

Mutual Expectations For Mosaic Volunteers

As a Mosaic volunteer, I expect ...

- To be treated with courtesy and respect.
- To be called upon to utilize my skills and abilities and encouraged to develop new ones.
- To be interviewed by an agency representative prior to my volunteer involvement.
- To be given the necessary orientation and training to perform my volunteer duties well.
- To receive honest feedback on my performance as a volunteer and to have regular contact with Mosaic staff member who supervise me.
- To have my efforts and results recognized with thanks and appreciation.
- To have my suggestions be considered and receive response to them.
- To receive a letter of recommendation if requested for job applications, resumes, school requirement or other use.
- To receive Volunteer Commitment Gifts as my service hours to Mosaic increase.

Mosaic expects that I, as a volunteer, will ...

- Preserve the confidentiality of anyone we serve.
- Follow all guidelines, policies and procedures given to me.
- Be punctual, responsible and accountable for my actions.
- Inform my supervisor when I cannot be present as scheduled.
- Record my volunteer service hour and report them to Mosaic.
- Not perform my volunteer services while under the influence of alcohol, drugs or other mind-altering substances.
- Respect all people with whom I serve and work.
- Work with a positive, cheerful attitude and in a calm manner.
- Dress appropriately.
- Make the agency representative or on-site Mosaic person aware of my concerns.
- Report actions of other volunteers or staff which violate Mosaic's integrity policy.
- Inform my supervisor when I will be ending my volunteer service.