



EPILEPSY FOUNDATION[®]
SOUTHEAST TENNESSEE

Volunteer Handbook

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Chattanooga, TN 37403
423-634-1772**

**Welcome to
The Epilepsy Foundation of Southeast Tennessee**

Dear Volunteer,

Welcome to The Epilepsy Foundation of Southeast Tennessee! We are delighted that you have chosen to volunteer your time and skills with us. We understand that your time is precious, and we are honored that you are willing to invest this precious commodity to help our organization work towards its mission. Each and every day, our agency depends on volunteers like you to ensure that we operate efficiently and successfully. Volunteers at The Epilepsy Foundation of Southeast Tennessee play a critical role in our organization's ability to provide high-quality client focused services. In short, The Epilepsy Foundation of Southeast Tennessee could not operate without dedicated volunteers like you.

The Volunteer Handbook provides answers to many of the questions you may have about the volunteer programs we offer. It covers policies, procedures, and our mutual responsibilities. You are responsible for reading and understanding the Volunteer Handbook, as well as adhering to The Epilepsy Foundation of Southeast Tennessee policies and procedures. If you have any questions, please feel free to reach out to our Volunteer Coordinator.

Again, on behalf of our staff and everyone here at The Epilepsy Foundation of Southeast Tennessee, we welcome you to our volunteer program and thank you for all your hard work.

Sincerely,

Mickey McCamish
Executive Director

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Purpose of This Handbook

This handbook has been produced to help you become a better Epilepsy Foundation of Southeast Tennessee volunteer. This book will share some of our history, philosophy, practices, and policies as well as all the benefits we offer our valued volunteers.

No volunteer handbook can answer all the questions you might have about our program. It is in our volunteer orientation that we can better get to know each other, express our views, and volunteer together in a harmonious relationship.

We hope this Handbook will allow you to feel comfortable with us. We depend on you – your success is our success. Please don't hesitate to ask questions. Your volunteer coordinator will gladly answer them. We believe you will enjoy your volunteer work and your fellow volunteers here. We also believe you will find The Epilepsy Foundation of Southeast Tennessee a great place to volunteer.

We ask that you read this Handbook carefully and refer to it whenever questions arise. We also suggest that you take it home, so your family can become familiar with The Epilepsy Foundation of Southeast Tennessee and our policies.

Mission, Vision & History

Mission Statement

We will work to ensure that people with seizure disorders are able to participate in all life experiences and overcome the challenges created by epilepsy.

Vision Statement

To be the leading and most valued organization in the greater Chattanooga area which positively impacts the lives of individuals with epilepsy and seizure disorders

History

Founded in 1977, the Epilepsy Foundation of Southeast Tennessee is the only organization in the greater Chattanooga and North Georgia area committed to assisting individuals with epilepsy and seizure disorders. Our mission is to help individuals who are affected by epilepsy and seizure disorders to enjoy a greater quality of life by helping to remove or reduce many of the challenges created by epilepsy.

Today, the Epilepsy Foundation of Southeast Tennessee provides life changing programs and services to throughout the greater Chattanooga and North Georgia area.

Volunteer Expectations

What You Can Expect from Epilepsy Foundation of Southeast Tennessee

- Respectful of your commitment, time, and confidentiality
- To be part of a team
- Ongoing support from everyone on the EFSETN staff
- An inclusive and welcoming culture
- To be recognized and appreciated for your work
- The right to say no to projects and tasks that make you feel uncomfortable

Epilepsy Foundation of Southeast Tennessee is an inclusive, supportive organization where volunteers can expect to be treated with respect. We respect your valuable time and commitment to our program, as well as your right to confidentiality as a volunteer.

What Epilepsy Foundation of Southeast Tennessee Expects From You

- Honor your commitment to our program
- Cooperate with the EFSETN staff and fellow volunteers
- Be prompt and reliable
- Notify us of any changes to your commitment as a volunteer
- Keep all communications with or concerning the clients in our program confidential
- Maintain a respectful relationship with all clients

Volunteering with Epilepsy Foundation of Southeast Tennessee

The Orientation Process

- 1. Complete Volunteer Application Form**
- 2. Complete Volunteer Agreement Form**
- 3. Complete criminal background check**
- 4. Start volunteering!**

Volunteer Policies & Procedures

As a new volunteer, it will take time to adjust to your new surroundings and the way things operate here at Epilepsy Foundation of Southeast Tennessee. This Handbook is designed to help you adjust to your new role here and answer questions about the policies, procedures and expectations here at Epilepsy Foundation of Southeast Tennessee.

Absences & Lateness

Volunteers are critical to Epilepsy Foundation of Southeast Tennessee's mission. If you cannot make your volunteer shift for whatever reason please notify our staff as soon as possible.

Attendance

Sign-in time sheets help us track your volunteer hours. Please sign in when you begin your volunteer service and sign-out when you are finished. At the Epilepsy Foundation of Southeast Tennessee office, sign-in sheets are located at reception desk. For volunteer service outside of the Epilepsy Foundation of Southeast Tennessee center, please work with the Volunteer Coordinator to ensure your hours are tracked properly.

Background Checks

All volunteers are required to get a criminal history background check prior to volunteering. If a criminal history is present, offenses will be evaluated on a case-by-case basis as works best for the agency. Background checks will be free of charge and will be conducted through the TBI, National Sex Offenders Registry, and the Right to Know websites.

Confidential Information

We have an obligation to our clients to maintain their confidentiality and respect their privacy. Every client served by Epilepsy Foundation of Southeast Tennessee has the right to confidentiality. That being said, however, every volunteer must use his or her best judgment. If you are aware of a client issue that requires immediate help, please inform the Volunteer Coordinator.

As you work with the staff, information of a confidential matter may be shared with you. You must not share this information with anyone who does not have a professional right or need to know it. This applies to making copies of any Epilepsy Foundation of Southeast Tennessee records, reports or documents without prior approval. Release of any confidential information to unauthorized persons can result in dismissal from your service.

Dress Code

Epilepsy Foundation of Southeast Tennessee has a casual dress code, but we ask that your attire be neat and conservative. If staff feels your attire is out of place, you may be asked to change into proper attire.

Driving

Volunteers whose work required operation of a motor vehicle must present and maintain a valid driver's license. You will be asked to submit a copy of your driving record and automotive insurance to Epilepsy Foundation of Southeast Tennessee from time to time.

Equal Volunteering Opportunity

Epilepsy Foundation of Southeast Tennessee provides equal volunteering opportunity for everyone regardless of age, sex, color, race, creed, national origin, religious persuasion, marital status, sexual orientation, political belief, or disability that does not prohibit performance of essential job functions. All matters relating to volunteering are based upon ability to perform the job, as well as dependability and reliability.

Exit Interviews

In instances where a volunteer voluntarily leaves, Epilepsy Foundation of Southeast Tennessee would like to discuss your reasons for leaving and any other impressions the volunteer may have about Epilepsy Foundation of Southeast Tennessee. If you decide to leave, you will be asked to grant us the privilege of an exit interview. We hope that the interview will help us part friends, as well as provide insight into possible improvements. All information will be kept strictly confidential and will in no way affect any references that Epilepsy Foundation of Southeast Tennessee will provide to another agency.

Expense Reimbursement

You must have the volunteer coordinator's written authorization prior to incurring any expense on behalf of Epilepsy Foundation of Southeast Tennessee. To be reimbursed for all authorized expenses, you must submit an expense report accompanied by receipts and approved by your Volunteer Coordinator.

Standards of Conduct

By agreeing to volunteer with us, you have a responsibility to Epilepsy Foundation of Southeast Tennessee and to you fellow volunteers to adhere to certain guidelines for conduct. Epilepsy Foundation of Southeast Tennessee tried to keep rules to a minimum. The purpose of the rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary. When each person is aware that he or she can fully depend upon fellow volunteers to follow the rules of conduct, then our organization will be a better place to volunteer for everyone.

Substance Abuse

Epilepsy Foundation of Southeast Tennessee has no desire to intrude into its volunteers' personal lives. However, both on-the-job and off -the -job involvement with any mood altering substances can have an impact on our agency and on Epilepsy Foundation of Southeast Tennessee's ability to achieve its objective of safety and security. Therefore, all volunteers are expected to report to the agency free of the effects of any mood altering substances.

The possession, sale, or usage of mood altering substances while volunteering is a violation of safe volunteer practices and will be subject to dismissal.

Volunteers who show signs or evidence of having consumed alcohol and/or drugs will not be permitted entrance to Epilepsy Foundation of Southeast Tennessee. Violators will be dismissed from all volunteer programs.

Termination Policy

Epilepsy Foundation of Southeast Tennessee is an at-will agency and has the right to terminate a volunteer without cause but will always consider the cause leading to the termination. In general, failure to adhere to policies of Epilepsy Foundation of Southeast Tennessee is cause of immediate release.

Grounds for immediate dismissal may include, but are not limited to:

- Gross misconduct or insubordination
- Reporting for a volunteer assignment under the influence of alcohol or drugs
- Theft of property or misuse of agency funds, equipment or materials
- Falsifying statements on the volunteer application or interview process
- Illegal, violent or unsafe acts
- Abuse or mistreatment of clients, volunteers or staff
- Releasing confidential information
- Unwillingness to support and further the mission of the organization

Unacceptable Activities

Generally speaking, we expect each person to act in a mature and responsible way at all times. However, to avoid any possible confusion, some of the more obvious unacceptable activities are noted below. Your avoidance of these activities will be to your benefit as well as the benefit of Epilepsy Foundation of Southeast Tennessee. If you have questions concerning any volunteer or safety rule, or any of the unacceptable activities listed, please see your volunteer coordinator for an explanation.

If a volunteer violates any rules established by Epilepsy Foundation of Southeast Tennessee, including the following rules, that person may be subject to discipline up to, and including, immediate discharge.

- Willful violation of any agency rule; any deliberate action that is extreme in nature and is obviously detrimental to the Epilepsy Foundation of Southeast Tennessee
- Willful violation of security or safety or failure to observe safety or Epilepsy Foundation of Southeast Tennessee safety practices; failure to wear required safety equipment; tampering with Epilepsy Foundation of Southeast Tennessee or safety equipment

- Negligence or any careless action that endangers the life or safety of another person
- Possession or consumption of alcoholic beverages is prohibited at any Epilepsy Foundation of Southeast Tennessee event that is designed for the participation of minors
- Possession or use of all illegal drugs or other illegal substances is prohibited
- Excessive tardiness or absenteeism
- Unauthorized possession of dangerous firearms, weapons, or explosives on agency property or while volunteering with the Epilepsy Foundation of Southeast Tennessee events
- Engaging in criminal conduct or acts of violence or making threats of violence towards anyone on agency premises or when representing the Epilepsy Foundation of Southeast Tennessee; fighting or horseplay, or provoking a fight on agency property, or negligent damage of property
- Insubordination or refusing to obey instructions properly by your volunteer coordinator/supervisor
- Threatening intimidating or coercing fellow volunteers on or off the premises- at any time for any purpose
- Theft of agency property or the property of fellow volunteers, clients, and/or staff; unauthorized possession or removal of any agency property, including documents, from the premises without prior permission from management; unauthorized use of agency equipment or property for personal reasons; using agency equipment for profit
- Dishonest, willful falsification or misrepresentation of your application for volunteering or other volunteer records; alteration of agency records or other agency documents
- Breach of confidentiality of personal information
- Malicious gossip and/or spreading rumors; engaging in behavior designed to create discord and lack of harmony; interfering with another volunteer on the job; willfully restricting volunteer output or engaging others to do the same
- Immoral conduct or indecency on agency property

Contact Information

If you have any questions, please the Volunteer Coordinator at 423-634-177.