

This Memorandum of Understanding (MOU) is a letter of agreement between your agency and the Whatcom Volunteer Center. The MOU defines the basic provisions that guide our working relationship. Completion of the MOU assures your agency's eligibility for services provided by the Whatcom Volunteer Center (WVC). WVC needs the MOU to assure volunteers that our partner agencies understand and have agreed to abide by the provisions of the MOU. Without the MOU on file, we cannot serve your agency.

MEMORANDUM OF UNDERSTANDING

Between
Whatcom Volunteer Center
and

Partner Agency: _____

Address: _____

Business Phone Number(s): (____) _____ FAX Number:(____) _____

Email Address: _____ Website: _____

Is your site wheelchair accessible? **Yes** **No** **Not applicable**

Agency's Primary Mission: _____

The **representative from the partner agency** who will serve as liaison with Whatcom Volunteer Center and be responsible for volunteer orientation and supervision is:

_____ Telephone/Extension: _____

(If different than above)

Both parties agree that no person, because of race, color, national origin, sex, sexual orientation, age, religion, creed, or disability shall be discriminated against in employment, services, or any aspect of the program's activities. It is agreed that the attached basic provisions will guide our working relationship. This Memorandum of Understanding (MOU) may be amended in writing at any time with concurrence of both parties. It will be reviewed periodically to reflect needed changes.

Whatcom Volunteer Center Representative

Partner Agency Representative

Signature: _____

Signature: _____

Print Name: _____

Print Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

Return this MOU form with a copy of your agency's 501(c)(3) determination letter to: Whatcom Volunteer Center, 725 N. State Street, Bellingham WA 98225. We will return a copy of the signed MOU to you.

This MOU will remain in effect for one (1) year three (3) years. It may be amended, in writing, at any time with concurrence of both parties. It may also be terminated by either party with 30 days notice.

What Whatcom Volunteer Center will do for you:

1. Advocate for the value and importance of the volunteer sector in Whatcom County to all sectors of the community.
2. Attempt to fill your volunteer needs by promoting, publicizing your volunteer request and recruiting and referring volunteers to your agency.
3. Promoting and presenting events that support volunteers and the agencies that work with them.
4. Provide enrolled volunteers with:
 - a. Information on their rights and responsibilities as a volunteer and other important volunteer information
 - b. secondary accident, personal liability, and excess automobile liability insurance as well as \$2,500 life insurance coverage;
 - c. limited mileage reimbursement to low-income senior volunteers for miles driven to and from their home to their volunteer worksite only
 - d. on-going support and regular communication.
5. Provide training and assistance on the effective use of volunteers.
6. Outreach to the community to advocate for volunteer involvement and recruit new volunteers
7. Provide, on your request, a report of volunteers, jobs, volunteer hours, and reimbursement to volunteers as reported to the WVC.
8. Provide a sample grievance procedure to address serious problems arising between the volunteer and the partner agency for partner agencies to adapt for their own use.

The partner agency agrees to:

1. Maintain communications with the WVC, including keeping the MOU current, notifying WVC of address, phone, e-mail, and contact person changes at the partner agency.
2. Assure that the volunteer assignment will not displace employed workers or impair existing contracts for services.
3. Interview and screen prospective volunteers regarding placement of the volunteer with your partner agency. **Please note:** Screening of volunteers for appropriate assignment, including police background checks, fingerprinting, psychological testing and other screening methods is the responsibility of the agency utilizing the services of the volunteer. WVC will not be held accountable for any unacceptable behavior or performance of the volunteer.
4. Ensure that volunteers receive adequate supervision and a safe environment for their volunteer assignment.
5. Provide an accessible workplace for volunteers and make reasonable accommodation for volunteers with special needs. Complete an accessibility survey form as required by WVC funders.
6. Assist volunteers to report their time to WVC. For WVC benefits to be in place, volunteers need to be enrolled with the WVC and up to date in reporting their hours. Those programs that supply mileage reimbursement for their work also need the volunteer supervisor's signature on their submitted time sheet.
7. Investigate and report to WVC staff any accidents and injuries involving volunteers.

Help us link volunteers to you and keep volunteers once they come to work for you:

- Let WVC staff know as soon as a referred volunteer has been accepted or denied.
- Inform WVC when a volunteer request is filled to ensure that WVC's *Community Volunteer Opportunities* are up to date.
- Provide appropriate orientation, on-the-job training, supervision, evaluation and ongoing professional development for volunteers working in the agency.
- Ensure adequate workspace, supplies, and safety precautions for volunteers.
- Thank volunteers on a regular basis and provide adequate recognition for their work. (WVC can provide you with recognition ideas).
- Whenever possible, provide mileage reimbursement to volunteers for errands run for the agency. (WVC provides mileage only to senior volunteers in financial need and then only for mileage accrued between the volunteer's home and the worksite - not for miles driven on behalf of the partner agency.)
- Have a system in place that assists volunteers to submit time sheets to WVC by the 5th of each month. Validate time sheets for volunteers by signing the appropriate form (critical for those volunteers receiving mileage reimbursement.)
- Support professional development opportunities for staff assigned to supervise volunteers.