

Medecons Initiative, Inc.  
Volunteer Policy and Procedure Manual

## **Medecons Initiative, Inc. Volunteer Conduct Policy**

Here at Medecons, we recognize that our volunteers play a very important role and their efforts contribute highly to the overall success of our organization. Medecons cares that volunteers maintain a healthy relationship with the seniors they serve. It is, therefore, Medecons' policy to ensure that volunteers serve with respect, honesty and excellence. Violating state law regarding interactions with seniors is forbidden and illegal. Medecons takes all complaints of misconduct seriously. Credible allegations of misconduct will be promptly investigated by the appropriate authorities. During any such investigation, the Medecons volunteer will be placed on leave. If an investigation determines misconduct occurred, it will result in the immediate and permanent dismissal as a Medecons volunteer.

Any Medecons staff member or volunteer who reasonably suspects misconduct must report these suspicions immediately to the appropriate Medecons staff person at the office or at the volunteer's site.

Additionally, Medecons will only recruit volunteers whom are 18 years or older, with the highest integrity. However, youth in high school, who are less than 18 years of age, can volunteer with written permission from their parent(s) or guardian(s).

This policy is conveyed verbally and in writing to all volunteers prior to their first volunteer activity.

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I have received a copy of Medecons Volunteer Conduct Policy and have read, understand, and will abide by this policy. **By signing this, I hereby certify that I have never been charged with a crime of violence or a crime involving the elderly**, or, if I have, that I have fully disclosed in writing, on the Volunteer Service Application, the facts involving such a charge to Medecons.

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_ NAME (Print): \_\_\_\_\_

ADDRESS: \_\_\_\_\_ CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

It is Medecons' policy to recruit volunteers whom are 18 years or older, with the highest integrity. Volunteers that are less than 18 years must have written permission from their parents or guardians.

**Volunteer Services Application**

Visit us as [www.medecons.org](http://www.medecons.org) (URL TBD)

Appt \_\_\_\_\_  
Time \_\_\_\_\_  
With \_\_\_\_\_

**APPLICATION MUST BE THOROUGHLY COMPLETED IN ORDER TO BE PROCESSED**

Mr. /Mrs. /Ms. /Dr. \_\_\_\_\_ Social Security No. \_\_\_\_\_  
(LAST) (FIRST) (M)

Address \_\_\_\_\_ Apt # \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone ( ) \_\_\_\_\_ Work Phone ( ) \_\_\_\_\_

Email Address \_\_\_\_\_ Cell Phone ( ) \_\_\_\_\_

Current Occupation or Previous Employment \_\_\_\_\_ Current or past Volunteer Experience \_\_\_\_\_

Are you over 18?  Yes  No who referred you to Medecons?  
\_\_\_\_\_

Reason for volunteering:

Personal choice  School requirement (Hours required \_\_\_\_\_)  Community Service \_\_\_\_\_  other  
\_\_\_\_\_

Days available (circle) M T W TH F SA SU Time available \_\_\_\_\_

Area of greatest interest  Indoors - House Keeping  Outdoors - Yard work  No preference

Program you are most interest in \_\_\_\_\_

What languages are you fluent in? \_\_\_\_\_

Contact in emergency \_\_\_\_\_ Relationship \_\_\_\_\_ Phone ( ) \_\_\_\_\_

Have you ever been convicted of a crime?  No  Yes. If yes, please provide date(s) and detail(s) on back of application.

Please list one (1) business/academic reference and one (2) personal reference.

Name \_\_\_\_\_ Relationship \_\_\_\_\_ Phone ( ) \_\_\_\_\_

Name \_\_\_\_\_ Relationship \_\_\_\_\_ Phone ( ) \_\_\_\_\_

Name \_\_\_\_\_ Relationship \_\_\_\_\_ Phone ( ) \_\_\_\_\_

Current Employer \_\_\_\_\_ Street Address \_\_\_\_\_ City \_\_\_\_\_ Zip code \_\_\_\_\_

Telephone # ( ) \_\_\_\_\_

May we contact the references listed above? Yes \_\_\_\_\_ NO \_\_\_\_\_

Your Signature \_\_\_\_\_ Date \_\_\_\_\_

If under 18, parent/guardian signature required name: \_\_\_\_\_

Signature \_\_\_\_\_  
Date \_\_\_\_\_

In a brief paragraph, please describe why you are interested in volunteering:

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**FOR OFFICE USE ONLY:**

Program \_\_\_\_\_

Days \_\_\_\_\_

Hours \_\_\_\_\_

Location \_\_\_\_\_

Supervisor \_\_\_\_\_

Orientation scheduled \_\_\_\_\_ Completed \_\_\_\_\_

Start date \_\_\_\_\_

Volunteer number \_\_\_\_\_

Date of termination \_\_\_\_\_

**Medecons Initiative, Inc.**

Program _____ Volunteer assignment title _____ Purpose _____ Days and hours needed _____ Length of commitment: <input type="checkbox"/> Open ended <input type="checkbox"/> One time <input type="checkbox"/> Other _____ Supervisor's name and title _____ Phone _____ Fax _____
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**Qualifications / Skills / Competencies Required:**

(Age, education, literacy in spoken and written language, typing, computer skills, phone skills or others)

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**Duties / Responsibilities:**

(Please be specific)

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**Physical Abilities Required:**

(Standing for extended periods, sight, hearing, lifting, others)

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(Please continue)

## VOLUNTEERS SKILLS REQUIREMENTS

### **Artistic/Creative**

- Using artistic talents
- Being creative/innovative
- Visualizing/Designing

### **Communication**

- Writing
- Conversing/socializing
- figures/calculating
- interviewing
- Public speaking
- Listening/hearing
- Can be trained

### **Detail Oriented**

- Being thorough/accurate
- Using systems/keeping records
- Following directions
- Can be trained

### **Educational**

- Instructing/teaching
- Training
- High school diploma
- College degree
- Can be trained

### **Leadership**

- Supervising
- Motivating/inspiring
- Managing/directing
- Can be trained

### **Learning**

- Researching/gathering information
- Analyzing
- Reading
- Can be trained

### **Mechanical/Technical**

- operating equipments
- Repairing equipments
- Computer literacy
- can be trained

### **Numbers**

- working with
- working with money
- Can be trained

### **Organizing**

- Maintaining files
- Scheduling appointments
- Can be trained

### **Planning**

- Goal setting
- Problem solving
- Decision making
- Can be trained

### **Self Directing**

- Assertive/takes initiative
- Works independently
- Can be trained

### **Serving/Working with Others**

- Empathetic
- Patient
- Can be trained

# Medecons Initiative, Inc.

## [Template for Volunteers—Name the position]

### Position Description

Medecons Initiative Inc. is a non-profit organization providing crucial “home services” such as light housekeeping and yard work to low-income elderly using volunteer help. These crucial services are provided so that seniors can stay in their homes much longer. Under the services of Medecons, seniors are now living in much cleaner and therefore healthier and happier circumstances.

#### ROLE OF A \_\_\_\_\_ [House Keeper]

#### CHARACTERISTICS OF A \_\_\_\_\_ [House Keeping]

- Has a heart for helping others to be successful and recognize their strengths
- Exhibits strong leadership skills
- Models positive life skills behaviors (i.e., within family, work and/or as a contributing member of society)
- Maintains *confidentiality* of participants involved
- Follows basic *program guidelines* for the safety and participation of all involved
- Exhibits strong interpersonal communication skills
  - Listens and learns how others feel
  - Responds in a non-judgmental manner
  - Remains calm when a customer is angry, hostile or shares shocking facts
- Is reliable and follows through on promises made
- Provides required *time commitment*.
- Is flexible, patient and strives for mutual respect
- Is positive, honest and approachable
- Within group activities where guardians are present and responsible, is open to interacting with children and/or extended family members.

#### RESPONSIBILITIES

- Dusting, vacuuming, dust mopping,
- Solid floor mopping, hard surface cleaning,
- Window washing, mirror cleaning,
- Countertop and sink cleaning
- Cleaning &/or replacement of air conditioning filters and light bulbs
- Toilet and bathtub cleaning
- Any other light housekeeping duties as identified by Medecons staff or senior

#### SKILLS AND QUALIFICATIONS

- Attention to detail
- Careful with other people’s property
- Capable of following directions

#### PHYSICAL REQUIREMENTS

- Able to perform light house keeping activities
- Reaching
- Standing
- Pushing
- pulling

## ROLE OF A \_\_\_\_\_ [Yard Worker]

### CHARACTERISTICS OF A \_\_\_\_\_ [Yard work]

- Has a heart for helping others TO be successful and recognize their strengths
- Exhibits strong leadership skills
- Models positive life skills behaviors (i.e., within family, work and/or as a contributing member of society)
- Maintains *confidentiality* of participants involved
- Follows basic *program guidelines* for the safety and participation of all involved
- Exhibits strong interpersonal communication skills
  - Listens and learns how others feel
  - Responds in a non-judgmental manner
  - Remains calm when a customer is angry, hostile or shares shocking facts
- Is reliable and follows through on promises made
- Provides required *time commitment*.
- Is flexible, patient and strives for mutual respect
- Is positive, honest and approachable
- Within group activities where guardians are present and responsible, is open to interacting with children and/or extended family members.

### RESPONSIBILITIES

- Lawn mowing, edging, shrub trimming, limited tree trimming,
- Weed abatement
- Raking, sweeping, blowing
- Shrub removal
- Minor repairs to sprinkler systems

### SKILLS AND QUALIFICATIONS

- Attention to detail
- Careful with other people's property
- Capable of following directions
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### PHYSICAL REQUIREMENTS

- Physically fit
- Capable of lifting up to 50lbs
- Be able to endure morning heat
- Good communication