

Volunteer Policies and Procedures

I. Introduction

Welcome to Guided Path Terminal Cancer Support ("the Organization"). Volunteers are a vital part of our mission to provide compassionate care and essential resources to individuals and families facing advanced-stage cancer diagnoses. These policies and procedures are designed to ensure a positive, safe, and productive experience for all volunteers and the individuals we serve.

II. Volunteer Roles and Responsibilities

Volunteer opportunities may include, but are not limited to:

- Respite caregiving
- Event planning and fundraising
- Bereavement support
- Administrative assistance
- Educational program facilitation
- Community outreach

Volunteer responsibilities:

- Perform assigned tasks to the best of their ability.
- Adhere to the Organization's mission, values, and code of conduct.
- Respect the confidentiality of sensitive information related to clients, staff, and the Organization.
- Communicate any concerns or issues promptly to the Organization's Volunteer Coordinator.

Additional responsibilities may be assigned based on the Organization's needs and the volunteer's skills.

III. Recruitment and Onboarding

Application Process:

- All prospective volunteers must complete a Volunteer Application Form, providing accurate and honest information.
- A background check will be required for all volunteers engaging in client-facing roles. Exceptions may be made for event volunteers working *public* events. Volunteers will be asked to sign a consent form for background checks during the application process.



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Orientation:

- New volunteers will participate in an orientation session to understand the Organization's mission, values, and policies and procedures.
- Role-specific training will be provided as needed to ensure volunteers are prepared for their responsibilities.

Probationary Period:

- All volunteers will serve a 30-day probationary period to ensure a mutual fit. During this time, performance and engagement will be assessed by the Volunteer Coordinator.

IV. Code of Conduct

Volunteers must:

- Treat clients, staff, and other volunteers with respect, kindness, and professionalism.
- Follow all safety protocols and procedures provided by the Organization.
- Avoid conflicts of interest or any activities that could harm the Organization's reputation.
- Maintain a professional and courteous demeanor at all times.

Volunteers are prohibited from:

- Engaging in discriminatory, harassing, or otherwise inappropriate behavior.
- Representing the Organization without prior approval from the Volunteer Coordinator.
- Sharing confidential information with unauthorized individuals.

Violations of the Code of Conduct may result in disciplinary action, including termination of volunteer service.

V. Scheduling and Attendance

Volunteers are responsible for:

- Committing to a schedule and notifying the Volunteer Coordinator at least 24 hours in advance if they are unable to fulfill their commitment.
- Recording their hours using the Organization's time tracking system to ensure accurate records.

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Missed Commitments:

- Repeated absences without prior notification may result in reassignment or discontinuation of volunteer service.

Schedule Adjustments:

- The Organization reserves the right to adjust volunteer assignments to align with organizational priorities and client needs.
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VI. Confidentiality

Volunteers must maintain the confidentiality of all sensitive information related to clients, staff, and the Organization.

- A Confidentiality Agreement will be signed during onboarding.
 - Volunteers should avoid discussing client information in public or with unauthorized individuals.
 - Breaches of confidentiality will result in immediate disciplinary action and may lead to termination of volunteer service.
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VII. Safety and Reporting

Volunteers must:

- Follow all safety guidelines provided during orientation and training.
- Report any accidents, injuries, or unsafe conditions to the Volunteer Coordinator immediately.
- Adhere to health and hygiene protocols, including any vaccination or illness-related policies set forth by the Organization.

Emergency Procedures:

- In the event of an emergency, volunteers should follow the Organization's emergency response plan, which will be covered during orientation.

Incident Reporting:

- Volunteers are required to document and report any incidents promptly to ensure swift resolution.
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VIII. Termination of Volunteer Service

The Organization reserves the right to terminate a volunteer's service for:

- Violating policies or procedures.



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- Failing to perform assigned duties effectively or consistently.
- Engaging in behavior that conflicts with the Organization's mission or values.

Volunteers may terminate their service at any time by notifying the Volunteer Coordinator. An exit survey may be requested to gather feedback on their experience.

IX. Recognition and Feedback

The Organization values the contributions of volunteers and will recognize their efforts through:

- Regular acknowledgments, such as thank-you notes or public recognition.
- Volunteer appreciation events held annually or semi-annually.
- Opportunities to highlight outstanding contributions in newsletters or social media.

Feedback:

- Volunteers are encouraged to provide feedback to improve the Organization's programs and processes. Feedback can be submitted directly to the Volunteer Coordinator or through periodic surveys.
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X. Agreement

By signing below, you acknowledge that you have read, understood, and agree to abide by the policies and procedures outlined in this document.

Volunteer Name: _____

Volunteer Signature: _____

Date: _____
