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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