#### Day Services: direct service for persons with disabilities

- Activity Assistant
- Arts & Crafts Enrichment
- Community Outings Escorts
- Music Enrichment
- Pet Visits
- Special Events/Parties and Celebrations
- Travel Logs

#### **Community Services:** Meals on Wheels

• Delivery Assistant

#### Vocational Services: direct service for persons with disabilities

• Employment Aide

#### Workforce Connection Centers: open to all job seekers

- Employment Specialist Aide
- Financial Counseling
- Tax Preparation

#### Vintage Fashion Shows

- Models
- Dressers

#### **Special Events**

- Goodwill Sale
- Holiday Parties and Picnics
- Program Specific Events
- Donation Collection











<u>Section D</u> Volunteer Forms

#### 7 Volunteer Handbook Goodwill Industries of Southeastern Wisconsin, Inc.

<u>Section A</u> Volunteering with Goodwill

Volunteer Services & Process

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Section B

Section B

#### **Volunteer Locations**

**James O. Wright Center** 6055 North 91 Street, Milwaukee, 53226

#### Waukesha Community

Service Center 1400 Nike Drive, Waukesha, 53186

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#### Goodwill Center for Work and Training – Southwest Campus

5400 South 60th Street, Greendale, WI

#### Community Opportunities Club North

Wil-O-Way Underwood Center 10602 Underwood Pkwy, Wauwatosa, Wisconsin 53226

#### Community Opportunities Club South

5200 S. 48th Street (Christ United Methodist Church), Greenfield, 53220

#### **Community Opportunities Club**

Waukesha Community Service Center 1400 Nike Drive, Waukesha, WI 53186

#### **Goodwill Workforce Connection Centers**

- 6055 N. 91st Street, Milwaukee, 53226
- 3903 N. Richards Street, Milwaukee, 53212
- 1400 Nike Drive, Waukesha, 53186
- 153 W. Oklahoma Ave., Milwaukee, 53207
- 5400 South 60th Street, Greendale, WI 53129j9
- 351 E. Roosevelt Road, Lombard, IL 60148
- 6054 S. Western Avenue, Chicago, IL 60636
- 1900 Harlem Avenue, North Riverside, IL 60546

<u>Section B</u> Volunteer Services & Process

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#### **Time and Commitment**

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- General Hours are usually Monday through Friday, 8:30 to 2:30
- Hours could differ based on volunteer position and need.
- Special events will have a distinct time schedule.
- Volunteers are asked to commit to one session per month, or more as their personal schedule will allow. (Note: This may differ for volunteers in the Workforce Connection Centers)
- Volunteer hours may be recorded on a time sheet. (Note: Certain volunteer opportunities may be a one-time commitment, as directed by Goodwill's needs)
- Note that at the present time Goodwill does not honor court-ordered community service requests.

#### Application

- Individuals age 14 years or older who meet the recommended guidelines for the volunteer opportunity are welcome to volunteer by submitting a volunteer application. Applications can be submitted online by visiting <a href="http://bit.ly/VolunteerGoodwill">http://bit.ly/VolunteerGoodwill</a>
- Applicants for non-direct service opportunities such as special events or vintage fashion shows will be contacted and scheduled accordingly. Written communication and directions regarding the event will be issued to the volunteer.
- Applicants for any volunteer position that is part of a CARF accredited program will require a criminal background check. If the volunteer applicant meets the criteria, the application will be forwarded to the appropriate supervisor for consideration. The supervisor will contact the applicant for an interview.

#### Interview

• The supervisor will schedule a personal interview with the volunteer candidate to determine if the candidate has the skills and abilities for the volunteer opportunity. If the candidate is a good fit, the supervisor will establish a start date for the volunteer and report the information to the Manager of Volunteer Services

#### **Orientation and Training**

- All volunteers will receive a general orientation—providing an overview of the organization's operations, structure, policies, procedures, rules, and benefits. The orientation acquaints new volunteers with the department's functions and relationship to the organization as a whole.
- At the overview the manager will have the volunteer sign the Volunteer Waiver and Volunteer Agreement to keep on file. Copies of signed Waivers and Agreements shall be sent to Manger of Volunteer Services for filing.
- All volunteers shall receive a copy of this Volunteer Handbook for reference.
- All volunteers will be provided with training pertaining to the requirements of their duties and responsibilities. Volunteers must be informed of policies and procedures pertaining to the department and/or service area.

#### 9 Volunteer Handbook Goodwill Industries of Southeastern Wisconsin, Inc.

#### **Duties, Responsibilities, and Supervision**

- The volunteer will be issued a Volunteer Job Profile, clearly identifying duties, responsibilities, and supervision.
- Every volunteer will have a clearly identified supervisor who will be responsible for support and direction. The supervisor will be responsible for the management and guidance of the volunteer, and shall be available to the volunteer for consultation and assistance.

#### Confidentiality

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• Volunteers may be trusted with confidential information if necessary to help carry out assignments. All volunteers must protect the privacy of this information whether it relates to business practices or agency operations, or affects participants, customers, and employees.

#### Feedback and Evaluation

• Volunteers may receive periodic evaluations to review their progress. Performance Appraisals evaluate a volunteer's performance, indicating strengths in work performance and areas in which improvement is necessary. Supervisors may complete Performance Appraisals when a volunteer's performance is so outstanding or deficient that it requires special attention.

#### **Resignations and Terminations**

- Volunteers who choose to discontinue their services with Goodwill are expected to advise their immediate supervisor. If possible, a two-week notice of resignation is appreciated so that Goodwill has the opportunity to place new volunteers in the program.
- Any volunteer who violates or abuses Goodwill's volunteer policies is subject to reprimand up to and including termination of the opportunity.

#### **Service Recognition**

- In recognition of service to the agency, Goodwill provides a luncheon annually all of those who have volunteered throughout the year. At this time, one person is chosen to receive the Volunteer of the Year Award. The luncheon is one of our ways of saying thank you to all of those who have unselfishly provided their time and efforts for community service.
- Volunteer Discount Card 20% after 6 months of continued volunteer service.

Volunteer Policies & Proced

#### **Volunteer Policies and Procedures**

#### **Personal Information Changes**

• Volunteers should notify their supervisor of any changes in their name, address, and telephone numbers. Absence of current information can cause an inconvenience to the organization—especially in emergency situations.

#### **Absentee Procedure**

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- If unable to make a shift, volunteers should notify their supervisor. If the supervisor is unavailable, volunteers should notify the Manager of Volunteer Services. Please remember that all volunteers are expected and needed, and absences leave voids in the programs/services.
- Excessive tardiness and absenteeism of a volunteer may result in corrective action, up to and including termination of the volunteer opportunity.

#### **Holiday Closings**

- Goodwill observes the following holidays:
  - o New Year's Day
  - o Memorial Day
  - o Independence Day
  - o Labor Day
  - o Thanksgiving Day
  - o The day after Thanksgiving Day
  - o Christmas Eve Day
  - o Christmas Day
- If any of these days falls on a weekend, Goodwill will schedule the holiday. Because Goodwill's production and program requirements continue at all times, it is not always possible to shut down on the days noted above. Volunteers should check with their managers regarding scheduling on days marked as a holiday.

#### **Personal Appearance**

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• Volunteers should adhere to standards of dress and appearance consistent with the professional image of Goodwill. Volunteer work attire and general appearance will depend on the standards established by department, and supervisors will notify volunteers of these standards.

#### **Volunteer Shopping**

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- Volunteers are encouraged to shop in Goodwill stores, and can receive a 20% discount on items purchased by using their Goodwill volunteer identification card after six (6) months of volunteer service. Volunteers and their families are not eligible for promotional drawings or giveaways.
- Volunteers may shop at a Goodwill store before or after their assigned shift has been completed, on authorized breaks, or during an assigned lunch hour. All purchases made in the store must be taken to the volunteer's car after check out. If the volunteer does not have a car, packages must be stapled shut with the receipt attached to the package and stored until the end of the volunteer shift.
- Goodwill stores do not allow merchandise holds for Goodwill volunteers.
- Volunteers who wish to shop in Goodwill stores must enter through the front entrance at all times.

#### Smoking/Drugs/Alcohol

- Goodwill strictly prohibits the use or presence of smoking or utilizing a personal vaporizer (commonly referred to as e-cigarettes), drugs, and alcohol in its facilities. Volunteers may not report to their shifts under the influence of alcohol and/or drugs, nor manufacture, distribute, dispense, possess, or use controlled substances—on or off Goodwill premises.
- A volunteer must notify Goodwill of any criminal statute conviction for a drug violation within five days of the conviction. Goodwill receives the right to take appropriate action upon review of this information.
- Goodwill may, at its discretion, require a volunteer to submit to an alcohol or drug screening test or may search personal effects on the organization's premises where there may be reasonable suspicion.
- A refusal to submit to a reasonable search or testing or intentional interference with the testing may result in termination of the volunteer opportunity. If a volunteer tests positive, Goodwill will require immediate dismissal from volunteer services.

#### **Personal Property**

• Volunteers may not bring personal property onto Goodwill premises unless it pertains to a specific volunteer activity.

#### **Participant Relations**

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- In the scope of performing their assigned duties, volunteers may interact with persons receiving services. At all times, such relationships should be professional in nature, and the volunteer's interaction with participants shall be a means to help them in achieving their rehabilitation goals. Volunteers should have no contact with participants outside of the Goodwill context.
- Unauthorized visitors are not allowed to attend volunteer shifts. Prior authorization is required before bringing in family members or friends.

#### **Harassment Policy**

- Goodwill prohibits harassment based on race, color, sex, age, religion, national origin, ancestry, disability, sexual orientation, marital status, parental status, source of income, military discharge status, or any other protected status. Harassment consists of unwelcome statements or actions that interfere with an individual's volunteer performance or create an intimidating, hostile, or offensive volunteering environment.
- Goodwill believes that all volunteers must be allowed to contribute to an environment free of unsolicited and unwelcome sexual overtones. Sexual harassment on the part of any volunteer also will not be tolerated. Sexual harassment is defined as unwelcome advances, requests for sexual favors, or other inappropriate verbal or physical contact.
- Goodwill is responsible for assuring that our organization is free from all forms of harassment. Volunteers who have complaints of harassment by anyone, including superiors and coworkers, should contact their supervisor, Human Resources, or the division executive. All complaints will be fully investigated, and appropriate action will be taken. Information related to the investigation will be kept confidential.

#### **Equal Volunteer Opportunity**

• It is Goodwill's policy to maintain and promote equal volunteer opportunities without regard to age, race, color, religion, sex, national origin, ancestry, political beliefs, handicap, or any other status protected by law.

#### **Whistleblower Policy**

- If a volunteer reasonably believes that some policy, practice, or activity of Goodwill is in violation of the law, a written complaint must be filed with the General Counsel or submitted anonymously through the compliance hotline. Information on the compliance hotline is posted in each facility and can be found on Goodwill's intranet site- GPS.
- It is the intent of Goodwill to adhere to all laws and regulations that apply to the organization, and the underlying purpose of this policy is to support the organization's goal of legal compliance.
- A process has been established to ensure that complaints are investigated in a timely manner and a complaint is free from retaliation.

### Volunteer Waiver

I am aware that volunteering with Goodwill Industries of Southeastern Wisconsin, Inc. ("Goodwill") involves risks of personal injury, property damage and other risks associated with volunteer service. I understand that I will not be paid for my services as a volunteer. I understand that Goodwill is not responsible or liable for my personal effects and property.

By my signature, for myself, my estate and my heirs, I release, discharge, indemnify and forever hold Goodwill, its employees and Board of Directors harmless from any and all claims and/or causes of action arising from my participation as a volunteer and travel associated therewith.

I understand that I will not be covered under Goodwill's Workers Compensation insurance while performing as a volunteer. In the event that I am unable to consent on my own because of an injury, I consent to administration of first aid and other medical treatment in the event of an injury and agree to pay the costs of any such treatment.

I understand that I am to abide by whatever policies, rules, and regulations currently are in effect at Goodwill. I also understand that volunteering is based on mutual consent and that either I or Goodwill can end the volunteer relationship at any time without notice.

I understand that any confidential information to which I have access is privileged and shall be held in strict confidence. Information will be shared only with Goodwill staff and then, only as necessary. I understand and agree that in the performance of any duties at Goodwill I must, in accordance with Goodwill policy, hold such information in confidence. I understand that any violation of the confidentiality of such information may result in termination of my volunteer opportunity with Goodwill.

I give any organization involved with Goodwill permission to photograph me as it relates to my volunteering with Goodwill. I understand that the organizations have permission to use these photographs/videotapes for publicity purposes.

By signing, I acknowledge that I have carefully read and fully understand everything written on this form and am voluntarily signing this waiver and release of liability agreement between myself and Goodwill.

Name:

Date:

Signature:

FOR MINORS, SEE NEXT PAGE

#### Volunteer Handbook Goodwill Industries of Southeastern Wisconsin, Inc. 14

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# Section A Section B Volunteering with Goodwill Volunteer Services & Process

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Goodwill

# Goodwill

If the volunteer is under 18 years of age, this form must also be signed by a parent or guardian.

I understand that the minor named above wishes to volunteer and I hereby give my permission for them to serve in that capacity, if accepted by Goodwill. I understand that he/she will be provided with orientation and training as necessary for the safe and responsible performance of his/her duties and he/she will be expected to meet all the requirements of the position, including regular attendance and adherence to Goodwill's policies and procedures. I understand that he/she will not receive monetary compensation for his/her services contributed.

Name:	Relationship to Minor:		
Signature of Parent/Guardian:		Date:	

<u>Section A</u> Volunteering with Goodwill

# <u>Section A</u> Section B Section B Section B Section B Section B Section B

## Volunteer Agreement Goodwill

#### Goodwill

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We agree to accept the service of \_\_\_\_\_ \_\_\_\_\_, beginning: \_\_\_\_ \_\_\_\_\_ and commit to the following: (1) to provide information, training, and assistance to aid you in meeting your responsibilities; (2) to provide you supervisory aid and to provide feedback on performance; (3) to respect your skills, dignity, and individual needs; (4) to be receptive to any comments you may have regarding ways in which we might mutually better accomplish our respective tasks; and (5) to treat you as a partner contributing to our Mission.

#### Volunteer

Ι, \_\_\_\_\_, agree to serve as a volunteer and commit to the following: (1) to perform my volunteer duties to the best of my abilities; (2) to serve as a volunteer without receiving any compensation or other financial benefits for my services (including but not limited to money, merchandise, or privileges) and without any expectation of future employment; (3) to adhere to Goodwill's rules and procedures, including confidentiality of agency and client information; and (4) to meet time and duty commitments or to provide adequate notice so that alternate arrangements can be made.

This agreement may be terminated by either party with or without cause, at any time by notice to the other party.

Volunteer's Signature

Volunteer Supervisor's Signature

Date

Date



Name:\_\_\_\_\_Month:\_\_\_\_\_

Goodwill Location:

Please record all of your volunteer hours, including those spent outside of Goodwill (e.g., making crafts at home, assisting with fundraising events, etc.). Thank you!

Date	Time In	Time Out	Total Hours	Activity
	·			
			8	
			-	
		1		

Total Volunteer Hours for Month:

## Volunteer Evaluation Goodwill

Volunteer Name:	Department:	
Manager/Supervisor Name:	Appraisal Date:	

	Satisfactory	Highly Satisfactory	Outstanding
Achieving goals of the opportunity			
Performs activities with enthusiasm			
Considerate to fellow staff members			
Takes on extra opportunities if asked			
Volunteer is punctual			
Abides by company policies and procedures			
Always helping to make a difference			
Volunteer seems to enjoy the opportunities			

Manager/Supervisor Comments:

Manager/Supervisor's Signature:\_

Volunteer's Signature:

Manager/Supervisor reviews with volunteer and a copy is filed with the Volunteer Coordinator.

Section A Volunteering with Goodwill

<u>Section B</u> Volunteer Services & Process

<u>Section C</u> Volunteer Policies & Proced

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