

Dear Volunteers;

We have had some problems with individuals not showing up for their scheduled time or sometimes calling in the day they are scheduled to work and canceling. The arrangements are that you are to review your calendar as soon as you receive it. If there are any scheduling glitches for you at that time, **YOU** are responsible for letting the scheduler know immediately. Any other time something unforeseen comes up and you are unable to work when scheduled **YOU** are required to find your own substitute. If you try three to five fellow volunteers and have no luck, then you are to call the scheduler so your spot can be filled. The scheduler's are the Adult Supervisor's and occasionally myself and we can be reached from 4:30 to 8:30 PM Monday through Friday at the help line number 949-8662. Remember a message can be left from 2:30 PM on at that number or during the Churches front office hours 9 – 4:30 PM, M-Th. and 9-3:00 PM Friday at the 942-0419 number. My home number is a last resort, which is listed on your volunteer roster.

We advertise that our phones will be answered for PhoneFriend 2:30 to 6:30 PM Monday – Friday and that Teen Talk has TEEN'S answering the phones 6:30 to 8:30 PM Monday – Friday, except July and August when we are here M,W & F only. When word gets around that we are not really answering the phones when we said, interest and trust in our service is adversely affected. The original Teen Board discussed this dilemma and came up with a policy for disciplinary action for no shows. Everyone gets one free no show, upon which they will receive a friendly reminder of this policy. After that when you just don't show up, you will then be put on suspension. This means you cannot work the help line. This notice will first be deliver with a phone call and then a written notice in the mail. If you wish to resume working the line then you must submit in writing your reason for your absence with no notice, to the **YSA Board of Directors**, drop it off or **mail it to, 918 West Ave. J Lancaster, CA 93534**. The Board and I will review your letter at the next scheduled board meeting and consider whether or not to reinstate you. After the meeting you will receive a phone call and then a written notice in the mail informing you of your volunteer status.

Also be aware that repeatedly calling in to cancel will also earn you a call and possible suspension. We are investing our refreshments, materials and time in you in with the understanding that you are going to stay with the program at least 6 months and work a minimum of 2.0 hours monthly.

We do accommodate temporary leaves of absence for football season, if your on the team, or other extenuating circumstances, just let us know ahead of time so we can plan for your absence. Simply talk to your Adult Supervisor or myself to make such arrangements. When you are ready to move on leaving our help line, please give us prior notice in writing, it is always nice to know if you have enjoyed your volunteer time with us or whether this did not turn out to be the kind of experience you had in mind. This not only gives us an official record of your leaving, but provides valuable feed back for assessing our program. Thanks for reading and signing this agreement, without you there is no Youth Support Association help lines.

\_\_\_\_\_Tear Off Here \_\_\_\_\_

I've read the suspension policy and understand it:\_\_\_\_\_Date\_\_\_\_\_