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**SERV DVRT & CSVA Volunteer Supervisor Checklist**

**Items for all volunteer supervisors to discuss with new volunteers:**

* Program overview including:
  + Mission and goals
  + Services provided
    - Special needs of the service population
* Program routines and schedule including:
  + Holidays and other days volunteers are not expected to serve
* Instructions for entering hospitals and police departments
* Safety and emergency procedures specific to the site (if applicable) and program
* Introductions with relevant program/site staff including:
  + Staff members’ roles in the program and necessary contact information
  + Program structure and lines of communication relevant to the volunteer’s assignment
* Volunteer’s position description and expectations for the position:
  + Volunteer must answer phone when on-call and call back if unable to respond
    - 3 missed or unreturned calls over a one-year period will result in a meeting with the VSA or DVRT coordinator
  + Volunteers must respond to activation within 30 minutes (DV) and 1 hour (SV)
  + Volunteers must return client paperwork (a fax or the original) within 24 hours and must return the original copy within 3 days
* Program-specific guidelines including:
  + Confidentiality
  + Photo/Social media policies
  + Dress code
* Recognizing signs of child abuse and neglect
* Proper protocol for reporting child abuse and neglect