South County Community Services

Improving Life for South County Families

Volunteer Handbook

606 N Spruce Street

Vicksburg, MI 49097

269-649-2901

www.southcountycs.com

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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

Welcome

Dear Volunteer,

Welcome to South County Community Services! SCCS has served southern Kalamazoo County since 1971, providing families and individuals with a variety of services—such as emergency financial assistance, holiday assistance, classes for seniors, and social groups. We also have a food pantry and provide transportation for seniors and people with disabilities. Our mission is to improve the lives of south county residents and we do that any way we can.

As a volunteer, you will be helping us achieve our mission and will be making south county a better place for the people who live here. Thank you so much for your time and commitment! This handbook will answer some of the questions you may have, but always feel free to reach out to myself or to other staff. Your work is what powers us!

Sincerely,

Drew Johnson

Executive Director

South County Community Services

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

Transportation

- METRO Share 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

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.

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

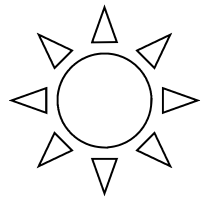
Hours of Operation:
Monday – Thursday, 9:00am – 5:00pm
CLOSED FRIDAY

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

Drew Johnson, *Executive Director*
ajohnson@southcountycs.com

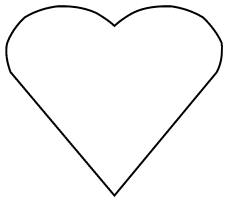
Austin Wiggins, *Emergency Assistance Coordinator*
awiggins@southcountycs.com

Sarah Cagney. *Senior Outreach Coordinator*
scagney@southcountycs.com

Tamra Stafford, *Transportation Coordinator*
tstafford@southcountycs.com

The Board

Jackie Skinner, *President*
David Sirotti, *Treasurer*
Steve Richards, *Secretary*
Lorna Landrum
Jennifer Rodas
Jennifer Teal
Mary Ann Doyle

'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.