

Volunteer Driver TurnKey Kit

Planning Implementation Evaluation



POLICY AND PROCEDURES MANUAL OUTLINE

A policy and procedures manual serves several important purposes:

1. Clearly establishes a program's objectives
2. Establishes the general guidelines for the major aspects of program activities
3. Provides implementation instructions for operations and administration
4. Anticipates situations where staff may require guidance to insure fair and consistent treatment of riders and volunteers
5. Provides an easy and complete reference for staff and makes inevitable staff changes less disruptive

A policy manual should be considered an active project...from the very first day of program planning. A manual is easy to start, and when new suggestions come up, they are added and acted upon after careful consideration. This way, new policies and procedures can be added continuously. As the details of policy and underlying rationale develop, it becomes unnecessary for time to be spent again and again deciding what to do in each particular circumstance. Good policy development includes careful analysis of its legal implications and is an essential element of risk management.

Following is an outline of some of the content that might be considered for inclusion in a Policy and Procedures Manual for a Volunteer Driver Program:

- **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]

The policy manual format should allow for continuous additions and changes as the program evolves and matures. At a minimum, policy manuals should be fully reviewed on an annual basis.