

## **Camp Lutherwood Oregon Volunteer Policies and Procedures**

In order to work well with the staff and to present Camp Lutherwood Oregon in the best possible light, we ask that you adhere to the following policies and procedures while you are on duty as a volunteer.

### **Qualifications:**

Volunteers must be at least 15 years of age to work without parental supervision and must enjoy working with all types of people. They must show a genuine concern for the organization. A willingness to work hard, get dirty, and pitch in wherever needed. The ideal volunteer is self-motivated, mature, sensitive, dependable, a team player and reliable.

### **Requirements:**

Volunteers must complete a basic orientation session as scheduled before reporting to their first assignment. Additional training may also be required.

Volunteers must agree to represent Camp Lutherwood Oregon perform in a responsible manner whenever doing so, and not to allow personal views and opinions from clouding (overshadowing) or conflicting with the CLWO's purpose.

### **Time commitment and scheduling:**

Volunteer hours are flexible. With the exception of holidays, volunteers are welcome to come any time from 8 am to 5 pm, Monday through Friday unless otherwise scheduled with the camp office. Please call the camp office (541-998-6444) before coming to volunteer unless previously scheduled with camp staff.

Once you have agreed to be available for a particular shift, we count on you to be there. In the event you are unable to be at your shift, please call the camp office at 541-998-6444.

### **Signing in:**

You must sign in each time you come to work and sign out each time you finish your shift.

### **Dress protocol:**

We require that all volunteers wear long pants and closed-toe shoes with good traction. This is for your protection. Volunteers with inappropriate attire (sandals, tank tops, etc.) will be prohibited from volunteering that shift.

### **Customer relations:**

The success of our organization depends upon the quality of the relationship between Camp Lutherwood Oregon employees, volunteers, customers and general public. Our customer's impression of CLWO and their interest and willingness to utilize our services is greatly formed by the people who serve them. In a sense, regardless of your position, the more goodwill you promote, the more our customers will respect and appreciate all that is done for Camp Lutherwood Oregon.

### **Smoking policy:**

As per state law, smoking is **prohibited** inside the buildings or across the main bridge at camp.

Revised November 2017

**Misappropriation of supplies:**

There will be no removal of the organization's property without the approval of the manager.

**Purchase of Supplies:**

There will be no purchase of supplies without authorization from the Director of Operations or Executive Director.

**Workplace safety:**

Safety is important to all of us. Volunteers should conduct themselves in a way that promotes safety of themselves, coworkers, and clients. Volunteers should never put themselves or others into a situation that makes them fearful or uncomfortable. If you feel uncomfortable, please notify a staff member immediately. All volunteers must wear eye and hearing protection in the course of work activities, as appropriate. For example, working with any cutting, power or hand tools, eye and hearing protection must be worn at all times. Use of these types of tools must be within the skill set and experience level of the volunteer worker.

**Communication and safety:**

Volunteers shall be assigned a two-way radio on an as needed basis when volunteering at camp.

**Other volunteer expectations:**

Volunteers are expected to return all tools to their appropriate location in the shop before they leave camp. All work is to be done on an "assigned basis" by the job supervisor. Volunteers will report any failed or broken tools or equipment to the job supervisor. Volunteers should feel free to suggest to the job supervisor or the front office any conditions you observe that might seem to need attention such as broken furniture, low hanging branches etc.

**Volunteer injury:**

Any personal injury that occurs while volunteering for Camp Lutherwood Oregon should immediately be reported to a staff member.

**Volunteer feedback:**

Camp Lutherwood Oregon encourages volunteers to make suggestions, voice concerns and give ideas about how the agency fulfills its mission to the community. We are always looking for new ideas, so if you have any ideas to share, please speak with the staff.

**Signature of Volunteer:** \_\_\_\_\_

**Date:** \_\_\_\_\_