Volunteer Policy Handbook Checklist

Below is a list of recommended topics to include in your Volunteer Policy Handbook. Review the information and check in the first column whether you have it in your handbook, are working on it, or would like help developing it.

Content	Federal Regulation*	Resource, sample or template	Status
PURPOSES AND GOALS **FGP/SCP Purpose:** Paragraph describing the purpose of the national FGP or SCP Program. Projects often include a section on relevance to local sponsoring organization and community.	Subpart A - General • §2552.11 What is the Foster Grandparent Program? • §2551.11 What is the Senior Companion Program?	See regulations for paragraph description you can use or FGP and SCP Handbooks, Chapter 1, Introduction and Overview, section on purpose and goals.	❑ We have this policy/know what to do. ❑ We would like help.
Program Goal: Brief description of your program's goal, benefits to both volunteers and people they will serve.	Subpart H – Children/Clients Served • §2552.81 What type of children are eligible to be served? (FGP) • §2551.81 What type of clients are eligible to be served? (SCP)	In addition to the regulations, your grant application may also have a brief description appropriate for the handbook.	❑ We have this policy/know what to do. ❑ We would like help.
Other information you would like to include in this section[1]?			
ELIGIBILITY REQUIREMENT **Qualifications:** List the qualifications a FGP or SCP volunteer needs to serve with your program, including age, income, and proof of vehicle insurance.	Subpart D - Eligibility, Status, and Cost Reimbursement • §2552.41 Who is eligible to be a Foster Grandparent? • §2551.41 Who is eligible to be a Senior Companion? • §2552.46 What cost reimbursements are provided to Foster Grandparents? (1B ii) • §2551.46 What cost reimbursements are provided to Senior Companions? (1B ii)	See regulations for bulleted list of qualifications you can use. Also see FGP and SCP Handbooks, Chapter 8, Senior Companions/Foster Grandparents, section on Eligibility to be Enrolled.	❑ We have this policy/know what to do. ❑ We would like help.

[1] For example, you may also want to include background information on the community and your organization's role in the community, an introduction to the Advisory Council or other stakeholders involved in the program, etc.

Content	Federal Regulation*	Resource, sample or template	Status
National Service Criminal History Check (NSCHC): For people with recurring access to vulnerable populations, programs must conduct an NSCHC with three components: (1) A nationwide name-based check of the National Sex Offender Public Website (NSOPW) (2) Either a name- or fingerprint-based search of the statewide criminal history registry in the candidate's state of residence and in the state where the person will serve or work; AND (3) A fingerprint-based FBI check.	42 U.S.C. § 12645g 45 CFR §2540.200 through §2540.207 Subpart D - Eligibility, Status, and Cost Reimbursement • §2552.42 What types of criminal convictions… (FGP)? • 2551.42 What types of criminal convictions… (SCP)?	See resources on the CNCS website: Criminal History Check resources Criminal History Assessment Tool (CHAT) NHCSC Checklist	❑ We have this policy/know what to do. ❑ We would like help.
Other information you would like to include in this section (e.g., application process)?			
VOLUNTEER TRAINING **Pre-Service** and On-Site Orientation includes 40 hours of orientation and training of which 20 hours must be pre-service. **In-Service** Training includes an average of 4 hours per month for new and ongoing volunteers.	Subpart F – Responsibilities of a Volunteer Station • §2552.62 (e) (1) What are the responsibilities of a volunteer station? (FGP) • §2551.62 (e) (1) What are the responsibilities of a volunteer station? (SCP)	See FGP and SCP Handbooks, Chapter 8, section on Orientation and Training. Resources for planning volunteer training are available on the CNCS website.[2]	❑ We have this policy/know what to do. ❑ We would like help.
Other information you would like to include in this section (e.g., probationary period, confidentiality training)?			

[2] Planning Annual FGP In-service Training: Models and Resources; Supporting Children and Youth: Mentor Training for Senior Corps Volunteers; Providing Independent Living Support: Training for Senior Corps Volunteers; Using the Independent Living Curriculum and Planning Volunteer Training

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VOLUNTEER ASSIGNMENT **Volunteer Role:** Volunteers provide direct service to individual children/clients. Should include examples of allowable service activities. Can include examples of unallowable service activities.	Subpart D - Eligibility, Status, and Cost Reimbursement • §2552.45 Is a Foster Grandparent a federal employee…? • §2551.45 Is a Senior Companion a federal employee…? Subpart G – (FGP/SCP) Placements and Assignments • §2552.71 What requirements govern the assignment of Foster Grandparents? • §2551.71 What requirements govern the assignment of Senior Companions?	See FGP and SCP Handbooks, Chapter 7, Senior Companion/Foster Grandparent Assignments, section on criteria for assignments. Sample Foster Grandparent Position Description* Sample Senior Companion Position Description* *Note the age requirement in this sample is incorrect. The age requirement is 55, not 60.	❑ We have this policy/know what to do. ❑ We would like help.
Volunteer Assignment: Volunteers should have written assignment plans for each child/client served. Plans should be approved by the sponsor and accepted by the volunteer as indicated with signatures and dates. Specific activities, periods of time served with each individual, and outcomes for each individual served must be described in their assignment plan.	Subpart G – (FGP/SCP) Placements and Assignments • §2552.72 Is a written volunteer assignment plan required for each volunteer? (FGP) • §2551.72 Is a written volunteer assignment plan required for each volunteer? (SCP)	See FGP and SCP Handbooks: • Chapter 7, Senior Companion/Foster Grandparent Assignments • Chapter 6, Volunteer Stations, Volunteer Station Roles and Responsibilities Sample Foster Grandparent Assignment Plan Sample Senior Companion Assignment Plan	❑ We have this policy/know what to do. ❑ We would like help.
Client Eligibility Verification: Assignment plans should identify individual children/clients to be served and document that the beneficiary's eligibility to receive service has been verified.	Subpart H – Children/Clients Served • §2552.81 What type of children are eligible to be served? (FGP) • §2551.81 What type of clients are eligible to be served? (SCP)	See FGP and SCP Handbooks, Chapter 7, Senior Companion/Foster Grandparent Assignments. Sample Foster Grandparent Assignment Plan Sample Senior Companion Assignment Plan	❑ We have this policy/know what to do. ❑ We would like help.

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Other information you would like to include in this section (e.g., letters of agreement)?			
DIRECT PROGRAM BENEFITS **Stipends:** Describe what service activities are allowable for stipend accrual, and the tax benefit (income disregard). **Potential Cost Reimbursements:** Describe sponsor-specific policies related to reimbursements that are provided directly to volunteers, such as: • Transportation • Meals • Physical Examination **Other Benefits:** • Annual leave • Paid holidays • Sick leave, etc. • Insurance • Uniforms or Smocks • Recognition	Subpart D - Eligibility, Status, and Cost Reimbursement • §2552.46 What cost reimbursements are provided to Foster Grandparents? • §2551.46 What cost reimbursements are provided to Senior Companions?	See FGP and SCP Handbooks, Chapter 9 on Cost Reimbursements. Sample Meals and Miles Reimbursement Request (FGP) Sample Meals and Miles Reimbursement Request (SCP)	❑ We have this policy/know what to do. ❑ We would like help.
Other information you would like to include in this section (e.g. special conditions such as snow days, jury duty, work station closure)?			
TERMS OF SERVICE **Service Schedule:** Include the weekly hours' requirement (15-40 hours/week) not to exceed 2088 hours per year and specify what the service schedule does and does not include (e.g., meals with children/clients, which projects frequently include with assignment plans).	Subpart E – FGP/SCP Terms of Service • §2552.52 What factors are considered in determining a Foster Grandparent's service schedule? • §2551.52 What factors are considered in determining a Senior Companion's service schedule?	See FGP and SCP Handbooks, Chapter 8, section on terms of service. Sample FGP Volunteer Service Schedule Sample SCP Volunteer Service Schedule	❑ We have this policy/know what to do. ❑ We would like help.

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Other information you would like to include in this section?			
PROGRAM POLICIES **Termination:** Describe circumstances that would result in a volunteer's termination with the program. **Appeals or Grievance Process:** Describe the procedures for appealing termination.	Subpart E – FGP/SCP Terms of Service • §2552.53 Under what circumstances may a Foster Grandparent's service be terminated? • §2551.53 Under what circumstances may a Senior Companion's service be terminated?	See FGP and SCP Handbooks: Chapter 7, Senior Companion/Foster Grandparent Assignments, section on Termination of Assignments Chapter 8, section on Volunteer Separation	❑ We have this policy/know what to do. ❑ We would like help.
Prohibited Activities: Give a list of activities that volunteers cannot participate in during their service hours (e.g., certain types of political and religious activities).	Subpart L – Restrictions and Legal Representation • §2552.121 What legal limitations apply to the operation of the Foster Grandparent Program and to the expenditure of grant funds? • §2551.121 What legal limitations apply to the operation of the Senior Companion Program and to the expenditure of grant funds?	See FGP and SCP Handbooks, Chapter 2, Senior Companion/Foster Grandparent Assignments, section on Special Limitations.	
Other information you would like to include in this section (e.g., prohibited activities, best practices)?			

IF USING VOLUNTEER SERVICE STATIONS:

Content	Federal Regulation*	Resource	Status
Memorandum of Understanding (MOU): MOU's describe program requirements, working relationships, and mutual responsibilities of the station and the sponsor.	Subpart F – Responsibilities of a Volunteer Station • §2552.62 What are the responsibilities of a volunteer station? (FGP) • §2551.62 What are the responsibilities of a volunteer station? (SCP)	See FGP and SCP Handbooks, Chapter 6, Volunteer Stations.	❑ We have this policy/know what to do. ❑ We would like help.
Data Sharing: Stations should provide information to document and report accomplishments and impacts for people served.	• §2552.62 (g) • §2551.62 (g)	See FGP and SCP Handbooks, Chapter 6, Volunteer Stations.	❑ We have this policy/know what to do. ❑ We would like help.
Other information you would like to include in this section?			

*Foster Grandparent regulations: http://www.ecfr.gov/cgi-bin/text-idx?c=ecfr&sid=b4e30f583e4062c5dd3f97517034712f&rgn=div5&view=text&node=45:4.1.9.11.34&idno=45
*Senior Companion Program regulations: http://www.ecfr.gov/cgi-bin/text-idx?c=ecfr&sid=99f8e15d953a2684bc6267b117b9713a&rgn=div5&view=text&node=45:4.1.9.11.33&idno=45