



Enriching lives. Enhancing relationships.

Volunteer Handbook

| **Volunteer Services** | University of MO-St. Louis | One University Drive | 2 Normandie Hall |
Saint Louis, MO 63121 | 314-516-4106 | 314-516-4119 | www.umsl.edu/services/volunteer

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Enriching lives. Enhancing relationships.

Welcome to your new role as a University of Missouri-St. Louis volunteer! We have developed this Volunteer Handbook to guide you through the first steps of your volunteer orientation and training.

We look forward to showcasing your unique skills and talents throughout the UM-St. Louis campus. If you have questions or concerns at any time during the application process or after you have received your volunteer assignment, please do not hesitate to contact the staff in the Volunteer Services office.

Respectfully,

A handwritten signature in cursive script that reads "Elizabeth Pawloski".

Elizabeth Pawloski
Coordinator of Volunteer Services

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Volunteering can be an exciting, growing, enjoyable experience. It is truly gratifying to serve a cause, practice one's ideals, work with people, solve problems, see benefits, and know one had a hand in them.
--Harriet Naylor

Mission of UM- St. Louis Volunteer Services

The University of Missouri-St. Louis Volunteer Services program is intended to give local residents and students exposure to an institution of higher education and an opportunity to serve the community by providing support to the overall mission of UM-St. Louis, at the same time providing an opportunity for alumni, former employees and retirees to continue relationships with the University of Missouri-St. Louis.

What is a volunteer?

A volunteer is anyone who without compensation performs a task at the direction of and on behalf of UM-St. Louis. A volunteer must be officially accepted and enrolled by the organization prior to performance of the task. At no time should a volunteer be considered an employee of UM-St. Louis.

Location of Volunteer Services/Office Hours

The Volunteer Services office is located in Room 2 of Normandie Hall on the South Campus.

Mailing Address
UM-St. Louis
2 Normandie Hall
One University Blvd.
St. Louis, MO 63121

Office Hours: Monday - Friday 8:00 a.m. - 4:30 p.m.

Office Phone: 314.516.4106

Office Fax: 314.516.4119

Website: www.umsl.edu/services/volunteer

Meet the Staff

Volunteer Services staff is dedicated to providing the volunteers the necessary support materials needed to accomplish their responsibilities. The staff is happy to help answer questions or concerns of volunteers or potential volunteers, help volunteers reap the many rewards volunteering offers, and to help find a position that will incorporate aspects of a volunteer's personality or one that will give volunteers the opportunity to learn a new skill or be exposed to a new situation.

Elizabeth Pawloski

Volunteer Services Coordinator

314.516.4107

pawloskie@umsl.edu

Elizabeth began the Volunteer Services Program in October of 2004- bringing with her over thirteen years experience in the field of volunteer management. She administers the daily operations of the Volunteer Services Program including the recruitment, selection and proper placement of all volunteers. Elizabeth received her Bachelor's of Science Degree in Business Administration from the University of Missouri – Columbia and has completed post-graduate work towards a M.Ed. degree in Counseling from UM-St. Louis. Prior to joining the Volunteer Services Program, Elizabeth served as the Assistant Director of Membership Services for the Girl Scout Council of Greater St. Louis. Elizabeth is also a proud graduate of the CORO-Women in Leadership program.

Sarah Brady

Office Support Staff III

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Sarah joined Volunteer Services in June of 2007. She assists with the daily operations and office support of the program. Sarah received her Bachelor of Science Degree in Psychology from Lindenwood University. Prior to joining the UM- St. Louis staff, she worked for the University of Texas at Arlington. Amongst several volunteer activities, Sarah's background includes eight years volunteering with the Special Olympics.

Campus History

UM-St. Louis, one of four campuses of the University of Missouri System, was founded in 1963 as a metropolitan land grant institution. It is located on a 250-acre suburban campus in northwest St. Louis County. UM-St. Louis has residence centers in St. Charles County and in Jefferson County. UM-St. Louis is the largest university in St. Louis, the third largest university in the state of Missouri, and the largest supplier of university educated employees in greater St. Louis.

Students

UM-St. Louis on-campus enrollment is 12,000 students, with an additional 4,000 students enrolled in off-campus programs. Students come from all cultures and age groups, representing all 50 states and 45 foreign countries.

Faculty

UM-St. Louis faculty is comprised of active scholars and researchers who teach both undergraduate and graduate students; 96% of the tenured professors have Ph.D.'s.

Academics

UM-St. Louis has a curriculum of 43 undergraduate programs, 25 master programs, 10 doctoral programs, 1 professional program and 11 certificate programs. Of these programs, seven are pre-professional and six are intra-divisional.

Volunteering at UM-St. Louis

When you volunteer for UM-St. Louis you can expect the full support and assistance of the staff of the Volunteer Services Program. Our volunteer placements are constantly adapting to best meet the needs of our campus and our volunteers. Equal opportunity shall be provided for all volunteers on the basis of their demonstrated ability and competence without discrimination on the basis of their race, color, religion, sex, sexual orientation, national origin, age, disability, and status as Vietnam era veteran.

Youth Volunteer Policy

The Volunteer Services office welcomes the assistance of volunteers between the ages of 14-18. Parental permission is required and the hours may be adjusted to complement school activities and coursework. Our program has been selected as an approved community service site for many local high schools.

Volunteer Assignment Process

Departments within the UM-St. Louis campus may request volunteer assistance as their workload dictates. Both seasonal and on-going volunteer opportunities will be posted on the Volunteer Services website. All volunteer assignments will be coordinated and distributed through the office of Volunteer Services. Once assigned, volunteers will report directly to the management of departments where they are assigned.

Volunteer Position Descriptions

Volunteers will receive a clear, complete, and current description of the duties and responsibilities of the position which they are expected to fill. All position descriptions shall include a description of the purpose and duties of the position, a designated supervisor and worksite, a timeframe for the performance of the job, a listing of job qualifications and a description of job benefits. The position description includes a section for the volunteer and the volunteer supervisor's signature and date. Position descriptions will be reviewed and updated annually, or whenever the work involved in the position changes substantially.

Volunteer/Staff Relationship

Volunteers and staff are considered to be partners in implementing the mission and programs of UM-St. Louis, with each having an equal but complementary role to play. It is essential for the proper operation of this relationship that each partner understands and respects the needs and abilities of the other.

Each volunteer who is accepted to a position with UM-St. Louis must have a supervisor. The clearly identified supervisor will be responsible for direct management of that volunteer. The supervisor shall be responsible for day-to-day management and guidance of the work of the volunteer, and shall be available to the volunteer for consultation and supervision.

Accessibility

The University provides to volunteers who have disabilities equal access with reasonable accommodation, when appropriate, to University services, programs and activities. Please do not hesitate to let your Volunteer Services staff person know how to best accommodate your special needs.

Campus Safety

The Police Department strives to ensure that the University of Missouri - Saint Louis campus is a safe and pleasant environment where people can live, work, and volunteer. Uniformed Police Officers patrol the campus 24 hours a day, 365 days a year. For the safety of our volunteers RED telephones are located throughout the buildings and BLUE emergency telephones on the parking lots. In the event a volunteer feels uncomfortable walking to his/her car, Metrolink Station, or bus stop the UMSL police will provide an escort by calling 5155 from any campus phone. Additionally, the campus offers emergency vehicle service (jump-starts, open locked doors, etc.).

Application/Background Check

Persons wishing volunteer at UM-St. Louis must complete the Volunteer Application. The application process should not be considered finalized until the references are contacted and the background check process has been completed. The University of Missouri has the right to check the criminal conviction records of any volunteer over the age of 18. Consideration will be given to the relationship between the conviction and the responsibilities of the position that is or will be held. To make the process of conducting a background search more accurate, volunteers will be required to furnish their social security number and birth date. This personal information will be kept confidential, and will be used for no other purpose than completing background checks.

Grievance Procedures

Guidelines have been established for review, negotiation and, if necessary, separation from a UM-St. Louis volunteer position in order to ensure the maintenance of a high level of volunteer personnel. The service of all volunteers is at the sole discretion of UM-St. Louis. The volunteer as well as UM St. Louis may at any time, for whatever reason, decide to end the relationship. Notice of such decisions should be communicated as soon as possible. Grievance procedures have been established so that a volunteer may voice a complaint or find recourse from a release which he or she believes to be unjustified or from selection, reappointment, promotion and evaluation procedures which are believed to be based on discrimination regarding race, creed, religion, national origin, sex, socioeconomic basis, disability or age.

Volunteer Dismissal

Volunteers who do not adhere to the rules and procedures of UM-St. Louis or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. No volunteer will be dismissed until the volunteer has had an opportunity to discuss the reasons for possible dismissal with supervisory staff. Prior to dismissal of a volunteer, staff should seek the consultation and assistance of the Volunteer Coordinator.

Resignation

Volunteers may resign from their volunteer service with UM-St. Louis at any time. It is requested that volunteers who intend to resign provide advance notice of their departure and a reason for their decision.

Volunteer Rights and Responsibilities

Volunteers are viewed as a valuable resource to UM-St. Louis. Volunteers shall be extended the right to be given meaningful assignments, the right to effective supervision, the right to full involvement and participation, and the right to recognition for work done. In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the goals and procedures of UM-St. Louis.

Volunteer Emergency Form

The health and safety of our volunteers is a top priority for the Volunteer Services Office. All volunteers must complete the *Volunteer Emergency Information* form on an annual basis. This form will be kept on file in the Volunteer Services Office and a copy will be sent to the volunteer supervisor.

ID Cards

Volunteers will be provided with UM-St. Louis ID cards. Volunteer Services identification badges differentiate volunteers from students/faculty/staff. In addition to identification purposes these ID cards will also allow volunteers access to all of the UM-St. Louis volunteer benefits. Furnishing your social security number and date of birth is required to obtain the card. This personal data will be used for no other purposes than to process your request for a UM-St. Louis ID card. Upon the resignation of a volunteer, the UM-St. Louis ID card must be submitted back to the Volunteer Services Office for disposal.

Appearance and Professionalism

As representatives of the UM-St. Louis campus, volunteers should conduct themselves in a considerate and courteous manner at all times. A volunteer's appearance should convey a professional image throughout his/her required responsibilities.

Dress Code

Unless stated otherwise, the complimentary volunteer uniform shirt should be worn at all times and should not be altered. Dress slacks or pants should be black or khaki. Shoes must be in clean and good condition. Tennis shoes are acceptable for outside assignments or at other locations requiring heavy amounts of standing or walking. For office work dress shoes are more appropriate. Volunteers should wear their nametags all at times when performing volunteer duties on campus.

Assignments

UM-St. Louis will match volunteers to meaningful assignments which will match the volunteer's own special interests, skills, and talents. No placement shall be made unless the requirements of both the volunteer and the supervising staff can be met. Volunteers will receive a clear, complete, and current description of the duties and responsibilities of the position which they are expected to fill prior to beginning the assignment.

Timesheets

The *Volunteer Timesheet* which includes the location, volunteer assignment and total hours worked will be completed and submitted on a weekly basis to the staff person supervising the volunteer responsibilities. Hours can also be submitted on-line via the Volunteer Services website.

Attendance

Please be respectful and honor your volunteer commitment. Complete all positions as requested. There may be circumstances that prevent a volunteer from doing so, but every effort should be made to fulfill a

volunteer commitment. If for any reason a volunteer cannot complete the position, is unable to report to an assignment, or running late a Volunteer Services staff member or staff supervisor should be contacted as soon as possible.

Confidentiality

All business information entrusted to a volunteer should be kept confidential. It is understood that a volunteer may have access to confidential information which may include, but is not limited to, information relating to staff, faculty and students. As part of the orientation process, volunteers will be asked to sign the *Volunteer Access and Confidentiality Agreement (VS-01)*. Failure to maintain confidentiality may result in the separation of the volunteer from service at UM-St. Louis.

Media Contact

Prior to any action or statement which might significantly affect or obligate UM-St. Louis, volunteers should seek prior consultation and approval from the Volunteer Services staff. These actions may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations.

Computer Usage

As part of their assignment, volunteers may have access to the UM-St. Louis campus computer system. These computers are to be used strictly for volunteer-assigned tasks. Visiting inappropriate websites or utilizing unauthorized computer programs is prohibited and may be cause for dismissal.

Worker's Compensation

All employees, including students, while in an employment status, and recognized volunteers are covered under workers' compensation. Medical expenses and compensation are paid to any covered individual who is either injured in a work-related accident or incurs an occupational disease. Death benefits are provided should the injury or disease result in death. Medical expenses and compensation are payable as prescribed by state or other statutes, and not by the University System.

Drug/Alcohol Abuse

The unlawful manufacture, distribution, dispensation, possession or use of a controlled substance or alcohol is prohibited on all University-owned or controlled property and at University sponsored or supervised activities. The University has an obligation to provide a healthy and safe environment for all students, employees and visitors to its campuses.

Smoking Policy

The UM-St. Louis campus is a smoke-free campus. Smoking is prohibited in all University of Missouri-St. Louis buildings and is permitted only in outdoor areas on campus as posted.

Sexual Harassment Policy

It is the policy of the University of Missouri, in accord with providing a positive discrimination-free environment, that sexual harassment in the work place or the educational environment is unacceptable conduct. Sexual harassment is subject to discipline, up to and including separation from the institution.

Violence in the Workplace/Weapons Policy

The University of Missouri strives to provide a safe and secure work environment for all employees and volunteers. Toward this end, intimidation, threats and acts of violence, with or without the presence of a weapon, will not be tolerated. Individuals found to engage in behavior in violation of this policy will be subject to discipline up to and including release from volunteer duties. The possession of and discharge of firearms, weapons and explosives on University property is prohibited except in regularly approved programs or by University agents or employees in the line of duty.

Emergency Procedures

All volunteers will be included in the Campus Building Emergency Action Plan developed for each building on campus. In the event of severe weather, volunteers will be included in the faculty/staff safe evacuation plan. Please see your volunteer supervisor for additional information regarding their own departmental emergency procedures.

Volunteer Training

Orientation

All volunteers must attend a general orientation session. At this session, volunteers will receive a *Volunteer Handbook* (VS-19) and other additional materials as needed. This training covers the history of the University System, expectations of volunteers, the unique staff/volunteer partnership, the benefits of volunteering and an opportunity to network with other potential UM-St. Louis volunteers.

In-Service Training

Upon receiving their respective assignment, volunteers will be given the training/tools necessary in order to complete the desired task. Staff members in the department will be responsible for keeping volunteers updated on changes to task responsibilities.

Additional Training Opportunities

Quarterly training opportunities are offered to all UM-St. Louis volunteers. These trainings are optional and are not considered part a volunteer's campus assignment.

Rewards and Benefits to Volunteers

Recreational

Mark Twain Building: A wide range of recreational activities and programs are available in this complex. Volunteers may use the facilities, when they are not scheduled for classes, intramurals or other events. For information about the availability of the facility, call the Information Desk at the University Center. An UM-St. Louis Campus ID is required to utilize the facilities.

Athletics: The UM-St. Louis Athletics Department has extended free admission to all home games for current volunteers in good standing. Community Volunteers (over 18 years of age) must present their I.D. badges to gain free admission, high school students are required to wear their volunteer t-shirts and present their name tags for admission. The University of Missouri-St. Louis sponsors 11 varsity intercollegiate sports that compete at the NCAA Division II level and is a member of the Great Lakes Valley Conference. UM-St. Louis sports include: baseball, basketball, golf, soccer and tennis for men's sports, and basketball, golf, soccer, softball, tennis, and volleyball for women's sports.

Arts

Blanche M. Touhill Performing Arts Center: A home for the performing arts in St. Louis on the campus, the Center offers a wide variety of performing arts every season. The typical season is packed with everything from operas and Broadway performances to comedy showcases and classical music concerts. The Touhill Performing Arts Center would like to recognize the contribution of all volunteers by offering a 10% discount to all performances in the current season. (Limited to 2 tickets/performance) An UM-St. Louis Campus ID is required to obtain the discount.

Libraries

Your University identification card may be used to check out books at any of the University of Missouri – St. Louis System libraries. The Thomas Jefferson Library, on the main campus, and the Ward E. Barnes Education and the Health Sciences Libraries, at the South Campus Complex, are open during regular

session. Volunteers are allowed up to a maximum of four books for a twenty-one day checkout period. Library cards may be obtained using your ID badge at the circulation desk or prior to the first loan.

Campus Bookstore

As a volunteer, by presenting your Volunteer ID when making purchases at our bookstore, you will receive a 10% discount.

Parking

Volunteers will be issued complimentary parking passes for parking in designated staff/faculty parking lots throughout the campus while volunteering.

Vision Care Discount

A reduction in fees at any of the four UM-St. Louis College of Optometry Center for Eye Care locations is available to current volunteers in good standing. A valid UM-St. Louis Volunteer ID must be shown to obtain the discount. A list of the reductions is provided below.

- One annual comprehensive primary care examination can be obtained for a fee of 25% off of the usual and customary charge of the center.
- Additional services and procedures will be given at a 25% reduction.
- A 25% reduction on Eyeglasses* (frame and lenses) with a \$15.00 co-pay.
* Only for eyeglass prescriptions provided by the Center for Eye Care. Valid prescriptions from other sources will be provided at a 20% reduction on the usual and customary fees of the Center for Eye Care.
- A 20% reduction on the fees for contact lens materials.

Microcomputer discount

Volunteers receive a 10% discount on Microcomputer Program computer education classes. The Microcomputer Program at the University of Missouri-St. Louis offers day and evening computer courses. Classes are offered in software applications, web development, graphics, image editing, networking, routers, operating systems, programming, security, and other topics. Volunteers must present a valid UM-St. Louis volunteer I.D. badge when registering. Call (314) 516-5833 for more information or visit the website at <http://www.micros.umsl.edu/>.

Nonprofit Management & Leadership (“NPML”) discount

The Nonprofit Management & Leadership (“NPML”) Program at the University of Missouri St. Louis recognizes the value of the volunteers that serve our university community. As such, the NPML Program offers a 25% discount on the enrollment cost for our annual Fundraising Institute to all currently registered UMSL volunteers who would like to attend the classes in the Fundraising Institute. The Fundraising Institute examines topics that are vital to the growth of any nonprofit or charitable organization, and it allows practitioners in the field of fundraising or development, as well as those seeking to enter this field, to further develop and improve the skills and techniques needed for them to be successful. Volunteers will need to provide a valid UMSL Volunteer ID card to register for classes.

Information Technology Workshops

Each week Information Technology Services offers short (60-75 minutes) workshops focusing on a variety of issues related to using technology and the internet. These include sessions on Outlook, Microsoft Excel, Microsoft Word, Microsoft Access, Microsoft PowerPoint, Adobe Photoshop, Web Page Building and HTML, CD Writers, Virus and Spyware, and much, much more! These classes are free to all currently registered volunteers over 18 years of age. In order to register for classes please contact the Volunteer Services office at 314.516.4106 to obtain a user name and password.

UM-St. Louis Uniform Components

The UM-St. Louis volunteer uniform serves as a symbol of a prominent and well-respected institution. The standardized polo shirt for volunteers will be made available free of cost. Volunteer Services identification card lanyards also are available to differentiate volunteers from students/faculty/staff.

Reimbursement of Travel Expenses

Volunteers may be eligible for reimbursement of travel expenses (including bus fare, Metrolink passes, parking fees or actual gas expenses) incurred while volunteering at an off-campus location for UM-St. Louis. The campus department requesting the volunteer service will be financially responsible for reimbursement to the volunteer.

Recognition Program

Awards are a way of saying “thank you” to UM-St. Louis volunteers who dedicate countless hours to the campus. Awards are a sincere appreciation of service and say, “we hope you will continue to serve with us.”

Service Awards

UM-St. Louis, Volunteer Services Program, in appreciation of service, recognizes volunteers by the presentation of service awards after every five years of continuous service up to 45 years.

Volunteer of the Month Award

Each month, Volunteer Services will recognize an outstanding volunteer as the Volunteer of the Month. The Volunteer of the Month will have their name published in *Volunteer Connection* Newsletter and the Volunteer Services website and will receive a gift card to the University Bookstore, a framed certificate, award pin and an automatic nomination for the Volunteer of the Year Award.

Volunteer of the Year Award

One volunteer will be chosen annually as the UM-Volunteer Services Volunteer of the Year. This award recognizes a volunteer whose service benefits the campus in a way that is beyond the expectations for the position. Supervising staff and/or other volunteers will have the opportunity to nominate candidates.

In Appreciation of...

This special certificate is given to volunteers who have contributed in extraordinary ways to benefit an individual department or area.

Volunteer Bulletin Board

The Volunteer Services program has designated their bulletin board to recognizing the tremendous work of UM-St. Louis volunteers. All Volunteer Services awardees will be showcased on this board located within our office suite.

Annual Recognition Event

The Annual Volunteer Recognition Event is held in conjunction with National Volunteer Week during the month of April. It celebrates the many successes accomplished by the UM-St. Louis volunteers throughout the year. All active volunteers and staff are invited to attend the celebration.

Communication

Newsletter

The Volunteer Connection is a quarterly Volunteer Services newsletter that is mailed to current volunteers and campus departments. It is also available on the Volunteer Services website. Additional copies are available in the Volunteer Services office.

Website

The official website of the UM-St. Louis Volunteer Services Program is www.umsl.edu/services/volunteer. This website contains information on existing volunteer opportunities, downloadable volunteer forms and applications, up-coming training schedules, and the current edition of *The Volunteer Connection*, as well as links to other UM-St. Louis websites.

Appendix

Additional Forms

Volunteer Timesheet
Confidentiality Agreement
Request for Criminal Background Check
Volunteer Referral Form
Emergency Contact Card
Campus Maps