



2009

VOLUNTEER HANDBOOK

Our Volunteers Make a World of Difference!





"Putting People First!"

Dear Volunteers:

Welcome to the Summit MRDD Volunteer Team! There are many rewarding opportunities that are available year round.

Special events, programs, and outreach activities take place for the benefit of the people we serve with disabilities throughout Summit County. These activities come together through the dedication of staff and volunteers. The outcome is tremendous as we continue to spread our message "Putting People First...Putting Awareness First!"

We look forward to the future and hope your volunteer experiences will bring new skills, friends and fun! Please do not hesitate to contact me if you have any questions.

Best Personal Regards,

Bonnie M. Binns

Bonnie M. Binns
Volunteer and Community Activities Coordinator

89 E HOWE ROAD TALLMADGE, OHIO 44278-1099 330-634-8000 WWW.SUMMITMRDD.ORG



Carf Accredited Awarded accreditation in the following areas of service: Community Services - Case Management and Service Coordination, Community Services - Child and Youth Services, Community Services - Community Integration, Community Employment - Services Job Development, Community Employment Services - Job Supports, Community Employment Services - Job-Site Training, Employment Services - Employment Services Coordination, Employment Services - Employment Transition Services, Employment Services - Organizational Employment Services

AGENCY OVERVIEW

Life-long services are provided to over 3,010 individuals with disabilities and their families in Summit County. Services can be provided from the time the infant is diagnosed with a developmental disability or prior to age 22 if an incident should occur that results in a disability.

MISSION STATEMENT

To be a primary community force that enables eligible individuals to work, live, learn, play and participate as equal citizens.

CORE VALUES

1. **Person Served First** – person centered approach – services and supports. Self Determination.
2. **Customer Service** – approach to the delivery of services and support and in the administration of board policies, procedures and practices.
3. **Embrace Diversity** – respect for each other, the people we serve, and other stakeholders. Utilizing our collective abilities. Promoting acceptance and tolerance.
4. **Personal Accountability** – for the performance of duties and for the agency and its practices.
5. **Consistent Quest for Quality Improvement** – for ourselves and for our agency. Embrace Change.
6. **Objectivity, Fairness and Consistency** – in the implementation of board policies, procedures and practices; for employees; and for those we serve.

HISTORY

In the beginning, people with disabilities received assistance from volunteers, parents and other concerned citizens in rented spaces, church basements, and even an old cookie factory. The Ohio State Legislature recognized the need for cohesive services throughout the state and in 1967, created county boards of mental retardation. By 1971, Weaver School and the Tallmadge Work Center opened their doors to children and adults with disabilities.

DEFINITION OF A VOLUNTEER

A volunteer is any person who, without compensation or expectation of compensation, performs a task at the direction of or on behalf of the Board. A volunteer must be officially accepted by the Board prior to the performance of the volunteer task. Volunteers shall not be considered “staff members” of the Board.

VOLUNTEER RIGHTS & RESPONSIBILITIES

Volunteers are viewed as a valuable resource to the Board, its staff, and the individuals served. Volunteers shall be extended the right to be given meaningful assignments, effective supervision, full involvement, and participation. In return, volunteers shall agree to actively perform their duties to the best of their abilities, and remain loyal to the philosophy, mission, and goals as an ambassador of THE SUMMIT MRDD.

RECRUITMENT & SELECTION

All volunteers shall be properly recruited, selected, screened, oriented, placed, supervised, and recognized appropriate to their placement by the Volunteer and Community Activities Coordinator. The volunteer shall meet with the Volunteer and Community Activities Coordinator for an orientation to view the Agency Video and complete the Volunteer Application Packet inclusive of:

- Volunteer Registration Application that specifies emergency contact, volunteer interests, availability, current employment field, student information, special training, interest and skills
- Signed Statement of Confidentiality
- SUMMIT MRDD Philosophy and Mission Statement
- SUMMIT MRDD Regulations on Confidentiality
- SUMMIT MRDD Policy and Regulations on HIPPA
- SUMMIT MRDD Policy and Regulations on Behavioral Management
- SUMMIT MRDD Policy and Regulations on MUI’s
- SUMMIT MRDD Emergency Response Training Booklet
- Volunteer Time Card
- Volunteer Handbook
- Agency Brochure and Current Newsletter

RECRUITMENT & SELECTION CONT.

In compliance with legislation effective March 22, 2001, the SUMMIT MRDD must inform all prospective volunteers over the age of 18 they must be screened to include, but not limited to:

- ◆ Bureau of Criminal Investigation & Information (BCI&I)/Federal Bureau of Investigation (FBI) – fingerprinting
- ◆ Reference checks (3)
- ◆ Bureau of Motor Vehicles – driver abstract

Volunteers must sign a waiver giving the SUMMIT MRDD permission to perform the fingerprint process and authorize BCI&I to release any information pertaining to the individual to the SUMMIT MRDD for review, a Criminal Background Statement form stating they have no convictions and will notify the SUMMIT MRDD if charged with a prohibited offense. Should there be a previous conviction, a written statement can be presented for consideration. Individuals living in the State of Ohio for less than five (5) consecutive years are required to submit to a manual fingerprint process that is sent to the FBI. BCI&I reports, and references are reviewed by the Volunteer and Community Activities Coordinator.

PLACEMENT

Volunteers shall provide services that are based on the needs of individuals served, staff requests, and the volunteer's skills, abilities, and experience. Persons providing volunteer services will do so under the supervision of an identified agency staff member. At no time will a volunteer act in lieu of staff. The identified supervisor, who is responsible for the direct management and guidance of the volunteer's work, shall be available to the volunteer for consultation and assistance whenever needed.

Volunteers shall meet the supervisor of the placement opportunity to receive specific on-the-job training to provide them with the information and skills necessary to perform their volunteer assignment.

The timing and methods for delivery of such training should be appropriate to the complexity and demands of the position and the capabilities of the volunteer.

PLACEMENT cont.

Formal written evaluations will be coordinated by the Volunteer and Community Activities Coordinator. Upon notification from the supervisor to whom the volunteer is assigned a formal written evaluation form will be sent for completion and filed in the volunteer file.

As appropriate, volunteers shall have access to Board property and materials necessary to fulfill their duties, and will receive training in the operation of any equipment. Property and materials shall be utilized only when directly required for Board purposes. Volunteers may not operate Board vehicles.

Volunteers are expected to perform their duties on a regularly scheduled and timely basis. If expecting to be absent from a scheduled duty, volunteers should inform their identified supervisor as soon as possible so that alternative arrangements can be made. Continual absenteeism will result in a review of the volunteer's work assignment or termination of the volunteer opportunity.

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single staff member, volunteer, consumer, student, or overall Board business. Failure to maintain confidentiality may result in termination of the volunteer's relationship with the Board or other corrective action.

As representatives of the Board, volunteers, like staff, are responsible for presenting a good image to consumers and the community. Volunteers shall dress appropriately for the conditions and performance of their duties. Individual volunteers are responsible for the accurate completion of their volunteer timesheet. Original volunteer timesheets shall be submitted to the Volunteer and Community Activities Coordinator either upon completion of the volunteer assignment or on a yearly basis. Volunteers shall also follow the appropriate sign-in and sign-out procedures specific to the location which they are assigned. This will assure that each volunteer is accounted for during regular emergency drills.

SERVICE AT THE DISCRETION OF THE BOARD

The SUMMIT MRDD accepts the service of volunteers with the understanding that such service is at the sole discretion of the Board. Volunteers agree that the Board may at any time, for whatever reason, decide to terminate the volunteer's relationship with the Board. The volunteer may at any time, for whatever reason, decide to sever their relationship with the Board. Notice of such decision shall be communicated as reasonably possible to the supervisor and the Volunteer and Community Activities Coordinator.

LIABILITY/INSURANCE

SUMMIT MRDD volunteers are covered under the agency's general liability policy.

REWARDS AND BENEFITS OF VOLUNTEERS

- Volunteer Team T-Shirts
- Agency I.D. Tag and Name Tag
- 20% discount at the Gift Gallery
- Free admission – all events. Free meals.
- Free tickets – Akron Aeros Game for People First at the Park

VOLUNTEER RECOGNITION

Many thanks to all our volunteers for the selfless gift you give of time, energy, skills and talents. From everyone in our agency and the people that we serve whose lives you brighten, we say "***THANK YOU!***". Throughout the year, letters of appreciation and gifts are given to each volunteer from the community.

MEET OUR VOLUNTEER BOARD MEMBERS

The Summit County MRDD board is made up of parents of individuals with disabilities and community leaders. The board meets as often as needed to discuss and act on agency business, budgets, program planning, etc. Board meetings are open to the public and are announced through local media.



William J. Ginter
President
Probate Judge
Appointment.
Term through
12/31/2011.



Joseph P. Siegfert
Probate Judge
Appointment.
Term through
12/31/2010.



Cynthia Walker
County Executive
Appointment
Term through
12/31/2012.



Randy Briggs
County Executive
Appointment
Term through
12/31/2012.

MEET OUR VOLUNTEER BOARD MEMBERS cont.



Linda M. Bordenkircher
County Executive
Appointment.
Term through
12/31/2009.



Jackie Cooper
County Executive
Appointment.
Term through
12/31/2009.



Olivia P. Demas
County Council
appointment.
Term through
12/31/2009.

FACILITY LOCATIONS

Administrative Office

89 E Howe Road
Tallmadge OH 44278
Telephone: 330-634-8000
Fax:330-634-8081
Hours: 8:00 am – 4:00 pm

Ardmore – SSA

981 E.Market St.
Akron OH 44305
Haggy Hageman 330-376-3301
Elizabeth Faron 330-376-3877
Peggy Gates 330-376-3886

Coventry Center

3235 Manchester Road
Akron OH 44319
Phone: 330-245-1328
Fax:330-245-0820
Hours: 8:00 am – 4:00 pm

Southern Center

1651 Massillon Road
Akron OH 44312
Telephone: 330-634-8300
Fax:330-733-5409
Hours: 9:00 am – 3:00 pm

Akron Center

636 W. Exchange Street
Akron OH 44302
Phone: 330-634-8100
Fax:330-634-8108
Hours: 8:30 am – 2:30 pm

Bath Center

340 N Cleveland–Massillon Road
Bath OH 44333
Telephone: 330-634-8200
Fax:330-665-1740
Hours: 10:00 am – 4:00 pm

Po–mac Center

66 Osceola Avenue
Tallmadge OH 44278
Phone: 330-634-8868
Fax: 330-630-6047
Hours: 8:00 am – 4:00 pm

Tallmadge Center

630 North Avenue
Tallmadge OH 44278
Telephone 330-634-8400
Fax:330-634-8488
Hours: 10:00 am – 4:00 pm

FACILITY LOCATIONS cont.

Weaver School & Calico Center

89 E Howe Road

Tallmadge OH 44278

Telephone: 330-634-8502

Fax: 330-634-8525

Hours: 6:30 a.m. – 6:00 pm

Weaver Industries Canal Place

530 S Main Street, Suite 1714

Akron Oh 44311

Telephone: 330-379-3696

Fax:330-379-3665

Hours:8:30 am – 2:30 pm

West Market Street – SSA

3105-B West Market Street

Fairlawn OH 44333

Ken Byers 330-865-8481

Michelle James 330-865-8489

Kevin Pickard 330-865-8486

Hours: 8:00 am – 4:00 pm

Hudson Community Office – SSA

1789 B Stoney Hill Drive

Hudson, OH 44236

Sue Talarcek 330-342-3808

Gary Vierstra 330-342-3809

FAX: 330-342-3810

Ellet Center

2420 Wedgewood Drive

Akron, OH 44312

Phone – 330-634-8351

Gift Gallery Phone – 330-634-8352

COMMUNICATIONS

◆ NEWSLETTER

OUTREACH is a regular publication of the Public and Community Relations Department of THE SUMMIT MRDD for people receiving services and supports, their families, staff and concerned friends. The publication is also mailed to volunteers, businesses and agencies throughout Summit County. Two columns are printed entitled “What’s Happening” with a calendar of current events and “Around Town” with upcoming community events. If you would like to receive a copy of this publication, submit an event where THE SUMMIT MRDD could be represented, volunteer for one of these events, and/or make your voice count and register to participate in our Speaker’s Bureau, contact the Volunteer and Community Activities office at 330-634-8873 or bbinns@summitmrdd.org.

◆ WEBSITE

The official website of THE SUMMIT MRDD is www.summitmrdd.org. This website contains information on existing volunteer opportunities with links to other affiliated websites. Visit often for a current calendar of volunteer opportunities and events.



*Your skill, dedication,
and enthusiasm too,
all earn our admiration
for the splendid things you do!*

*We appreciate your efforts,
and the care you always take.
Thanks for your commitment
and the world of difference
that you make!*

THANK YOU!

