**VRPM Documentation Overview**

The following is a summary of documents related to the VRPM policies. Depending on how you operate your volunteer management program, you may have additional documents that do not appear on this list. The intent of the list is to make some suggestions on how to best collect and retain the documents that relate directly to the VRPM policies.

Keep in mind that the policies give the SMP/SHIP latitude in the updating and retention of documentation. For example, under policy 3.42: Documenting screening, the SMP/SHIP sets its own timeframe for retaining screening records. When the VRPM policies do not specify a time requirement for document retention, 7 years is a generally accepted timeframe for retaining records, so is the suggested default. However, since records contain useful information and can be used to demonstrate that the procedures for your SMP/SHIP are being followed, you might decide to keep them indefinitely, especially if you use electronic storage. As you determine the standards for your SMP/SHIP, check state or agency requirements in your area.

Many of the documents listed below are basic personnel records and are generally retained in a “volunteer personnel file.” This could be a paper folder or it could be an electronic record, such as a computer program that maintains data on basic volunteer information (contact information, timesheets, etc.). Whatever method you choose, remember that these documents contain confidential personal information of volunteers and must receive all the care and safeguarding that personal information of beneficiaries or paid staff would receive, regardless of whether it is the SMP/SHIP or a VHO (volunteer host organization) that collects and holds the information.

| **Policy** | **Type of Document** | **Updating** | **Retention** | **Status / Notes**  *(e.g. in place, needs some work, not currently collecting)* |
| --- | --- | --- | --- | --- |
| 2.1 Risk assessment | Risk assessment | Every 3 years | Retain for review and comparison with future risk planning |  |
| 2.3 Automobile insurance coverage | Signed verification by volunteer of coverage | Annually or whenever volunteer notifies of change in coverage | Keep in volunteer personnel file |  |
| 2.8 Incident reporting | Reporting form for accidents and record of outcome | As incident occurs | Default of 7 years |  |
| 2.10 Emergency contact procedures | Contact information for volunteers | Annually | Keep in volunteer personnel file |  |
| 2.11 Disaster plan | Plan and contact information for volunteers affected | Annually or as new volunteers are recruited in area | Default of 7 years |  |
| 3.9 Maintenance of records | Volunteer personnel file | Update as new documents are added or current documents are updated | As long as volunteer is enrolled plus 7 years |  |
| 3.14 Role descriptions | Individual volunteer role description | Updated as role is modified | Keep in volunteer personnel file |  |
| 3.15 Standards of performance | Standards of performance | At the beginning of the volunteer’s assignment | Keep in volunteer personnel file |  |
| 3.23 Recruitment of minors | Parental consent | Prior to acceptance as a volunteer | Keep in volunteer personnel file |  |
| 3.26 Wait list | Wait list of interested volunteers | As needed | Retain for review as volunteer opportunities become available |  |
| 3.28 Screening authority | List of authorized persons who can make screening decisions | Update as authorized persons change | Include with internal screening procedures |  |
| 3.31 Full disclosure of process and volunteer consent | Signed consent to background screening | Updated if volunteer role changes and requires additional screening | Keep in volunteer personnel file |  |
| 3.32 Application form | Background information provided by prospective volunteers | Updated during volunteer interviewing | Keep in volunteer personnel file |  |
| 3.35 Conflict of interest | Signed attestation of no conflicts of interest | Reviewed and updated annually during volunteer evaluation or when volunteer reports a new conflict | Keep in volunteer personnel file |  |
| 3.36 Reference checks | Signed consent to contacting referees and summary of comments by referees | Potentially updated if volunteer moves to a significantly different position requiring higher screening | Keep in volunteer personnel file |  |
| 3.37 Background checks | Results of background checks | Updated if volunteer moves to a significantly different position requiring higher screening and at SMP/SHIP timeframe for re-screening | Keep in volunteer personnel file |  |
| 3.38 Criminal records checks | Results of criminal background checks | Updated if volunteer moves to a significantly different position requiring higher screening and at SMP/SHIP timeframe for re-screening | Keep in volunteer personnel file |  |
| 3.39 Driver’s license and record checks | Copy of driver’s license and result of driving record check | Driver’s license updated annually | Keep in volunteer personnel file |  |
| 3.42 Documenting screening | All screening documents | Updated as new screening is undertaken | Keep in volunteer personnel file (for accepted applicants); retain for minimum of six months for rejected applicants |  |
| 3.52 Acceptance and appointment | Letter of acceptance of volunteer | Updated if volunteer temporarily ends service and later returns | Keep in volunteer personnel file |  |
| 3.55 Orientation | Record of successful completion of orientation | Updated as completed | Keep in volunteer personnel file |  |
| 3.56 Training | Record of successful completion of training | Updated as completed | Keep in volunteer personnel file |  |
| 3.57 Credit for related training | Record of successful completion of training | Updated as applicable | Keep in volunteer personnel file |  |
| 3.58 Demonstrating qualifications | Result of proficiency tests | Updated as determined necessary | Keep in volunteer personnel file |  |
| 3.59 On the job training | Record of successful completion of training | Updated as determined necessary | Keep in volunteer personnel file |  |
| 3.62 Continuing education | Record of successful completion of additional training | Updated as completed | Keep in volunteer personnel file |  |
| 3.74 Documenting performance | Performance evaluations | Annually | Keep in volunteer personnel file |  |
| 3.76 Progressive corrective action | Corrective action plans; notes on performance deficiencies | As required | Keep in volunteer personnel file |  |
| 3.77 Dismissal of a volunteer | Letter of dismissal | At time of termination of service | Keep in volunteer personnel file |  |
| 3.78 Immediate dismissal | Letter of dismissal | At time of termination of service | Keep in volunteer personnel file |  |
| 3.82 Grievance/complaint procedure | Volunteer complaint form, appeal request/results, and related paperwork | As applicable throughout the complaint process | Keep in volunteer personnel file |  |
| 3.83 Investigation of outside complaints | Complaint form, results of investigation | At time of complaint | Keep in volunteer personnel file |  |
| 3.84 Resignation | Record of volunteer resignation; SMP/SHIP identification and other SMP/SHIP property or materials | At time of resignation or termination of service | Keep in volunteer personnel file |  |
| 3.86 Exit interviews | Exit interview/survey questions document | When the volunteer leaves the SMP program | Keep in volunteer personnel file |  |
| 3.94 Confidentiality | Copy of volunteer agreement | Upon acceptance of position | Keep in volunteer personnel file |  |
| 3.96 Recording of volunteer time and activity | Volunteer time sheets | On a “timely” basis – usually monthly | Keep in volunteer personnel file |  |
| 3.102 Reimbursement of expenses | Expense forms | As submitted | Keep in volunteer personnel file |  |
| 3.109 Recognition | Record of any awards or accomplishment | As awarded | Keep in volunteer personnel file |  |
| 4.3 Reporting stolen or lost consumer information | Reporting form and record of steps taken to address loss | As incident occurs | Default of 7 years |  |