



## Volunteer Handbook

606 N Spruce Street

Vicksburg, MI 49097

269-649-2901

[www.southcountycs.com](http://www.southcountycs.com)





## **SCCS Summary of Services**

The South County Community Services (SCCS) mission is to promote improved quality of life for all residents in South Kalamazoo County by providing emergency assistance, resource referrals, and service assistance, Money Management, Health & Wellness, Ride Assistance, and Volunteer opportunities to support all stages of life.

### **Programs and Services**

#### **Financial Emergency Assistance**

- Utilities
- Transportation (Gas vouchers, rides, etc.)
- Healthcare
- Housing
- Clothing Vouchers
- Eye Glasses

#### **Individual & Family Support**

- Food & Basics Pantry
- Holiday Assistance
- DHHS Satellite Office
- Resource & Referral Sessions

#### **Senior Programs**

- Senior Dining Vouchers
- Senior Commodity Supplemental Food Program (age/income eligible)
- Evidence-based Health Programs from Area Agency on Aging
- Health & Wellness programs
- METRO Community Service Van

#### **Wednesday Winners** (*Program for Adults with Disabilities*)

- Free weekly program, transportation & lunch provided

#### **Hosted Programs**

- Grossman, Horne, and Cannizarro Free Legal Clinic
- Foot care by Foot Works, LLC
- Medicare/Medicaid Assistance Program
- WIC-Women, Infants & Children
- Certified Veteran Services Officer

organization without the permission to do so. These matters should be discussed with your supervisor.

Volunteers should not, during their time with the organization or after leaving the organization, use or disclose any confidential information about a client/customer, fellow volunteer or staff member.

At times discussions will occur about a client/customer. Sharing of information should be limited to those with whom there is a need to discuss such details, and who are authorized to receive client/customer information. This may include your supervisor. Consideration should also be given to the privacy of the environment and acknowledged by signature on the volunteer application. For further information regarding Privacy/Confidentiality practices within SCCS, please speak to your supervisor.

### **Volunteer Reimbursement**

Volunteers are eligible for reimbursement of reasonable expenses incurred while undertaking business for the agency. Reimbursements are not allowed without prior approval, either from the supervisor staff member or the executive director. Volunteers must have a receipt to be eligible for reimbursement.

### **Road Map to Success at SCCS**

If there is a concern of any type, please discuss this with the Director or Outreach Coordinator. You are a valuable asset to SCCS and we value partnering with you to serve the community in a positive collaboration.

## **Rights and Responsibilities of the Organization**

### **The organization has the right to:**

- Make decisions about appropriate placement of its volunteers;
- Review volunteer performance according to organization policies and procedures;
- Expect volunteers to perform the given tasks to the best of their ability, be prompt, and reliable;
- Expect from all volunteers, respect, and courtesy towards all clients, paid and voluntary staff;
- Set the parameters and guidelines of the volunteer work positions; and
- Release a volunteer who is not appropriate for the volunteer work.

### **The organization has a responsibility to:**

- Provide a clear outline of duties;
- Provide orientation and necessary training;
- Set clear lines of communication about complaints and conflict resolution procedures;
- Provide safe, healthy working conditions;
- Include volunteers in relevant decision making processes;
- Provide supervision and support;
- Provide emergency procedure guidelines; and
- Provide required documentation relating to the volunteer work to be undertaken.

## **Confidentiality**

As a volunteer, you may have access to personal information about clients/customers. Under common law, people have the right to have their confidentiality respected and can pursue legal action if a significant breach of confidentiality occurs.

No information about clients/customers, including their identity, should be given to any person or agency outside of your

**Service Area:** Townships of Brady, Climax, Pavilion, Prairie Ronde, Schoolcraft, Wakeshma, and the villages of Climax, Fulton, Scotts, Schoolcraft and Vicksburg.

**Location:** 606 Spruce St, Vicksburg, MI 49097  
Phone: 649-2901

### **Hours of Operation:**

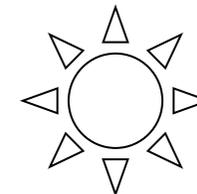
Monday – Thursday, 9:00am – 5:00pm  
**CLOSED FRIDAY**

**Website:** <https://www.southcountycs.com>

**Facebook:** <https://www.facebook.com/southcountycs>

*‘Too often we under-estimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around.’*

**Dr. Felice Leonardo Buscaglia**



## **Meet the Staff and Board**

### **The Staff**

**Danna Downing**, *Executive Director*  
[ddowning@southcountycs.com](mailto:d Downing@southcountycs.com)

**Drew Johnson**, *Emergency Assistance Coordinator*  
[ajohnson@southcountycs.com](mailto:d Johnson@southcountycs.com)

**Tamra Stafford**, *Transportation Coordinator*  
[tstafford@southcountycs.com](mailto:tstafford@southcountycs.com)

### **The Board**

**Jackie Skinner**, *President*

**Greg Culver**

**Rick Davison**

**Don Ulsh**, *Treasurer*

**Noreen Heikes**

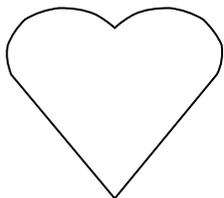
**Andrew Horne**

**Lorna Landrum**

**David Sirotti**

**Deb Vlieg**

***‘Everybody can be great because anybody can serve. You don’t have to have a college degree to serve. You don’t have to make your subject and your verb agree to serve. You only need a heart full of grace, a soul generated by love.’***



**Martin Luther King, Jr.**

## **Rights and Responsibilities of Volunteers**

### **As a volunteer you have the right:**

- To work in a healthy and safe environment;
- To be interviewed and engaged in accordance with equal opportunity and antidiscrimination legislation;
- To be given accurate and truthful information about the organization for which you are volunteering;
- To be given a copy of the organization’s volunteer policy and any other policy procedures that affect your role;
- Not to fill a position previously held by a paid worker;
- To have a general description regarding area of assistance and interest;
- To be provided with orientation to the organization; and
- To be provided with appropriate training and support to carry out your role.

### **As a volunteer you have the responsibility to:**

- Be reliable;
- Respect confidentiality;
- Be accountable for your actions;
- Be committed to the organization;
- Undertake training as required by the organization;
- Ask for support when you need it;
- Inform the organization as early as possible if unable to attend;
- Be courteous to clients, staff and other volunteers;
- Raise any concerns you may have with the organization and not slander the organization to clients, staff, or other volunteers;
- Give notice before you leave the organization ;
- Value and support other team members; and
- Log-in volunteer hours to support grant funding opportunities and other positive results.