

Section 4

Navy Volunteers

General Guidelines

Volunteers may include uniformed officers, enlisted personnel, or Department of Defense civilians and family members. Family members are not covered under command liability and should obtain liability coverage.

The Command Coordinator is responsible for recruiting, screening, interviewing, training, assigning, and recognizing Navy volunteers. The recognition of volunteers is discussed in further detail in Section 7, Navy Volunteer Recognition. The Commanding Officer may approve the appointment of a Volunteer Coordinator to work directly with the Command Coordinator. The Volunteer Coordinator responsibilities include assisting the Command Coordinator with the recruitment, screening, training, assigning, and recognizing volunteers. Volunteers should:

- Be reviewed. This requires the Command Coordinator to establish criteria to review volunteers considered to be unacceptable candidates for the volunteer position. It is important to be aware of the rights of the potential volunteer during the screening process.
- Be interviewed. In addition to interviewing the candidate, the Command Coordinator should verify the information obtained in the application and during the interview. This includes contacting references.
- Receive orientation and training with regard to the Navy Community Service Program (NCSP) projects, partnership, activities, and responsibilities. The Command Coordinator should communicate the expectations of the command with regard to the laws, policies, guidance, and procedures.
- Participate in uniform when appropriate.
- Be recognized.

Volunteers should not:

- Find themselves in a situation of one volunteer alone in a room or other setting with a single youth participant.

- Be perceived as taking the place of paid personnel.
- Utilize, commit, or donate government equipment or funds without command approval.

Recruiting Volunteers

Strategies to recruit volunteers include the following:

Ask. Simply asking individuals to participate is an effective method to recruit volunteers.

Establish A Community Service Committee. The committee could include the Commanding Officer, Executive Officer, Command Master Chief, Command Coordinator, Public Affairs Officer and a representative from each department within the command.

Identify Representatives. These individuals would be responsible for distributing NCSP volunteer information and responding to commonly asked questions.

Distribute Flyers. At least two weeks before a formal recruitment session, distribute flyers describing the NCSP (Figure 4-1).

Decorate a bulletin board, bulkhead, or other area for posting messages, clippings, and pictures. This designated space should be utilized consistently and updated regularly to publicize the command's Flagship Partnership efforts. Utilize student art work or other promotional information for the NCSP projects, partnerships, and activities. This space should also be utilized to advertise the continuing need for volunteers.

Submit Articles. Prepare articles for the base newspaper with regard to community service and volunteer opportunities. Publicizing the opportunities in the base newspaper will assist in recruiting volunteers year-round.

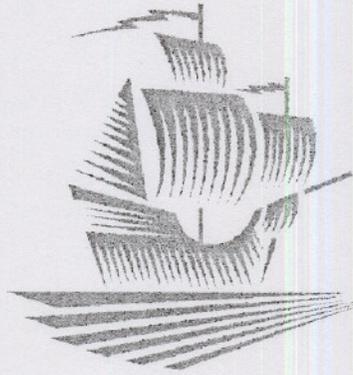
Promote the NCSP at the Command Indoctrination. Utilize the command indoctrination to motivate newly arrived personnel to volunteer for community service projects and activities. This is accomplished by involving the Command Coordinator in the check-in procedure, or including information in the Welcome Aboard packages.

Navy Community Service Program

Recognize Active Volunteers. Expressing appreciation for individuals involved in community service will generate interest among other Navy personnel. It is important to consistently recognize volunteers

Figure 4-1

Flyer for the Navy Community Service Program (Sample)



Navy Community Service Program

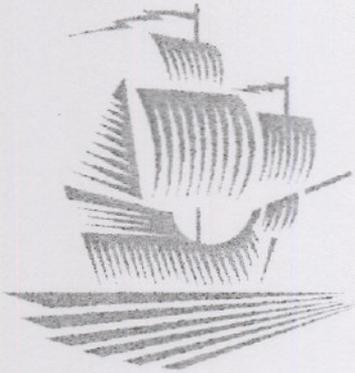
Flagship Partnerships

Volunteers are needed to assist with projects related to education, citizenship, health safety and fitness, environmental stewardship, drug demand reduction, and humanitarian assistance. Navy volunteers will assist in the education and enrichment of the nation's youth and communities.

If you are interested in participating as a volunteer in the Navy Community Service Program, contact the Command Coordinator:

Figure 4-1

Flyer for the Navy Community Service Program (Sample) (Continued)



Navy Community Service Program

Volunteers are needed to assist with projects related to education, citizenship, health safety and fitness, environmental stewardship, drug demand reduction, and humanitarian assistance. Navy volunteers will assist in the education and enrichment of the nation's youth and communities.

If you are interested in participating as a volunteer in the Navy Community Service Program, contact the Command Coordinator:

Help build Flagship Partnerships by becoming a volunteer!

I am interested in becoming a Navy Community Service Program volunteer!

Name: _____ Rank/Rating: _____

Work Section/Department: _____

Work Phone Number and Extension: _____

Volunteer Reviewing

As the Command Coordinator for NCSP activities, it is important to support an active community service program which will foster good relations between the command and the local community. In addition, it is important to promote high morale and team building among Navy personnel while at the same time protecting the Navy, the command, Navy volunteers, and the community impacted by the NCSP and Flagship Partnerships. This involves avoiding allegations of misconduct, negligence, or other wrong doing. Risk management is a necessity for all Navy leaders to ensure that issues of volunteer liability are addressed prior to the development of problems. A few simple steps should ensure that the NCSP complies with Navy requirements and reduces adverse legal action.

Navy military and civilian personnel who indicate an interest in participating in command sponsored community service activities should be reviewed for suitability prior to receiving an orientation and assignment. It is important to examine volunteer applications for suitability for the NCSP and Flagship Partnerships as well as verify information provided by the applicant. Screening allows the Command Coordinator to eliminate individuals considered to be a risk for particular volunteer positions.

Reviewing volunteers before allowing them to represent the command in community service projects ensures that only individuals demonstrating a commitment to the Navy Core Values of Honor, Courage, and Commitment are accepted as a NCSP volunteer. This is particularly important when volunteers are assigned to projects involving youth, severely handicapped individuals, or elderly individuals. Immediate supervisors are in a position to provide an assessment of the prospective volunteer's suitability. The Command Coordinator should maintain a list of all volunteers who have undergone the reviewing process and have been approved.

Reviewing volunteers is a continuous process that is used to ensure that suitable individuals are honored with the opportunity to participate in the NCSP projects, partnerships, and activities. This section provides information and materials for the Command Coordinator and the Commanding Officer to use in selecting suitable volunteers and to avoid unnecessary liability to the Navy or command. It is the obligation of every Navy command to ensure, to the best of its ability, that the Navy, the command, the volunteers, and the community impacted by the NCSP and Flagship Partnerships are protected from harm.

Criteria for reviewing volunteers may include the following:

- Is the potential volunteer a role model for youth?
- Does the potential volunteer demonstrate a commitment to the Navy Core Values of Honor, Courage, and Commitment?
- Does the potential volunteer demonstrate leadership qualities?
- Does the potential volunteer communicate effectively and use language appropriate for interacting with youth?
- If the potential volunteer has previously had problems with alcohol or drugs, are the problems resolved at this time?
- Is the potential volunteer responsible?
- What positive contributions will the potential volunteer bring to the Flagship Partnership or NCSP project?

An additional method of controlling command liability is to develop and distribute a position description for potential Navy volunteers. The position description will provide a tool for Navy personnel to conduct a self-evaluation as to their suitability for the position. A position description clarifies the requirements and expectations for the volunteer and also provides clear parameters within which a volunteer is expected to perform. Volunteers should be discouraged from participating in activities outside the parameters of the position description and warned of the consequences should the volunteer fail to adhere to the responsibilities identified within the description. In addition, consideration should be given to the Reviewing Guidelines (Figure 4-2).

Figure 4-2**Reviewing Guidelines for the Navy Community Service Program**

The purpose of reviewing volunteers is to protect the Navy, the command, the volunteers, and the community impacted by the NCSP and Flagship Partnerships. Reviewing ensures suitable volunteers are assigned to the roles to which they are best qualified. The following guidelines may be used when determining an individual's suitability for youth-oriented community service projects and activities.

Temperament:

Many of the youth selected to receive special attention through Flagship Partnership projects and activities fall into the category of "at risk" students. The identification of "at risk" students includes student who are learning disabled, economically disadvantaged, or potential dropouts. These youth require additional attention, acceptance, patience, innovative and sometimes repetitive instructional approaches. If a volunteer has a low frustration threshold, and cannot be tolerant, the partnership experience will be unsatisfying for both the student and the volunteer.

Patient, caring, flexible, accepting individuals work best with young children and children with special needs. Volunteers with a structured approach to addressing issues may want to direct their efforts toward older, more mature students, or may concentrate on activities other than tutoring or mentoring. Alternatives may include judging science fair projects, helping with school landscape, maintenance, or cleanup activities.

Judgment:

Volunteers are often called upon to make judgments on serious issues. For example, the volunteer may be faced with deciding whether to drive the student home when the child misses the regular mode of transportation. The answer is no. Another example would be deciding whether the volunteer should work one-on-one with a child alone in a room? The answer is no. Another example is whether a volunteer should share concerns with a school teacher regarding the possible abuse or drug situation at home. The answer is yes. The list of possible serious judgment calls a volunteer may be required to make is endless.

Reliability:

Volunteers who are selected must be reliable and responsible. When screening volunteers, supervisors should carefully consider each individual's commitment to community service and demonstrated degree of dependability. Children need to know that they can depend upon adults to fulfill promises and keep appointments. It is disappointing for children to look forward to a volunteer's arrival only to have the volunteer fail to show up. Not only does this disappoint the children, but also it reflects poorly on the Navy and provides a negative example for children to follow.

When occasions arise which necessitate canceling or postponing a Flagship project or activity, it is important to notify the Flagship Partner with sufficient advance notice. Advance calling will allow Flagship Partners to prepare youth for a change in plans and to make alternative lesson arrangements.

Communication Skills:

To effectively act as a tutor, guest speaker, or instructor, a volunteer should be reasonably articulate in verbal presentation of ideas, enunciation, pronunciation, and grammar. Reasons for this are obvious. If a volunteer cannot be understood readily or sets a poor example in speech patterns and language usage, the volunteer will not be a productive example for easily influenced and impressionable youth. Supervisors should ensure that each volunteer has adequate communication skills to handle this challenge.

Behavior and Attitudes:

Navy volunteers should set the example for children to emulate when it comes to behavior and attitudes. Children should be able to note that Navy volunteers follow the rules, exercise good manners when interacting with other individuals, accept responsibility, maintain a positive outlook, and demonstrate a cooperative spirit. Children should see that the volunteers embody good work ethics such as timeliness, thoroughness in completing assignments, respect for supervisors, willingness to work hard, and positive attitudes which foster cooperation and good morale.

Appearance:

Volunteers represent the Navy when interacting with the public. A neat, clean appearance is important, both as a reflection on the Navy as well as an example for impressionable children.

Navy personnel with substance abuse problems, a history of disciplinary situations,

or poor military performance should not be permitted to participate as Flagship Partnership volunteers in youth-oriented programs until they have adequately demonstrated that these conditions no longer exist. Careful volunteer screening and selection of suitable volunteers will contribute significantly to program success.

Adapted from materials provided by Naval District Washington, Washington, DC

Prospective Driver Review

Additional reviewing criteria should be utilized for applicants interested in transporting participants to or from activities. The Command Coordinator should use the following questions during an interview to assess the applicant's skill in motor vehicle operation:

1. *Have you ever been convicted of driving under the influence of alcohol or other drugs?*

This question may reveal a substance abuse problem that extends beyond driving.

2. *Have you received any traffic tickets or had any automobile accidents in the past two years?*

This question may reveal unsafe driving practices.

3. *Describe your ability to drive or operate motor vehicles.*

This is a follow-up question to the previous one. Look for specific traits such as always fastening their safety-belts which is the law in most states, never driving after consuming alcohol, obeying the speed limit, or never having wrecked a vehicle. This may be a good time for the interviewer to explain the policy to check the motor vehicle department records of individuals considered for driving positions.

4. *Have you ever operated the type of vehicle used by the command?*

Driving a bus, van, or pickup may be different from driving the vehicle that the applicant may drive each day. At the very least, the organization would want to supervise the applicant closely until completely familiar with the organization's vehicle.

5. *Do you currently own an automobile? If so, are you licensed and adequately insured? Who is your insurance company?*

Many jurisdictions require motor vehicle owners to have automobile insurance. Not having insurance or being part of an assigned risk pool could be a clue to unsafe driving practices. Not only are these questions good for reviewing a potential volunteer, but they also help to protect the Navy.

Checking the driving records of applicants who will be transporting partnership participants to and from activities is also a reasonable risk management procedure. Driving records are maintained by the Department of Motor Vehicles (DMV) in each

state to track traffic violations and vehicle accidents. If the individual is newly licensed, or new to the state, the Command Coordinator should also check with the DMV of the applicant's previous duty station.

Step 1. Volunteer Application and Request Chit

The Command Coordinator should provide copies of a volunteer application package to interested Navy personnel. This application package consists of the Volunteer Application (Figure 4-3), the Volunteer Request Chit (Figure 4-4), and a Command Endorsement Form (Figure 4-5). Figures 4-3, 4-4, and 4-5 provide only samples of these forms. A command may generate a form of similar construct that is tailored to its needs.

The Volunteer Application and Volunteer Request Chit should be completed by the applicant and routed to the Command Coordinator via the Leading Officer, Division Officer, Department Head, and Executive Officer (or designee). The Volunteer Request Chit must contain responses from key supervisory members regarding whether they recommend or do not recommend the applicant for a volunteer position.

The purpose of the Volunteer Request Chit is to ensure that the volunteer's chain of command is supportive of the NCSP projects, partnerships, and activities. This step also provides the Commanding Officer and the Command Coordinator with the assurance that the applicant's suitability is supported by key supervisory members.

Once the Volunteer Request Chit is completed, the next step is for the Department Head or Executive Officer to complete the Command Endorsement Form (step 2).

Step 2. Endorsement Process

Always remember to ensure the confidentiality of applicant information, and to limit disclosure of information to personnel with a need to know

The Department Head or Executive Officer should complete the Command Endorsement Form (Figure 4-5). This form should be forwarded to the Command Coordinator along with the Volunteer Request Chit (Figure 4-4) and Volunteer Application (Figure 4-3). The Command Endorsement Form should contain a response for each of the checkoff items. The list of checkoff items provides the final endorsement authority, usually the Department Head or Executive Officer, the opportunity to

Navy Community Service Program

process may involve contacting the Family Advocacy Program (FAP) Manager for referrals, or the local police department for arrest records if drugs, alcohol, or child abuse or neglect is involved. This information is not readily known or available if strictly military records are reviewed.

Figure 4-3

Volunteer Application for the Navy Community Service Program(Sample)

NOTE: Command Coordinators are encouraged to tailor this application to meet specific support needs.

Date: _____

Name: _____

(Last)

(First)

(Middle)

(Rank/Rating)

Division: _____

Duty Section: _____

Address: _____

(Home)

(Duty)

Telephone: _____

(Home)

(Duty)

E-mail: _____

Current Job Responsibilities and Hours:

Previous Duty Station:

Command

Date Reported/Detached

Special Skills and Training:

Hobbies and Interest:

Community Involvement (clubs, church, service organizations)

I am interested in participating in the Navy Community Service Program and would like to assist with the (circle Flagship):

Personal Excellence Flagship

Tutoring in academic subjects

Mentoring student or assisting with research projects

Assisting students with special projects or computers

Assisting with physical education classes or sports teams

Assisting with clubs during school time

Special Olympics

Safety and health fairs

Drug Abuse Resistance Education (DARE) activities

Red Ribbon Week events

Environmental Stewardship Flagship

Environmental stewardship activities

Presentations on environmental issues

Environmental cleanup activities

Campaign Drug Free Flagship

Campaign Drug Free presentations

Project Good Neighbor Flagship

Food drives

Repairs and renovations of shelters and homes

Assistance to less fortunate individuals in times of need

The age level I would be willing to assist includes:

___ Preschool

___ Elementary (Kindergarten - 3rd grade)

___ Adults

Time Available to Volunteer (please X)

Frequency Willing to Commit

___ Working hours

___ Weekly

___ After work

___ Bimonthly

___ Evenings

___ Monthly

___ Weekends

___ Other

If you checked "yes" for weekday or weekend assistance, what days and hours would you be available?

Return Form to: _____

(Name and Rank of Command Coordinator) (Department/Code)

(Phone Number)

Your interest in Navy Community Service Program Flagship Partnerships is appreciated.

Figure 4-4

Volunteer Request Chit for the Navy Community Service Program (Sample)

Date: _____

From: (Applicant Rate/Name)

To: Command Coordinator

Via: (1) Leading Officer __ recommended/ __ not recommended

(2) Division Officer __ recommended/ __ not recommended

(3) Department Head __ recommended/ __ not recommended

(4) Executive Officer __ recommended/ __ not recommended

(or designee)

Subj: REQUEST TO PARTICIPATE IN THE NAVY COMMUNITY SERVICE PROGRAM

Encl: (1) Volunteer Application for the Navy Community Service Program

(2) Command Endorsement Form

1. I request permission to participate in (name of command) Navy Community Service Program with (name of Flagship Partner). I have completed the Volunteer Application, which is included as enclosure (1).
2. I will commit myself to active participation in the program for (specific timeframe). As part of my willingness to commit to the Navy Community Service Program, I would appreciate your consideration and recommendation for the position of Navy volunteer.
3. I have included the Command Endorsement Form (enclosure (2)), which is to be completed by the Department Head or the Executive Officer (or designee). This form provides additional information for the Command Coordinator to evaluate.

Conducting an informal background check allows the Navy to ensure the safety and protection of everyone involved in the NCSP and Flagship Partnership. The background check is essential to rule out any major risk factors that could interfere with the Navy's reputation and the program's success. Ensuring the suitability of volunteers is particularly important in programs involving youth. Applicants who feel threatened by this explanation and choose to pull their application are probably not best suited for the program.

Confidentiality is essential during the initial reviewing process. To maintain confidentiality, authority to contact the FAP should be limited to the Department Head, Executive Officer, or higher authority. Always remember to ensure the confidentiality of applicant information, and to limit disclosure of information to personnel with a need to know.

For applicants who clearly do not qualify for the NCSP, the Command Coordinator should express an appreciation for their interest and if a specific reason for the rejection is requested, stick to objective facts. The Command Coordinator should ensure that consideration has been given toward any volunteer positions that the individual may still be qualified to fill. It is important that the Command Coordinator avoid risks to the Flagship Partner, the command, and the Navy.

Step 3. Interview Process

After receiving the potential volunteer's Command Endorsement Form from the Commanding Officer or designee, the next step is to interview the applicant to obtain supplemental information to ensure selection of suitable individuals, particularly for youth-oriented programs. An interview, if properly conducted, will assist in identifying applicants that are qualified for the volunteer position as well as identify applicants that should be rejected for unsuitable characteristics. Applicants may decide to withdraw themselves from consideration once additional information is shared regarding expectations and responsibilities.

Interview questions should be open-ended, thereby requiring more response than a simple yes or no. The questions should enable a two-way exchange of information between the interviewer and applicant. Remember, the applicant also needs to have an opportunity to ask questions about the program. The Command Coordinator as well as other individuals assisting with the interviews should be familiar with the Screening

Figure 4-5

Command Endorsement Form for the Navy Community Service Program

DEPARTMENT HEAD (OR EXECUTIVE OFFICER) ENDORSEMENT:

From: Department Head or Executive Officer

To: Command Coordinator

Subj: NAVY COMMUNITY SERVICE PROGRAM

Encl: (1) Volunteer Request Chit

(2) Volunteer Application for (applicant's name)

1. I have reviewed enclosures (1) and (2). In addition, I have reviewed the applicant's Personnel Record as part of the reviewing process for the Navy Community Service Program. Additionally, the following suitability criteria have been carefully considered:

YES NO

Is there any documented evidence of drug usage or alcohol abuse? ___ ___

Does the applicant's record indicate unsatisfactory job performance? ___ ___

Does the applicant have any history of court martial, non-judicial punishment or involvement with civil authorities in the previous two years, or any major offenses anytime during the period of service? ___ ___

Does the applicant present a neat, professional appearance? ___ ___

Will the applicant reflect the command's high standards in his/her role as a Navy ambassador? ___ ___

Has the applicant been referred to the Family Advocacy Program (FAP) or is he/she experiencing any unusual family, marital or financial problems?

The Command Coordinator may want to use the following interview questions that were developed by the Boys and Girls Club of America and have been adapted for use in the NCSP.

1. *Why are you interested in volunteering for our program?*

Be alert for someone who over-identifies with children, is unduly excited about the possibility of working with children, or who emphasizes that working with children is much easier than working with adults.

2. *How would you describe yourself?*

3. *Please tell me about a situation in which you were responsible for disciplining a child, other than your own.*

Listen for use of excessive force, denigration of the child, unrealistic expectations about the children's needs, or use of discipline techniques that would violate the program's intent.

4. *What appeals to you most about volunteering for the program?*

Be alert for a preference to be left alone to "do their own thing." Also use this opportunity to explain the command's procedure for addressing situations where a volunteer has elected to stray from the responsibilities noted on the position description and the Flagship Partnership Memorandum of Understanding. For an example of a Memorandum of Understanding, refer to Figure 6-1.

5. *What was your childhood like?*

This question is intended to help uncover if the applicant was subjected to abuse as a child. If the applicant was, there may be an elevated chance that he or she could be abusive. Individuals who were abused as children and who have resolved their victimization have the potential to be excellent volunteers and provide positive role models for children. Applicants who appear not to have resolved their own childhood victimization should be screened out of unsupervised contact with children.

CAUTION! Applicants who are good candidates for working with children and those who are a threat to children share many characteristics. Rigorous interviewing can help the Command Coordinator to distinguish the difference.

Step 4. Volunteer Placement

Navy personnel selected to participate in the NCSP and Flagship Partnerships must demonstrate appropriate credentials or qualifications to perform the tasks. Once volunteers are approved for participation, they should be notified in writing by the Commanding Officer via the chain of command with a Volunteer Appointment Letter (Figure 4-6). The Command Coordinator should contact the new volunteer soon thereafter to schedule an orientation and training schedule.

The Command Coordinator should arrange the volunteer's placement so he or she can begin immediately following orientation and training. Upon completion of the orientation and training, volunteers should receive a Volunteer Assignment Letter (Figure 4-7).

The Command Coordinator should track each volunteer entering the NCSP. This should be accomplished by maintaining a tally on the Program Information Sheet (Figure 4-8). This information should be reported to the Attendant Geographic/Regional and Local Area Coordinators regularly to maintain a consolidated, up-to-date record keeping system.

The procedure for recruiting volunteers who have previously participated in Navy community service projects includes reviewing the list of volunteers who are approved to participate in the NCSP and Flagship Partnerships and who are also still in the command. The Command Coordinator should also review the Volunteer Exit Survey (Figure 4-9) that was completed by the volunteer. The information collected through the Volunteer Exit Survey will tell the Command Coordinator if the volunteers enjoyed the experience, if they thought the project was worthy of the time and resources allocated, and if the volunteers perceived their efforts resulted in a positive impact in the areas of education, citizenship, health safety and fitness, environmental stewardship, drug demand reduction, and humanitarian assistance.

To invite Navy personnel to continue to participate in community service projects, partnerships, and activities, the Command Coordinator should distribute the Memorandum Requesting Continued Volunteer Participation in the Navy Community Service Program (Figure 4-10) and the Volunteer Renewal Application (Figure 4-11). The Memorandum Requesting Continued Volunteer Participation targets Navy personnel within the command and invites them to continue their participation in the

partnership program during the next year.

Figure 4-6

Volunteer Appointment Letter for the Navy Community Service Program (Sample)

(Letterhead Stationery)

Date:

From: (Commanding Officer or Officer in Charge, Name of Command)

To: (Volunteer's Name, Rank and Name)

Subj: APPROVAL TO PARTICIPATE AS A VOLUNTEER IN THE NAVY
COMMUNITY SERVICE PROGRAM

1. You are hereby authorized to participate as a volunteer in the command's Flagship Partnership with (name of community organization). You have been screened and found to have the attitude, skills, talents and knowledge supportive of the community service goals and objectives, and to possess the commitment and dedication needed in a responsible program participant.
2. The Command Coordinator, (name), will soon contact you to schedule your orientation and training. Please feel free to contact the Command Coordinator at (Command Coordinator's phone number, fax and e-mail).
3. I sincerely appreciate your desire to contribute your valuable time and skills to this tremendous program, and look forward to having you onboard our community service team.

(Commanding Officer's Signature)

Copy to: Command Coordinator

Figure 4-7

Volunteer Assignment Letter for the Navy Community Service Program (Sample)

Date: _____

From: Command Coordinator

To: (Volunteer's Rank and Name)

Subj: VOLUNTEER ASSIGNMENT AND SCHEDULE

1. This is notification of your volunteer assignment and schedule for the Navy Community Service Program. You have been scheduled for:

Name of Community Site:

Point of Contact:

Address of Site:

Phone Number of Site:

Fax Number of Site:

email Address of Site:

2. While every effort was made to match your volunteer preference with the community site's schedule, your assignment may differ.

3. This assignment is considered a firm commitment. If you are unable to fulfill this assignment for any reason, please contact me immediately:

Name of Command Coordinator:

Phone Number and Extension:

Fax Number:

email Address:

Figure 4-8

Program Information Sheet for the Navy Community Service Program

Program Year:

Project Flagship: ___ Personal Excellence Partnership Flagship

___ Youth Health and Physical Fitness Flagship

___ Environmental Conservation Flagship

___ Campaign Drug Free Flagship

___ Sharing Thanksgiving Flagship

Command: (no acronyms please)

Full Address:

Community Service Command Coordinator:

(including Rate, Rank, or Civilian Grade)

Phone Number:

DSN:

Name of Flagship Partnership Project:

Name and Address of Flagship Partners:

Number of Volunteers: ___ Military ___ Civilian

Total Number of Volunteer Hours: ___ Military ___ Civilian

Number of Individuals Involved in Flagship Partnership Activities: _____

(this number is related to the people benefiting from the partnership)

Figure 4-9

Volunteer Exit Survey for the Navy Community Service Program

VOLUNTEER EXIT SURVEY FOR THE NAVY COMMUNITY SERVICE PROGRAM

Name: _____

Department: _____

The command is interested in your assessment of the command's involvement in the Navy Community Service Program (NCSP). In addition, we would appreciate feedback regarding how the NCSP affected you personally, and what impact you feel the command's participation has had thus far. Your sincere response to each question as well as your comments will greatly increase the command's ability to determine the effectiveness of the program, as well as areas of the program that need to be reevaluated.

1. Were the goals of the program, based on the needs of the volunteer site, made clear to you?

Yes No Comments

2. Do you feel the command is meeting the needs of the Flagship Partner?

Yes No Comments

3. What could volunteers or the command do to meet those needs?

4. Were the Navy's resources used effectively?

Yes No Comments

5. Was there effective communication between the Flagship Partners and the volunteers?

Yes No Comments

8. What, if any, difficulties did you encounter in volunteering?

9. Did the Flagship Partners seem to appreciate volunteer efforts?

Yes No Comments

How was this appreciation shown?

10. Did you have a good working relationship with the Flagship Partner representatives of your volunteer service?

Yes No Comments

11. Did you have a good working relationship with the with the Flagship Partner Representatives of the program?

Yes No Comments

12. Do you feel you received the proper orientation and training to be an effective volunteer?

Yes No Comments

13. Did your command and department support your involvement in the program?

Yes No Comments

14. Did you have any difficulty meeting your pre-arranged schedule because of collateral duties?

Yes No Comments

15. Do you feel your involvement assisted in the education or enrichment of the youth and the community?

17. Did your involvement in the program affect you personally and professionally?

Yes No Comments

18. Weighing all factors, would you consider the program a success?

Yes No Comments

19. COMMENTS:

a. Please list the reason(s) you chose to volunteer

b. Would you recommend volunteering to other Navy personnel?

Yes No Why?

c. What do you think you gained from this experience?

d. Would you participate again in the program if given the opportunity? Please explain reasons.

Yes No

Reasons:

Thank you for responding to this survey. The time you have contributed to the success of the Navy Community Service Program and Flagship Partnerships is appreciated. This survey should be returned to the Command Coordinator.

Figure 4-10

**Memorandum Requesting Continued Volunteer Participation
in the Navy Community Service Program**

MEMORANDUM

Date: _____

From: (Name of Coordinator), Command Coordinator

To: (Name of Volunteer)

Subj: REQUEST FOR CONTINUED VOLUNTEER PARTICIPATION IN THE NAVY
COMMUNITY SERVICE PROGRAM

1. I hope you have had the opportunity to reflect upon last year's community service efforts and your commendable contributions to the Flagship Partnership. You contributed to a tangible, positive impact on the command's Flagship Partner. I sincerely urge you to extend this commitment during the coming year by again volunteering your time, talent, and skills.
2. As a veteran of the partnership program, your insight and suggestions for program improvement would contribute greatly to enhancing our command's partnership effectiveness.
3. To volunteer for this year's Flagship Partnerships, simply complete the attached form and submit it to me as soon as possible via your supervisors. Your special experience and talents will ensure the success of this year's Flagship Partnerships. I urge you to continue your volunteer service to this worthy cause. Thank you.

Figure 4-11

Volunteer Renewal Application for the Navy Community Service Program

Date: _____

From: _____

(Applicant)

To: Command Coordinator

Via: Leading Chief ___recommended/ ___ not recommended

Division Officer ___recommended/ ___ not recommended

Subj: AGREEMENT TO CONTINUE AS A VOLUNTEER IN THE NAVY
COMMUNITY SERVICE PROGRAM WITH (NAME OF FLAGSHIP PARTNER)

Encl: (1) Memorandum Requesting Continued Volunteer Participation in the Navy
Community Service Program dated _____

1. In response to your request in enclosure (1), I would like to commit myself to another year of active participation in the command's Navy Community Service Program for the year 20____.

In the event that the Command Coordinator selects to renew or revitalize a Flagship Partnership, proper recognition should be given to those volunteers who previously supported the effort and elected to continue to serve as a volunteer.

If the command has maintained a partnership for an extended time, the Command Coordinator should contact the partner's representative. This individual may be able to provide periodic updated briefings for potential volunteers. If possible, meet with the representative, especially if the Command Coordinator or the representative is new to the program or partnership.

Volunteer Orientation and Training

Orientation Time and Place

Orientations for volunteers participating in the Flagship Partnerships may be formal or informal depending on the scope of community service program as well as the experience and expertise of those involved. Orientation sessions should occur frequently to include new volunteers as they enter the program. Quarterly orientation sessions are a reasonable frequency.

Orientation activities should last one or two hours and include an opportunity for socializing among volunteers who will be working together. Orientation activities for various community service programs should be tailored to the program's needs. Having all persons involved together at the community service site, the command or base, or at another suitable site encourages an exchange of information and viewpoints, and helps increase the understanding of each other's needs, resources, and limitations.

Preparing for the Orientation

Orientation, is the responsibility of the Command Coordinator and Flagship Partners. The Flagship Partners usually take the initiative to conduct the orientation. Orientation materials, agenda, and procedures should be prepared jointly by the Flagship Partners. Name tags should be prepared for all participants both volunteers and instructors. The Volunteer Checklist (Figure 4-12) contains information that should be addressed during the orientation.

Figure 4-12

Volunteer Checklist for the Navy Community Service Program

Please use this sheet to take notes during the orientation to ensure that you are initially prepared to participate in the community service project:

Where do I park during the Flagship Partnership activity?

Who do I check in with to determine my activities for the day?

Where are the restrooms?

Where are the emergency exits?

To whom do I refer discipline or participant problems?

What is the number of participants and what they are like (special education, at-risk, low income, college bound)?

What might I expect from participants with regard to behavior, skill levels, values?

What procedures are to be followed if I am unable to participate in a Flagship Partnership activity?

Are there particular students I will be assisting?

To what subject areas or activities I am assigned?

What is the schedule to be followed during the activity?

(Note to Command Coordinators: The list above includes sample questions that the volunteer may want to ask. Volunteer orientation should take place at the Flagship Partner site and should include a tour of the facilities. With specific information regarding the participants, the volunteer will be able to maintain a comfort level that allows him/her to be better equipped to address possible problems.)

Adapted from materials provided by Naval District Washington, Washington DC

Purpose of the Orientation Session

The intent of the orientation is to acquaint volunteers with:

- Community service goals and objectives.
- The site where they will be working.
- The target group with which they will work.
- Special protocols and procedures.

Agenda for the Orientation

- Introduction of Attendant Geographic/Regional and Local Area Coordinator, Command Coordinator, and other Flagship Partners. The presence of a senior Navy official such as the Commanding Officer is recommended.
- Welcoming remarks.
- Distribution of a volunteer handbook or other pertinent materials to volunteers.
- Brief profiles of the command and Flagship Partners presented by the Navy volunteers with previous experience and Flagship Partner representatives. Cultural differences should be reviewed. The Navy volunteers and Flagship Partners are informed on the organization, demographics, other pertinent data about the target group, description of the group's needs, and available resources. The Flagship Partners have the opportunity to learn about the Navy and the command.
- Presentations may include the following information:
 - Identification of objectives.
 - Identification of benefits of the Flagship Partnership.
 - Explanation of Command Coordinator and volunteer responsibilities.

- Identification of Navy and Flagship Partner resources including materials and technical assistance.
- Discussion of results collected through Needs Assessment Survey (Figure 3-2) and prioritization of community needs and identified projects.
- Volunteers should be informed on:
 - Calendar of events including project schedule, starting and ending dates, and activity hours.
 - Description of location of the activity including location of parking and restroom facilities.
 - Transportation arrangements (public transportation, command vehicles, Flagship Partner vehicle, or personal vehicle).
 - Points of contact, phone number, fax number, and e-mail address (as appropriate).
 - Cancellation procedures.
 - Confidentiality issues.
 - Relevant state and local requirements impacting community service projects and activities.
- Question and answer period.
- Social opportunity.

Volunteer Training

Training will sometimes be needed to prepare Navy volunteers to perform specific tasks for planned activities. Training consists of instruction that is more detailed than a general orientation. Training is recommended for Navy volunteers and Flagship Partners involved in NCSP projects and activities.

Designing a Training Program for Volunteers

The Flagship Partner has primary responsibility for training volunteers. The Command Coordinators should also be informed and capable of developing the training program. If training is necessary, and no program exists, the program should be developed by the Command Coordinator, and the participating Flagship Partners.

Training helps volunteers to:

- Define their roles clearly.
- Increase their confidence and leadership abilities as well as identify resources for volunteers to obtain directions if an unforeseen event occurs.
- Learn skills to assist in the selected activity.
- Encourage a positive experience.
- Convey a good initial impression.
- Smooth the way for acceptance of the program in the community.

Guidelines for Training

- Identify the specific community need to be addressed by Navy volunteers.
- Define training objectives. For example the objective might be that volunteers will acquire the skill to communicate clearly with student audiences or that volunteers will respond appropriately to a crisis hotline call.
- Select among alternative training approaches. For example, training might include a lecture, demonstration, simulation, role playing, small group activities, discussions, question-and-answer forum.
- Design training materials that are practical and specifically support training objectives. Materials may include audiovisuals, flip charts, manuals and other written materials, or an explanation of basic research related to the training topic.
- Select knowledgeable individuals to conduct the training. For example, trainers could include staff members, teachers, Navy trainers, and counselors.

Volunteer Feedback

The Command Coordinator should always be receptive to ideas and suggestions as well as will to address conflicts identified by volunteers. To encourage volunteer input throughout the year the Command Coordinator should:

- Solicit input during regular volunteer meetings. These ideas should be documented if requested in a verbal forum.
- Maintain a suggestion box.
- Insert the Command Interest Survey (Figure 3-1) as an attachment to the Plan of the Day or distribute the survey via electronic mail to solicit volunteers periodically throughout the year.
- Activity Ideas Submissions (Figure 4-13) should be reviewed routinely and acknowledged.

Figure 4-13

Activity Idea Submission Form for the Navy Community Service Program

Date:

Name: Phone Number:

Name of Community Group:

Point of Contact for the Community Group: Phone Number:

Activity Idea:

Goal or Objective Accomplished Through the Activity:

Thank you for taking time to submit you idea. The idea will be carefully considered in planning upcoming projects and activities. Please return this form to the Command