



MASSACHUSETTS ASSOCIATION
_____ for the _____
Blind and Visually Impaired

Volunteer Handbook

Contact us at 1.888.613.2777
or visit <https://www.mabvi.org/volunteer>

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Dear MABVI Volunteers,

On behalf of MAB Community Services and the Massachusetts

Association for the Blind and Visually Impaired (MABVI), I would like to welcome you to our Volunteer Program. Thank you for joining us. Your time, energy and commitment toward supporting individuals who are blind or visually impaired embodies the spirit of MABVI.

Since the beginning of our volunteer program in 1959, volunteers have been the heart and soul of our organization. Your compassion, skills and dedication allow us to work with over 300 individuals who are blind or visually impaired every year.

As a volunteer with our organization, you will receive comprehensive training, a thoughtful matching process, and ongoing support to ensure that your volunteer experience is a positive one.

I would also like to recognize the program staff working in the Brookline and Worcester offices. Our staff spends countless hours ensuring that you receive excellent training, are supported on an ongoing basis, and kept up to date with events and opportunities. They are a small yet talented team that makes our Volunteer Program run smoothly and effectively. I hope you enjoy working with them.

Your generosity is vital to the success of our mission of ensuring that blind or visually impaired individuals can live confident and independent lives. You will gain a new and profound view of the world as you work with our program participants; they will help you learn new ways of looking at the world as much as you help them get through an inaccessible world. We are grateful you are choosing to spend your time, talent and energy working with our team.

Welcome to MABVI!

Warm Regards,

Sassy Outwater-Wright
Executive Director
Massachusetts Association
for the Blind and Visually Impaired

MABVI volunteer department
Director of Volunteer Services:
Alexandra Maggio
617-972-9119
amaggio@mabcommunity.org

General MABVI inbox
volunteer@mabcommunity.org

MABVI Main Line
1-888-613-2777

Our History



MAB Community Services (MAB) has been creating opportunities for people with disabilities since 1903. We were founded as the first social service organization in the country for blind adults; Helen Keller was on our first advisory board. We were also one of the first organizations to develop community-based programs for adults with developmental disabilities, and we operate one of the only schools in the country for young people with brain injuries.

Our Programs



Ivy Street School is a day and residential program for young men and women from the ages of 13 to 22 with brain injuries and other neurological difficulties. Our year-round, therapeutic environment provides education, vocational training, physical education, physical therapy, speech therapy and occupational therapy. The school helps students gain the skills they need to prepare for successful adult life.

Our Programs

MAB ADULT DISABILITY SERVICES

Adult Disability Services (ADS) operates 25 community group homes and 3 day programs in Greater Boston, provides orientation and mobility training, and offers employment and day supports to individuals with developmental disabilities, brain injuries, and secondary disorders such as blindness, deafness, and issues related to aging.

Our Programs

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Massachusetts Association for the Blind and Visually Impaired (MABVI) helps adults with vision loss continue daily activities through specialized low vision exams and in-home vision rehabilitation. MABVI's low vision support groups and one-to-one volunteers help individuals of all ages cope with vision loss and manage daily tasks.

Our Mission

The Massachusetts Association for the Blind and Visually Impaired, a division of MAB Community Services, is committed to supporting individuals living with vision loss. We teach strategies for doing all the activities you may have previously relied on vision to accomplish. There is no one, or right way to live with vision loss. Our goal is to help you find ways that work for you and to provide you with the support you need.

Access Technology

Access technology includes apps and devices that help individuals with disabilities complete tasks and increase independence. MABVI's Access Technology Training Centers help people who are blind or visually impaired learn to use technology that helps them do what they want to do. Our Centers employ tech-savvy volunteer trainers, who also serve as peer supports and role models to demonstrate the many ways that tech can improve quality of life for individuals with vision loss.

Assistive technology opens access to:

Printed and Digital Text

Apps for Daily Living

Financial Information and
Banking

Healthcare information
and Tools

Transportation and
Navigation Services

Social Connectedness and
Communication

Rehabilitation

From reading the fine print in books and on medicine bottles to moving safely from room to room in your home, there are many activities that become more challenging with low vision. Our vision rehabilitation specialists are licensed occupational therapists who have additional training in low vision, and they are a wealth of community information. Rehabilitation specialists provide in-home services that are covered by most insurance plans. With a rehabilitation specialist, you'll learn new ways to accomplish daily activities, reduce stress, and improve your quality of life.



Referrals

MABVI makes referrals to doctors for Low Vision Evaluations, specialized exams that help people with low vision function better with their remaining eyesight. There are many benefits to visiting a low vision center. The low vision exam provides important information about how patients function in everyday life, and one-on-one training is provided to help to enhance usable vision, often with prescribed optical devices. The optometrist may also suggest follow-up services such as MABVI's in-home occupational therapy, to make sure that patients have the training to help with activities of daily living and successfully use any devices.

A photograph showing three people in a support group setting. On the left, a woman with short white hair and glasses is looking towards the center. In the middle, a man with short dark hair is smiling and looking towards the right. On the right, a man with glasses is looking towards the center. They appear to be in a warm, indoor environment with yellow flowers in the background.

Peer Support Groups

Our low vision peer support groups or Peer Empowerment Program (PEP), which are funded through a contract with The Massachusetts Commission for the Blind, meet once a month and provide a warm, relaxed, engaging opportunity to meet peers who are sharing the experience of coping with serious vision loss. These sessions offer a place to share practical and emotional support, as well as suggestions, advice, and hopefully some laughter and light-heartedness! Support group members share tips, coping skills, anecdotes, and useful resources, as well as any fears and frustrations, as they adapt to vision changes. MABVI support groups are run in communities throughout Massachusetts and most are led by visually impaired peer coordinators. It is our hope that MABVI's support groups will also provide a place to enjoy each other's company, and develop long-term friendships. There are 36 groups throughout the state.

Adjustment Counseling

Fear of losing independence, tremendous anxiety, depression, anger, grief, and isolation, are all common responses to experiencing vision loss. Vision loss may impact marriages, personal relationships, work, education, socializing, activities, and your own understanding of who you are as a person. Our affiliated Vision Loss Counselors practice in the community and will support you through the challenges of adjusting to vision loss. They will encourage you toward renewed independence through new and proven coping strategies. Some of our counselors even have “lived experience” as blind or visually impaired individuals. Your counselor will work with you to build a toolbox of skills that will provide new ways to accomplish your daily and long-term goals.

Orientation and Mobility

Orientation and Mobility is specialized training provided by Certified Orientation and Mobility Specialist (COMS) to individuals who are blind or visually impaired on specific strategies and skills for safe, efficient, and effective travel in both indoor and outdoor environments

Some of the skills that are taught include:

Protective techniques - specific skills which provide added protection in unfamiliar areas

Searching skills - locate items or places efficiently

Use of public transportation

Long cane skills: use of various cane techniques to clear one's path or to locate objects along the way

Sighted guide - using another person aid in travel

Volunteer Program

Volunteers provide confidential, reliable support that helps individuals who are blind or visually impaired lead the complete, rich, joyful lives they want to live. Volunteers are matched one-to-one with a participant. Each volunteer is thoroughly interviewed, screened, undergoes a thorough background check, and is trained by MABVI's experienced staff.

Examples of volunteer activities include:

Reading mail, magazines, books, and paperwork

Writing letters, emails, and filling out forms on paper or online

Helping with grocery shopping or errands

Serving as a sighted guides for running, walking, the gym, or other fitness activities

Provide transportation to doctor's appointments (in Central MA only)



Statement of Purpose

The purpose of the MABVI volunteer department is to match volunteers 1:1 with individuals who are blind or visually impaired in order to help them lead the complete, rich, joyful lives they want to live. The program aims to enrich the sense of community, be a rewarding experience for the volunteers who donate their time and maintain independence for those with visual impairments by providing confidential, reliable support.

MABVI 1:1 Volunteer Process

Once a volunteer inquires about our program, the Volunteer Department will start the process of onboarding the prospective volunteer.

Virtual Onboarding Process

The prospective volunteer is sent an email with the link to our online application. The application must be submitted in order to start the onboarding process. If we do not see a submitted application in one week, we will reach back out to the prospective volunteer to check if they are still interested.

Once the application has been submitted. The prospective volunteer is given access to the online training. The prospective volunteer has one week to complete the training.

Once training is complete, the prospective volunteer is sent a link to schedule a zoom or phone interview. The interview is used to review the online training, and allow the prospective volunteer to ask questions. We will also learn more about your preferences, schedule and personality in the interview to make the best match possible.

After the interview, the volunteer will also receive a DocuSign email with the Criminal Offender Record Information (CORI) to be completed. HR will process the CORI and the Volunteer Department will reach out to the references. (If there is an issue with any of these things, we will contact the volunteer.)

The Volunteer Department will then try to match the volunteer as soon as possible with a participant who meets the volunteer's preferences. We will reach out to the participant and tell them about the volunteer, and reach out to the volunteer and tell them about their participant match. If both parties are interested in moving forward, we will give the volunteer the participant's phone number to reach out.

The volunteer reaches out and introduces themselves to the participant, and the two will schedule their in-person meeting or phone chat.

Volunteer Department circles back with volunteer and participant after the first meeting to ensure both are happy with the match.



Who can volunteer with MABVI?

In order to volunteer for the one-to-one program, volunteers must live within Massachusetts and be 18 years or older. Please note, we do not match a pair of volunteers with a participant. We only match one-to-one as this is in the best interest of the participant.

Required Volunteer Paperwork

Volunteer Application - See Appendix I

The volunteer application is submitted before the volunteer training. This is done via our online application link which upon submission creates a file for the prospective volunteer in our database. The application will require Name, Address, Email, Phone, and ask important questions of the prospective volunteer for matching purposes.

Volunteer Contract (Included in the online application) - See Appendix II

Confidentiality Policy (Included in the online application) - See Appendix II

Consent and Release Form for Permission to Use Photos/Videos (included in online application) - See Appendix II

*** This can be waved if the volunteer does not want to release consent**

Criminal Offender Record Information (CORI) - See Appendix II

*** To be completed by a parent or guardian and not the minor in a family match**

Driver Pledge - See Appendix III

Financial Transaction Release form- See appendix IV

MABVI 1:1 Volunteer

Reports to:

Member of the volunteer team who made the match for all match issues. Reports to Director of Volunteer Services for general check ins.

Summary:

MABVI's Volunteer Program matches volunteers 1:1 with a participant in need of assistance. Volunteers can choose from a variety of tasks listed on the application. Common activities are, but not limited to: reading mail, grocery shopping, clerical tasks, walking or fitness. The purpose of this program is to:

- Provide blind and low vision individuals with a source of assistance for everyday tasks to help them remain as independent as possible.
- Provide trained and supervised volunteers with an opportunity to perform worthwhile services that are meaningful and personally rewarding.
- Volunteers are not responsible for personal care or household work such as cooking, cleaning, laundry.

Essential Duties and Responsibilities:

- Meet with participant match once a week or every other week for 1-2 hours as needed for the task being performed
- Assist participant as needed

Essential Duties and Responsibilities Continued:

- Describe to the participant your surroundings, such as stairs, curbs and sidewalk conditions for safe, enjoyable movement within both indoor and outdoor environments.
- Read instructions, labels or upgrade information as needed.
- Contact participant 24 hours before appointment to confirm appointment time.
- Contact participant if you will be late or if an emergency prevents you from keeping your scheduled meeting.
- Inform the MABVI volunteer office if you are no longer able to volunteer, or you have concerns about your participant match.
- Respond to MABVI volunteer department check-ins.
- Exit interview upon leaving MABVI

Qualifications:

- Dependable, friendly, patient, flexible and respectful of participant confidentiality.
- Successful completion of volunteer orientation session and background check.
- Must be 18 or older, or 17 and under with a parent or guardian
- Valid driver's license and auto insurance for assignments involving transport of participant to desired locations.

Time Commitment:

- 1-2 hours per week or every other week (schedule may vary due to participants needs)
- At least a 6 month commitment

TeleFriend Volunteer

Reports to:

Director of Volunteer Engagement and Retention
Volunteer Coordinator

Summary:

The TeleFriend volunteer opportunity alleviates social isolation for our participants. Volunteers are matched with a participant and call once a week to provide companionship.

Essential Duties and Responsibilities:

- Call participant once a week to chat socially
- Try to keep calls light and friendly, with the intention of lifting participant spirits
- Contact if you will be late or if an emergency prevents you from keeping you calling at your regular time.
- Inform the MABVI volunteer office if you are no longer able to volunteer, or you have concerns about your match.
- Respond to MABVI volunteer department check-ins
- Exit interview upon leaving MABVI

Qualifications

- Dependable, friendly, patient, flexible and respectful of participant confidentiality.
- Successful completion of volunteer orientation session and background check.
- Must be 18 or older

Time Commitment

- A typically time commitment is 30-60 minutes per week
- At least a 3 month committment

Volunteer Driver/Escort

Reports to:

Volunteer Coordinator

Summary:

The MABVI Volunteer Medical Escort Program is designed to provide people with low vision living in Worcester County with medical escort transportation. MABVI provides volunteer transportation services to any Worcester County Resident who is blind or has low vision, who completes a Medical Escort Participant Intake with the Volunteer Coordinator, and needs a ride for medical appointments.

Essential Duties and Responsibilities:

- Drive participants to and from appointments.
- Use sighted guide technique to escort participants to and from parking and throughout medical facility.
- Accept participant reimbursement for gas and remind participant if forgotten.
- Telephone participant 24 hours before appointment to discuss pickup time and directions.
- Telephone participant if you will be late or if an emergency prevent you from driving.
- Telephone the MABVI office if you have not completed your assignment.

Qualifications:

- Valid MA driver's license.
- Copy of safe driving record from the RMV[A1] .
- Auto insurance with recommended bodily injury liability coverage of \$100,000/300,000. (MAB carries bodily injury liability coverage in the event of a bodily injury suit over and above your own insurance coverage.)
- Dependable, patient, and flexible.
- Successful completion of volunteer orientation and submit all paperwork
- Respond to MABVI volunteer check-ins
- Exit interview

Procedures:

You are more than a driver. When you call your participant and when you drive him/her, you may be the only person your participant has had interaction with that day (or longer).

What Rides are Available?

At least one week prior to the appointment, the Volunteer Coordinator will email/call pending rides to volunteer drivers base on availability volunteers selected during volunteer onboarding. The pending rides list includes all new ride requests as well as reminders of other rides that are still pending.

*Consumer may call in emergency request; request may come in last-minute.

Select a Ride:

Volunteers are able to select/provide the ride that best fits their schedule. Volunteers will confirm with the Volunteer Coordinator via phone or email.

Know you are Chosen/Assigned to the Ride you Want:

Once a volunteer has agreed to provide a ride, the Volunteer Coordinator will confirm with volunteer by providing volunteer consumer request information including date, time, pick-up and appointment location.

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Contact Passenger:

The Volunteer Coordinator will call the participant to tell her/him that a driver has been assigned. We require the volunteer driver to please call your participant at least 12 hours before to confirm, and work out logistics, no later than one day before your scheduled trip.

During the Ride:

Please offer sighted guide services as needed. Please ask "How may I help?" before assisting a participant. Please let the Volunteer Coordinator know if you think that the participant can benefit from other MABVI services. Please let the Volunteer Coordinator know if you have any questions or concerns.

When the Ride is Complete:

Please feel free to provide feedback to the Volunteer Coordinator.

NOTE: Participants should call the MAVI Volunteer Coordinator (not drivers) to request rides. Please tell participants who call you directly that they must call the the Volunteer Coordinator themselves.

Medical Escort Volunteers

Safety:

It is of paramount importance that volunteers value safety and employ safe driving techniques at all times.

- Allow enough time to drive to and arrive safely.
- It is required that all participants wear seat belts and sit in backseats during the operation of the vehicle. Please help your participant to buckle up. During the COVID pandemic, both drivers and participants must wear masks at all times in accordance with MA COVID-19 Executive Order No. 55.

Unexpected Situations:

- The Volunteer Coordinator will inform you of participants that have special needs and what to expect. Nevertheless, unexpected situations may arise.
- If a participant does not feel well, falls, or experiences some other adverse event, please ask what assistance they would like.
- If you suspect that the participant may need medical assistance, call 9-1-1. We ask that you make every effort to stay with the participant until you know that he/she is being cared for. If you cannot stay, you must call the MABVI office and may not leave until the MABVI office releases you.
- Drivers are not allowed to make any medical decisions or to co-sign a refusal of treatment.

Unexpected Situations Continued:

- Drivers will defer to decisions of the EMTs. If a participant refuses to go with the EMTs, the driver is not responsible to continue the ride. You may tell the EMT and participant that you are not required to take someone home who is refusing medical attention. Please contact the MABVI office for additional guidance.
- Always report situations to the Volunteer Coordinator—both minor and major concerns--so that there can be follow-up.
- Participants who communicate distress should not be ignored. If you have any concerns about the ability of participants to be safe walking, MABVI supports your decision to drop them off and pick them up at the door (rather than walking with you from/to a parking spot away from the door).
- If either the driver or participant is running late, please call and inform the other party.

Car Accidents:

- Remain calm. Under no circumstances may you leave the scene of the crash.
- Report every minor or major situation (even fender benders) to the Volunteer Coordinator, even if there is no apparent damage or injury. Calling for a police report is recommended.
- In the event of a serious accident, call 9-1-1 and wait for an ambulance to arrive.
- Do not attempt to move the participant.
- Reassure the participant that you have called for help and he/she will be taken care of.

Inclement Weather:

- Volunteer medical escort drivers should never feel obligated to drive if roads are hazardous or foul weather threatens driver or participant's safety.
- Volunteers should never feel obligated to drive a participant if his/her driveway seems unsafe for driving and/or walking.
- Please contact your participant right away and call the
- The MABVI office or send an e-mail to the Volunteer Coordinator if you decide not to drive.

A small stipend is available for Volunteer Medical Escort drivers. For more information please contact:

Bernice Engdahl

508 854 0652 / 888 613 2777

bengdahl@mabcommunity.org

Rights and Responsibilities

Volunteer Rights:

- To be properly trained by staff
- Volunteer Department staff are available to communicate within 24 hours of an email or phone call
- Leave MABVI volunteering for any reason
- Volunteer in a respectful, harassment-free environment
- Feel physically and emotionally safe when volunteering
- Feel comfortable with the participant they are matched with
- Volunteers are not expected to assist other relatives or friends of the person they are matched with. If a participant requests that a volunteer assist another person, they should be encouraged to have that person contact MABVI to obtain their own volunteer. We ask that any volunteer who is faced with this situation, and unsure how to proceed, to please contact the MABVI volunteer team.

Responsibilities:

- Reliable for participant
- Communicate to the Volunteer Department about any status changes
- Complete surveys and volunteer check-ins
- Relay anything concerning to the volunteer department in a timely manner
- Communicate and reschedule with a participant when unable to make a meeting
- Complete and understand all volunteer training and paperwork and understand the Handbook.

Volunteer Check-Ins

New matches: (0-30 days)

The MABVI volunteer program does not require volunteers to report hours each time they volunteer. Instead we reach out to the volunteer for check ins to see how things are going with you and your match. It is required that volunteers answer these check ins.

As a new match, we will check in with you via email or phone (per preference on application) at 30 days since you started working with your match.

Ongoing Matches: (post 30 days)

All volunteers will receive check in surveys via email quarterly. We require that all matches answer the survey check ins so we have a touch point to see how things are going with the match. Surveys are sent out in March, June, September and December.

We highly encourage volunteers to reach out to us with any issues, concerns or questions at any time. No need to wait for the check in surveys.

The volunteer program also hosts quarterly Think Tanks. Think Tanks are virtual Zoom meetings where volunteers can ask questions of staff, talk with other volunteers and share experiences.

Harrasment

MAB Community Services has “zero-tolerance” for any form of harassment. MAB is committed to maintaining an environment in all its programs that are free of any harassment based on race, color, religion, gender, sexual preference, gender identity, pregnancy or pregnancy-related condition, age, national origin, status as a Vietnam era or disabled veteran, marital status or physical or mental handicap. All employees, volunteers and participants are expected to conduct themselves in an appropriate manner, with respect and concern for anyone they come in to contact with.

Harassment is behavior that is not welcomed by an individual and is considered by the individual (and would be by any reasonable individual) to be humiliating, demeaning or offensive. Behavior is considered harassment when such conduct has the purpose or effect of unreasonably interfering with an individual’s work or volunteer activity or creating an intimidating, hostile, or offensive environment based on an individual’s gender, race, color, national origin, religion, disability, age or sexual orientation. Harassment can be physical or verbal behavior and can include stereotypical statements, derogatory statements, abusive language, and discriminatory remarks that are offensive or objectionable to the recipient, cause the recipient humiliation, or interfere with the recipient’s performance. Volunteers and/or participants should not be subjected to harassment or intimidation on the basis of any of the above protected classes.

Incident Reporting

Volunteers who reasonably believe they have been the victim of harassing conduct should discuss their concerns with the Volunteer Department. The Volunteer Department will speak with the volunteer to get a detailed statement and will speak with the participant to explain our policies and procedures. The volunteer can decide if they would like to continue working with the participant or not, or be matched with someone else. If the harassment is egregious, the Volunteer Department maintains the right to decide if the participant should continue working with the volunteer, or if they should remain in the program.

We strongly encourage all volunteers to report any incidents where they feel uncomfortable or a victim of any form of harassment.

Emergency Response

In the event of an emergency while visiting a participant, a volunteer should call 911. If the participant needs emergency medical attention, the volunteer is not required to accompany the participant to the hospital, however, the volunteer can choose to go to the hospital should they want to. Volunteers are asked to notify their volunteer supervisor within 24 hours of the emergency by calling or emailing directly. Volunteers will comply with any incident reports filed by MABVI.

Volunteer Driver Policy

MABVI volunteers are not permitted to use a participant's vehicle.

Any MABVI 1:1 volunteer who owns a vehicle can transport a participant for things like grocery shopping, medical appointments, community errands, etc. Volunteers must provide proof of a valid driver's license at the time of their application.

Any volunteer 17 and under must have a parent/guardian in the car with them at all times when transporting a participant. Volunteers are not required to assist a participant in and out of the vehicle. Volunteers are encouraged to offer assistance if assistance is needed, but only if it is safe for them to do so. Volunteer drivers, while using their own cars, are covered by their own personal auto insurance; any additional coverage by MAB will be determined by its insurance carrier. A volunteer's personal auto insurance for his/her own car will cover anyone named in a lawsuit arising out of the use of the personal auto, therefore, MAB may also be covered by the volunteer's driver policy.

Drug and Alcohol Policy

MABVI recommends that consumers and volunteers do not use substances on the day they work together. MABVI maintains the right to terminate a match if alcohol/drugs are involved, were deemed to be a factor in, or made either party (consumer or volunteer) uncomfortable. MABVI does NOT prohibit volunteers from using prescription drugs or over the counter medication if taken as prescribed. It is the responsibility of the volunteer to know how these drugs will affect their performance, especially while driving consumers.

Termination Policy

Volunteers maintain the right to stop volunteering with a participant for any reason. Volunteers should alert the Volunteer Department when they are no longer volunteering within 24 hours so that the Volunteer Department can rematch the participant. The Volunteer Department maintains the right to terminate any volunteer based on department policies, a “wrong fit,” or concern that the match is no longer beneficial to either the participant or volunteer. The Volunteer Department maintains the right to deny the volunteer a match if the CORI check or references are deemed unsatisfactory or require disqualification. Participants maintain the right to stop working with a volunteer for any reason. If a participant wishes to discontinue the match for any reason, the Volunteer Department will end the match on the consumer’s behalf.

Appreciation and Recognition

Since the pandemic we no longer conduct in-person appreciation events. We have found that volunteers are more interested in personal thank yous from their consumers and the organization rather than a large event. Currently we send appreciation via emails, videos, and mail to volunteers throughout the year.

MABVI volunteers are welcome to provide feedback and offer appreciation suggestions!

Ongoing Resources and Trainings

Trainings:

Volunteers can get a refresher of the MABVI volunteer training through our online platform; Talent LMS. Just contact the Volunteer Department in order to have access to the full training with assessments. PDFs of the slides can be found on the volunteer resource pages, along with program FAQs, a list of Massachusetts resources and other useful information.

Resources:

- You can always contact the Volunteer Department with any ideas, questions, concerns, or feedback- we try to create trainings that volunteers recommend
- Visit the MABVI Volunteer Resource pages Volunteer Resources for information on programs, events, one-off volunteer opportunities, resources, training and other ways to get involved!

Want to stay connected?

<https://www.mabvi.org/mabvi-volunteer-resources/>

Like us on Facebook: www.facebook.com/mabvi

Follow us on Twitter: <https://twitter.com/TheMABVI>

Visit our Blog: <https://mabvi.wordpress.com/>

YouTube us: www.youtube.com/user/themabvi

Exit Interview or Leaving MABVI

Volunteers are able to leave MABVI at any point in their volunteer assignment. If they wish to stop volunteering, they must contact their supervisor. The supervisor will conduct a Volunteer exit interview to ask a few questions as to why the volunteer is leaving, and for feedback about their experience and the program. Together, the supervisor and volunteer will decide who will reach out to the participant, (based on the relationship, sometimes the volunteer wants to tell the participant in person, other times, the volunteer would like the supervisor to tell the participant). Once the participant has been notified, the volunteer department, a staff member will follow up with the participant to see if they need another volunteer match. At any point, if a volunteer would like to discontinue their volunteer assignment, The volunteer should alert the Volunteer Department as much in advance as possible to give time to find another volunteer for the participant.