

# Asheville-Buncombe Technical Community College

# (A-B Tech) Procedure

## Procedure 513: Volunteers Procedure

## Volunteer Services

The volunteer services program at Asheville-Buncombe Technical Community College is a selective program; all potential participants must be selected through an interview process. Minors will not be approved. Volunteers will serve at the pleasure of the institution, with no terms of employment service expressed or implied.

In order to be recognized as a College volunteer, an individual must be formally approved by the Coordinator of Campus Volunteers prior to receiving an assignment. All volunteers must be assigned a supervisor who is an employee of the College.

## Volunteer Selection Process

1. Volunteers will have no expectation of receiving, and will receive no compensation or employee benefits of any type in exchange for their services or work. There will be no remuneration for volunteer work.
2. A current A-B Tech employee may provide volunteer service for the College under limited circumstances. The employee must be in good standing, regularly fulfilling the requirements of the job and not on probation or other disciplinary action. The employee must be approved by the Coordinator of Campus Volunteers, and may not volunteer time to perform the same work for which they are employed by the College.
3. The volunteer will work toward public service, such as humanitarian objectives. A volunteer does not supplant any employee.
4. Each volunteer is required to document volunteer service hours which will be tallied month-to-month and records will be maintained by the Coordinator of Campus Volunteers, available to supervisors and College leadership.
5. Volunteer assignments that require access to the College administrative computer system must be compliant with federal and state student privacy laws, including the Family Education Rights and Privacy Act (FERPA). No volunteer assignment will involve employee and payroll records.

## Enlisting Volunteers

1. Volunteers must agree to follow all policies that apply to College employees. All volunteers must complete and sign the required documentation in the office of the Campus Volunteer Coordinator, before they may begin:
2. The Volunteer Application form
3. Code of Ethics for Volunteers
4. Adherence to the Family Educational Rights and Privacy Act (FERPA)
5. Release of Liability form, releasing the College from all liability
6. Acknowledgement of review of Campus Safety Procedures
7. Criminal Records Check

## Requests for Volunteers

All requests to enlist volunteers must be submitted to the Coordinator of Campus Volunteers.

1. To request a volunteer, supervisors complete a Volunteer Request Form, obtain the signature of their next-level supervisor and submit it to the Coordinator of Campus Volunteers.
2. In unique situations that are time sensitive, the form may not be required prior to placement of the volunteer, but will be required within seven business days following placement.

Supervisors of volunteers are requested to take an active part in their selection and interviews.

The Coordinator of Campus Volunteers shall maintain an information file for all volunteers, and is directly responsible for providing an orientation, referral, and placement support. After placement of the volunteer, the immediate supervisor is responsible for the following:

* Specific placement training, including relevant policies and procedures
* Review area-specific security and safety protocols
* Coordination of schedules
* Daily supervision and recognition

In the event of any accident or policy violation, the supervisor must immediately report all details to the Human Resources Office and the Office of the Campus Volunteer Coordinator.

Supervisors must comply with all OSHA and safety standards regarding the work environment.

## Facilitated Pet Therapy/Pet Visitation Program

Research shows interaction with pets decreases the level of cortisol, or stress hormone, and increases the release of endorphins, which limit pain and the negative effects of stress. A-B Tech recognizes Therapy Dogs can provide therapeutic emotional support for some students who may be experiencing anxiety. Facilitated Pet Therapy will take place where College officials deem suitable.

### Selection Requirements

1. Only dogs certified to be medically fit and are trained and certified by an appropriate accrediting agency shall be allowed to visit students and staff.
2. Dogs must be a minimum of one-year old to visit. Non-spayed dogs are not allowed to visit when in estrus.
3. Dogs must be annually certified by their accrediting agency. Physical exams are required to certify that only mentally and physically healthy dogs participate in Facilitated Pet Therapy. There should be no evidence of fleas, mites or ticks.
4. All dogs must have an up-to-date identification card from their certifying registry. A copy will be kept in the Volunteer Services office.
5. Prior to the start of each therapy visit, the dog handler will check the dog for signs and symptoms of health problems.
6. The dog must be bathed and well groomed.
7. Dogs shall be walked by their owners/handlers for the purpose of emptying their systems prior to entry into College buildings. The owner is responsible for disposing of the animal waste.
8. The owners/handlers will follow all of the Rules contained in the Policy and Procedures of their certifying registry.

### Volunteer Handler Requirements

1. All handlers are required to attend the volunteer orientation and be registered volunteers at A-B Tech. They will adhere to all Campus Volunteer Services Policy and Procedures of the College.
2. The dog shall be under the direct and continuous supervision and control of the volunteer handler at all times.
3. The Coordinator of Volunteer Services will determine which therapy dogs will be invited to visit the campus.
4. Any incident must be reported to the A-B Tech Police at Ext. 7125, Coordinator of Volunteer Services at Ext. 7761 and the registry, which certifies the dog and handler team.

## Retirees

A-B Tech allows retirees to return as an Unpaid Bona Fide Volunteer after six months from the official retirement date.

## Definitions:

Volunteer: Individual who is not an employee of the College, has no expectation of receiving compensation or benefits from the College, and receives no compensation or benefits of any type in exchange for services or work for the College.

Fair Labor Standards Act (FLSA): includes original FLSA and all amendments.

Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99): A Federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education.

Therapy Dog: A dog that has been certified to be medically fit and has been trained, evaluated and certified by an appropriate accrediting agency (i.e., Therapy Dogs International; Therapy Dogs, Inc.; Pet Partners (formerly DELTA).

Retiree: Individual who is receiving retirement benefits from the Teachers’ and State Employees’ Retirement System (TSERS) or the Local Governmental Employees’ Retirement System (LGERS).

Unpaid Bona Fide Volunteer: Individual who performs a service in a position in which any individual performing that type of service would not be paid. This individual cannot fill a vacancy that is normally a paid position with a TSERS employer. This volunteer work must be performed without promise or expectation of compensation.

Owner: Executive Director of Human Resources and Organizational Development

Updated: December 4, 2019

Pursuant to Board policy, Chapter 500, Policy 513, supports and encourages the use of volunteers for assistance in various ways at the College.