



Volunteer MANUAL

"We make a living by what we get, but we make a life by what we give."

Norman Mac Ewan



July 25, 2016

Dear Volunteer,

We would like to thank you for becoming a part of United Cerebral Palsy's Volunteer Family. Our organization has a range of volunteer options and we want to give you a volunteer position that will match your interests. We have included a volunteer position survey to let you rate your interest in the various positions that are available. Your service to United Cerebral Palsy is greatly appreciated and we want to make your volunteer experience beneficial for you.

United Cerebral Palsy has operated in San Luis Obispo County since 1987 to support children and adults with all types of developmental disabilities. We believe these individuals should be able to fully participate in their community. Like ourselves, they should be able to choose where they live, where they work and what they do with their free time. We want the people we serve to live a "life without limits". As a volunteer, you can become active in the services we provide in the community or you can assist UCP with special events and outreach from our office. Your contribution of your time is vital to UCP supporting people with disabilities.

Our Volunteer Coordinator will work with you to put you in a position that interests you. They will also work with your schedule to help make the volunteer experience fit into your schedule. We like to get our volunteers actively involved in our operations. Some of our volunteers have become activity and project leaders for United Cerebral Palsy. We will work with you to determine your goals as a UCP Volunteer.

We thank you in advance for your service as a volunteer to improve the inclusion of people with disabilities in our community. We know you will feel the passion we have for meeting our mission.

Best regards,

A handwritten signature in black ink that reads "Mark T. Shaffer".

Mark T. Shaffer
Executive Director



The History of UCP of San Luis Obispo County

United Cerebral Palsy (UCP) came into our county in the fall of 1985 to look for a facilitator for several self-advocacy groups in response to a grant. Self-advocacy groups are made up of people with disabilities who utilize a board format to work on issues in their lives. The coordinator for UCP of Santa Barbara recruited Mark Shaffer to become the facilitator for two self-advocacy groups. Mark learned a great deal from these groups, including the concerns of the people the system was serving. The primary need which the group began working on was the lack of transportation in the evenings and weekends. Members of the group spoke at the annual unmet transportation hearings for two years to increase the operating hours of the Runabout System. The government officials increased the funding levels for the system, but the hours of operation did not meet the needs of people with disabilities.

In 1987, Mark Shaffer developed the concept of a Community Interaction Program (CIP) to help increase access into the community during the evenings and weekends. Tri-Counties Regional Center refused to fund the program. Mark set up a leasing agreement with Friendship School to use their vehicles and drivers in the evenings and weekends to get the service going. UCP offered to provide canisters to be placed at stores to raise funds for the service. The self-advocates asked the government officials to provide \$3,000 to match the \$3,000 the CIP Program would raise through the canister programs. In the summer of 1988, UCP began operating the CIP Program out of Mark's home. To promote the services, the CIP newsletter became a monthly bulletin in the fall of 1988. In 1989, the Leisure Club began monthly meetings at a Friendship School Program. The Summer of 1990, UCP-CIP began Camp Kelley Creek at the San Marcos Baptist Camp near Lake Cachuma.

In the spring of 1991, Friendship School became concerned about the liability of their In-Home Respite Care program. Mark met with their director, David Singleton and representatives from Tri-Counties Regional Center to arrange a transfer of the service to United Cerebral Palsy. In March, UCP

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opened a small office on Pacific Street, with a Program Coordinator and a Respite Coordinator. In the spring of 1991, CIP began the CIP Tour Program with a camping trip to Yosemite. In June of 1992, the UCP office moved into the Old French Hospital at 1160 Marsh, Suite 102 in San Luis Obispo.

In the Spring of 1988, the San Luis Obispo Council of Governments (SLOCOG) designated UCP as the Consolidated Transportation Service Agency (CTSA) to set up funding for the CIP service. The SLOCOG funded a study to look at increasing the coordination of social service transportation. In the spring of 1992, SLOCOG staff approached UCP to develop a larger CTSA effort. UCP worked with Friendship School and Mesa Dolores Home to begin the Ride-On (CTSA) services in January of 1993. At the same time that Ride-On began its operations, the Regional Rideshare Program approached Ride-On with the concept of serving the general public through the formation of a Transportation Management Association (TMA). UCP had planned to develop a more integrated service for people with disabilities. Caltrans sponsored a feasibility study to explore the possibility of Ride-On becoming a county-wide TMA. UCP used the funding from the feasibility study to establish the third component of the UCP program, the TMA. The TMA's goal was to use Ride-On's vehicles to encourage group transportation to reduce traffic congestion and air pollution.

In October of 1994, United Cerebral Palsy of San Luis Obispo County became an independent affiliate with it's own Board of Directors. The programs supporting children with disabilities began to expand as UCP listen to the needs of parents. These programs include: Respitality, Parents' Day Off, Sibling Support Groups, Social Facilitation, Summer Camp Support, and the Family Advocacy Network. In the Fall of 1995, the nonprofit organization, Parents Helping Parents, approached UCP to request their merging with our organization. Parents Helping Parents provides support for children under four years of age and their families. The merger was approval by the State of California in 1996. In 1996, a group approached UCP for support for the development of a child life program to help reduce stress for children receiving medical treatment. This program is now established as the HOPE (Hospital and Outpatient Education) Program.

In 2001, UCP teamed up with a group of parents and professions to

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establish the Inclusive Child Care Options (ICCO) Program. This group offers assistance with child care referrals, training, on-site support, and acquisition of specialized equipment. That same year, UCP developed Camp Hope to provide support for children with disabilities to participate in regular summer camps and after-school recreation programs. UCP continues to respond to the needs expressed by the community to assist adults and children with disabilities to be a part of their community.

In June of 2002, UCP and Ride-On moved to their new location at 3620 Sacramento Drive in San Luis Obispo. They have become the supervising agency for the Central Coast Assistive Technology Center and the People First Advocacy Group. UCP has become the hosting agency for the SLO Abilities Fair that displays equipment and services that improve the abilities of people with disabilities and seniors. Ride-On continues to increase their transportation services with the Senior Shuttle and the Veterans' Express. Last year, Ride-On provided over 268,000 rides within San Luis Obispo County.

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The Missions of UCP

Mission for UCP of San Luis Obispo:

The Mission of UCP of San Luis Obispo County is to affect positively the quality of life for persons with cerebral palsy and other developmental disabilities.

The specific purposes of this corporation are: (a) to further by public education the knowledge of the causes and treatments of cerebral palsy and other developmental disabilities and to promote public awareness of the capabilities of people with such disabilities; (b) to promote full community participation for people with cerebral palsy and other developmental disabilities; (c) to offer emotional support, help, and information to families of children with cerebral palsy and other developmental disabilities; (d) to provide access to the community for people with cerebral palsy and other developmental disabilities and their families through providing and coordinating transportation services; (e) to utilize its transportation resources to provide alternative transportation options to members of the general public, thereby increasing the accessibility of the general public, reducing traffic, and improving air quality; (f) to provide scholarships and financial support to people with cerebral palsy and other developmental disabilities; (g) to support the families of people with cerebral palsy and other developmental disabilities in their efforts toward full inclusion of such persons into the family; (h) to cooperate with governmental and private agencies concerned with persons with cerebral palsy and other developmental disabilities; (i) to solicit, collect and otherwise raise money for the above purposes; and (j) to transact and carry on other activities or businesses as may be necessary, incidental, or proper for the promotion of the above purposes.



Mission for Ride-On CTSA:

The mission is to promote, provide, and coordinate transportation services to improve access for social services agencies, people with disabilities, and seniors in San Luis Obispo County.

Mission for Ride-On TMA:

The mission for Ride-On TMA is to develop, provide, and promote alternative transportation to reduce traffic, increase accessibility for the general public, and improve air quality in San Luis Obispo County.



Services for Adults

United Cerebral Palsy of SLO is dedicated to supporting full participation for people with disabilities in SLO County. Our mission is to create a Life Without Limits for People with Disabilities in our community. Our services for adults and children with disabilities include:

Services for Kids & Teens

CIP Transportation

- A county-wide door-to-door transportation service for weekdays after 4pm, and weekends aimed to create community inclusion for people with disabilities.

Leisure Clubs

- Community excursions on Saturdays to promote recreation opportunities throughout SLO County.

CIP Tours

- Chartered vacations for people with disabilities to points of interest such as: Disneyland, Big Sur, Monterey, Solvang and many more locations.

Camp Kelley Creek

- A week long residential camp for adults with disabilities located in SLO County.

People First of San Luis Obispo

- Self-advocates who work together to improve the quality of life for adults with disabilities in SLO County.

Sports Without Limits

- Provides athletic opportunities with both individual and team sports for people with disabilities.

The Ranch

- Provides a community center where adults with disabilities can work outdoors in an inclusive environment.

Central Coast Assistive Technology Center (CCATC)

- Provides evaluations of people with disabilities and makes recommendations for equipment that will assist them in living a more independent life.

Arts for Living

- Provides inclusive opportunities to enjoy music, dance, and visual arts.

Courtney's House

- Provides young adults a safe and supported environment to explore vocational, life and social skills.

Parents Helping Parents (PHP)

- Provides information, support, and two resource libraries which provide information for parents of children with special needs and professionals.

Respite Care

- In-home support for people with disabilities so that their parents can have time away from home.

Kids & Teen Club

- Provides monthly outings for teens and young adults with special needs. For ages 13-22.

Teen Camp

- A 2 week long day camp for children and teens that takes place in SLO County.

Sib-Shops

- A supportive gathering for siblings of children with disabilities.

HOPE for Kids

- Provides support to children undergoing medical treatment or hospitalization and training for parents and professionals.

Respitiarity

- Offers a weekend get-away for parents to enjoy an evening stay at a local hotel. Rooms are donated by local inns and hotels specifically for this program.

SLO Excursions

- Provides Educational social outings in San Luis Obispo County for teens with autism, under the supervision of a certified Behavioral Specialist.

UCP of San Luis Obispo is Online!!!

Facebook: <http://www.facebook.com/ucpslo>

Twitter: <http://www.twitter.com/ucpslo>

YouTube: www.youtube.com/user/UCPRideOnSLO

Website: <http://www.ucp-slo.org>

Give Us A Call @ 805.543.2039





Volunteer Positions

Please rate your interest from 1 (low) up to 5 (high) for each option

Child Community Supporter

Support the participation of children with disabilities in recreational outings in the community. You may help out with a group activity or support an individual child at an event sponsored by a recreational program. Most kid and teen activities are in the weekends and evenings.

Adult Community Supporter

Support adults with disabilities during recreational outings in San Luis Obispo County and outside the county on CIP tours. Most activities are group activities but individual opportunities are also available. Most adult activities are on the weekends and evenings.

Ranch Hand

Support the agriculture work out at the Ranch in San Luis Obispo. Help workers with developmental disabilities work in the gardens and on various projects. Various work days at the Ranch are available.

Special Event Staff

Help United Cerebral Palsy with fundraisers or with family and professional training seminars. Select the event you want to participate in.

Office Assistant

Help United Cerebral Palsy or Ride-on transportation in getting the office organized, making phone calls and other office tasks. Volunteer around your own schedule Monday through Friday 8-5.

Arts for Living

Volunteer in our interactive supportive music groups (where people learn to play and appreciate music.) Groups are located in San Luis Obispo and the North County.

Family Support

Assist Program Coordinator in calling families to let them know about respite and other UCP services to support children with disabilities and their families.

Transportation Assistant

Assist with scheduling rides and work with Ride-On Dispatch to confirm rides. Contact riders to let them know about their rides.

Courtney's House

Assist with Social-Recreational opportunities for youth and adults featuring the newly opened Fig Café at Courtney's House.

SLO Excursions

Assist in providing educational, social outings throughout San Luis Obispo County for people with autism.



CODE OF CONDUCT

As a representative of United Cerebral Palsy of San Luis Obispo (UCP-SLO), all staff and volunteers are expected to conduct themselves in a professional, responsible manner. The primary goal is to provide a safe, responsible, caring environment and model healthy, socially-appropriate behaviors for our clientele. The secondary goal is to represent UCP-SLO in a professional, responsible manner.

Cell Phone/MP3 Player Usage:

While it is understood that cell phones are used for numerous purposes (photos, social media, texting, phone calls, music, etc.), it is imperative that they not distract staff/volunteers from their duties or from properly interacting with event participants. Personal texting should be kept to a minimum during volunteer time and headphones/ear buds should not be worn. Any other personal devices that distract staff/volunteers from clientele are prohibited.

Dress Code:

Appropriate (for the situation) dress must be worn at all times; no sexually suggestive or explicit language or graphics on t-shirts, no overly-revealing clothing, no torn (intentionally or unintentionally) or grungy clothing.

Alcohol/Drug Consumption:

During daytime activities (non-overnight activities), no alcohol, non-prescribed medications, or illicit substances shall be consumed by staff or volunteers.

Confidentiality

Information regarding participants may be discussed with staff to ensure their safety, but shall not be discussed outside of that situation/event.

I have read the Volunteer Manual and agree to follow the procedures in the manual to ensure the safety of the participants and I understand that failure to abide by the policies and procedures, as outlined in the Volunteer Manual, constitute grounds for dismissal as a staff and failure as a volunteer to participate in future UCP events.

Signature

Date

Name of Volunteer/Staff (Please Print)



Volunteer Application

Contact Information

Name	
Street Address	
City ST ZIP Code	
Home Phone	
Work Phone	
E-Mail Address	

Availability

During which hours are you available for volunteer assignments?

- Weekday mornings Weekend mornings
- Weekday afternoons Weekend afternoons
- Weekday evenings Weekend evenings
- Specify other below

Interests

Tell us which areas you are interested in volunteering

- Kids Club
- Teens Club
- CIP trips
- Events
- Clerical
- Phone bank
- Newsletter production
- Respite Care
- Other specify below



Special Skills or Qualifications

Summarize special skills and qualifications you have acquired from employment, previous volunteer work, or through other activities, including hobbies or sports.

Emergency Contact Information

Name	
Street Address	
City ST ZIP Code	
Home Phone	
Work Phone	
E-Mail Address	

Personal Information

Have you ever been convicted of a felony?	YES NO
If yes explain	

Do you have a driver's license?	
Are you in good health?	



Agreement and Signature

By submitting this application, I affirm that the facts set forth in it are true and complete. I understand that if I am accepted as a volunteer, any false statements, omissions, or other misrepresentations made by me on this application may result in my immediate dismissal.

Name (printed)	
Signature	
Date	

Our Policy

It is the policy of this organization to provide equal opportunities without regard to race, color, religion, national origin, gender, sexual preference, age, or disability.

Thank you for completing this application form and for your interest in volunteering with us.