



A Step Forward, Inc.

800 N. Fulton Ave.
Baltimore, MD 21217
(410) 462-6001

WELCOME

On behalf of the staff of A Step Forward, Inc., we would like to welcome you to A Step Forward.

We are deeply interested in the welfare of our residents and strive to provide them with the best quality care possible. Your commitment to our mission will help make this happen. Being a volunteer makes you a valued member of our team.

We look forward to meeting and working with you. If you have any questions please feel free to call.

Step Forward, Inc.
(410) 462-6001



A Step Forward, Inc.

800 N. Fulton Ave.
Baltimore, MD 21217
(410) 462-6001

The Volunteer's Bill of Rights

1. Volunteers have the right to an unbiased interview that will permit the exploration and discovery of their talents, background of experience, skills, interests and education.
2. Volunteers have the right to equal opportunity in applying for and being placed in a volunteer job or position that will best utilize their talents, background of experience, skills, interests and education.
3. Volunteers have the right to the institution's expectations of making a necessary and meaningful contribution.
4. Volunteers have the right to be made fully aware, in advance of undertaking a position, of any factors that may preclude their success in fulfilling the job.
5. Volunteers have the right to proper orientation to the institution or hospital by whom they are employed. This would include orientation to the goals, objectives and principles of the institution, including the institution's philosophy concerning patient care and commitment to the community' the institution's expectations of the volunteer job to be undertaken, general rules and regulations that are applicable to all employees and an orientation and/or tour of the institution's physical plant.
6. Volunteers have the right to know the institution's philosophy and commitment to volunteers and volunteer projects, as well as the institution's commitment to the auxiliary and auxiliary projects.
7. Volunteers have the right to training by qualified personnel for any job to which they are assigned.
8. Volunteers have the right to written job descriptions of any job undertaken, including the objectives of the position; time, skill, physical and educational requirements for fulfilling the assignment; uniform regulations, hygienic regulations, dress codes, ethical code, and boundaries of the job in terms of volunteer participation.
9. Volunteers have the right to proper and adequate supervision on the job.
10. Volunteers have the right and privilege of being held accountable for the job they are performing, knowing exactly what they are being held accountable for and to whom they are accountable.

11. Volunteers have the right to be involved in the evaluation of the volunteer project in which they are working.
12. Volunteers have the right to continuing education and training that will enable them to become more proficient in performing their jobs.
13. Volunteers have the right to have their jobs upgraded.
14. Volunteers have the right to be promoted to jobs requiring greater responsibility if they have proven their ability and earned this privilege.
15. Volunteers have the right to be recognized for their performance and accomplishments on the job.
16. Volunteers have the right to be evaluated in terms of their job performance.
17. Volunteers have the right to know if they are performing their assigned duties properly. They also have the right to know if they are not meeting job expectations or if their job performance is inadequate.
18. Volunteers have the right to an exit interview if they are leaving the institution for any reason whatsoever or if they are to be dismissed from a job. They also have the right to know the reason for their dismissal.
19. Volunteers have the right to present their views to an impartial grievance or review committee if they believe they have been treated unfairly or undemocratically.
20. Volunteers have the right to serve on staff and/or departmental committees if they have proven their worth and earned this privilege.
21. Volunteers have the right to change jobs if they are qualified for the new position, either within the institution, or by transferring to another institution, without prejudice or psychological constraint.
22. Volunteers have the right to equal consideration and protection involved in performing their jobs as are guaranteed salaried employees (i.e., lab work, x-rays, etc. for food handlers; protection in use of special equipment, etc.)
23. Volunteers have the right to certain fringe benefits pertaining to all employees (i.e., accident and liability insurance while on the job.)
24. Volunteers have the right to a pleasant working and attitudinal environment.

Developed 1973 By Vivian G. Raskin.

First Printing: February 1974

Copyright • 1975 By Vivian G. Raskin, All Rights Reserved