



## **Volunteer Expectations**

With 1000 annual volunteers and a small staff, we depend upon volunteers to do all that we do at the Center. Please make a commitment to stick to your volunteer schedule.

Volunteers must arrange a schedule with the volunteer coordinator before beginning to volunteer and make an effort to stick to that schedule. Volunteers should not simply show up without being scheduled. If you cannot come to your scheduled volunteer shift, please let us know ahead of time. We are flexible and we understand things come up!

All volunteers should sign in to record their hours and volunteer area using the sign-in computer at the front desk. Meal volunteers should use the binder downstairs.

The most important thing you can do is treat guests and other volunteers with respect and show professional courtesy. A little kindness can really brighten someone's day!

Do not criticize others or argue in front of other volunteers or guests. If an issue ever arises, please bring it to any CMC staff member you feel comfortable talking to.

Please respect guests' privacy. Who uses our services and information collected from guests should be kept strictly confidential and should not be discussed outside of the CMC.

We want volunteers to enjoy what they do. If you ever want to add new tasks, change to another position, or step back from a volunteer job, just let us know.

## **Center Policies and General Information**

The staff is here to support you in any way that we can. If you ever have any questions, concerns, ideas or comments, or if you ever feel uncomfortable in a situation, please don't hesitate to let us know. We appreciate your help and we want to make volunteering a safe, enjoyable experience.

Please do not give a guest money or a ride in your vehicle under any circumstances. If ever asked for money or a ride, simply say it's against CMC policy so that the weight falls on the shoulders of staff and not on you. Please do not hesitate to tell a staff member if you feel the need.

Volunteers must follow the same procedures and rules that guests do when using services. For example, food pantry volunteers may not take food unless they sign up for the pantry.

Please do not take any item (food, leftover supplies from an event, etc.) from the Center without asking. If we are able, we are happy to share as long as you ask.

**Weather Policy:** If Madison Public Schools (MMSD) close due to snowy weather, the CMC will close. However, this does not apply to cold or hot weather. It's never a problem if a volunteer cannot make a volunteer shift due to weather, but please call and let us know.

### **Policy Enforcement**

In order to foster a safe and respectful environment for everyone, these policies and guidelines are in place for the safety and well-being of volunteers, guests using CMC services, and staff. Complaints about a volunteer's behavior will be taken seriously and will be investigated by CMC staff. If a volunteer does not comply with any of these policies or fails to follow any of the guidelines, corrective action will be taken by CMC staff. The staff has the right to alter or terminate a volunteer's duties accordingly.

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