

White Sands Missile Range Army Volunteer Corps

Volunteer Orientation Handbook and Guide





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Welcome to the WSMR Volunteer Team!

Hello,

Let me be the first welcome you to the WSMR Volunteer Team! I would like to personally thank you for interest and dedication in becoming a Volunteer. Here on White Sands Missile Range, Volunteers play an important role in our Community. Many of our programs would not operate if it wasn't for our giving Volunteers.

This handbook will help you to answer some of your more frequently answered questions. If you cannot find the answers you are looking for I encourage you to reach out to your organization Volunteer Point of Contact (OPOC) or myself. During your time as a Volunteer I want you to have all the tools necessary to be successful and feel valued as a part of our Team. Never hesitate to reach out to me with suggestions and best practices to make our program better!

My vision for the Volunteer Program is for all Volunteers to feel comfortable in their volunteer position, valued in their role, and have the necessary tools for the work required. Volunteering can have many rewarding benefits, such as, work experience, recognition, and Community involvement.

Thank you for volunteering your time, talent, skills, and experience to help benefit others and our Community. I hope that you find volunteering here on WSMR a positive and rewarding experience.

Sincerely,
Candice DeVoe
Army Volunteer Corps Program Manager

White Sands Missile Range Army Volunteer Corps Mission

WSMR Volunteer Mission

- Providing a professional approach to volunteer management to include training and resources for volunteer leaders, and a certification for volunteer managers.
- Developing alliances and relationships with organizations that will create opportunities to "work beyond the walls". Linking all volunteers within the WSMR community to promote collaboration and partnerships that will enhance the effectiveness and increase volunteer opportunities for current and potential volunteers.
- Creating an identity for all volunteers that instills pride in being an WSMR volunteer. The AVC emblem demonstrates the connection to the larger community – the Army community – as an Army volunteer.

Our Responsibility to you!

- 1. To place you in a position that is appropriate to your experience, ability, availability, training, and interest.
- 2. Provide written position descriptions when requested.
- 3. Provide you with an up-to-date Volunteer Handbook.
- 4. Provide you with an orientation from the Organization you are providing Volunteer Services.
- 5. Provide adequate training for the duties assigned.
- 6. To provide supervision on the job and offer a variety of stimulating volunteer experiences.
- 7. To give any needed feedback on your volunteer work.
- 8. To provide you a liaison between you and staff members at your organization.
- 9. To provide recognition for the services you provided.
- 10. To keep you informed about what is happening within the Volunteer WSMR Community.
- 11. Ensure you have a safe, and positive experience.
- 12. Provide you with the tools necessary to do your work.
- 13. Ensure you understand your rights as an Army Volunteer.

Your Responsibility to us!

- To conduct yourself as a professional, and to provide quality customer service. Socializing is a benefit of volunteering, but we must remember that we are here for the Soldiers and their Family Members.
- 2. To be reliable. Work with your supervisor or OPOC to establish mutually agreed upon schedule.
- 3. Ask questions if you do not understand something. All questions are welcomed.
- 4. Respect any cultural, ethically, and/or personality differences.
- 5. Dress in a manner that is appropriate for your work environment.
- 6. Speak up if you see or hear anything that needs to be addressed in your work environment.
- 7. As a Volunteer respect others right to privacy, and confidentiality.
- 8. If you are ever unhappy with your experience, please let someone in your organization of myself know so we can ensure everyone has a positive volunteer experience.

Section 2 - Volunteer Guidelines

DD 2793 – Volunteer Agreement Form

Federal statue provides coverage for volunteers in certain official government activities. This coverage is in place once the Department of Defense Form 2793, Volunteer Agreement of Appropriated and Non-Appropriated Fund Instrumentalities is completed and signed by the Volunteer and the program accepting official. The coverage includes worker's compensation, protection in cases of tort claims or other property damage issues, etc. However, it is critical to understand that this coverage only exists when the DD 2793 is signed, and accurate position description is in place, and you are perform volunteer duties. The volunteer from should be completed prior to commencing to volunteer.

Timekeeping – Volunteer Management Information System (VMIS)

We value and recognize the amount of time our Volunteers donate, so it is extremely important that we track that time. Hours are officially tracked using the Army's Volunteer Management Information System (VMIS). VMIS can be found by visiting the website www.myarmyonesource.com. VMIS provides a standardized method across the Army for Volunteers to document their service history. It also allows for reporting of Volunteer activity and statistics at the installation, region, and Department of Army level. The system allows you to document your entire Volunteer history as you move from installation to installation. All installation statutory Volunteers are required to register on the VMIS site in order to document their hours.

Credit will be give for each hour of Volunteer service performed, as well as time spent in orientation, training activities, and travel time – to and from home. Upon transfer or termination the original records of hours will be given to the Volunteer and duplicate set will be kept on file with the Army Volunteer Corps for three years.

Training

Each Volunteer position has a unique set of training requirements. The individual program staff will be responsible for much of the training you receive and the amount of time required for training will vary from person to person. Additional training opportunities are offered through the Army Volunteer Corps Program.

Evaluation

Most volunteers will receive an evaluation on an annual basis (see your particular position description). The purpose of the evaluation is to assess your individual job performance. It is a chance for you to find out the areas in which you excel, and those areas which may need improvement. This feedback can be a valuable tool in your personal and professional development and should be viewed as such. You should also be receiving informal feedback on how you are doing on an ongoing basis. You are welcome to request a formal evaluation at any time. If you do not feel that you are getting the proper feedback please let your supervisor know.

Safety and Reporting Procedures

Volunteers will not perform duties which render them unusually susceptible to injury or to causing injury to others. Anyone who sees an unsafe act or situation should take immediate action to prevent injury and report the situation to their supervisor for corrective action. Volunteers are to report accidents involving their volunteer service to the volunteer supervisor immediately.

WORKING WITH CHILDREN

Volunteers who are required to work with children in the capacity of their volunteer duties will be required to have a background check in accordance with DODI1402.5, AR 608-18. Line of sight volunteers are permitted to work with children without having a background check provided they are always in the line of sight of a worker who has had a background check or if they are in the line of sight of the parents(s). Volunteers who have NOT had a background check are NOT permitted to be alone with the children for any reason or any length of time.

Lunchs and Breaks

All volunteers are considered non-paid staff, and therefore are asked to follow standard office procedures for lunches and breaks. For every four hours of time worked, paid and non-paid staff are allowed a 15 minute break approximately mid-shift. For those staff and volunteers who work longer than four hour shifts, a thirty minute lunch break is allowed.

Absences and Tardiness

The positions that volunteers fill are critical their organization. If you fail to show up, others must take on the tasks you were expected to accomplish. If you are unable to attend a scheduled work day, or if you will arrive late, please contact your Volunteer Coordinator with as much notice as possible.

Recognition

WSMR is committed to recognizing its volunteers' time and efforts. As a volunteer you are eligible for a number of service awards both locally and nationally. For a full list of awards contact your organizations POC or contact the AVCC at 575-678-2889 or visit 250 Rock Island Avenue, WSMR NM 88002.

Section 3 – Transition from Volunteer Corps

Voluntary Termination Notice

We rely on all our volunteers but recognize that other commitments, both family and personal, may require you to terminate your volunteer commitment. Since each volunteer fills a critical need within each organization, we request a two week notice that you are leaving. If you are ending your commitment due to PCS, please let us know your expected PCS date.

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Involuntary Termination

Each organization reserves the right to terminate a volunteer's services under the following conditions:

- 1) Breach of Code of Ethics
- 2) Failure to comply with the guidelines and responsibilities outlined in this handbook
- 3) Blatant creation of a hostile work environment or safety risk
- 4) An unexplained absence in excess of two weeks.

The affected volunteer will be notified in writing of the termination action and a copy of the termination notice will be place in their personal file.

Marketing the Volunteer Experience

One of the benefits of volunteerism is the opportunity to learn valuable skills which can help you secure future employment. We encourage you to take advantage of all available training classes in order to increase your personal knowledge. Most employers consider volunteer experience as pervious work experience; therefore, remember to list all volunteer work and training classes you have completed on your résumé. Your previous position evaluations and volunteer time record will be helpful resources for accurately documenting your volunteer work.

Letters of Reference

The Commander, FRL, and the Volunteer Coordinator will be glad to provide letters of reference. Please submit all requests at least three weeks in advance to allow staff adequate time to fulfill your request.

Moving to a New Duty Station

When you move to a new assignment, update your volunteer profile on VMIS at www.myarmyonesource.com to reflect your new duty station. If you would like a hard copy of your records, we will gladly provide them to you but will keep the originals on file at the Army Volunteer Corps Office at, Bldg. 250 Rock Island Avenue, WSMR NM for three years.

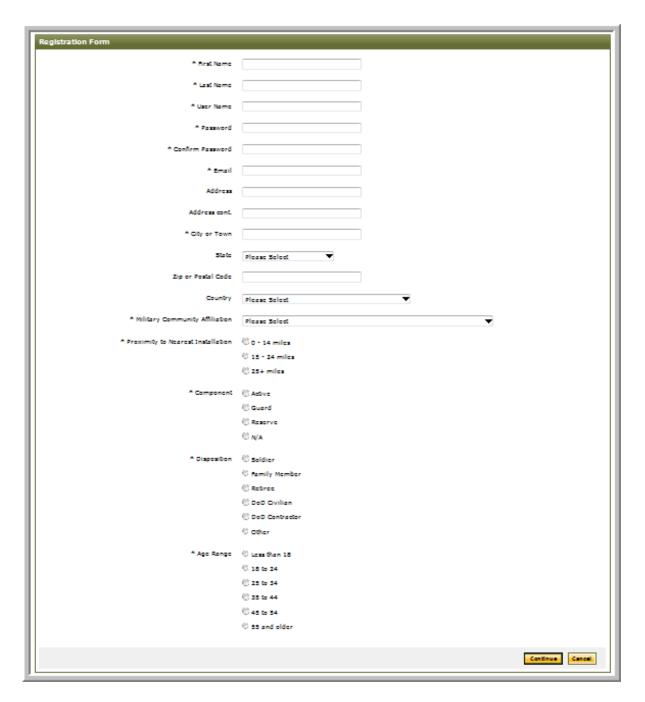
Section 4 – Registering for VMIS

- 1. Access http://www.myarmyonesource.com.
- 2.Click **Register** located in the black bar at upper right hand corner for your window.
- 3. Click **Join Now** to begin the registration process.

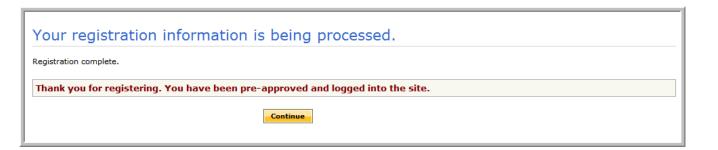




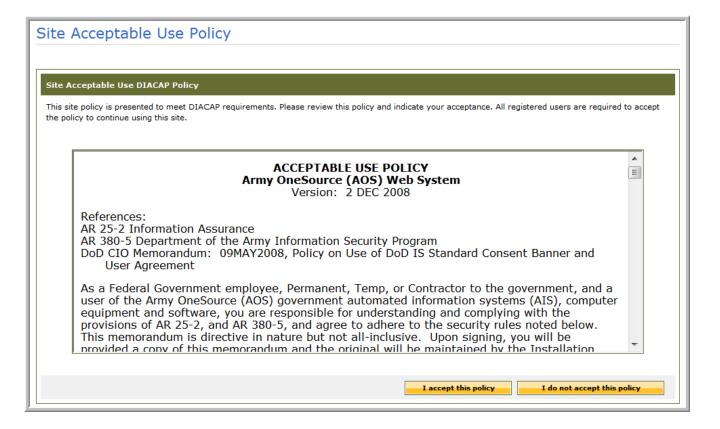
- 1. Complete the registration form. Required fields are noted with an asterisk
- (*). Your username cannot be changed later. Select a nearby Military Community from the list.
- 2.Click the **Continue** button located at the bottom right of the registration form.



- 1. Verify your site registration
- 2.Click the Register button.
- 3. After receiving your pre-approval message, click the **Continue** button.
- 4. You will be successfully logged in.



- 1. The next time you log in, a Site Acceptable Use Policy will be displayed.
- If you agree, click the I accept this policy button.
- If is do not agree, click the I do not accept this policy button.



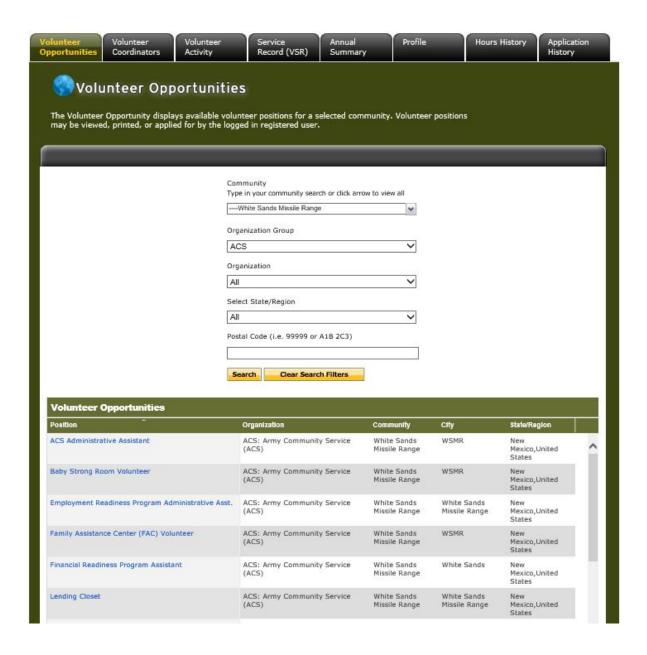
- 1.Access http://www.myarmyonesource.com.
- 2.Login is not required to search for Volunteer positions.
- 3. Click the **Volunteer Tools** button located at the upper right of the window.



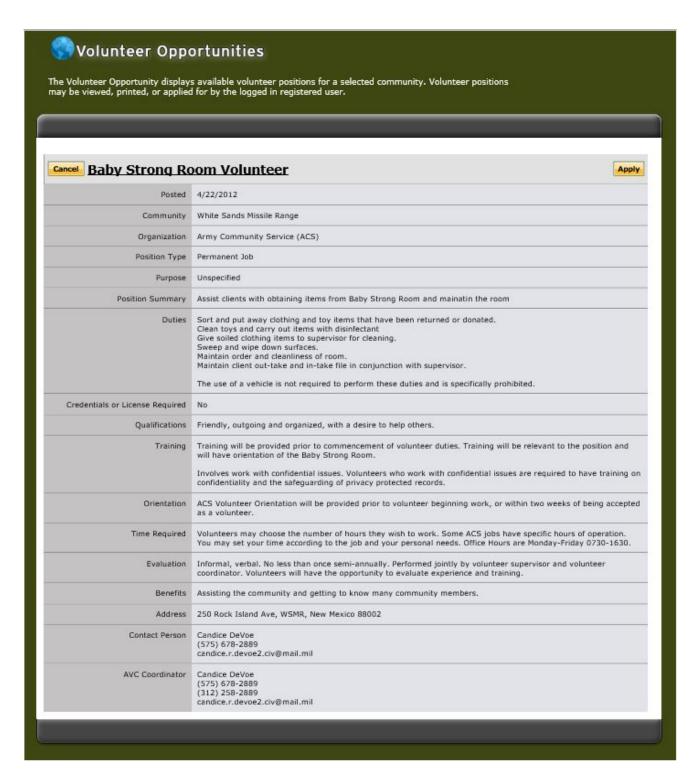
- 1.To search for volunteer positions, click on the state's name or area.
- 2.Click **Switch to OCONUS** to view the Outside Continental U.S. map.



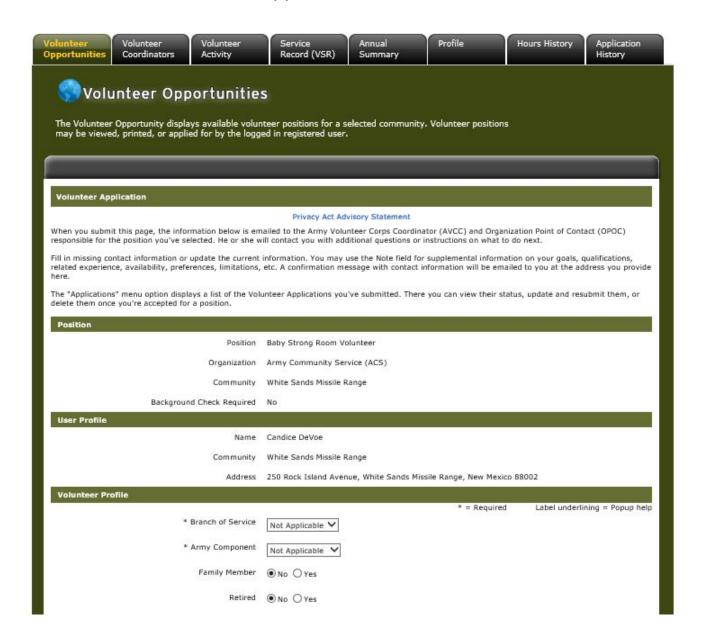
- 1. Review the displayed volunteer positions for the selected community and region.
- 2. Change the filters for the volunteer opportunities and click **Search** if desired.
- 3. Click on a **Position title** link in the list to read the position details.



- 1. Review the position details.
- 2. Click **Cancel** to return to the prior list of positions.
- 3. Click **Apply** to continue to the next step in applying for the position.



- 1.To apply for a volunteer position, you must be logged in to Army OneSource.
- 2. Complete the application. Required fields are noted with an asterisk (*).
- 3. Click **Submit** to send the application.



Notes: VMIS Emails

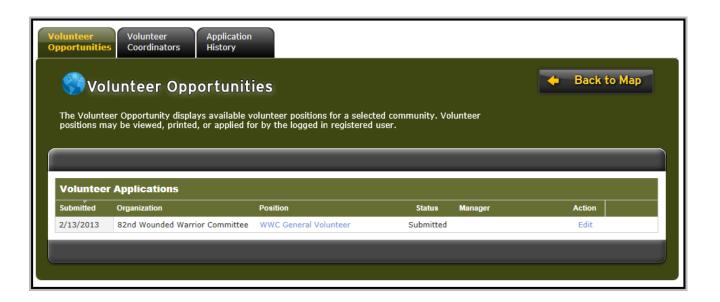
- 1.An email is sent to the volunteer confirming receipt of the volunteer application.
- 2.An email is sent to the Volunteer Coordinator that an application has been received.

Viewing Volunteer Tools

- 1.Login to Army OneSource.
- 2.Click Volunteer Tools button.
- 3. The Volunteer Tools are displayed.
- 4. The user may track their pending application through the Application History tool



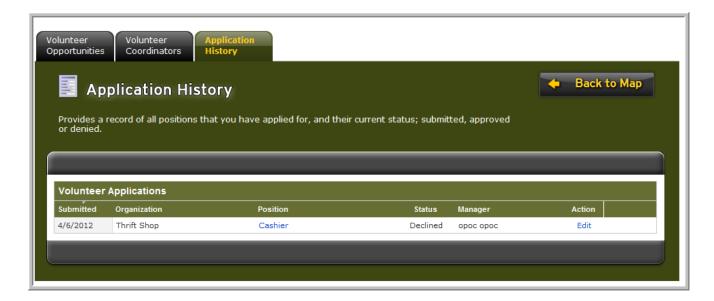
Volunteer Tools



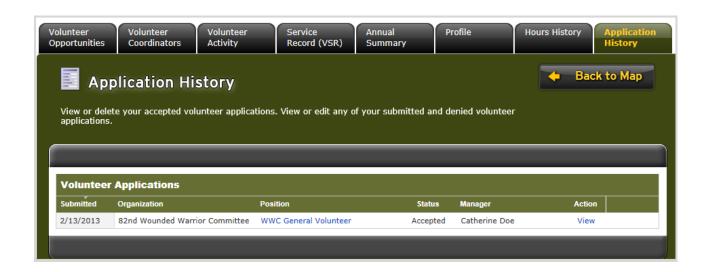
- 1.Login to Army OneSource.
- 2.Click the Volunteer Tools button.
- 3.If the user has been accepted into the first volunteer position, the Volunteer Profile is displayed.
- 4. Complete the Volunteer Profile if prompted.



- 1.Login to Army OneSource.
- 2.Click Volunteer Tools button.
- 3.If the Volunteer Map is displayed, click the **Already a Volunteer** button. The Volunteer Tools are displayed.
- 4. Select the **Application History** tab. The status will be Declined.
- 5. Click the **Edit** link to review the application.



- 1.Login to Army OneSource.
- 2.Click the Volunteer Tools button.
- 3. Select the **Application History** tab to view the status of your current and past applications.
- 4.Once a user's application is approved the full tool set is available. Until that occurs only the Volunteer Opportunities, Volunteer Coordinators, and Application History tabs are available. See next page.
- 5. An accepted application may be viewed, but not edited.

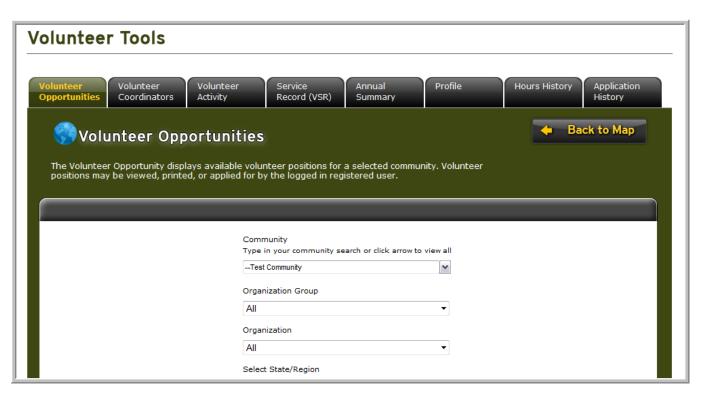


Tab

Volunteer Opportunities Volunteer Coordinators Volunteer Activity Service Record (VSR) Annual Summary Profile Hours History Application History

Function

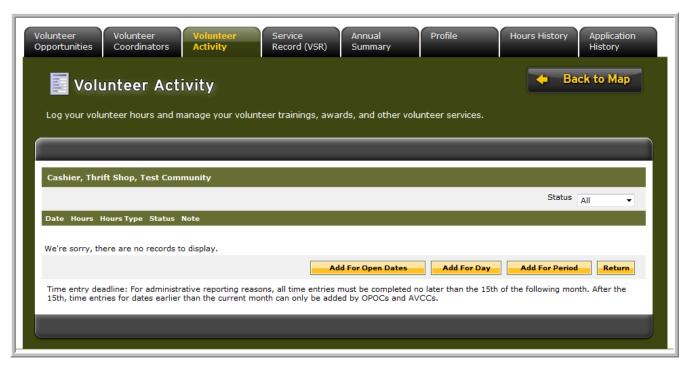
Search for volunteer positions at any Community or Region Search for Volunteer Coord. at any Community or Region Submit your volunteer hours and manage your service history View or print your Volunteer Service Record - Form 4162 View, download, or print your Annual Summary - Form 4173 Update your volunteer profile View submitted and certified volunteer hours View, edit, or delete volunteer applications



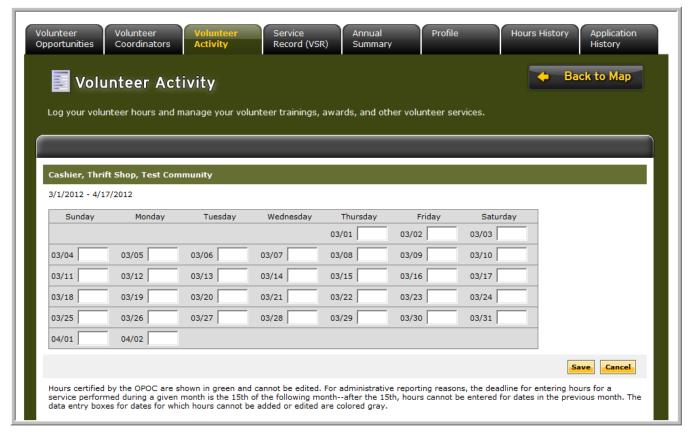
Section 5 – Logging hours in VMIS

Notes:

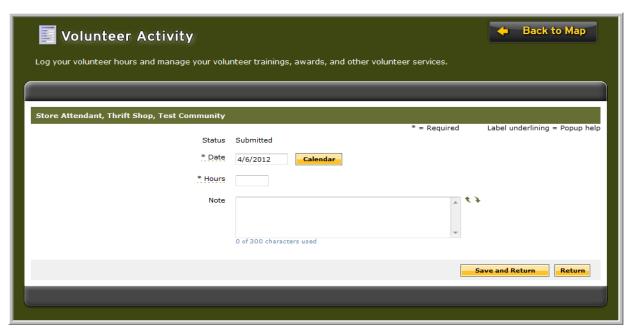
- Click the Add For Open Dates or Add For Day buttons. Select the month day and year and type the hours. Numbers between 1 and 24 are accepted.
- 2. Only use the **Add For Period** as a last resort. Period hours are not reported for the military community. Use Period Hours for historical purposes only.



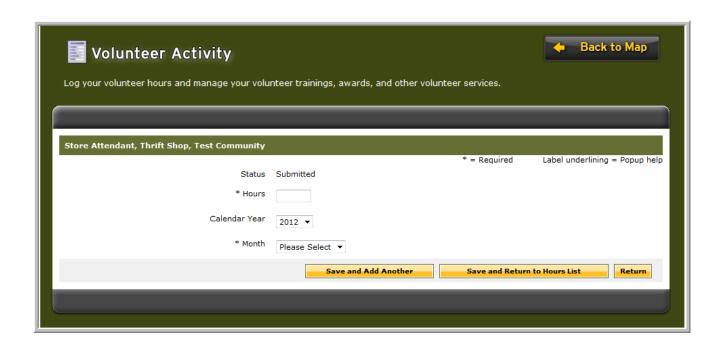
- Click the Add For Open Dates or Add For Day buttons. Select the month day and year and type the hours. Numbers between 1 and 24 are accepted.
- 2. Only use the **Add For Period** as a last resort. Period hours are not reported for the military community. Use Period Hours for historical purposes only.



- 1.Login to Army OneSource.
- 2.Click **Volunteer Tools** button.
- 3. Select the **Volunteer Activity** tab.
- 4.Click the **Hours** link
- 5.Click the **Add For Day** button.
- 6. Type or select a date from the calendar.
- 7. Type volunteer hours.
- 8.Add an optional note.
- 9.Click Save and Return.



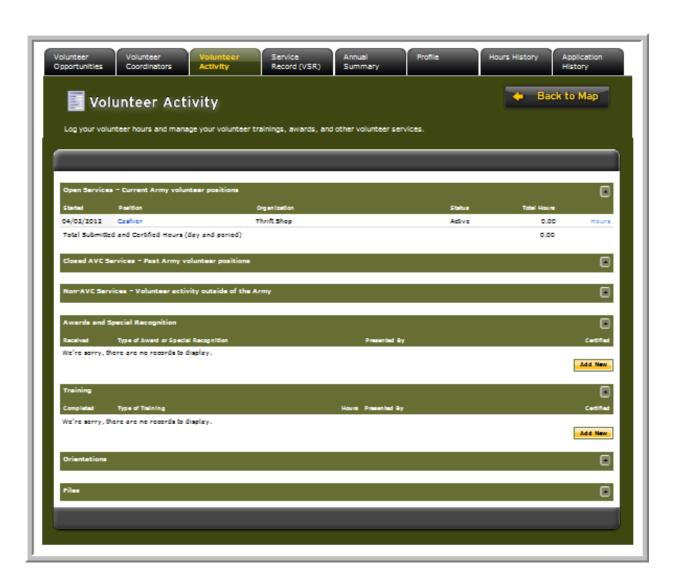
- 1.Login to Army OneSource.
- 2.Click Volunteer Tools button.
- 3. Select the **Volunteer Activity** tab.
- 4. Click the **Hours** link for the desired position
- 5. Click the Add for Period button. Select the month and year.
- 6. Type the number of hours for that month.
- 7. Click Save and Return to Hours List or Save and Add Another.



Section 6 – Volunteer Service

Adding Awards, Training or other volunteer activity to your Volunteer Service Record:

- 1.Login to Army OneSource.
- 2.Click Volunteer Tools button.
- 3. Select the Volunteer Activity tab.
- 4. Scroll to the appropriate section, and click **Add New**.
- **5.Save** your additions. You will not be able to edit these later.
- 6. Your additions will not be certified. Contact your volunteer manager to certify your additions.



Section 7 – Agreements

Volunteer Code of Ethics

As a Volunteer, I realize that I am subject to a code of ethics similar to that which binds professionals in the organization in which I will participate. In agreeing to serve, I assume certain responsibilities and expect to account for what I do in terms of professional expectorations. I will honor the goals, rules, and regulations of the program. I will keep confidential matters confidential.

I interpret volunteering to mean I have been accepted as a "partner-inservice" and I expect to do my work according to the highest standards, as paid members expect to do their work.

I promise to make my work attitude of open mind, to be willing to be trained for it according to the standards and practices of the organization, and to being my work my full interest and attention. I believe my attitude towards volunteer work should b professional. I believe that I have an obligation to my work, to those who direct it, to my colleagues, to those for whom it is done, and to the public.

Being eager to contribute all that I can to the goals of this program, I accept this code of ethics to be followed carefully and cheerfully.

Volunteer Name	
	-
Volunteer Signature	Date

Volunteer Confidentiality Agreement

When you begin volunteering with your organization, you may become aware of information that we and or our clients consider confidential. The purpose of this agreement is to remind you of this obligation an put it into force. We also wish to remind you about the type of information you will be aware of as a result of your activities as a volunteer and of the fact that each organization considers this information to be confidential.

All members and clients information is confidential, and you must never disclose names, addresses, telephone number or any other personal information to third parties. In addition, you must never disclose the contents of any communications, records, and files. Whenever in doubt please discuss any request for information with your supervisor prior to any disclosure.

You many have already been advised of your obligations in this regard. This letter is intended to help you understand the nature of your obligation and that is a continuing one. It is not intended to cast any doubt whatsoever on your integrity or reliability. If you have any questions prior to signing this document, please contact your supervisor.

Volunteer Name	
Volunteer Signature	Date

Thank you!

It takes a special individual willing to Volunteering their time, talents, and willingness to better our Community; we truly appreciate your gift. If you have any questions please reach out to your Organization Point of Contact or contact your AVCC.

Candice DeVoe, AVCC 250 Rock Island Avenue WSMR, NM 88002 Candice.r.devoe2.civ@mail.mil 575-678-2889/6767

