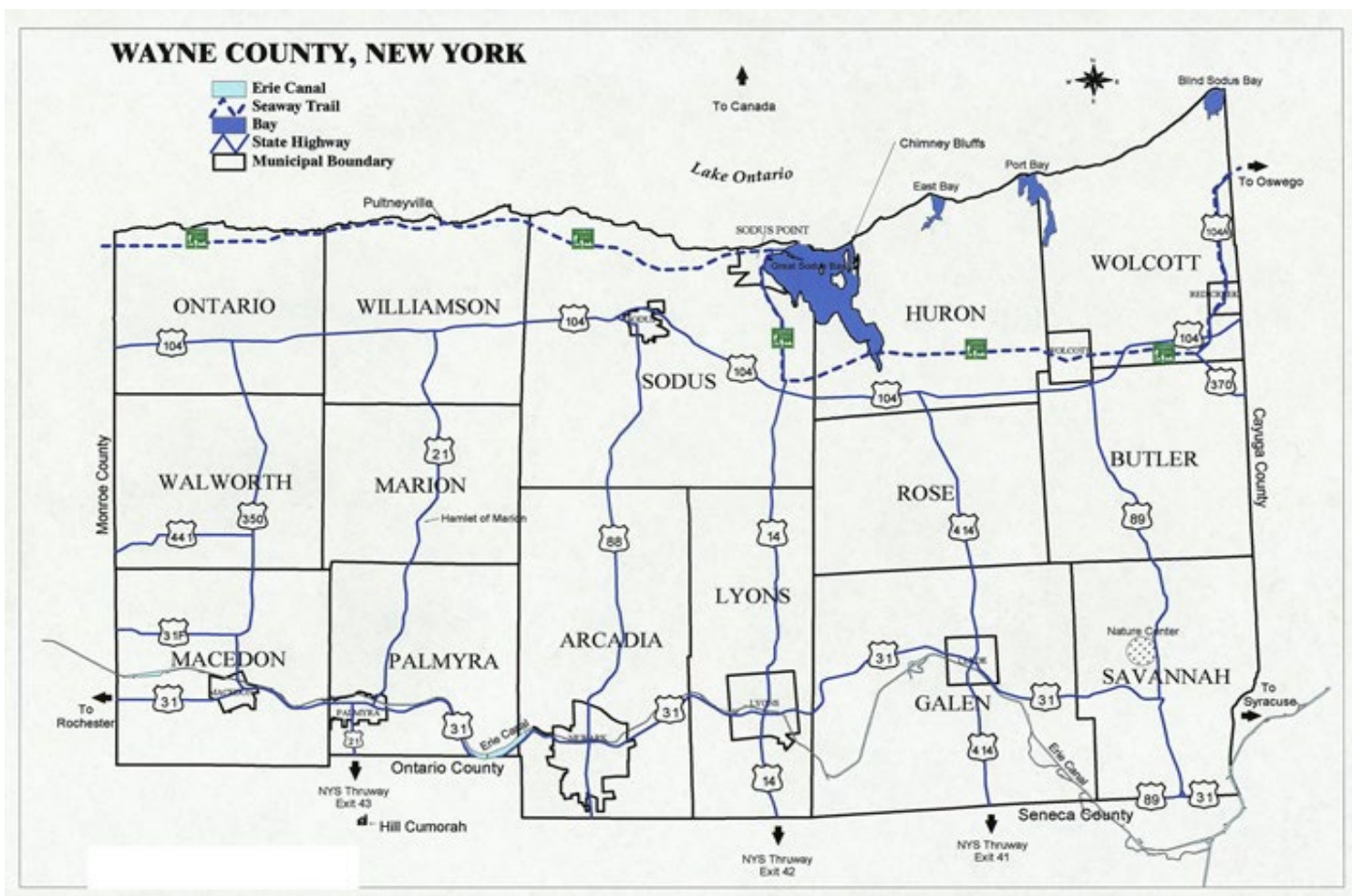




Finger Lakes Community Action VOLUNTEER HANDBOOK



*Never doubt that a small group of committed people can change the world.
Indeed, it is the only thing that ever has.
--Margaret Mead*

Finger Lakes Community Action (FLCA) has implemented vital programs based on the philosophy that individuals do not act in isolation but belong to a larger family and community, since 1966. Our ultimate goal is to use strength-based strategies to move people and families to self-sufficiency through a variety of programs located throughout Wayne and now surrounding counties.

Welcome to FLCA!

Our agency has served the people of our county for almost six decades. We provide a unified system of assistance including:

Advocacy for Community Empowerment	AmeriCorps	Bipartisan Infrastructure Law
Community Schools	Empower NY	ESL/Impact/Restore/OASAS
Foster Grandparent Program	Head Start/UPK/Early Head Start	Healthy Families
Retired Senior Volunteer	Success Center Emergency Svcs	Weatherization Assistance

(See our Agency Brochure for more detailed information on the programs above and how to contact them)

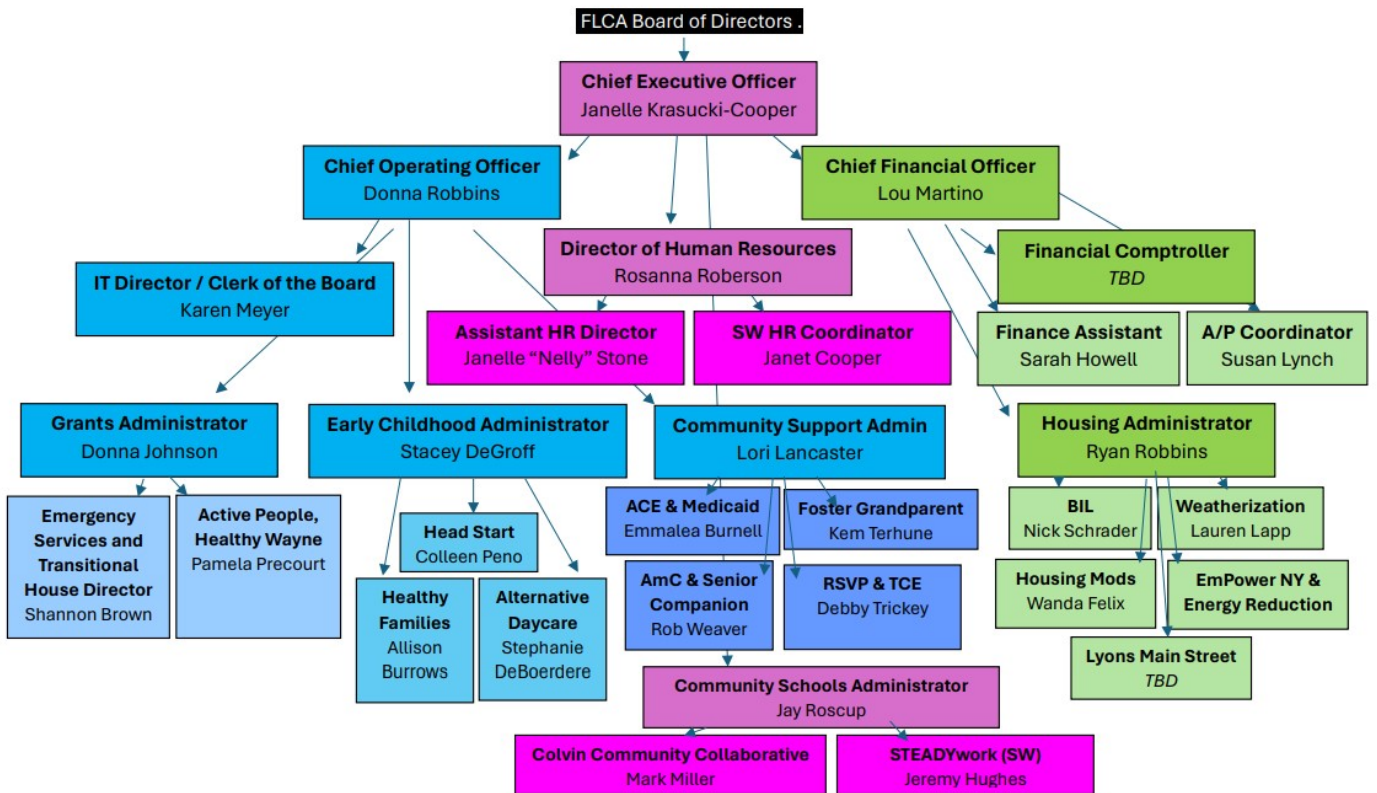
We currently serve over 15 towns in the county with approximately 550 staff and a budget of over fifteen million dollars in federal, state/county and private funding. Our work includes Community Education through home visiting / group participation; provision of skills and resources for families and individuals in crisis; educational preschool and school-age childcare and volunteer opportunities throughout the county. We work with all ages of Wayne County residents, from all areas who present with a need. Although some of our programs are restricted to income eligibility, others do not have eligibility requirements.

Our customers come primarily from agency referrals, court/system mandates, and word of mouth. A quarterly newsletter, fliers/brochures and newspaper articles/ads are also utilized. We are strongly committed to a strength-based approach with our customers, and collaborative, non-competitive relationships with associate agencies to better use resources and avoid duplication of services. We are unique in that the majority of our services are free to the public. Also, our focus is not isolated to one issue—programs cover the broad spectrum of self-sufficiency issues.

Our geographic area of service is the entire community of Wayne County which includes approx. 96,000 people in a wide-spread region. Unique populations include senior citizens, farmers, migrant farm workers with ESL issues and families trying to survive on minimum wage earnings. Recent research suggests county government is the single largest employer in the area, and demonstrates a move from agricultural to manufacturing employment otherwise.

FLCA serves Wayne, Seneca, Ontario, and Yates counties with a comprehensive range of services for people of all ages and incomes, fulfilling *our mission: to “coordinate resources to empower and inspire people in need to reach their full potential”.*

Visit us at: www.fingerlakescommunityaction.org





You are an important part of our team!

Our agency welcomes volunteers of all backgrounds, talents and interests to become a part of our network of caring.

While you may have already identified areas of interest to you, we invite you to explore the many diverse and exciting opportunities available throughout our several locations.

Our volunteers work with people from a wide variety of cultures, have the opportunity to contribute to a number of worthwhile and interesting programs and projects. Each receives comprehensive training, supervision and support.

Please take a minute to write down important contact information for your supervisor and your program/agency liaison:

Project/Volunteer Supervisor

Name: _____

e-mail address: _____

Office phone: _____

Cell phone: _____

Program/Agency Liaison

Name: _____

e-mail address: _____

Office phone: _____

Cell phone: _____

FLCA Volunteer Mission:

“FLCA volunteers contribute high quality skills, talent, services and ideas that positively impact the individuals and communities we serve. Our volunteers provide governance, program and administrative services to support the overall mission of the agency and its many programs.”

Our volunteers are our agency’s best advocates and ambassadors!

Finger Lakes Community Action

CODE OF ETHICS

As a FLCA volunteer, I will:

1. Uphold the agency mission statement at all times by ***coordinating resources to empower and inspire those in need to reach their full potential***;
2. Accept as my personal duty the responsibility to conduct service to the community with professional competence, fairness, impartiality, efficiency, and effectiveness; following all program and volunteer policies to the very best of my ability;
3. Conduct my duties, utilizing the proper chain of command with a positive attitude; exemplified by open communication, creativity, dedication, and compassion;
4. Demonstrate the highest standards of personal integrity, truthfulness and honesty in all work-related activities in order to inspire confidence and trust in the community action movement;
5. Serve in such a way that I do not realize undue personal gain from the performance of my volunteer duties;
6. Avoid involvement in any interest or activity, which is in conflict with the conduct of volunteer-related duties;
7. Respect and protect privileged information to which we have access in the course of volunteer-related duties;
8. Strive for personal excellence and encourage the personal development of my fellow volunteers;
9. Respect and promote the unique identity of each child, individual and family; refraining at all times from stereotyping on the basis of gender, race, ethnicity, culture, religion, or disability;
10. Utilize positive methods of child guidance, free from corporal punishment, emotional or physical abuse, or humiliation. In addition, I will not employ methods of discipline that involve isolation, the use of food as punishment or reward, or the denial of basic needs. (NYS Day Care Regs. 418.7)

AGENCY WHISTLEBLOWER POLICY

VOLUNTEERS

PERFORMANCE OBJECTIVE: To ensure the protection of agency volunteers who in good faith disclose alleged acts of misconduct. More importantly and specifically, this policy encourages volunteers to disclose serious acts of misconduct covered by Finger Lakes Community Action policy or law.

POLICY:

Any volunteer who has reason to believe that any employee, officer of the agency or member of the Board of Directors is engaged in conduct that violates agency policy or any provision of state or federal law pertaining to harassment, fiscal management or fraud will report such conduct using the Whistleblower Link found on the agency website at www.fingerlakescommunityaction.org.

The agency provides reprisal protection for volunteers who:

- Report or threaten to report an act that the volunteer reasonably believes to be a violation of law, policy, or regulation;
- Provide information to or testify before any public body conducting an investigation hearing or inquiry into a violation of law, policy, or regulation.

Volunteers will be protected from dismissal, acts of legal or circumstantial reprisal that might occur as a direct result of an volunteer's exercise of the acts stated above. The agency Board of Directors and Senior Management will consider any reprisal against a volunteer as an act of misconduct subject to disciplinary procedures.

We're so glad you chose FLCA!

Volunteers have a wide range of choices regarding where and how they can spend their volunteer time. We realize that meeting your personal goals with a compatible volunteer placement that satisfies your expectations is essential. Volunteer positions are closely analyzed by supervisors and thoroughly discussed with volunteers. Matching volunteer interests, skills and expectations with FLCA's needs is key to everyone's success.

To thank you for your commitment, we make this promise to YOU:

The agency will operate consistent and effective volunteer initiatives to support our volunteers in fulfilling their important roles. We will provide effective recruitment, orientation, training, supervision, appreciation and recognition. Further, we'll encourage volunteer leadership development in our programs and projects throughout our service area.

Volunteering with us will provide you with the opportunity to:

- ✓ Share your skills, talents, ideas and interests with others;
- ✓ Make a personal commitment to improvement in the lives of those we serve;
- ✓ Develop work skills and references for future employment opportunities;
- ✓ Gain Field Service experience toward an academic degree;
- ✓ Participate in strategic planning and guide FLCA's work efforts by serving on governance boards and committees.
- ✓ Choose to serve in one or more areas:
 - Administrative Services: *includes computer design, clerical, reception, data management, materials preparation, etc.*
 - Governance: *includes positions on Director Boards, Advisory Boards, Head Start Policy Council, Program/collaborative Agency Committees, etc.*
 - Front Line Services: *includes a wide variety of specialized positions to support delivery of diverse services (see category listings beginning on the next page).*

Volunteer Requirements

Your experience with FLCA as a volunteer will provide you with many opportunities and much satisfaction. It also carries with it the responsibility associated with the service you will be providing to the community. Below is your own personal chart which will help you to ensure you have met the requirements for volunteers with our agency:

Task	Completion Date
1. Complete the application for Volunteer Service and submit 3 written letters of reference.	
2. Review and be familiar with the agency Code of Conduct.	
3. Review and sign the Agency Confidentiality Policy.	
4. Complete the Volunteer Criminal History Screening Consent form.	
5. Complete the Driving Record Check Consent form (only if you will be driving for your volunteer stations)	
6. Have three references checked.	
7. Take active part in your volunteer site's orientation and training for service.	

Program Directory by Program Area

Each program area shares the same phone number: (315) 333-4155

Early Childhood Services

Head Start/Early Head Start
head.start@waynecap.org

Healthy Families of Wayne County
Healthy.families@waynecap.org

National & Community Service
Foster Grand Parent & Retired Senior Volunteer Programs
senior.services@waynecap.org

Finger Lakes Living Healthy AmeriCorps
flh.americorps@waynecap.org

Community Advocacy, Resources, Empowerment and Supports

Advocacy for Community Empowerment (ACE)
315-333-4155
youth.family@waynecap.org

Housing Efficiency Services

Weatherization Assistance Program
weatherization@waynecap.org

Energy Reduction Services
empowerny@waynecap.org

Success Center
success.center@waynecap.org

General Questions
www.fingerlakescommunityaction.org

Finger Lakes Community Action

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Phone: 315-333-4155 ~Fax: 315-871-4017
www.fingerlakescommunityaction.org