



# Life Unlimited Volunteer Handbook

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# **Welcome to the Life Unlimited family!**

Dear Life Unlimited Volunteer,

It is with the deepest admiration and gratitude that I welcome you to the LU family! Your commitment and dedication to the organization will help us continue our mission to support people with disabilities in achieving their fullest potential.

The support and services we provide the community would not be possible without the wisdom, patience and dedication of our remarkable volunteers. We salute your service and honor your caring heart. You are among the finest and will forever be a part of our rich history.

Welcome, and thank you for your commitment. We're so glad to have you!

*Julie Edlund, CEO*

## **Mission & Vision**

Life Unlimited's mission is to support people with disabilities as they experience life with unlimited possibilities.

We seek to become the premier provider of support and services for people with disabilities, signifying quality, innovation, and person-centered principles in the Kansas City area. We are committed to ensuring the sustainability and growth of our organization and are driven by a ceaseless desire to improve. The people we employ will be engaged, dedicated, and invested in our mission.

## **Core Values**

Every day we are given the amazing opportunity to make a difference in people's lives. We are a catalyst for growth, supporting others to see and pursue the many opportunities and options a meaningful life presents, and contributing to the happiness of those around us.

The people we serve are our priority and the people we employ are our greatest resource. Our interactions are guided by three core values:

- Demonstrating an unselfish concern for the well-being and happiness of others
- Being open, authentic, and truthful

- Respecting the dignity of every person and every role

## **Aspirational Values**

In addition to our core values, we will differentiate ourselves and succeed by aspiring in every action to:

- Serve as responsible stewards of all organizational resources
- Recognize mistakes, take responsibility and apologize with humility
- Hold ourselves and others accountable for results

Life Unlimited's incredible team members embody these values every day.

## **Life Unlimited's History**

Life Unlimited is one of the largest service providers for adults with disabilities in the Kansas City metro area. Life Unlimited was created when multiple long-term organizations, that provided exceptional services to people with developmental disabilities, decided to join forces knowing that they would be stronger if they worked together.

In 2016 Immacolata Manor and Concerned Care joined together to form Life Unlimited and in 2018 Open Options joined to start the Jackson County division. Life Unlimited serves over 1,000 adults with intellectual and developmental disabilities in the KC area.

The merger of these three nonprofits offers a broader scope of services with enhanced quality to all of the individuals it supports. Life Unlimited provides the same exceptional programs and individualized supports everyone has come to expect from all three of its founding organizations.

# Volunteer Program

We believe that lives are enriched through social relationships, active community involvement and access to comfortable and safe residential opportunities. Everyone has the ability to learn, grow, maintain skills and make lifestyle choices with encouragement and assistance. Thus, we serve individuals in the greater Kansas City, MO area who have developmental and intellectual disabilities.

Our volunteers are invaluable to fulfilling that mission. It takes thousands of hours to help build and grow those relationships, increase community involvement and provide access to comfortable and safe living arrangements. Volunteers can commit to a recurring, seasonal or episodic service schedule to help our staff continue the encouragement and assistance of our clients.

Lastly, the volunteer program at LU is powered by Uncover KC. UKC creates positive social impact through civic engagement services and programs that connect people and spark action, including volunteer management. Learn more at [uncoverkc.org](http://uncoverkc.org).



## What Makes an Active Volunteer?

- An active volunteer is an individual or group that serves 10 hours per year.
- After 1 year of non-service, they will be emailed a notice that they will be marked inactive in three months. If they remain inactive at the end of that span, they will be deleted from the volunteer system.
- It is our hope that individual volunteers will serve an average of at least once a month to remain engaged and active in our program and to receive the benefits outlined below.
- Many volunteers commit to a regular schedule and work alongside an assigned staffer as part of a weekly or event-based staff team. We strive to match each volunteer's interest, talent, and availability with needs and volunteer positions throughout the organization.
- We also welcome episodic or seasonal volunteers for special events and projects during the year as well as assistance from corporate groups, other nonprofits, or social and civic groups.

## Volunteer Requirements

- Volunteers must complete general orientation either virtually or in-person, as well as any other specific training the staff may require for specific assignments. Additional instructions will be provided by staff during the volunteers' first shifts.
- Email is the primary communication channel we use to inform volunteers, so please check regularly.
- A digital newsletter will be sent out 1-2 times per month to provide volunteers streamline communications for news and service opportunities via Mailchimp.
- Volunteers are asked to show up on time and properly prepared for their volunteer shifts. If you are unable to make your commitment, please inform your designated staff lead and/or the volunteer department at [volunteer@luinc.org](mailto:volunteer@luinc.org).
- Galaxy Digital, our online management software, is used to provide volunteer information, manage service sign-ups, and track volunteer engagement.
- Volunteers are encouraged to submit hours via Galaxy Digital. If you have any issues or questions, please contact the volunteer department at [volunteer@luinc.org](mailto:volunteer@luinc.org).
- **Please track your hours regularly!**

## Volunteer Assignments

There are several areas in which individuals may choose to volunteer at LU: development, events, property care, and Manor Thrift Shop. Following orientation and/or general public service requests, volunteers will be assigned or can sign-up via Galaxy Digital to respective opportunities.

### Development

Individuals can help with donor appreciation, data entry, event planning and prep plus day-of management or tasks. Time commitment is 1-2 hours per event plus possible project-based or event-based seasonal tasks outside of the facility.

### Events

Event volunteers will take on tasks such as greeting, customer service, parking, activities, and assistance during events. Time commitment is 2-5 hours per event with 4-6 seasonal events throughout the year. Location varies depending on the event.

### **Property Care/Adopt-a-Home**

Our maintenance teams welcome groups and individuals to assist with maintenance, landscaping, painting, and other projects in our homes and buildings across the metro.

### **Manor Thrift Shop**

Individuals who serve at the thrift store will assist with inventory, organization, cash register, some heavy lifting, as well as other needs throughout the store. Basic training will be provided upon arrival.

## **Volunteer Policies**

The following policies apply to all volunteers and are part of LU general policies. The organization attempts to operate within and enforce all applicable government legislation, rules, and regulations.

### **Absence/Punctuality Policy**

If volunteers are unable to fulfill a regularly scheduled shift, they should inform their designated staff lead and/or the volunteer department at [volunteer@luinc.org](mailto:volunteer@luinc.org) or 816-200-0884. This is critical to ensure that everyone is aware of the absence and an effort can be made to find a replacement to cover in a timely manner.

Because our staff members are relying on volunteers to perform very important duties, we ask that all volunteers report to their assigned shifts by the time of their scheduled shift begins. If a volunteer will be late, we request that you email or call the assigned staff member and/or the Volunteer Coordinator [volunteer@luinc.org](mailto:volunteer@luinc.org) or 816-200-0884. Consistent tardiness will require reevaluation of the volunteer's schedule to one that better suits both the volunteer and the organization.

Attendance problems are treated as any performance issues and excessive absenteeism and/or tardiness and patterns of which will result in action up to and including termination. Excessive absenteeism is generally considered to be more than five (5) occurrences (not consecutive days) within a 12-month period. Excessive tardiness is generally considered to be more than ten (10) minutes late more than five (5) times in a 12-month period.

### **Dress**

Volunteers should dress appropriately for the job, including close-toed shoes as well as a volunteer badge or nametag if available. Those working inside should be dressed to meet the public, while those working outside should consider weather conditions. Some special events may require a dress code, which will be provided in advance.



## **Parking**

Volunteers will be advised where to park by staff or the Volunteer Coordinator. This may change depending on location or facility; if you have questions, just ask your assigned staff member or Volunteer Coordinator.

## **Check-In & Check-Out**

Upon arrival, volunteers need to check-in with their pre-assigned staff member at the front desk or designated location. During this process, volunteers will need to fill out a temporary name tag or you will receive a volunteer badge if available. These must be worn at all times while serving and returned when checking out.

Special events or assignments may have specific check-in/check-out instructions. Those will be provided before the volunteer shift and any questions can be directed to the assigned staff and/or Volunteer Coordinators.

Friendly reminder — LU volunteers are required to record their service hours regularly on Galaxy Digital. We utilize this information for volunteer recognition, funding requests and engagement policies. If you have questions or concerns, please contact Volunteer Coordination at 816-200-0884 or [volunteer@luinc.org](mailto:volunteer@luinc.org).

## **Meals & Breaks**

Most volunteer shifts will be scheduled in-between standard mealtimes, but if an event or assignment is rather long, lunch and meal breaks can be scheduled with the volunteer's assigned staff lead.

## **Conduct Policy**

A positive and professional attitude is vitally important to the culture and mission of LU. Volunteer service at LU will cease for any of the following behaviors or actions:

- Possession or use of alcoholic beverages or illegal drugs while serving or appearing for duty under the influence of alcohol or drugs.
- Theft or unauthorized removal of property from the facilities, employees, fellow volunteers, clients, or any others.
- Misusing, destroying, or damaging property of LU, employees, fellow Volunteers, or visitors.
- Fighting on the site.
- Bringing dangerous or unauthorized materials such as explosives, firearms, or other similar items on the LU premises.
- Harassment of a paid or volunteer staff member, visitor, or any person at LU.

Additionally, volunteers must remain in good organizational standing to continue serving for LU. Examples of behaviors or action that will result in immediate termination of service include:

- Unsatisfactory performance.
- Insubordination, including improper conduct toward a supervisor.
- Altering or falsifying any timekeeping record.
- Absence for three or more consecutive scheduled volunteer shifts without notice.
- Falsifying or making a material omission on a volunteer application or making erroneous entries or material omissions on LU records.

### **Confidentiality & Media Relations**

From time to time, volunteers obtain information about LU and its clients and staff that is confidential in nature. This information must be kept confidential; disclosure of inappropriate material may result in immediate termination from the volunteer program. If you have any questions about the confidentiality of the information that you may hear, please discuss it with the Volunteer Coordinator.

On occasion, volunteers may be approached by members of the media for information about LU. All such inquiries are to be directed to Emily Morgan, Director of Major Gifts. Please notify Emily Morgan at [emorgan@luinc.org](mailto:emorgan@luinc.org) if you receive a request for information.

### **Minimum Age & Minor Policy**

The minimum age to volunteer for most LU assignments is 15 years old. Volunteers 14 years or younger must be accompanied one on one by a parent or guardian at all times during their assignments. These volunteers must also have a minor volunteer release form signed and submitted by parent or legal guardian before they can begin volunteering.

### **Phones**

Personal cell phones may be carried while volunteering but should not be used except on a break, in case of an emergency, or if instructed by a staff member.

### **Safety**

LU encourages associates to practice safety in the workplace. Volunteers should conduct their work in a safe manner, use good judgment, and observe any safety rules posted in various areas, including OSHA and state safety regulations. Volunteers must immediately report any condition that the associate believes to be unsafe to the appropriate manager. Those who violate safety standards, cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, will be subject to disciplinary action, up to and including termination of service.

## **Emergency procedures**

In the case of an emergency such as a fire, severe weather, or accident, volunteers' first priority should be their own safety. In the event of a fire alarm or emergency that requires evacuation, please proceed quickly and calmly to the emergency exits. Remember that every second may count; do not return to retrieve personal belongings or work-related items.

In the event of an emergency causing serious injuries, when it is safe to do so, IMMEDIATELY DIAL 9-1-1 to alert police.

Once you are safe, notify Volunteer Coordination at 816-200-0884 or [volunteer@luinc.org](mailto:volunteer@luinc.org).

## **Accidents**

In the case of an accident or injury resulting from volunteer work performed at/for LU, volunteers are covered by a volunteer accident insurance policy. The volunteer's primary health insurance coverage would be utilized first. The LU Volunteer Accident coverage would be secondary insurance coverage.

All accidents, injuries, and emergencies of any kind should be reported to the closest staff member immediately, as well as the Volunteer Coordinator following the shift. After reporting, the staff member and/or Volunteer Coordinator will provide instructions for the next steps.

## **Disclaiming Statement**

LU reserves the right at any time, with or without notice, to alter, amend or delete any of the policies or provisions therein deemed necessary by the Director and/or Board. LU also reserves the right to ask a volunteer to leave the program if there is due cause. Situations where a volunteer may be dismissed include:

- Inappropriate or offensive remarks made to staff, visitors, volunteers, or others
- Theft of any kind or abuse of property
- Blatant disregard for volunteer policies related to communications, timekeeping, or absences
- PLEASE NOTE: 3 successive missed shifts for which a volunteer has committed and not previously communicated about absence in advance may result in dismissal.

## **Equal Opportunity Statement**

LU is an equal opportunity employer. It is the intent of LU to provide volunteer opportunities to qualified persons without regard to race, color, religion, gender, national origin, age, marital, or veteran status, the presence of a non-job-related disability or any other legally protected status.

## Life Unlimited Contacts

<b>Name</b>	<b>Title</b>	<b>Office Phone</b>
Jayden Hicks	Volunteer Coordination	816-200-7134
Emily Morgan	Vice President of External Relations	
Andrea Adams	Director of Development	913-787-7190
Nathan Spencer	Grounds Manager	816-260-8035

## Volunteer Waiver and Release of Liability

1. By signing this Waiver and Release of Liability (Agreement), I waive and release Life Unlimited, its agents, servants, employees, insurers, director's, officers, successors and assigns from any and all claims, demands, causes of action, damages or suits at law and equity of any kind, including but not limited to claims for personal injury, property damage, medical expenses, loss of services, on account of or in any way related to or growing out of my presence or involvement at the facility.

This waiver and release is intended to and does release Life Unlimited from any and all liability for damages or injuries on account of or in any way related to or growing out of my negligence, the negligence of third parties and Life Unlimited negligence. This is not intended to release Life Unlimited from any liability resulting from their intentional conduct.

I further covenant and agree not to institute any claims or legal action against Life Unlimited for any claim released by this Agreement. I further agree that should any claim be made against in contravention of this Agreement, including but not limited to derivative claims, I will protect, defend and completely indemnify (reimburse) Life Unlimited for any such claim and expenses including attorney's fees and costs incurred by Life Unlimited defending themselves or security indemnity hereunder.

2. I understand that Life Unlimited is not responsible for any lost, stolen, or damaged valuables or property.

3. I acknowledge that I have received and read a copy of the current rules and regulations governing the use of the facility. I agree that I will fully comply with all rules and regulations and with any amendments.

4. I hereby grant permission to Life Unlimited, to take and use: photographs and/or digital images of me for use in news releases and/or educational materials. These materials might include printed or electronic publications, websites, or other electronic communications. I further agree that my name and identity may be revealed in descriptive text or commentary in connection with the image(s). I authorize the use of images without compensation to me. All negatives, prints, digital reproductions shall be property of Life Unlimited.

I have read the Agreement and understand that by signing the Agreement I have consented to be bound by its terms, including the waiver/release of any legal right I may have to sue Life Unlimited for any costs they incur because a claim or legal action is brought in violation of this Agreement. I agree any violation of the Agreement and its terms and conditions, as determined by Life Unlimited, will void and terminate this Agreement and may result in loss of the ability to use the facility.

I am signing this Agreement freely, voluntarily and competently and am at least eighteen (18) years of age.

Name (please print) \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

**Parental/Guardian's Consent for underage volunteers:** If the volunteer is under the age of 18, the signature of a parent or legal guardian is required. Yes, I give permission for this child to volunteer at Life Unlimited and acknowledge the risks associated with volunteering.

\_\_\_\_\_  
Parent / Guardian Signature

\_\_\_\_\_  
Parent / Guardian Printed Name