



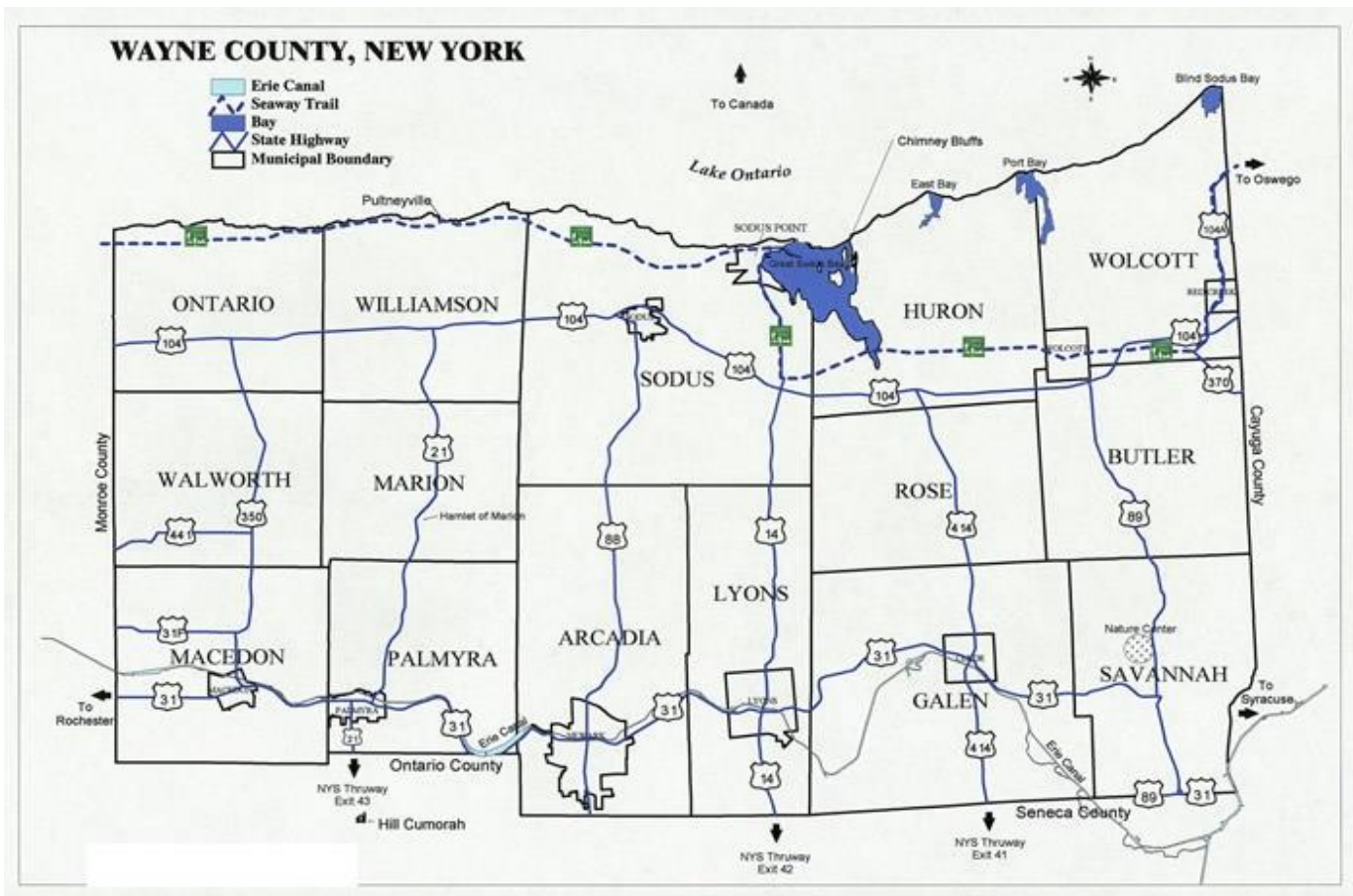
Wayne County Action Program, Inc.



Helping People, Changing Lives.

Lyons Main Office: 315-665-0131

VOLUNTEER HANDBOOK



Never doubt that a small group of committed people can change the world.
Indeed, it is the only thing that ever has.
--Margaret Mead

Wayne County Action Program, Inc.(Wayne CAP) has implemented vital programs based on the philosophy that individuals do not act in isolation but belong to a larger family and community, since 1966. Our ultimate goal is to use strength-based strategies to move people and families to self-sufficiency through a variety of programs located throughout Wayne County, NY.

Welcome to Wayne CAP!

Our agency has served the people of our county for over four decades. We provide a unified system of assistance including:

Advantage After-School Program	AmeriCorps – Finger Lakes Living Healthy
Foster Grandparent Program	Head Start / Early Head Start
Healthy Families	Housing Efficiency
Retired & Senior Volunteers	Success Center / Transitional House
Tax counseling for the Elderly	Web Supportive Services
Youth & Family Healthy Recovery	

We currently serve 15 towns in the county with approximately 250 staff and a budget of over six million dollars in federal, state/county and private funding. Our work includes Community Education through home visiting / group participation; provision of skills and resources for families and individuals in crisis; educational preschool and school-age childcare and volunteer opportunities throughout the county. We work with all ages of Wayne County residents, from all areas who present with a need. Although some of our programs are restricted to income eligibility, others do not have eligibility requirements.

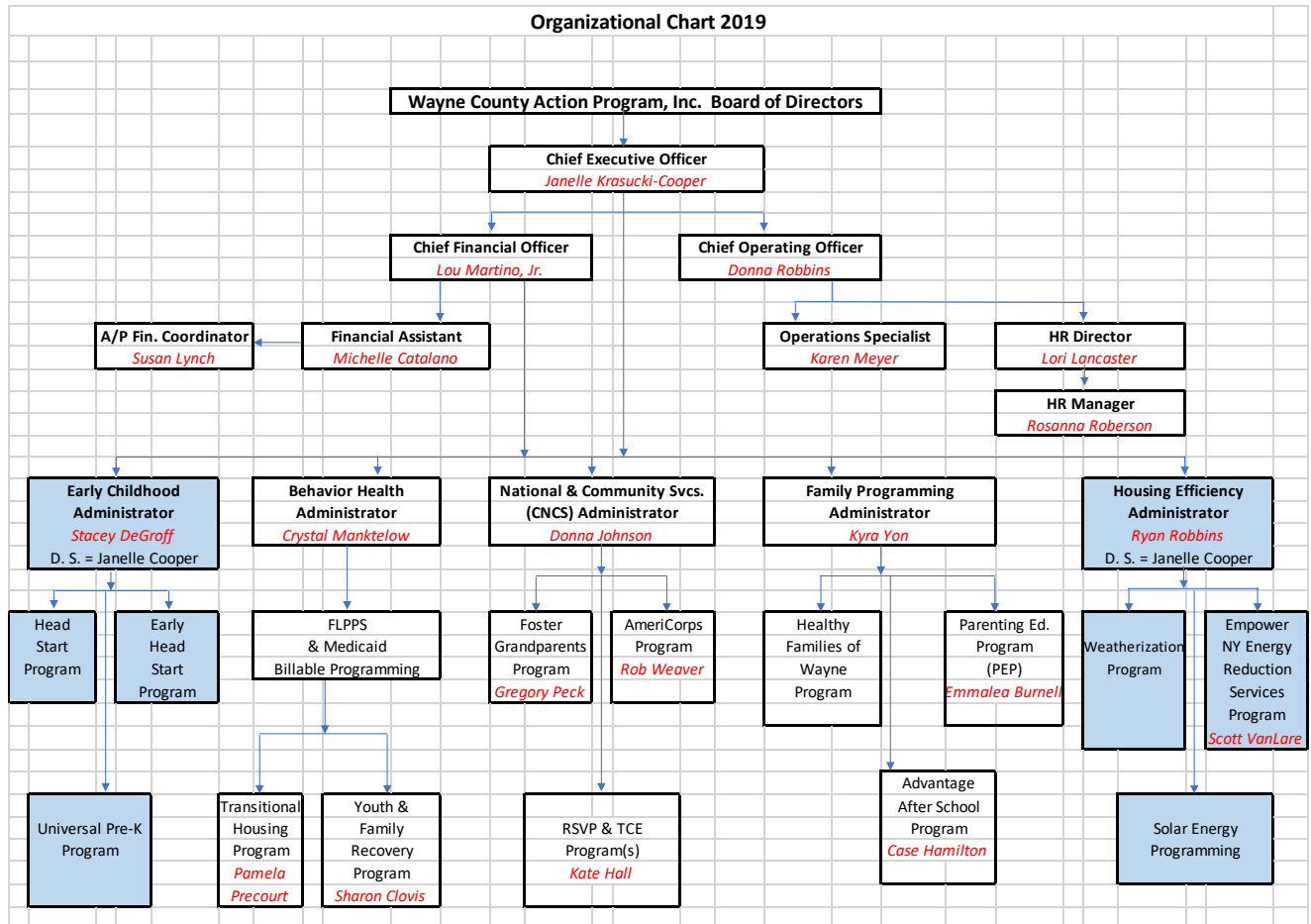
Our customers come primarily from agency referrals, court/system mandates, and word of mouth. A quarterly newsletter, fliers/brochures and newspaper articles/ads are also utilized. We are strongly committed to a strength-based approach with our customers, and collaborative, non-competitive relationships with associate agencies to better use resources and avoid duplication of services. We are unique in that the majority of our services are free to the public. Also, our focus is not isolated to one issue—programs cover the broad spectrum of self-sufficiency issues.

Our geographic area of service is the entire community of Wayne County which includes approx. 96,000 people in a wide-spread region. Unique populations include senior citizens, farmers, migrant farm workers with ESL issues and families trying to survive on minimum wage earnings. Recent research suggests county government is the single largest employer in the area, and demonstrates a move from agricultural to manufacturing employment otherwise.

WCAP serves all of Wayne County with a comprehensive range of services for people of all ages and incomes, fulfilling our mission: to ***“coordinate resources to empower and inspire people in need to reach their full potential”***.

Visit us at: www.waynecap.org

Organizational Chart 2019





Wayne County Action Program, Inc.



Helping People, Changing Lives.

You are an important part of our team!

Our agency welcomes volunteers of all backgrounds, talents and interests to become a part of our network of caring.

While you may have already identified areas of interest to you, we invite you to explore the many diverse and exciting opportunities available throughout our several locations.

Our volunteers work with people from a wide variety of cultures, have the opportunity to contribute to a number of worthwhile and interesting programs and projects. Each receives comprehensive training, supervision and support.

Please take a minute to write down important contact information for your supervisor and your program/agency liaison:

Project/Volunteer Supervisor

Name: _____

e-mail address: _____

Office phone: _____

Cell phone: _____

Program/Agency Liasion

Name: _____

e-mail address: _____

Office phone: _____

Cell phone: _____

Wayne CAP Volunteer Mission:

"Wayne CAP volunteers contribute high quality skills, talent, services and ideas that positively impact the individuals and communities we serve. Our volunteers provide governance, program and administrative services to support the overall mission of the agency and its many programs."



Our volunteers are our agency's best advocates and ambassadors!

Wayne County Action Program, Inc.

CODE OF ETHICS

As a Wayne CAP volunteer, I will:

1. Uphold the agency mission statement at all times by ***coordinating resources to empower and inspire those in need to reach their full potential;***
2. Accept as my personal duty the responsibility to conduct service to the community with professional competence, fairness, impartiality, efficiency, and effectiveness; following all program and volunteer policies to the very best of my ability;
3. Conduct my duties, utilizing the proper chain of command with a positive attitude; exemplified by open communication, creativity, dedication, and compassion;
4. Demonstrate the highest standards of personal integrity, truthfulness and honesty in all work-related activities in order to inspire confidence and trust in the community action movement;
5. Serve in such a way that I do not realize undue personal gain from the performance of my volunteer duties;
6. Avoid involvement in any interest or activity, which is in conflict with the conduct of volunteer-related duties;
7. Respect and protect privileged information to which we have access in the course of volunteer-related duties;
8. Strive for personal excellence and encourage the personal development of my fellow volunteers;
9. Respect and promote the unique identity of each child, individual and family; refraining at all times from stereotyping on the basis of gender, race, ethnicity, culture, religion, or disability;
10. Utilize positive methods of child guidance, free from corporal punishment, emotional or physical abuse, or humiliation. In addition, I will not employ methods of discipline that involve isolation, the use of food as punishment or reward, or the denial of basic needs. (NYS Day Care Regs. 418.7)



We're so glad you chose Wayne CAP!

Volunteers have a wide range of choices regarding where and how they can spend their volunteer time. We realize that meeting your personal goals with a compatible volunteer placement that satisfies your expectations is essential. Volunteer positions are closely analyzed by supervisors and thoroughly discussed with volunteers. Matching volunteer interests, skills and expectations with Wayne CAP's needs is key to everyone's success.

To thank you for your commitment, we make this promise to YOU:

The agency will operate consistent and effective volunteer initiatives to support our volunteers in fulfilling their important roles. We will provide effective recruitment, orientation, training, supervision, appreciation and recognition. Further, we'll encourage volunteer leadership development in our programs and projects throughout our service area.

Volunteering with us will provide you with the opportunity to:

- ✓ Share your skills, talents, ideas and interests with others;
- ✓ Make a personal commitment to improvement in the lives of those we serve;
- ✓ Develop work skills and references for future employment opportunities;
- ✓ Gain Field Service experience toward an academic degree;
- ✓ Participate in strategic planning and guide Wayne CAP's work efforts by serving on governance boards and committees.
- ✓ Choose to serve in one or more areas:
 - Administrative Services: includes computer design, clerical, reception, data management, materials preparation, etc.
 - Governance: includes positions on Director Boards, Advisory Boards, Head Start Policy Council, Program/collaborative Agency Committees, etc.
 - Front Line Services: includes a wide variety of specialized positions to support delivery of diverse services (see category listings beginning on the next page).

Volunteer Requirements

Your experience with Wayne CAP as a volunteer will provide you with many opportunities and much satisfaction. It also carries with it the responsibility associated with the service you will be providing to the community. Below is your own personal chart which will help you to ensure you have met the requirements for volunteers with our agency:

Task	Completion Date
1. Complete the application for Volunteer Service and submit 3 written letters of reference.	
2. Review and be familiar with the agency Code of Conduct.	
3. Review and sign the agency Confidentiality Policy.	
4. Complete the Volunteer Criminal History Screening Consent form.	
5. Complete the Driving Record Check Consent form (only if you will be driving for your volunteer stations)	
6. Have three references checked.	
7. Take active part in your volunteer site's orientation and training for service.	

Program Directory

Advantage After School

315-946-1259

case.hamilton@waynecap.org

Finger Lakes Living Healthy AmeriCorps

315-665-0131

Rob.weaver@waynecap.org

Energy Reduction Services

315-655-0131

empowerny@waynecap.org

Head Start/Early Head Start

315-333-4155

stacey.degroff@waynecap.org

Senior Services

315-665-0131

donna.johnson@waynecap.org

Success Center/Transitional House

315-483-8080 & 315-553-2330

pamela.precourt@waynecap.org

Housing Efficiency

315-665-0131

ryan.robbins@waynecap.org

Youth & Family Intervention

315-553-2401

sharon.clovis@waynecap.org

General Questions

info@waynecap.org



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