



Volunteer Handbook

Hours of Operations

Monday 8:00am – 2:00pm

Tuesday and Wednesday 8:00am – 2:00pm

Thursday 8:00am – 6:00pm

Friday 8:00am – 12:30pm

109 N. Birch Ste. #109

P.O. Box 2280

Owasso, OK 74055

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E-mail: help@owassohelps.org

OVERVIEW

Owasso Community Resources is a tax-exempt 501(c) (3) non-profit organization. OCR provides families in need with emergency food, utility and rental assistance who live in the Owasso, Collinsville, and Sperry school districts.

APPLICATION PROCESS

Unless approved by the Executive Director, a volunteer cannot also be a client of OCR.

A Volunteer Registration form is to be completed.

The Volunteer handbook must be read, understood, and agreed to as part of the registration process.

Volunteers shall agree to actively perform their service assignments and abide by the policies of OCR.

Student Volunteers

- Students must provide contact information to receive full credit and recognition for community service hours.

Youth Volunteers

- Students under the age of 18 must have written consent of a parent or guardian.

Court Mandated Volunteers

- All court mandated volunteers must be an Owasso, Collinsville or Sperry resident.
- The potential volunteer must submit a copy of their court order.

Volunteer/Client Relationship

- OCR is not responsible for lost or stolen personal property. OCR will not reimburse a volunteer/client for any lost or stolen personal property.
- OCR is not indebted in any form of supplying either worker's compensation coverage or medical coverage due to any injury that might occur.

- Volunteers shall not, nor shall be expected to receive any form of payment, including cash (wages), clothing, shelter or special privileges in return for their services contributed to OCR.

Conduct

Volunteers are expected to follow rules of conduct that will protect the interest and safety of all volunteers, clients, staff and OCR. The following are examples of inappropriate conduct, but not all-inclusive:

- Theft or inappropriate removal or possession of OCR's property or that of any OCR volunteer, staff, agent or visitor
- Inappropriate use of telephones, computer equipment or systems, mail system, e-mail system, facsimile machines, or other OCR-owned equipment
- Volunteering under the influence of alcohol or illegal drugs and/or illegal or unauthorized possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the volunteer environment.
- Creating a disturbance on OCR premises, at sponsored activities or in areas, which could jeopardize the safety of others.
- Unsatisfactory performance or conduct.
- Transporting of clients.
- Provide favored treatment to clients.
- Convey personal, self- information to clients.
- Make personal contact to clients on behalf of OCR when outside of the official program.
- Solicit funds, property, or goods for OCR without authorization.
- Represent OCR in legal or business transactions without authorization.
- Volunteers cannot accept money or gifts of any significant value from OCR clients, OCR partners or collaborators

Confidentiality of Information

All matters and information pertaining to clients, personnel and Owasso Community Resources are personal and confidential.

- Under no circumstances, will client, personnel, and OCR divulge organizational information.
- Under no circumstances will any person working in or for OCR use any such information to his/her personal advantage.

Dress Code

- Volunteers are representatives of OCR and expected to dress professionally, appropriately, and modestly.

Safety

OCR desires to provide a safe volunteer environment. Volunteers are responsible for using the following common-sense suggestions to help ensure a safe environment.

- Avoid horse play
- Lift only what is comfortable to you
- While on OCR premises and while conducting OCR-related activities off OCR premises, a volunteer may not use, possess, distribute, sell or be under the influence of alcohol or illegal drugs
- Smoking in the workplace is prohibited except in outside locations specifically designated as smoking areas...
- OCR prohibits carrying a handgun, firearm, or prohibited weapon of any kind onto the property regardless of whether the person is licensed to carry a handgun or not
- Closed toe shoes are required to be worn

At Will

OCR recognizes your right, as a volunteer to discontinue your service at any time and for any reason. If deemed to be in the best interest of the organization, OCR reserves the right to discontinue the volunteer service relationship.

Open Door

OCR is committed to providing volunteers with an environment that is free from discrimination and unlawful harassment. Should you have a grievance, please submit a complaint to the Executive Director or any other staff member.

OCR reserves the right to deny any application.