

SECTION VIII

Working with Volunteers

Working with Volunteers Index

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Safety Training Completion Form – Have volunteer complete and return (person or group providing the training should be the one to complete form)

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Volunteer Hours Tracking Sheet - Have volunteer complete and return (possibly have a main database for volunteer hours and they can add hours to their profile rather than turning in a form each time)

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Working with Volunteers

Planning and staging a successful and cost-effective program depends on a strong network of volunteers. Volunteers are the oil that keeps this machine working. Here are some tips on finding and recruiting an enthusiastic workforce.

How to recruit volunteers?

A little organization goes a long way when recruiting volunteers. It helps to prepare a simple fact sheet describing the program, including position descriptions, special skill needs (i.e. nurses or Emergency Medical Technicians at first aid stand, experienced person at instructional stations, etc.) and the organization's contact information. Many membership organizations have volunteer coordinators who can be a great source of support. Fax them a copy of the program fact sheet and follow up to see if they can help. All volunteers should pre-register so it can be gauged in advance how many will be available for each phase of the program. Finally, an on-call pool of volunteers is also a good idea in case scheduled volunteers need to cancel. They can always participate in the program if their support is not needed! Careful consideration of each volunteer is important. Look for people who are:

- Personable
- Dependable
- Responsible
- Respectful
- Highly skilled
- Patient
- Flexible
- Organized
- Safety conscious
- Encouraging
- Professional
- Ethical

Where to find volunteers?

- Local fishing, boating and outdoor activity clubs
- High schools, colleges and universities (many now require students to perform community service as part of their curriculum)
- Civic or fraternal clubs
 - Lions, Rotary, or Kiwanis Clubs
 - American Legion
 - Optimist
 - Women's clubs
 - Retired workers' clubs or retirement communities
 - National fraternities (collegiate sororities, fraternities and alumni counterparts)
- Volunteer organizations
 - State or County Volunteer and Community Service Centers
 - CityCares organizations
- Faith-based organizations
- Police and fire departments
- Local Programs of the Red Cross
- Placement of ads in the "Community Notes" section of local newspapers

What kind of positions need to be filled?

- Pre-program
 - Work with organizing committees
 - Office work
 - Publicity
 - Material preparation for day of program (certificates, supplies, prizes, etc.)
- On-site
 - Set-up
 - Parking
 - Registration
 - Instruction/demonstration
 - Food and drink preparation
 - Presentation of awards
 - Safety/First Aid
- Post-program
- Clean-up
- Administrative follow-up

Upon Recruitment of Volunteers

Make an office file for each volunteer. Fill out the following forms (in this *Section*) and keep original in file.

- Volunteer Profile form
- Volunteer Agreement, have volunteer sign (give copy to volunteer)
- Position Description (give copy to volunteer)
- Special Programs Volunteer Guidelines (give copy to volunteer)
- Volunteer's Hours Tracking Sheet (give original to volunteer to be returned after program)
- Give Volunteer copy of Tax and Mileage Guideline

How to work with Volunteers?

People rise to the occasion when they know what's expected of them. Provide each volunteer with a job description, schedule, and who they will be reporting to on the day of the program. If time and schedules permit, brief all volunteers a few days before the program and allow plenty of time for questions. During the briefing, be sure to review contingency plans in case of bad weather, health emergencies, etc.

No matter what type of program is planned, there are some important considerations when working with volunteers:

- There should be one volunteer for every three individuals with physical challenges. (remember to use person-first language)
- Volunteers **must** have verification of a current certificate/license for activity they are performing (i.e., fishing, boating, scuba diving, driving, etc.)
- Volunteers working on or near water **must** be able to swim
- Know which volunteers are certified in first aid, boating safety, life saving, and other outdoor activity safety
- Hold a brief (10- to 15- min.) training with volunteers for the activity they will be performing that day. Volunteer **must** sign completion form (in this *CRG*). File in volunteer's file.

- During the program, be sure to acknowledge the efforts of volunteer staff from the stage. After the program, thank the volunteers with a personal note (see sample below), a phone call and a Certificate of Appreciation (see *How To Use Certificates* and sample included in this CRG). To keep media and community attention focused on the program, run an ad in your local paper thanking all volunteers, sponsors and partners – they’ve helped make the program a success! You might even want to host a small get-together to personally thank your partners with a gift.

Use this opportunity to build and strengthen long-term relationships so you can call on these same volunteers next year.

Following the program

- Fill out an Evaluation of Volunteer and give copy to volunteer
- Acknowledge your volunteers with a “thank you” letter (see sample letter in this section), a phone call, a certificate of appreciation (see *How to Use Certificates* and sample in this CRG), a mention in any program news coverage, or an editorial piece or a “thank you” advertisement in the local newspaper. You might even want to host a small get-together to personally thank your volunteers with a gift.
- Meet with volunteers following the program to find out if their goals were met. Ask them to fill out the Volunteer Evaluation form.
- Strike while the iron is hot! Ask them to volunteer again for next year’s program.
- Ask them to suggest names of additional volunteers who would be interested in volunteering in the future.

RISE Adventures, Inc. Volunteer Profile

Your profile information will be entered into our data base for future reference. Please be as thorough as possible. This form only needs to be filled out once even though you may volunteer for many programs.

Name: _____ Date _____

E-Mail: _____ Phone _____

Address _____
Street City State Zip

First Aid Certification: _____

Under 18? _____ 18 or over? _____ T Shirt Size _____ DOB _____

Is there a particular type of volunteer work in which you are interested? (Waterskiing sailing, scuba, jet skiing, bowling, kayaking, air rifles, archery, fishing, remote control cars, climbing wall, hand cycling, disc golf, golf demo, casting, face painting, petting zoo, reptiles exhibit, catfish tank, fencing demo, fly fishing, laser shot, basketball, bass fishing).

1. _____
2. _____
3. _____
4. _____
5. _____

When are you available to volunteer?

- Day(s): __ M __ T __ W __ Th __ F __ Sat __ Sun
- Times: __ 8:am – 12 noon, __ 12 – 3 pm __ 3-5 pm __ 5-7 __ 7-11 pm

References

List the name and phone numbers to two personal references. Periodic criminal background checks may be conducted.

1. _____
2. _____

RISE Adventures, Inc.

Special Programs Volunteer Guidelines

RISE Adventures, Inc. has always relied on Volunteers to help with our programs. Volunteering at programs is an enjoyable experience. All volunteers must be at least 14 years old. Please take the time to read the following guidelines.

All volunteers must register and check in with the Program Organizer. If you have not filled out a Volunteer Information form you will need to do so before you begin your assignment. Please report to your assignment at least 30 minutes before the program is due to start unless told otherwise.

All volunteers are asked to work the hours they have committed. If you do not have an assignment you will be given one on a first come, first-served basis; however, special skills and talents will be taken into consideration.

Checkout: Report back to the Program Organizer when you have completed your assignment. If you need community service credit for your school or organization, please bring a form or letter with you that the Program Organizer can quickly and easily sign.

Conduct and Expectations:

1. Volunteers under the age of 18 must have 2 written permission forms from a parent or guardian to volunteer for programs. If you appear under age, you may be asked for identification.
2. Maintain poise and professionalism at all times. You are representing RISE Adventures, Inc. and many visitors are counting on you for assistance. Please pick up trash in your area to keep the area clean.
3. Arrive at the program in neat, clean, comfortable clothing and shoes. Inclement weather changes do occur so please bring extra clothing.
4. Volunteers must not consume alcoholic beverages during their assignments.
5. Volunteers are to refer issues needing special attention to the Program Organizer; please do not try to intervene in any conflict situations. We have staff trained and prepared for such situations.
6. If you find your assignment is not working out, please inform the Program Organizer. We will try to reassign you to a program better suited for your skills and interests.
7. Volunteers working with professional entertainers or celebrities are not to solicit autographs or offer information about personal endeavors.
8. Turn in your Volunteer Hours Tracking sheet one week after the Program.
9. Please be very patient and understanding when dealing with the Program Organizer of the program. Many are under a lot of pressure during the program.
10. Finally! ENJOY YOURSELF! We all know programs are fun and even better when you are a part of making this happen.

Helping individuals with physical challenges

Communication barriers are very real for people with disabilities and they are sometimes so severe that able-bodied individuals are afraid to approach those who are perceived as different. Hopefully, these guidelines will make communicating with each other easier:

- Do not offer help, but be available if help is needed. If assistance is needed, usually the participant will let you know.
- If possible, put yourself at the eye level of the person in the wheelchair.
Use your imagination to help individuals with physical challenges participate in every activity.
- Provide participants with a site map that shows them where bathrooms are located and where classes will be held. If you are aware of terrain issues (muddy roads, steep hills or sandy areas) alert the participant to potential problems, and keep in mind that he or she may need assistance.
- Accept the fact that a disability exists, but its usually best not to ask personal questions regarding the disability until a closer relationship develops.

General tips...

When introduced to a person who has a physical disability, it is appropriate to offer a handshake. People with limited hand use or those who wear an artificial limb can usually shake hands. Shaking hands with the left hand is an acceptable greeting.

- Treat the individual with dignity, respect and courtesy.
- Listen to the individual.

Language and behavior: The language used by RA volunteers should be supportive. It is important to avoid inappropriate comments. One of the big movements in the physically challenged community is something called “People First Language.” Experts say language is a reflection of how people see each other. That’s why the words we use can hurt. It’s also why some communicators choose language that puts the person first rather than the disability.

Instead of saying a “man confined to a wheelchair,” say, “a man who uses a wheelchair.” Avoid terms with negative connotations such as crippled, lame and defective. If you are not sure how to refer to a person’s condition, ask. And if the disability isn’t relevant to your conversation, don’t mention it at all.

Physical contact with participants should be limited to contact required during the program. Always explain the need for contact and ask permission to closely approach the participant.

- Offer assistance but do not insist or be offended if your offer is not accepted.
- Don’t assume a person cannot perform a certain task. Ask what works for him and try to make accommodations.
- Refer to a person’s disability only if it is relevant to the conversation.
- Plan for rest periods.

I have read the guidelines and agree to serve under these arrangements.

Volunteer Signature

Date

Program Organizer

Date

**RISE Adventures, Inc.
Volunteer Agreement**

(Adults 18 and Over)

Volunteer's Name _____

I have made a volunteer experience agreement with RISE Adventures, Inc.. I have consented to perform the assigned duties listed below.

Day(s): _____

Time: _____

Location: _____

I agree to abide by the rules and policies of RISE Adventures, Inc. and to participate in any necessary training.

Your training will be: _____

If for any reason I am unable to be at the program at the designated time, I will notify the program supervisor at least 48 hours in advance, whenever possible.

Your Supervisor will be: _____ **Phone:** _____

I have received the following RISE Adventures, Inc. Property for my volunteer experience. I agree to return the property upon the completion of my volunteer experience.

Property signed for: ___ T-Shirt ___ Manual ___ Badge ___ Other

I agree that this agreement may be terminated by either myself or RISE Adventures, Inc. when sufficient reason has been given.

Signature of Volunteer _____ **Date:** _____

RISE Adventures, Inc.
Volunteer Waiver Statement

For Adults 18 and Older

Activity: _____

I recognize that because of the inherent hazards of this activity, that I may sustain some injury. In the event that I am injured and my next of kin cannot be contacted, I give my permission to the attending physician to render such treatment as would be normal, and I agree to pay the usual charge for such treatment.

I now release RISE Adventures, Inc., its employees, agents and assigns of any and all claims for personal injury and/or property damage that may arise from, or be in any way connected to, my participation in this activity. I understand that this release applies to both present and future injuries, and that it binds my heirs, executors and administrators. I have read this release and understand all of its terms. I sign it voluntarily and with full knowledge of its significance.

Signature: _____

Date: _____

Printed Name: _____

In case of emergency, please contact: _____
(Name)

(Phone)

(Relationship)

**RISE Adventures, Inc.
Volunteer Agreement**

(Children under 18, parent/guardian must sign)

Volunteer's Name: _____

I have made a volunteer experience agreement with RISE Adventures, Inc.. I have consented to perform the assigned duties listed below.

Day(s): _____

Time: _____

Location: _____

I agree to abide by the rules and policies of RISE Adventures, Inc. and to participate in any necessary training.

Your training will be: _____

If for any reason I am unable to be at the program at the designated time, I will notify the program supervisor at least 48 hours in advance, whenever possible.

Your Supervisor will be: _____ **Phone:** _____

I have received the following RISE Adventures, Inc. Property for my volunteer experience. I agree to return the property upon the completion of my volunteer experience.

Property signed for: ___ T-Shirt ___ Manual ___ Badge ___ Other

I agree that this agreement may be terminated by either myself or RISE Adventures, Inc. when sufficient reason has been given.

Signature of Volunteer _____ **Date:** _____

RISE Adventures, Inc.
Volunteer Waiver Statement

For Children Under 18 Years Old

Activity: _____

I am the parent/legal guardian of the child named below. I recognize that because of the inherent hazards of this activity, my child may sustain some injury. In the event that my child is injured and my spouse or I cannot be contacted, I give my permission to the attending physician to render such treatment as would be normal, and I agree to pay the usual charge for such treatment.

I now release RISE Adventures, Inc., its employees, agents and assigns of any and all claims for personal injury and/or property damage that may arise from, or be in any way connected to, my child's participation in this activity. I understand that this release applies to both present and future injuries, and that it binds myself, my spouse, my child, and the heirs, executors and administrators of each of these persons. I have read this release and understand all of its terms. I sign it voluntarily and with full knowledge of its significance.

Signature: _____

Date: _____

Printed Name: _____

Relationship to child: _____

In case of emergency, please contact: _____
(Name)

(Phone)

(Relationship)

RISE Adventures, Inc.

Safety Training Completion Form

Only one "Training Completion Form" is needed for the following training modules. Please print your name and date the items that you have completed, have your Supervisor sign and date it, make a copy for yourself and return this form (with **all** supporting training documents to your supervisor.

I, _____, have completed the following training modules;

Date completed:	Program:	Instructor	Phone Number
	Air Rifles		
	Archery		
	Basketball		
	Boat Safety		
	Climbing Wall		
	Disc Golf		
	Fencing		
	Fishing		
	First Aid		
	Golf		
	Hand Cycling		
	Kayaking		
	Laser shot		
	Pet/reptiles exhibit		
	Scuba diving		

Volunteer Signature: _____ Date _____

Supervisor Signature: _____ Date _____

RISE Adventures, Inc.
Volunteer's Evaluation of Program

Program: _____

Date: _____ Site/Location: _____

Name: _____ Address: _____

Phone: _____ E Mail Address: _____

1. What was your job?

Who was your supervisor?

2. Were the expectations of your volunteer experience explained to you?

3. Do you have any ideas for games or activities that RISE Adventures, Inc. could do next time?

4. Was volunteering what you expected? If not, why?

5. Would you change the program? If so how?

6. If you could rate your experience with RISE Adventures, Inc., with a 1 being excellent and a 5 being poor, how would you rate it and why?

7. Would you volunteer for RISE Adventures, Inc. again? Why or why not?

RISE Adventures, Inc.
Volunteer Hours Tracking Sheet

Name: _____

Address: _____

Phone Number: _____

Cell Number: _____

E-Mail Address: _____

Program: _____ Location: _____

Date	Start Time	End Time	Total Hours	Activity	Supervisor Signature
Total					

Volunteer Signature _____ Date _____

RISE ADVENTURES, INC.
Tax and Mileage Guideline
As of May 10, 2006

When you donate work, you don't receive income; therefore, you are not taxed on that work. In foregoing income you are also foregoing taxes. You are, however, allowed to record/write off any expenses associated with your donated services including mileage, as business expenses (a higher mileage rate than for personal volunteering).

Mileage: Mileage is calculated to and from the work site as well as the miles accumulated performing the work. Mileage is per vehicle, not per person. The 2006 mileage rate for business use as of 5/10/06 is 44.5 cents per mile. (provide 2007 data, if possible)

Out-of-Pocket Expenses in Giving Services

You may be able to deduct some amounts you pay in giving services to a qualified organization. The amounts must be:

- Unreimbursed,
- Directly connected with the services,
- Expenses you had only because of the services you gave, and
- Not personal, living, or family expenses.

Daily allowance (per diem). If you provide services for a charitable organization and receive a daily allowance to cover reasonable travel expenses, including meals and lodging while away from home overnight, you must include in income the amount of the allowance that is more than your deductible travel expenses. You can deduct your necessary travel expenses that are more than the allowance.

Deductible travel expenses. These include:

- Air, rail, and bus transportation,
- Out-of-pocket expenses for your car,
- Taxi fares or other costs of transportation between the airport or station and your hotel,
- Lodging costs, and
- The cost of meals.

Because these travel expenses are not business-related, they are not subject to the same limits as business-related expenses.

If you made a payment that is partly for goods and services, as described earlier under Contributions From Which You Benefit, your contribution is the amount of the payment that is more than the value of the goods and services.

Contributions of Less Than \$250

For each cash contribution that is less than \$250, you must keep one of the following items.

1. A canceled check, or a legible and readable account statement that shows:
 - a. If payment was by check: the check number, amount, date posted, and to whom paid.

- b. If payment was by electronic funds transfer: the amount, date posted, and to whom paid.
 - c. If payment was charged to a credit card: the amount, transaction date, and to whom paid.
2. A receipt (or a letter or other written communication) from the charitable organization showing the name of the organization, the date of the contribution, and the amount of the contribution.
3. Other reliable written records that include the information described in (2). Records may be considered reliable if they were made at or near the time of the contribution, and were regularly kept by you, or if, in the case of small donations, you have emblems, buttons, or other tokens that are regularly given to persons making small cash contributions.

Car expenses. If you claim expenses directly related to the use of your car in giving services to a qualified organization, you must keep reliable written records of your expenses. Whether your records are considered reliable depends on all the facts and circumstances. Generally, they may be considered reliable if you made them regularly and at or near the time you had the expenses.

Your records must show the name of the organization you were serving and the date each time you used your car for a charitable purpose. If you use the standard mileage rate of 44.5 cents a mile, your records must show the miles you drove your car for the charitable purpose. If you deduct your actual expenses, your records must show the costs of operating the car that are directly related to a charitable purpose.

See Car expenses, earlier, under Out-of-Pocket Expenses in Giving Services, for the expenses you can deduct.

Contributions of \$250 or More

You can claim a deduction for a contribution of \$250 or more only if you have an acknowledgment of your contribution from the qualified organization or certain payroll deduction records.

If you made more than one contribution of \$250 or more, you must have either a separate acknowledgment for each or one acknowledgment that shows your total contributions.

Acknowledgment. The acknowledgment must meet these tests.

1. It must be written.
2. It must include:
 - a. The amount of cash you contributed,
 - b. Whether the qualified organization gave you any goods or services as a result of your contribution (other than certain token items and membership benefits), and

- c. A description and good faith estimate of the value of any goods or services described in (b). If the only benefit you received was an intangible religious benefit (such as admission to a religious ceremony) that generally is not sold in a commercial transaction outside the donative context, the acknowledgment must say so and does not need to describe or estimate the value of the benefit.
- 3. You must get it on or before the earlier of:
 - a. The date you file your return for the year you make the contribution, or
 - b. The due date, including extensions, for filing the return.

RISE Adventures, Inc. Evaluation of Volunteer

Name of Volunteer: _____

Volunteer Assignment: _____

Location: _____

Evaluator: _____

Overall Evaluation: Please rate this individual on the basis of the following traits, using the following scale: Circle the correct rating for each item.

	Excellent	Good	Fair	Poor	N/A
Initiative (readiness to take responsibility, degree of enthusiasm, energy, etc)	1	2	3	4	5
Reliability (good attendance, can be counted on to assume responsibility and fulfill participants)	1	2	3	4	5
Human Relations (works well with other staff members, relates effectively to participants)	1	2	3	4	5
Program Skills (knows activities and how to direct them, or other needed program skills)	1	2	3	4	5
Judgment (uses sound judgment in volunteer role; accepts RISE Adventures, Inc. philosophy and promotes it)	1	2	3	4	5

Specific Task Evaluation: Describe the exact nature of this individual's volunteer assignment in the program.

Nature of Assignment;

How well it was carried out:

Suggestions for Improvement:

Property turned in: ___ T-shirt ___ Manual ___ Badge ___ Other ___ Initials

Volunteer Signature: _____ Date _____

Supervisor Signature: _____ Date _____

Volunteer Thank You Letter Sample

Date

Name

Address

City,State,Zip

Dear Mr./Ms. _____:

RISE Adventures, Inc. would like to thank you for participating as a volunteer of (local program), held on (date).

The program was a huge success and our largest program ever with over 450 attendees of which 125 were children with physical challenges under the age of 13. Most of these children were born with spina bifida and are from all over the State of Texas. Of course RISE Adventures, Inc. could not have pulled off a program of this size without your help. It is only with the participation such as yours that we are able to put together such successful programs.

People with physical challenges had the opportunity to participate in tournaments and outdoor activities including air rifle shooting, fishing, water skiing, hand cycling, scuba diving, rock climbing, archery, children's area and many other activities. The food was great, and the \$20,000 worth of raffle prizes from sponsors kept everyone participating in more programs for drawing tickets. This year we gave away 16 Caribbean cruises.

Enclosed are a just a few of the pictures taken at the extravaganza which I think you will enjoy. Please go to our website www.riseadventures.org for more pictures. Also, encourage anyone you meet with physical challenges to check out our website and register for our mail outs.

We hope that you enjoyed helping introduce outdoor activities to members of our community, and look forward to having you join us for future outdoor activity programs.

Again, many thanks for your participation. Please take a moment to fill out the enclosed evaluation form and return to us. Just refold the form with address showing on outside, staple, stamp and drop in your outgoing mail.

Sincerely,

Paul Gray

Encl (2):