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***Transforming the lives of people with developmental disabilities by  
providing opportunities to achieve their fullest potential***

Dear Primrose Volunteer,

It is a special pleasure for me to take this opportunity to welcome you. Your generous gifts to Primrose Center of your time, energy, special skills and concern are deeply appreciated. Your help as a volunteer allows Primrose to provide a higher level of support to the program participants than financial circumstances would otherwise allow.

Primrose Center is an agency that has provided a huge contribution to our community and people with developmental disabilities since 1952. The support we provide has a positive impact on the participant, his/her family, and the community as a whole. You help us directly in the work which you accomplish for us and you also benefit Primrose indirectly. Your interest in and knowledge of Primrose Center and the many programs we provide will follow you into the community and will be invaluable as you share your experiences with others. For these gifts, I thank you.

Sincerely,

Volunteer Coordinator

**BECOMING A VOLUNTEER**

To become a volunteer you will need to complete the following steps:

- Complete and submit a Volunteer Application Form to the Volunteer Coordinator
- Complete a brief in-person interview
- Tour the facility and meet the program participants
- Request, be selected for, and then be placed into a particular job
- Receive an orientation including introduction to staff and review of volunteer policy
- Receive additional job orientation and training relative to those specific assigned volunteer jobs.

**VOLUNTEER OPPORTUNITIES**

A sample of Primrose Center volunteer opportunities is listed below.

- Various clerical duties
- Assisting with jobs in Primrose Industries
- Assisting in cafeteria (heating lunches, opening food items, etc.)
- Painting
- Landscaping (pulling weeds, trimming, spreading mulch, etc.)

## **EQUAL OPPORTUNITY**

Primrose Center does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law.

## **VOLUNTEERS UNDER THE AGE OF 18**

People under the age of 18 may apply to volunteer at Primrose Center for positions which they are qualified, if they have written parental permission. All volunteers are expected to abide by all volunteer program policies and procedures.

## **DRUG SCREENING/BACKGROUND CHECK**

A drug screening/background check must be conducted for those people volunteering more than 20 hours per week.

## **SUPERVISION**

Each volunteer will have an on-site supervisor and is expected to follow the procedures established by that staff member. Your supervisor is responsible for the day-to-day management and guidance of your work and will be available for consultation and assistance. Please feel free to ask any questions of this person or report any problems or concerns you have about your assignment. If you are unable to contact your supervisor, the Volunteer Coordinator is available to discuss any changes or problems.

## **JOB ORIENTATION AND TRAINING**

- Receive a tour of the building
- Be introduced to the staff in your assigned area
- Review the Volunteer Handbook
- Review the job duties and expectations
- Confirm work dates, times and anticipated duration of your participation
- Review sign-in and sign-out procedures
- Provide training on any new skills needed to perform assigned tasks
- Discuss procedures for obtaining, using, and caring for needed supplies
- Provide safety orientation
- Review locations of parking, restrooms, water fountains, vending machines, first aid kits, and places for your personal items such as purses, coats, etc.

## **ATTENDANCE**

Your supervisor and co-workers value your contributions and they depend on you to be present at the scheduled time. Volunteers who know they will be absent or late should notify their supervisor or the Volunteer Coordinator as soon as possible.

## **REPORTING FOR DUTY, KEEPING WORK HOURS**

You need to report to your assigned supervisor (or person in charge) upon arrival. Supervisors will provide instructions for storing coats, bags and other personal items. Please do not bring valuable items to work. You must sign-in at the beginning and sign-out upon completion of your shift, noting the total number of hours that you worked. Keeping an accurate tally of volunteer work hours is very important.

## **APPEARANCE**

Employees are expected to maintain an appearance that is neat, clean and appropriate for their assigned work area. Dress and appearance should not be offensive to others. Any provocative or revealing clothing or attire displaying obscene or offensive writing or graphics is not to be worn. Footwear should be practical and appropriate to enduring safety for the type of work you are responsible to perform. Special attention should be given to personal hygiene. The length of fingernails should not interfere with your duties or create a hazard to other individuals. Discreet jewelry may be worn as long as it is not unsafe and does not interfere with the job.

## **DRUG FREE WORKPLACE POLICY**

Primrose Center is committed to providing a safe work environment and to fostering the well-being and health of its employees and volunteers. All employees (and volunteers providing more than 20 hours per week) will be subject to pre-employment, reasonable suspicion, post accident, and follow-up drug and alcohol testing.

## **CONFIDENTIALITY**

As a volunteer of Primrose Center, you may have access to information that is confidential and private. This information includes but is not limited to medical, financial, and other personal information regarding program participants and/or employees. Protect this information by safeguarding it when in use, and discuss it only with those who have a legitimate business need or authorization to know.

## **HIPPA COMPLIANCE**

Primrose Center requires all volunteers to comply with the Health Insurance Portability and Accountability Act of 1996 (HIPAA), in order to reasonably safeguard the protected health information of an individual from intentional or unintentional unauthorized use or disclosure.

## **SMOKING**

Smoking is allowed in designated areas only. Please be respectful and courteous towards the needs and concerns of non-smoking individuals. Smoking is not allowed in restricted areas or company vehicles. All employees are expected to abide by this policy.

## **SEXUAL AND OTHER UNLAWFUL HARRASSMENT**

Harassment in any form-verbal, physical, or visual-will not be tolerated. Examples of sexual harassing conduct include slurs, threats, derogatory comments, unwelcome jokes, flirtations, advances or propositions, exposure to sexually oriented literature or pictures, teasing, and other similar verbal or physical conduct. If you believe you have been the victim of harassment, you should promptly report the facts of the incident or incidents and the names of the individuals involved, to your supervisor or the volunteer coordinator.

## **PERFORMANCE REVIEW**

Your supervisor and the Volunteer Coordinator will meet with you regularly to review your job performance. Depending on the extent and complexity of your job, the evaluations may be formal or informal, written or oral. It is important that you communicate clearly and frequently with your supervisor. Discuss any success, difficulties, suggestions, or questions you have.

Volunteers, in their capacity as unpaid staff, are expected to meet the same standards of professionalism required of Primrose staff. Because an unsatisfactory volunteer is an unfair burden upon fellow volunteers and Primrose employees, those who fail to meet the requirements of the job descriptions or violate Primrose policies are subject to dismissal.

## **LEAVING THE VOLUNTEER PROGRAM**

To end your volunteer commitment, please notify your supervisor and the Volunteer Coordinator of your decision and the effective date.



*The more you can expand your heart to consider other people's needs and viewpoints,  
the closer you will come to experiencing your own inner happiness*