



Welcome

The ASTD Mt. Diablo Chapter, as a volunteer-run organization serving workplace learning and performance professionals, values the efforts of its volunteers. We strive to meet our members' needs through our combined collaborative efforts, and we are dedicated to doing everything possible to making all volunteers' experiences with the organization ones which they will treasure and remember long after assignments have been completed.

Because great volunteer efforts are the lifeblood of the organization, and because less-than-satisfactory efforts are a burden to all involved in ASTD Mt. Diablo Chapter activities, we have provided the following guidelines to prepare our volunteers for their efforts on our behalf.

Basic Expectations for the Chapter and Volunteers

Volunteers have an absolute right to expect that they will:

Be offered assignments which are clearly defined before the volunteers accept those assignments., and that the assignments will involve an appropriate use of the volunteers' skills and experience.

Be treated professionally and courteously, and made to feel that they are part of a well functioning team throughout the time they are involved as volunteers for the Chapter.

Have a direct supervisor to whom they will report for the duration of the project with which they are involved.

Receive appropriate orientation and/or training for all assignments they accept.

Receive timely notifications of any changes in the procedures they are expected to follow while volunteering for the Chapter.

Be able to report any problems they have with their assignments (change of scope in work, difficulties with fellow volunteers or supervisor, unexpected difficulties in completing the assignment) immediately to the project supervisor or, if the supervisor is part of the problem, to the Chapter Board member overseeing the project or volunteers) for immediate resolution.

Board members and project managers have an absolute right to expect that volunteers will:

Discuss any reservations they have about accepting an assignment before agreeing to become part of a project, and will complete the responsibilities of their assignments as defined when they agree to participate.



ASTD Volunteer Program Policies and Procedures Latest Update October 5, 2008 Prepared by Paul Signorelli

Act professionally and courteously, as part of a well functioning team, throughout the time they are involved as volunteers for the Chapter.

Follow the direction and guidance of their direct supervisor for the duration of the project; keep their project supervisor aware of their progress and any difficulties they face in completing assignments within the established deadlines; and notify their project supervisor immediately if they need to withdraw from a project.

Attend any orientation and/or training required for the assignments they accept, and that they will be on time for all meetings and events with which they are involved as volunteers.

Be notified in a timely fashion by project supervisors of any changes in procedures they are expected to follow while volunteering.

Work with project supervisors to resolve any difficulties which arise in the course of the volunteers' work with the Chapter.

Unresolved issues between project supervisors and volunteers should be referred immediately to the Chapter President (or, in the Chapter President's absence, to the President-elect) for resolution.