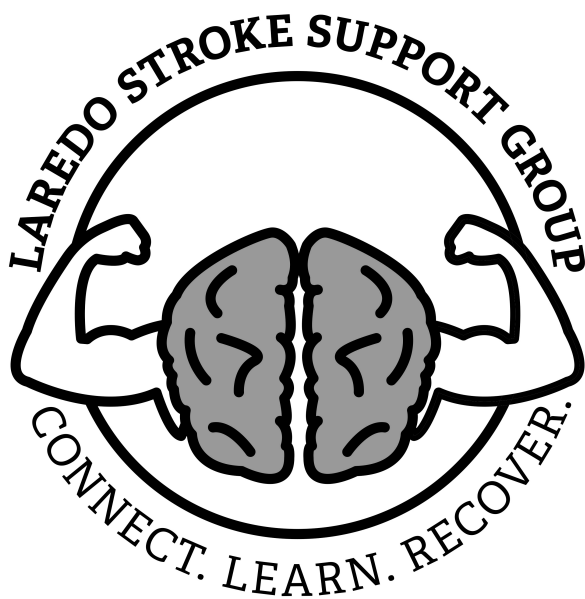


# VOLUNTEER MANUAL



*“Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed it is the only thing that ever has”*

**-Margaret Mead**



## ***From the Executive Director***

*Welcome to the Laredo Stroke Support Group! On behalf of the stroke survivors, group members, and Board of Directors, I want to thank you for your interest and involvement. As a volunteer, your help and dedicated support enable us to better serve the Laredo stroke community. Your stimulation, companionship, attentiveness, and warmth add a refreshing dimension to the lives of our survivors.*

*This handbook has been designed to acquaint you with our program and to serve as a guide to the operation and procedures of your volunteer experience. Most services provided by volunteers do not require special skills, and our volunteer program coordinator will provide guidance and answer your questions. We look forward to having you join our team and we hope that you benefit from your volunteer experience.*



## **OUR MISSION**

The Laredo Stroke Support Group (LSSG) strives to recognize volunteers who are devoted to empowering stroke survivors of the Laredo community by use of encouragement and advocacy efforts. With the Volunteer Manual, LSSG's main focus is to provide volunteers who are dedicated to supporting survivors with the best volunteering experience possible.

Laredo Stroke Support Group was founded in 2012 to better serve the stroke community in Laredo by enriching the lives of those affected through the use of meaningful group encouragement, local networking support, and free therapy services. The gap between services by medical insurance and what stroke survivors truly need to return to their social and professional lives is the driving force of our organization. Stroke survivors need places to meet, people who care, means to adapt, and a system to support them through every step of recovery. We are not victims. We are survivors.



## General Information

### **Our program:**

Laredo Stroke Support is proud to offer essential therapy activities free of cost to stroke survivors. In addition to monthly meetings, we strive to offer all forms of therapy through an adaptive program that best suits our group's needs.

Our group has partnered up with Austin Speech Labs to offer specialized speech tele-therapy through Skype, which decreases the cost for the stroke survivor to nothing while still offering quality therapy.

Our physical therapy program is comprised mostly of volunteer efforts to offer adapted strengthening classes, yoga, bike and trike riding, and tennis classes. We also encourage our group to take advantage of the many recreation centers in Laredo.

Additionally, we want to offer opportunities for our members to explore other interests, and possibly develop new hobbies. Our main occupational therapy activity is art class. We host game nights, craft parties, and other social activities outside of what is typically available as a way for members to socialize and familiarize themselves with what is available in Laredo.

We are constantly searching for activities and opportunities that will benefit the recovery process, increase social independence, and remind stroke survivors that they are not alone.

Please visit our website and refer to our monthly calendar for specific times and locations of our schedule.

### **Contact Information:**

Website: [www.laredostrokesupport.com](http://www.laredostrokesupport.com)

Email: [knowstroke956@gmail.com](mailto:knowstroke956@gmail.com)

Phone: (956) 775-5774



# Volunteer General Guidelines

Laredo's dedicated citizens share our mission to enhance the lives of survivors by providing a network of support. Without active community involvement, LSSG would not be as successful as it is today. LSSG accepts and encourages volunteer involvement at all levels of the organization. All volunteers and staff are encouraged to assist in the creation of productive, meaningful roles in which volunteers might serve, as well as encourage the recruitment of future community volunteers.

While volunteering with LSSG, volunteers must take into consideration the magnitude of their actions and comments as acting representatives of the program. The purpose of these guidelines is to provide overall direction to both LSSG staff and volunteers involved in order to work effectively with one another.

As a volunteer, you have the right:

- To work in a healthy and safe environment
- To be given accurate and truthful information about the organization for which you are volunteering
- To have a role description and agreed hours of contribution
- To be provided with orientation to the organization and the role
- To be provided with appropriate training and support to carry out your role

As a volunteer, you have the responsibility to:

- Be reliable
- Respect confidentiality
- Be accountable for your actions
- Be committed to the organization
- Ask for support when you need it
- Be courteous to clients, staff, and other volunteers
- Raise any issues you may have with the organization and not denigrate the organization to others
- Value and support team members



There are some forms of behavior that are considered unacceptable in the workplace, the following are examples of infractions or misconduct that will not be tolerated:

- Theft or inappropriate removal or possession of property;
- Working under the influence of alcohol or illegal drugs;
- Possessions, distributions, sale, transfer, or use of alcohol or illegal drugs;
- Solicitation of personal or outside services or goods;
- Fighting or threatening violence;
- Boisterous or disruptive activity;
- Negligence if improper conduct leading to damage of company-owned equipment or company-owned property;
- Insubordination or other disrespectful conduct;
- Violation of safety or health rules;
- Smoking in the workplace;
- Sexual or other unlawful or unwelcome harassment;
- Excessive absenteeism;
- Unauthorized use of telephones, or other company-owned equipment;
- Using company equipment for purposes other than business (i.e. playing games on computers or personal Internet usage);
- Unauthorized disclosure or exchange of confidential information

## **Attendance**

Volunteer attendance is important to the operation of each program. As a volunteer, you donate something far more valuable than money – time. It is important to track and recognize the amount of time volunteers donate. Please indicate your intent of participation with a minimum two day notice. The volunteer must notify the Program Coordinator or Executive Director in advance if he/she will be unable to complete the assigned task or will be unable to attend an activity.

## **Dress Code**

A professional appearance is important during events and activities that are organized by LSSG. Employees and volunteers should be well groomed and dressed appropriately for our organization.

The following items are considered inappropriate attire for the Laredo Stroke Support Group employee and volunteers:

- Spaghetti-strapped shirts
- Tank tops or revealing shirts
- Short mini skirts or shorts above the knee
- Sheer clothing
- T-shirts with inappropriate or offensive gestures or advertising



## **Electronic Devices and Cell Phone Use**

Use of personal cell phone/electronic communication devices by Laredo Stroke Support Group employees and volunteers for personal use is limited during work hours. Employees and volunteers may use electronic devices for personal use during lunch or break periods in a private space away from members. Personal electronic devices may be used at other times for extracurricular activities when necessary.

Any use of electronic devices to record or take still or video pictures of the facility, employees, volunteers or members is strictly prohibited.

## **Confidentiality**

At no time shall a Laredo Stroke Support Group employee or volunteer disclose personally identifiable health information about a client or caregiver with another individual or entity outside of the office in oral form, written form, or entered onto a computer without expressed written consent of the individual or their established personal representative. Sharing of information inside the office should be done with discretion and limited to those with whom there is a need to discuss those details and who are authorized to receive client information.

## **Discrimination**

It is the policy and commitment of LSSG to not discriminate based on race, color, sex and/or gender, sexual orientation, national origin, age, disability, religion, and/or familial status in admission of its volunteers or its programs and services. All volunteers and employees are accountable to this notion and failure to comply with this policy may result in termination from the program.



# ***Volunteer Agreement Signature Form***

To be read, signed, and returned to the volunteer program coordinator or executive director before beginning any volunteer activities.

I, \_\_\_\_\_,  
(Please print your name)

have reviewed the LSSG Volunteer Manual and agree to follow the policies and procedures as listed in the manual. I acknowledge, understand, and agree to comply with the information contained in the aforementioned manual. I understand this is not intended to cover every situation which may arise during my stay as a volunteer, but simply a general guide to the goals, policies, and expectation of Laredo Stroke Support Group.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_ Please initial to indicate you give LSSG permission to take your photo/video for marketing purposes