



LAPEER COUNTY DEPARTMENT of VETERANS' AFFAIRS
 287 W. Nepeessing St. Ste. 2 • Lapeer, Michigan 48446
 Phone: (810)667-0256 • Fax: (810)245-6227
veteransaffairs@lapeercounty.org

DEPARTMENT:	LAPEER COUNTY DEPARTMENT OF VETERANS' AFFAIRS
MANUAL:	AGENCY POLICY AND PROCEDURES
CATEGORY:	OPERATIONAL PROCEDURES

POLICY SUBJECT:	Volunteer Program	April 20, 2021
AUTHORIZED BY:	Pete "Top" Kirley	April 20, 2021
REVISED:	Jolene Kreiner	April 20, 2021
REVIEWED/APPROVED	Pete "Top" Kirley	April 20, 2021
This policy supersedes all previous policies regarding Volunteer Programs		

POLICY:

Lapeer county Department of Veterans' Affairs recognizes the important cost effective contributions that volunteers can make in our ability to meet program goals and outcomes.

The incorporation of volunteers in programs where volunteerism is appropriate is encouraged. Programs that have stringent confidentiality/disclosure, safety or other constraints may best be staffed through an employer-employee relationship. Individual program directors, in consultation with the director, will determine the appropriateness of volunteers for specific assignments.

Volunteers will be screened to assure that they have the basic skills, competencies, licensure, etc. to meet program standards. Generally, the Veterans' Affairs Department will attempt to establish long-term volunteer relationships.

PURPOSE:

To assure that volunteers are incorporated into program delivery in a manner that supports program goals and outcomes, maintains safe work practices and protects the safety and confidentiality of clients and clients of the Veterans' Affairs Department.

PROCEDURES:

The Veterans' Affairs Director, will determine appropriate volunteer assignments within their programs.

1. Individual who agree to become Lapeer County Department of Veterans' Affairs volunteers will:
 - a. Complete a volunteer Application
 - b. Agree to a driver's license record check, when a valid license is included in job requirements
 - c. Agree to a criminal records background check for positions that require certain interactions with clients (i.e. transportation)
 - d. Complete a volunteer Agreement / contract (depends on the nature of work)
 - e. Receive a copy of the appropriate job description
 - f. Participate in an orientation program. This will include
 - i. Orientation to the Lapeer County Department of Veterans' Affairs
 - ii. Orientation to programs/service in which the volunteer may be assigned
 - iii. Policies/Procedures regarding confidentiality and HIPAA regulations, if applicable
 - iv. An opportunity for questions and answers

2. The volunteer application will be forwarded to the Department Administrative Assistant/Transportation Coordinator for processing.

The Administrative Assistant/Transportation Coordinator will:

- a. Confirm that all application materials are complete, including documentation of reference checks and a copy of the volunteer's driver's license for those where driving will be part of the volunteer assignment
- b. Run driving record and Criminal Background check if applicable to the position.

Appendix A



LAPEER COUNTY DEPARTMENT of VETERANS' AFFAIRS
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VOLUNTEER APPLICATION

Volunteer Position Applied for: _____

Name _____

Address _____ City _____ Zip _____

Phone # _____ Cell Phone # _____

Emergency Contact: _____ Phone # _____

Past Volunteer Experience(s): _____

Employment: _____

Best Time Available for volunteering (circle all that apply)

Monday	Tuesday	Wednesday	Thursday	Friday
	9:00am-Noon	Noon-5:00pm		

Driver's License Number: _____

Have you ever been convicted of a felony?

References: (Please list 3 non-family members)

	Name	Address	Phone	Email
1.	_____			
2.	_____			
3.	_____			

I certify that the information in this application is true, complete and correct to the best of my knowledge and understand that falsification; misleading, misrepresentation or omission of any information submitted in connection with my application or interview, whether in this document or not, may result in rejection of my application.

I authorize the references in this application to give you any pertinent information they may have and release all parties from any liability for any damages that may result from furnishing same to you.

By this document, Lapeer County Department of Veterans' Affairs discloses to you that a consumer report may be obtained for volunteer program purposes as a part of a background investigation, if applicable, for the volunteer position for which you are applying.

Signature_____

Date_____

Appendix B
Volunteer Agreement/Contract

The **Lapeer County Department of Veterans' Affairs** agrees to accept the services of _____(volunteer) beginning, _____and commit to the following:

- To Provide accurate information, training and assistance
- To ensure supervision and to provide feedback
- To respect the skills and individual needs of the volunteer

Volunteer

I, _____, agree to serve as a volunteer and commit to the following:

- To perform volunteer duties to the best of my ability
- To adhere to agency rules, policies and procedures
- To meet time and duty commitments or to provide adequate notice so that alternate arrangements can be made
- To give permission and consent to appear, without compensation, in any photograph or video while participating in any volunteer activity for educational or promotional purposes

Job Description: _____

Responsibilities: _____

Training Plan: _____

I understand my responsibilities and assignment and agree.

Signature _____ Date _____

Agency Representative _____ Date _____

Appendix C

Waiver for Volunteering

By signing below I hereby waive and release Lapeer County, together with all of its agents, directors, employees, contractors and volunteers from any liability in the event I should be injured while volunteering for Lapeer County Department of Veterans' Affairs.

I further agree and authorize Lapeer County Department of Veterans' Affairs to obtain reference checks, as may be required, as a part of the program activity for which I am volunteering.

Date _____ Signature _____

Volunteer's name _____

DRIVER VOLUNTEER JOB DESCRIPTION

Director: Pete “Top” Kirley, Director, Department of Veterans’ Affairs

Time Commitment: Varies based on need

Purpose: To provide transportation to and from VA medical appointments

Responsibilities

1. Provide support, share expertise and assist staff in the performance of the department’s duties and projects.
2. Provide accurate and timely delivery to VA medical appointments
3. Inquire as to veterans well-being and provide social interaction
4. Complete documentation as assigned
5. Do not perform any tasks for clients outside of transporting clients to and from VA medical appointments or requested destination.
6. Must maintain client confidentiality per program standards.

Qualifications

1. Must be able to work independently under the supervision of staff.
2. Must have current driver’s license
3. Ability to follow directions and read maps
4. Time management skills
5. Strict adherence to client confidentiality and professionalism
6. Must be flexible, prompt and reliable
7. Criminal background check as required by program standards

Training: Volunteers must complete all training requirements required by program standards and Volunteer function.

Physical Job Requirements:

Ability to sit for extended periods

Ability to maintain physical and mental composure while dealing with emergencies or stressful situations

Be able to hear and speak well enough to converse over the phone or in person



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CRIMINAL BACKGROUND CHECK/DRIVING RECORDS

Michigan State Police

Criminal Justice Information Center
 7150 Harris Drive
 Lansing, MI 48913

Name of potential New Employee:

^LAST NAME^	^FIRST NAME^	^MIDDLE INITIAL^

^Driver's License Number^	^Date of Birth^

By my signature below, I authorize the release of my driving record history and criminal records check.	
X	
Applicant's Signature	Date

<p>Results Referred to: Pete "Top" Kirley Lapeer County Department of Veteran' Affairs 287 W. Nepessing St., Ste. 2 Lapeer, MI 48446</p> <p>Staff Signature: _____</p> <p>Date SEARCHED Results: _____</p> <p>RESULTS: Criminal Record Check: RECORD FOUND "YES" or "NO"</p> <p>Comments: _____</p>
