

Policy and Procedures Manual

Topic Outline

Your policy and procedures manual can serve several important purposes:

- clearly establish your volunteer driver program's objectives
- establish the general guidelines for the major aspects of program activities
- provide instructions for operations and administration
- anticipate situations where staff may require guidance to ensure fair and consistent treatment of riders and volunteers
- provide an easy and complete reference for staff and make inevitable staff changes less disruptive

A policy manual can be an active project...from the very first day of program planning. As you will see, the manual is easy to start. When new suggestions come up, they can be added on a timely basis. Thus, new policies and procedures can be added continuously. It should be mentioned that good policy development will include careful analysis of legal and risk implications.

Below is a list is of several topics you might want to consider for inclusion in your Volunteer Driver Program's Policy and Procedures Manual.

Program objectives and scope

- What is the purpose of the program?
- Which areas and people are to be served?
- What are the sources of funds for the program, and how will funds be used?
- What is the organizational structure of the program and chain of authority?

Eligibility standards

- What makes a person eligible for service?
- How will eligibility for service be established?
- What circumstances might alter eligibility?

Outreach and marketing

- Who is responsible for outreach activities?
- How will people be notified of program availability?

Referral to program

- How will people be referred for service?
- Will an application procedure be employed?
- How will eligibility for service be processed?
- How will a person be notified if they are eligible?
- How will a person be notified if they are not eligible?

Program service

- What are the details of the service that is provided?
- How is the service provided?
- How are records of service provision maintained?
- How will program service be evaluated?

Volunteer program

- What are the responsibilities of volunteers?
- Who will be an appropriate program volunteer?
- How will volunteers be recruited?
- How will volunteer recruits be screened and processed?
- How will volunteers be trained?
- What incentives will be provided to volunteers, and how will they be administered?
- How will volunteer activities be evaluated?

Customer service

- What are the standards of treatment?
- How are telephone calls to be handled?
- How are complaints to be handled?

Employee policies [if there is no separate Employee Policy Manual]

Please Note: *This format allows for continuous additions and changes as the program evolves and matures. Program planners and staff should, at a minimum, review the policy manual on an annual basis.*