VRPM policies and all related SHIP Center resources are available to staff-level users and higher online. To access them, login at [www.shiptacenter.org/login](http://www.shiptacenter.org/login) and go to the [SHIP Resource Library](https://www.shiptacenter.org/resource-library/).

VRPM policies and all related SMP Resource Center resources are available to associate-level users of the library with access to restricted categories and higher in the [SMP Resource Library](http://www.smpresource.org/resourcelibrary). These can also be accessed using the VRPM curriculum in TRAX: Training Tracker.

In addition to the resources listed below, several general VRPM resources are available that help with implementation of VRPM policies: *VRPM Policy Implementation Kit, Volunteer Program Management Manual*, *SMP Volunteer Handbook*, VRPM webinars, and more.

Search tip: conduct a keyword search for “VRPM Resources.” To review VRPM Resources by topic instead of by policy, view the spreadsheet titled *VRPM Resources in Alphabetical Order by Grouping* in the SMP or SHIP Resource Library. (That spreadsheet is also linked to the VRPM Policy Implementation Kit.)

| **New Policy Number** | **Policy Name** | **Resources** |
| --- | --- | --- |
| 1.1 | Overall policy on engagement of volunteers | * Involvement Cycle * VRPM Policy Implementation Manual * VRPM Policy Implementation Kit * VRPM Program Management Manual * VRPM and volunteer management webinars * Annual conference presentations by Steve McCurley |
| 1.2 | Scope of the volunteer policies | * Developing a Survey of SMP/SHIP Volunteer Involvement * VHO Meeting Agendas (Templates) * Assessment of VHO Capacity (Template) |
| 1.3 | Compliance | * Welcome Packet Resources * Key Elements of a Formal Corrective Action Process * Performance Management Overview |
| 1.4 | Volunteer role classifications | * Application Packet Resources * Interview Assessment (Template) * SMP Volunteer Training Matrix *(SMP only)* * Volunteer Role Description: Administrative Support (Template) * Volunteer Role Description: Information Distributor (Template) * Volunteer Role Description: Exhibitor (Template) * Volunteer Role Description: Presenter (Template) * Volunteer Role Description: Counselor (Template) * Volunteer Role Description: Complex Interactions Specialist (Template) * Consent Form (Template) * Screening Matrix * Welcome Packet Resources |
| 2.1 | Risk assessment | * Risk Assessment: Spreadsheet for Rating Risks * Conducting a Risk Assessment * National SMP risk assessment from 2010 (Example) * Risk Assessment Overview * Conducting a Risk Assessment Planning Tool * VRPM Documentation Overview |
| 2.2 | Insurance | * Insurance Requirements Overview |
| 2.3 | Automobile insurance coverage | * Driver’s License and Insurance Coverage Certification Form (Template) * Insurance Requirements Overview * VRPM Documentation Overview |
| 2.4 | Safety training | * Venue Safety Checklist: Booking an Event (Template) * Venue Safety Checklist: At an Event (Template) * Safety Checklist: Volunteer Worksite * Safety Training Tip Sheet * Risk Management Plan (Example) * Welcome Packet Resources |
| 2.5 | Reporting of abuse | * Incident Reporting Form (Template) * Incident Reporting Procedures (Template) |
| 2.6 | Privacy and location of counseling | * Welcome Packet Resources |
| 2.8 | Incident reporting | * Incident Reporting Form (Template) * Incident Reporting Procedures (Template) * VRPM Documentation Overview |
| 2.9 | Incident response | * Incident Reporting Procedures (Template) |
| 2.10 | Emergency contact procedures | * Application Packet Resources * Personnel File Form (Template) * VRPM Documentation Overview |
| 2.11 | Disaster Plan | * VRPM Documentation Overview |
| 3.4 | Service at the discretion of the SMP/SHIP | * Application Packet Resources |
| 3.5 | Volunteer rights and responsibilities | * Volunteer Rights and Responsibilities (Template) * Welcome Packet Resources * Recognition Tips |
| 3.6 | Volunteer program management system | * Developing a Survey of SMP/SHIP Volunteer Involvement * Involvement Cycle |
| 3.7 | Coordinator of volunteers | * Developing a Survey of SMP/SHIP Volunteer Involvement * Role Description - Coordinator of Volunteers (Template) |
| 3.9 | Maintenance of records | * Application Packet Resources * Consent Form (Template) * Personnel File Form (Template) * VRPM Documentation Overview |
| 3.11 | Evaluation of volunteer involvement and the volunteer program management system | * Volunteer Evaluation of the SMP/SHIP Program (Template) * Role Description - Coordinator of Volunteers (Template) |
| 3.12 | Volunteer role development | * Volunteer Role Description: Administrative Support (Template) * Volunteer Role Description: Information Distributor (Template) * Volunteer Role Description: Exhibitor (Template) * Volunteer Role Description: Presenter (Template) * Volunteer Role Description: Counselor (Template) * Volunteer Role Description: Complex Interactions Specialist (Template) * Volunteer Role Other (Template) * Position of Trust Analysis Worksheet * Role Risk Identification Worksheet |
| 3.14 | Role descriptions | * Application Packet Resources * Volunteer Role Description: Administrative Support (Template) * Volunteer Role Description: Information Distributor (Template) * Volunteer Role Description: Exhibitor (Template) * Volunteer Role Description: Presenter (Template) * Volunteer Role Description: Counselor (Template) * Volunteer Role Description: Complex Interactions Specialist (Template) * VRPM Documentation Overview |
| 3.15 | Standards of performance | * Components of a Performance Management System * Performance Management Overview * Evaluation of a Volunteer (Template) * Tips for Developing Standards of Performance * Volunteer Rights and Responsibilities (Template) * VRPM Documentation Overview |
| 3.16 | Refusal of assignments | * Volunteer Rights and Responsibilities (Template) |
| 3.17 | Paid staff request for volunteers | * Staff Request for Volunteer Assistance (Template) |
| 3.18 | Worksite | * Venue Safety Checklist: Booking an Event (Template) * Venue Safety Checklist: At an Event (Template) * Safety Checklist: Volunteer Worksite |
| 3.19 | Length of service | * Application Packet Resources * Welcome Packet Resources * Volunteer Role Description: Administrative Support (Template) * Volunteer Role Description: Information Distributor (Template) * Volunteer Role Description: Exhibitor (Template) * Volunteer Role Description: Presenter (Template) * Volunteer Role Description: Counselor (Template) * Volunteer Role Description: Complex Interactions Specialist (Template) |
| 3.21 | Recruitment | * Recruitment Planning Worksheet (Template) * SHIP Volunteer Testimonials at [www.shiptacenter.org](http://www.shiptacenter.org) (see *Volunteer Stories*) *(SHIP only)* * Tips for Using SHIP Volunteer and SHIP Client Testimonials *(SHIP only)* * Sample Facebook posts for SHIP Volunteer and SHIP Client Testimonials *(SHIP only)* * Letter to the Editor: Call for Volunteers (Template) *(SMP only)* |
| 3.23 | Recruitment of minors | * Application Packet Resources * VRPM Documentation Overview |
| 3.24 | Advertisement of volunteer opportunities | * Recruitment Planning Worksheet (Template) * SHIP Volunteer Testimonials at [www.shiptacenter.org](http://www.shiptacenter.org) (see *Volunteer Stories*) *(SHIP only)* * Tips for Using SHIP Volunteer and SHIP Client Testimonials *(SHIP only)* * Sample Facebook posts for SHIP Volunteer and SHIP Client Testimonials *(SHIP only)* * Letter to the Editor: Call for Volunteers (Template) *(SMP only)* |
| 3.25 | Communication with prospective volunteers | * Application Packet Resources |
| 3.26 | Wait list | * VRPM Documentation Overview |
| 3.27 | Selection policy | * Application Packet Resources * Interview Assessment (Template) * Interview Questions (Template) * Position of Trust Analysis Worksheet * Reference Check Questions (Template) * Screening Disqualifiers * Screening Matrix |
| 3.28 | Screening authority | * Application Packet Resources * VRPM Documentation Overview |
| 3.29 | Equity and human rights compliance | * Application Packet Resources * SMP Cultural Competency and Health Literacy Webinar *(SMP only)* |
| 3.30 | Right of refusal | * Application Packet Resources * Letter Declining an Applicant (Template) * Letter Declining an Applicant for Conflict of Interest (Template) |
| 3.31 | Full disclosure of process and volunteer consent | * Application Packet Resources * Consent Form (Template) * Letter Declining an Applicant (Template) * Letter Declining an Applicant for Conflict of Interest (Template) * Welcome Packet Resources * VRPM Documentation Overview |
| 3.32 | Application form | * Application Packet Resources * Application Rating Tool: Administrative Support Role (Sample) * Application Rating Tool: Information Distributor Role (Sample) * Application Rating Tool: Exhibitor Role (Sample) * Application Rating Tool: Presenter Role (Sample) * Application Rating Tool: Counselor Role (Sample) * Application Rating Tool: Complex Interactions Specialist Role (Sample) * VRPM Documentation Overview |
| 3.33 | Interviews | * Application Packet Resources * Interview Assessment (Template) * Interview Questions (Template) |
| 3.34 | Availability of suitable volunteer roles | * Application Packet Resources * Interview Assessment (Template) * Letter Declining an Applicant for Conflict of Interest (Template) |
| 3.35 | Conflict of interest | * Application Packet Resources * Interview Questions (Template) * Interview Assessment (Template) * Welcome Packet Resources * Conflict of Interest: Identification, Remedy, and Removal *(SMP only)* * Letter Declining an Applicant for Conflict of Interest (Template) * VRPM Documentation Overview |
| 3.36 | Reference checks | * Application Packet Resources * Consent Form (Template) * Reference Check Questions (Template) * Reference Checking Tips * Screening Matrix * VRPM Documentation Overview |
| 3.37 | Background checks | * Application Packet Resources * Consent Form (Template) * Tips on Using Outside Vendors to Conduct Background Checks and Criminal Records Checks * Screening Matrix * VRPM Documentation Overview |
| 3.38 | Criminal records check | * Application Packet Resources * Consent Form (Template) * Tips on Using Outside Vendors to Conduct Background Checks and Criminal Records Checks * Interpreting Criminal Records Check Tip Sheet (Template) * Screening an Applicant (Template) * Screening Disqualifiers * Screening Matrix * VRPM Documentation Overview |
| 3.39 | Driver’s license and record checks | * Application Packet Resources * Consent Form (Template) * Driver’s License and Insurance Coverage Certification Form (Template) * Tips on Using Outside Vendors to Conduct Background Checks and Criminal Records Checks * Screening Matrix * VRPM Documentation Overview |
| 3.40 | Limiting conditions affecting volunteer work | * Application Packet Resources |
| 3.42 | Documenting screening | * Screening an Applicant (Template) * Screening Checklist * Personnel File Form (Template) * VRPM Documentation Overview |
| 3.43 | Confidentiality of screening information | * Application Packet Resources * Consent Form (Template) |
| 3.44 | Incomplete or false information | * Application Packet Resources |
| 3.45 | New screening standards for current volunteers | * Screening an Applicant (Template) * Screening Matrix |
| 3.46 | Reconfirmation of screening | * Screening an Applicant (Template) * Screening Matrix |
| 3.47 | Up-Screening | * Screening an Applicant (Template) * Screening Matrix |
| 3.50 | Placement | * Application Packet Resources * Interview Questions (Template) |
| 3.51 | Staff participation in interviewing and placement | * Screening Checklist * Interview Assessment (Template) |
| 3.52 | Acceptance and appointment | * Application Packet Resources * Personnel File Form (Template) * Screening an Applicant (Template) * Welcome Packet Resources * VRPM Documentation Overview |
| 3.54 | Re-assignment | * Screening an Applicant (Template) * Screening Matrix |
| 3.55 | Orientation | * Application Packet Resources * Orientation Tip Sheet * SMP Volunteer Orientation and Training Implementation Guide *(SMP only)* * SMP Volunteer Training Matrix *(SMP only)* * Welcome Packet Resources * VRPM Documentation Overview |
| 3.56 | Training | * SMP Volunteer Orientation and Training Implementation Guide *(SMP only)* * SMP Volunteer Training Matrix *(SMP only)* * Welcome Packet Resources * Orienting and Training SMP Volunteers web event *(SMP only)* * SMP Cultural Competency and Health Literacy Webinar *(SMP only)* * SMP Foundations Training Kit *(SMP only)* * SMP Group Education Training Kit *(SMP only)* * SMP Counselor Training Kit *(SMP only)* * VRPM Documentation Overview * Online Counselor Training Courses at [www.shiptacenter.org/login](http://www.shiptacenter.org/login) *(SHIP only)* |
| 3.57 | Credit for related training | * VRPM Documentation Overview |
| 3.58 | Demonstrating Qualifications | * SMP Foundations Training Kit *(SMP only)* * SMP Group Education Training Kit *(SMP only)* * SMP Counselor Training Kit *(SMP only)* * VRPM Documentation Overview * Online Counselor Training Courses at [www.shiptacenter.org/login](http://www.shiptacenter.org/login) *(SHIP only)* * Online Counselor Certification at [www.shiptacenter.org/login](http://www.shiptacenter.org/login) *(SHIP only)* * National counselor certification question bank *(SHIP only)* |
| 3.59 | On-the-job training | * VRPM Documentation Overview |
| 3.60 | Paid staff involvement in orientation and training | * Orientation Tip Sheet |
| 3.62 | Continuing education | * VRPM Documentation Overview * Online Counselor Training Courses at [www.shiptacenter.org/login](http://www.shiptacenter.org/login) *(SHIP only)* * Online Counselor Certification at [www.shiptacenter.org/login](http://www.shiptacenter.org/login) *(SHIP only)* * National counselor certification question bank *(SHIP only)* |
| 3.64 | Components | * Performance Management Overview * Components of a Performance Management System * Key Elements of a Formal Corrective Action Process |
| 3.70 | Requirement of a supervisor | * Evaluation of a Volunteer (Template) |
| 3.73 | Evaluation of performance | * Evaluation of a Volunteer (Template) * Volunteer Role Description: Administrative Support (Template) * Volunteer Role Description: Information Distributor (Template) * Volunteer Role Description: Exhibitor (Template) * Volunteer Role Description: Presenter (Template) * Volunteer Role Description: Counselor (Template) * Volunteer Role Description: Complex Interactions Specialist (Template) |
| 3.74 | Documenting performance | * Evaluation of a Volunteer (Template) * VRPM Documentation Overview |
| 3.76 | Progressive corrective action | * Performance Management Overview * Components of a Performance Management System * Key Elements of a Formal Corrective Action Process * VRPM Documentation Overview |
| 3.77 | Dismissal of a volunteer | * Key Elements of a Formal Corrective Action Process * Dismissal Letter about the Volunteer (Template) * Dismissal Procedures (Template) * Dismissal Report Form (Template) * VRPM Documentation Overview |
| 3.78 | Immediate dismissal | * Dismissal Procedures (Template) * Dismissal Report Form (Template) * VRPM Documentation Overview |
| 3.79 | Notice of departure of volunteer | * Dismissal Letter about the Volunteer (Template) * Dismissal Letter to the Volunteer (Template) |
| 3.80 | Reassignment of work and cessation of work relationships | * Dismissal Letter about the Volunteer (Template) * Dismissal Letter to the Volunteer (Template) |
| 3.81 | Performance management review and appeals procedures | * Performance Management Overview * Components of a Performance Management System * Key Elements of a Formal Corrective Action Process |
| 3.82 | Grievance/complaint procedure | * Complaint by a Volunteer - Form and Instructions (Template) * Complaint by a Volunteer - Procedures (Template) * Exit Interview/Survey Questions (Template) * VRPM Documentation Overview |
| 3.83 | Investigation of outside complaints | * Complaint about a Volunteer - Form (Template) * Complaint about a Volunteer - Procedures (Template) * VRPM Documentation Overview |
| 3.84 | Resignation | * Exit Interview/Survey Questions (Template) * VRPM Documentation Overview |
| 3.85 | Volunteers aging in place | * Volunteers Who Are Aging in Place: Making the Right Decision When Capabilities Change * Tips for Managing Aging Volunteers |
| 3.86 | Exit Interviews | * Exit Interview/Survey Questions (Template) * VRPM Documentation Overview |
| 3.88 | Volunteer conduct | * Tips for Developing Standards of Performance |
| 3.89 | Boundaries and ethics | * Tips for Developing Standards of Performance * Welcome Packet Resources |
| 3.90 | Provision of service | * Tips for Developing Standards of Performance * Welcome Packet Resources |
| 3.91 | Representation of the SMP/SHIP | * Tips for Developing Standards of Performance * Volunteer Role Description: Administrative Support (Template) * Volunteer Role Description: Information Distributor (Template) * Volunteer Role Description: Exhibitor (Template) * Volunteer Role Description: Presenter (Template) * Volunteer Role Description: Counselor (Template) * Volunteer Role Description: Complex Interactions Specialist (Template) * Welcome Packet Resources |
| 3.92 | Identification | * Tips for Developing Standards of Performance |
| 3.93 | Use of SMP/SHIP affiliation | * Tips for Developing Standards of Performance * Welcome Packet Resources |
| 3.94 | Confidentiality | * Tips for Developing Standards of Performance * VRPM Documentation Overview * Welcome Packet Resources |
| 3.95 | Dress code | * Tips for Developing Standards of Performance |
| 3.96 | Recording of volunteer time and activity | * Expense Form (Template) * SIRS Training Plan and Matrix *(SMP only)* * SIRS Training Series *(SMP only)* * STARS Training materials *(SHIP only)* * Tips for Developing Standards of Performance * VRPM Documentation Overview |
| 3.97 | Absenteeism | * Tips for Developing Standards of Performance |
| 3.98 | Harassment | * Incident Reporting Form (Template) * Incident Reporting Procedures (Template) * Tips for Developing Standards of Performance |
| 3.99 | Drugs and alcohol | * Tips for Developing Standards of Performance |
| 3.100 | Acceptance of gifts | * Conflict of Interest: Identification, Remedy, and Removal *(SMP only)* * Tips for Developing Standards of Performance |
| 3.101 | Acceptance of Honoria | * Conflict of Interest: Identification, Remedy, and Removal *(SMP only)* * Tips for Developing Standards of Performance |
| 3.102 | Reimbursement of expenses | * Expense Form (Template) * VRPM Documentation Overview |
| 3.103 | Access to SMP/SHIP property and materials | * Tips for Developing Standards of Performance |
| 3.104 | Relationships with beneficiaries | * Tips for Developing Standards of Performance * Welcome Packet Resources |
| 3.105 | Financial transactions with clients | * Conflict of Interest: Identification, Remedy, and Removal *(SMP only)* * Tips for Developing Standards of Performance |
| 3.106 | Political issues | * Tips for Developing Standards of Performance |
| 3.107 | Cultural sensitivity | * SHIP Volunteer Testimonials *(SHIP only)* * Check Your Blind Spot Symposium * Tips for Developing Standards of Performance |
| 3.109 | Recognition | * Recognition Tips * VRPM Documentation Overview |
| 3.110 | Informal recognition | * Recognition Tips |
| 3.111 | Volunteer career paths | * Application Packet Resources |
| 3.112 | Feedback on results | * Evaluation of a Volunteer (Template) |
| 3.115 | Identifying paid staff responsibility for volunteer management in role descriptions | * Role Description - Coordinator of Volunteers (Template) |
| 3.117 | Responsibilities of supervisors of volunteers | * Evaluation of a Volunteer (Template) * Volunteer Rights and Responsibilities (Template) |
| 3.119 | Acceptance of volunteers by staff | * Staff Request for Volunteer Assistance (Template) |
| 4.1 | Information procedures | * Information Technology Checklist * Welcome Packet Resources |
| 4.2 | Internet protocol | * Information Technology Checklist * Welcome Packet Resources |
| 4.3 | Reporting stolen or lost consumer information | * Information Technology Checklist * Lost or Stolen Personal Information Reporting Form (Template) * Tips for Informing Consumers of Lost or Stolen Personal Information * VRPM Documentation Overview * Welcome Packet Resources |
| 4.4 | SMP/SHIP reporting software use | * Information Technology Checklist * Welcome Packet Resources * SIRS Training Plan and Matrix *(SMP only)* * SIRS Training Series *(SMP only)* * STARS Training materials *(SHIP only)* |
| 4.5 | Use of social media by volunteers | * Information Technology Checklist * Welcome Packet Resources * Social Media webinars * Tips for Managing Social Media Use by Volunteers |