



CAC brings together the Sandy Springs and Dunwoody communities to provide compassionate assistance to neighbors in need by providing financial support, helping to meet basic needs and promoting self-reliance. Thank you for your interest in volunteering at CAC and for taking the time to complete this application package.

This volunteer package includes:

1. Application form
2. Reference forms
3. Confidentiality Policy
4. Donation Policy
5. Statement of Commitment

To apply to volunteer you need to:

1. Complete the Volunteer Application and Commitment Form and return to: CAC, attention: Volunteers
2. Give the reference forms to two people who will be acting as your references, or give the names of two people who can furnish references. The Volunteer Coordinator must have references in your file to schedule training.
3. Once your application is complete you will be contacted to schedule a volunteer orientation session. All potential volunteers must attend an orientation session. (1 hour)
4. After the orientation, you will be scheduled to train with an official trainer in the area you have chosen to volunteer. The amount of training varies depending on the volunteer position..
5. The volunteer coordinator will coordinate with schedulers to determine the day, time and job assignment and notify you of your first day of work.
6. Monthly CAC e-newsletters, volunteer e-news and calendars with volunteer assignments are emailed every month. Please make sure to read this important information.

Volunteer Commitment

Community Assistance Center is largely a volunteer organization. Because operations are handled by volunteers, it is essential that you keep your scheduled work assignment. **If you cannot be there as scheduled, please consult the monthly calendar and call to get a substitute.** If a substitute is not available, you may be able to trade with another volunteer working a different shift from yours. If all your efforts fail, please call the volunteer coordinator and inform her of the problem.

If you cannot commit to a regular schedule each month, perhaps you would be interested in helping with special projects (annual fundraisers, packing holiday food baskets, assisting in the holiday shop in December, etc.). Tell us what your skills, talents and experiences are and we will try to fit you in a job you will enjoy. We look forward to having you join our team of dedicated men and women who give their time to help our neighbors in need.



PLEASE PROVIDE TWO PERSONAL REFERENCES

Reference 1:

Name _____

Phone _____

Reference 2:

Name _____

Phone _____



REFERENCE FORM

Date: _____
Potential Volunteer: _____
Reference: _____ Ph# _____
Signature of person providing reference: _____
Please sign above, fill out the form as fully as possible, and e-mail, mail or fax to CAC.

You may be contacted by a Volunteer Coordinator for further information.

1. In what capacity do you know this person? _____

2. How long have you known this person? _____

3. Would you recommend this person as a volunteer at CAC? Why or why not?

4. How would you describe this person's ability to follow through on commitments?
To act responsibly? _____

5. Do you view this person as able to work best: independently, as part of a team, or under supervision? Why? _____

6. How would you describe this person's "people" skills? _____

7. How would you describe this person's ability to work with people from a variety of backgrounds and communities? _____

8. Additional comments: _____

VOLUNTEER COORDINATOR COMMENTS:



SERVING WITH COMPASSION

As a volunteer of the organization, you are expected to be courteous and helpful to clients at all times. When dealing with clients, donors, or coworkers you represent CAC. Courtesy, kindness and compassion are vitally important to the mission and success of the organization. Please make every effort to be friendly, cheerful and helpful to all with whom you come in contact.

If a client has a complaint that you are unable to handle, refer the client to a supervisor who can assist him or her. If possible, escort the client to the supervisor.

In working with needy clients, it is important to remember that you are dealing with persons in exceptional circumstances. Clients under stress are often upset by actions and events that would go unnoticed under normal circumstances. You will discover that seemingly insignificant incidents may make clients irritable, uncooperative and apprehensive.

Courtesy, kindness, and above all, patience and understanding, are the best responses to these problems. Compassion is at the center of our mission and must be evident in every transaction in the center whether we are dealing with clients, donors or co-workers.

Always remember that what is routine for you may be considered an emergency to the client and family. Your thoughtful consideration can go far in reassuring worried and frightened clients and their families.

CONFIDENTIALITY POLICY

Any information seen or heard concerning a client's diagnosis, condition, treatment, and financial or personal status is held **STRICTLY CONFIDENTIAL** except (1) when mandated by law, (2) to prevent a clear and immediate danger to a person or persons, (3) when compelled to disclose by a court or pursuant to the rules of a court. A client's right to privacy is respected by ethics and protected by law.

Clients desiring privacy are to be granted privacy. Personnel who discuss the presence of a particular client at the organization may be violating that right of privacy. For this reason, disclosing the identity or condition of any client with anyone inside of outside of the organization not directly concerned with the case is strictly prohibited.

Financial and medical information shall never be disclosed to anyone other than authorized personnel.

Professional records shall be stored or disposed of in ways that maintain confidentiality.

All client interviews or questions must be conducted in the privacy of an office, not in common areas.

Inquiries from the news media regarding a client should be directed to the Executive Director. Upon termination, volunteers shall maintain client and coworker confidentiality and shall hold confidential any information about sensitive situations within CAC.

Violation of the confidentiality policy may be grounds for immediate dismissal.



DONATION POLICY

Several of CAC's contracts require a clear distinction between staff (paid or volunteer) and clients. A client cannot work at CAC until he or she and their family have stopped being a client for at least six months and a staff/volunteer may not become a client until six months have elapsed since they worked at CAC. By the same token a staff person (paid or volunteer and their families) cannot use any of the resources donated to CAC (financial or in-kind).

Perishable food, such as bread and Second Helpings food

Every effort must be made to distribute donated goods to clients. At the end of each day (2:30 pm) food volunteers must take stock of what is left in the pantry. If there is an oversupply of bread, cakes, rolls and similar perishable items that clients have not taken and cannot be used the next day, volunteers may take them, disposing of the remainder in the dumpster. Please check expiration dates. We only want to get rid of items that have expired. On Fridays (if CAC is closed on Saturday), dispose of items that will expire over the weekend, saving only products that can be safely used by the following Monday. **Donated food cannot be taken or consumed by volunteers, interns or staff EXCEPT IN THE CASES STATED ABOVE.**

Items in the "break room" that are not marked with someone's name (someone's lunch) are for volunteer consumption (i.e. coffee, water, beverages, candy, pastries, etc). These are items that have been bought or donated specifically for the volunteers. Please help yourself to those and do not give those away.

Clothing and Household Items

Items donated to CAC are for the exclusive distribution to clients only. No donated item can be taken by staff or volunteers. There are no exceptions to this rule.

The Thrift Boutique is open to the public. Staff and volunteers may purchase an item once it has been priced and put in the store but not before. **No items may be taken, removed or purchased from the storage area, garage area or thrift shop office. This policy also applies to temporary volunteers and community service workers.** If you want to buy an item that has not been priced, please put it on the "to be priced table". You may purchase the item after it has been priced by someone other than yourself.

All incoming donations must be placed on the metal shelving next to the door in the basement. The shelves are marked for incoming and outgoing items. Failure to comply with this policy may result in immediate dismissal from CAC.

Please do not bring clients to the storage areas. NO EXCEPTIONS



STATEMENT OF COMMITMENT

- I _____ (*print name*) agree to work a minimum of five hours per month starting on _____.
- I agree to participate in training as required.
- I understand that if at any time I am unable to work at my scheduled time I will try to find a substitute. I will notify the Volunteer Coordinator or the CAC office of any changes or if I need assistance with securing a substitute.
- I agree to perform the tasks required in the position's job description or as requested by paid staff of Community Assistance Center.
- I shall relate to clients, donors and coworkers with the utmost respect, compassion and kindness.
- I agree not to attempt to proselytize or influence clients or Center personnel.
- I agree to wear appropriate work attire.
- I agree that this application does not apply for court ordered community service work.
- I have read CAC's Confidentiality Policy and I agree to follow the stated policy.
- I have read CAC's Donation Policy and I agree to follow the stated policy.
- I acknowledge that upon acceptance of a volunteer position, an annual witnessed confidentiality agreement and Volunteer Waiver of Liability is required.

Signature _____

Printed Name _____

Date _____



Please mail, fax or bring your completed application form to CAC:

Community Assistance Center
1130 Hightower Trail, Sandy Springs, GA 30350

Mailing Address:
P.O.Box 501298
Atlanta, GA 31150

Office 770-552-4889
Fax 770-552-4339
Email volunteers@ourcac.org

Visit us online at www.ourcac.org