



BETHESDA METRO AREA VILLAGE
Your home Your neighborhood Your future

Volunteer Handbook and Application

Volunteers are the heartbeat of our village!
Among the many rewards of volunteering are enhancing
the safety and stability of village neighborhoods,
strengthening bonds with neighbors,
enjoying the satisfaction of helping others,
and helping to build and strengthen
a resource that volunteers will also benefit from someday.

Volunteer Handbook and Application

Volunteering is a wonderful way to contribute to your community. It is not necessary to be a member or be over 50 years old to volunteer. We encourage all members of the community to volunteer.

Volunteers are encouraged, but not required, to become members and take part in our broad social programming. Many of our events are open to volunteers as well as members. Volunteers are also encouraged to attend any volunteer meetings and updated trainings, as well as to spread the word to friends and neighbors about volunteering with BMAV.

BMAV will highlight and celebrate contributions of our volunteers to the village, including listing your name in our annual report. If you would prefer that your name not be publicized, please let us know.

You can choose how and when you want to volunteer and always have the right to turn down a request. Volunteer assignments are not permanent. A volunteer may decide to stop volunteering at any time. We ask volunteers to inform the office if resigning or interrupting the volunteer assignment for a brief or an extended period of time.

Volunteer Responsibilities

- Respond to service requests (sent by email) promptly if you are available.
- Be on time and reliable.
- If you are unable to make your commitment, let BMAV know as early as possible. Call 240-630-2628 or email us at director@bmavillage.org.
- After you provide a service, respond to the emails requesting data on your time and mileage spent. Or submit the Service Note form to the office. We need to keep track of all volunteer hours for grant applications.
- Report to the Executive Director any issues or information you observed during the assignment. Such information will be kept confidential unless a medical emergency necessitates otherwise.
- Respect confidentiality related to your volunteer placement in all settings in your life.
- Perform only the service to which the BMAV has assigned you. If a member requests further service, ask the member to call the office for assistance.
- Call the BMAV office immediately if you have any concerns about the safety of a member or are uncomfortable in a situation involving a member.
- Volunteers agree not to offer financial, medical or legal advice.

- Volunteers will not promote outside services and will not accept gifts or loans from members. They agree to provide services to members without monetary or in-kind compensation.
- Volunteers agree not to impose their own cultural, religious or political views on members.
- Volunteers should not act on behalf of or make statements representing the official position of BMAV unless they have been authorized to do so by the Executive Director or an officer of the board of directors.
- Be willing to give and take honest feedback in your volunteer work and, when necessary, be an advocate for change.
- Most important of all, volunteers should bring their heart and their sense of humor to their volunteer service, along with an enthusiastic spirit.

Questions Asked by Volunteers

- **What vetting do you perform of volunteers?**

Out of respect for our members, in order to become a volunteer service provider you must first be vetted and undergo a background check. This is a simple process for most and the fees are covered (although we appreciate you donating the cost).

After filling out and submitting the attached forms and meeting with BMAV, you agree to submit your personal information to *Sterling Volunteers*. *Sterling Volunteers* is an outside company that performs volunteer background checks for us as well as many other organizations. The personal information you submit to *Sterling* will not be seen by BMAV. BMAV will be notified if your criminal background check is clear, after which you must attend a volunteer training and receive detailed guidelines before being enrolled in our database of volunteer service providers.

- **If I drive a member, what is required of me?**

Auto insurance, with a minimum of \$250,000 personal liability insurance. See more details on following pages. Parking fees or tolls, etc. incurred while driving a member are the responsibility of the requesting member, not the volunteer.

- **I travel for several months during the year – may I still volunteer?**

Absolutely. Volunteers can choose to accept service requests that fit with their schedule.

- **What if I am asked to do something I just do not want to do?**

It is perfectly okay to say no. We want volunteering to be a rewarding experience for you.

- **Does BMAV carry liability insurance If I have an accident while volunteering?**

Yes, BMAV does have a supplemental liability policy. It takes effect only if your policy does not cover the entire claim.

- **Whom do I contact if there is a medical emergency?**

Call 911 then notify the BMAV office, 240-630-2628 or director@bmavillage.org, as soon as possible. The office has emergency contact information for members and will proceed from there.

Volunteer Intake Form

Please fill out pages 6-9 and return to BMAV. Please keep a copy for your files.

Bethesda Metro Area Village
P.O. Box 30525
Bethesda, MD 20824
or email to director@bmavillage.org

Name _____

Address _____

Male _____ Female _____ Fluent in another language _____

Email _____

Phone _____ Cell _____

Best way to contact you _____

Emergency contact information:

Name _____ Relationship _____

Phone (work/home) _____ Address _____

Do you have any physical restrictions, limitations or allergies _____

Do you smoke? Yes _____ No _____

Will you enter a smoker's home or car? Yes _____ No _____

Are you away for any extended period of time of the year? If yes, please explain.

Please list two references

Name	Phone number	Relationship
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1. _____

2. _____

Bethesda Metro Area Village Privacy Policy

BMAV respects the privacy of its members, volunteers, officers and staff and adheres to the following privacy principles:

- Protects the confidentiality of all personal information.
- Will not give, sell or rent out personal information to third parties.
- Will delete or shred sensitive personal information once it is no longer needed, at the discretion of BMAV staff.
- Allows individuals to update or correct their personal records at their request.

Confidentiality Agreement

I agree to protect the confidentiality of all information pertaining to any BMAV member, non-member or other volunteer or client associated with BMAV.

Your signature below acknowledges your agreement to adhere to our confidentiality policy.

Liability Waiver

I acknowledge that, as a volunteer, I am not an employee of BMAV and understand that I will not be paid for any work I perform. I consent and agree to assume all responsibility for any and all risks or events of damage or injury that may occur in the course of my volunteer work and that I am volunteering at my own risk. I fully and forever release and discharge BMAV, its officers, employees, agents and successors from any loss, cost, damages or other liability that I may incur in the course of my volunteer work. Your signature below acknowledges your acceptance of this liability waiver.

Background Investigation

I understand that any person volunteering directly with individuals must undergo a criminal background investigation (CORI check). This is for the sole purpose of protecting our members by gathering accurate information in connection with volunteer services at BMAV and is strictly confidential.

Your signature below acknowledges that you agree that a CORI check will be made.

I have read and understand the confidentiality agreement, the liability waiver and the CORI authorization. I have had my questions fully addressed and have kept a copy for my permanent personal record.

Signature _____ Date _____

Please print _____

Supplement for Volunteer Drivers

Name _____

Address _____

How long have you lived at this address? _____

Do you have a current Maryland driver's license? (Please attach a copy.)

How long have you had a driver's license? _____

Are there any restrictions on your driver's license? If yes, please explain _____

Have you ever had your license suspended, revoked or refused? If yes, please explain

Name of your auto insurance company _____

Please attach copy of your insurance card and current vehicle registration.

Have you ever been charged or convicted during the last 10 years of driving while intoxicated or under the influence of drugs? If yes, please explain, giving date and jurisdiction (city, county, state).

Please tell us which service areas you would like to volunteer to help BMAV full service members with (check all that apply):

- Rides to BMAV events and personal appointments and errands (up to five miles from home)
- One-on-one friendly calls or visits, either on a regular basis or as requested
- Reading to members
- Non-medical respite care to allow primary caregivers to leave the house for personal time or errands
- Help with light home maintenance tasks, like getting on ladders to change lightbulbs or lifting items
- Absent owner services, such as taking out trash containers/recycling, picking up packages or flyers
- Technical assistance for computers and others devices (such as set-up or basic troubleshooting)

Please tell us if you would like to volunteer in other ways to help BMAV grow:

- Speak on an area of my expertise
- Help set up chairs etc at BMAV programs
- Serve as photographer or videographer
- Arrange a dinner or happy hour at a nearby venue
- Party and event planning
- Organize a book club or other Special Interest Group in my area of interest (walking, history, genealogy, travel, photography, gardening, other)
- Solicit local merchants for donations
- Canvas blocks or handout materials at local events
- Serve as liaison with my "block"
- Identify and recruit new members
- Identify and implement new services
- Help with design of materials for website or print
- Other ways you could help (please explain)

I am interested in serving on a Committee (Finance, Communications, Programming, Fundraising, Membership)
