



## A-B Tech Volunteer Guidelines

Below are general guidelines to ensure your volunteer experience at A-B Tech is successful. We value your input on these guidelines and welcome any suggested additions. Volunteer Office 828-398-7761 or [Volunteer@abtech.edu](mailto:Volunteer@abtech.edu)

### Volunteer Placements

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The Campus Volunteer Coordinator recruits, orientates and provided volunteer support and recognition to volunteers and staff. Once a volunteer has completed their New Volunteer Orientation and their background check is clear, they will be referred to a Volunteer Supervisor within the program/department of their choice. The Volunteer Supervisor will meet with the volunteer to determine if they are a good match for the position. If it is a good match, the Volunteer Supervisor will provide position specific training, orientation and ongoing supervision.

**Recording Volunteer Time:** Each volunteer is provided with a timesheet. Timesheets are due the first week of each month and can be submitted via email, in person or submitted through our [Volunteer Services webpage](https://www.abtech.edu/form/volunteer-time-sheet). <https://www.abtech.edu/form/volunteer-time-sheet>.

**Volunteer Illness/Absentee:** Do not report for your volunteer assignment if you have an infectious condition (cold, flu, etc.). Please contact your Volunteer Supervisor or Instructor if are going to be absent due to illness or need to schedule time off. You can find the [A-B TECH Staff telephone directory](https://www.abtech.edu/employee-directory) on our A-B Tech website <https://www.abtech.edu/employee-directory>.

**Extended Leave:** Volunteers are requested to inform their director Volunteer Supervisor and Campus Volunteer Coordinator if they are going to be away for an extended period from volunteering

**Changing/Additional Volunteer Placements:** To change your volunteer placement or add on a new opportunity, please contact the Volunteer Coordinator to facilitate the change. This is important in order to monitor areas on campus where volunteers are needed and to know where volunteer assignments are filled. Volunteers are able to change assignments or volunteer in more than one area on campus. If a volunteer has concerns about a given assignment, please contact the Campus Volunteer Coordinator.

**Not a Good Match- Grievances:** If you find yourself having difficulty working with a particular staff member, try to clear things up as soon as possible. It may be that you and the staff member just have different expectations of your role. If you continue to have difficulties after you discuss the situation with the staff member yourself, contact the Campus Volunteer Coordinator. The Coordinator can speak with the instructor to help find the best solution. That might mean clarifying your volunteer role, to clarify the role of volunteers, or it could mean volunteer reassigning to another department where a volunteer will be more comfortable. If you find yourself having difficulty working with a particular student, speak directly with your volunteer supervisor. They will help to resolve the conflict. This may

mean speaking with the student directly or reassigning you to another student to work with. If you continue to have difficulties contact the Campus Volunteer Coordinator.

**Departure from Service:** Volunteers have the right to stop volunteering at any time. A- B Tech requests that volunteers who are intending to end their service provide a one week advanced notice of their departure. Volunteers will continue to receive the e-newsletter until either they contact the Campus Volunteer Coordinator to be removed or they directly opt-out online. Please return your Volunteer I.D. badge to the Volunteer Office upon departure.

## Representing A-B Tech

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Remember that as a volunteer you represent A-B Tech Community College. You are a role model to students on campus. Please do your best to model professional behavior for the students. Lastly, promote goodwill for the College by understanding and sharing the College's mission, values, goals, and successes.

**Dress Code:** Dress appropriately for the role you are accepting. Most volunteers should be dressing casual but neat. Some may want to do office casual. When assigned to a workstation, such as the Veteran's Café, Basic Skills classrooms and offices, or any specific department, shorts on men and women and jeans other than dress jeans are discouraged during your shift. A good rule of thumb is to follow the lead from your Volunteer Supervisor.

**Volunteer I.D. Badge:** Always wear your volunteer ID name/picture badge on campus. If you have lost it, please see the Campus Volunteer Coordinator for a new one.

**Media Inquiries:** All requests for information from representatives of any news media about A-B Tech Community College, persons receiving services from the College, volunteers or team members of the organization, are to be referred to the Director of Marketing and Communications. **No volunteer or staff member is to answer questions from news media without permission from or coordination with the Director of Marketing and Communications.** Please forward all media inquiries to the office of Community Relations and Marketing at 398- 7117 and please refrain from making comments to the press.

**Gift & Gratuities:** Just like staff and faculty, Volunteers are not to solicit or accept personal gratuities or gifts of a substantial nature from students, faculty, or staff. Monetary gifts are not to be accepted under any circumstances. Those who are presented with a substantial unsolicited gift or reward will return the gift with a polite explanation that A-B Tech Community College does not allow volunteers to accept them. Volunteers are also not permitted to solicit funds or sell items while volunteering on campus.

## Confidentiality

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As a volunteer at A-B Tech Community College, you may have access to files and materials containing information, which includes, but is not limited to, confidential and private information regarding employees, students, alumni, trustees, and others, the disclosure of which may be prohibited by state and federal law or College policy. We ask that you maintain the confidentiality and privacy of any information to which you may be either exposed, verbally or written. Volunteers who share confidential information do so at the risk of disciplinary action and personal liability.

## Campus Police and Safety

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Safety is a priority at A-B Tech. Please review the Campus Emergency Procedures Information provided in your Orientation Package. Further safety information is located on our A-B Tech website under [Campus Safety](https://www.abtech.edu/campus-safety) <https://www.abtech.edu/campus-safety>.

### Contacting Campus Police/Security

- Emergency: 828-398-7125 or 911
- Non-Emergency
  - Main Campus: 828-279-3166
  - Enka Campus: 828-301-7150

**Injury on Campus:** Campus Police are to be contacted at once when an injury on campus occurs, and no later than 24 hours. They will provide first aid and file an injury report. If the injured party has been advised by Campus Police to seek medical treatment, the options are: Emergency Room, Sisters of Mercy Urgent Care, FastMed Urgent Care, and if applicable follow up at OccuMed. Please also advise the Campus Volunteer Coordinator of the incident.

**Volunteer Placement Safety:** Discuss with your Volunteer Supervisor any safety issues specific to your volunteer placement and locations. This could include identifying the building captain for your area, and who and where to report to in case of emergency/evacuation.

**Inclement Weather:** In the event of inclement weather, listen to the radio, check the College website, Facebook page, or call the College telephone number for closing information at 828-398-7900. If the College is closed, all campus activities are cancelled. Your safety comes first. If the College is open but conditions in your area are such that you do not feel safe coming in to volunteer please contact your Volunteer Supervisor to let them know you will not be coming in.

**Parking on Campus:** All volunteers are issued a parking pass. Volunteers may park in any available lot in any area. If you require handicapped parking, a special permit is required from Campus Police/Security. Parking permits are to be display on the left hand side rear window or bumper.

## Volunteer Perks

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**A-B Tech Library:** A-B Tech issues college picture ID cards to students, faculty, staff and volunteers that serve as an A-B Tech library card. Once you have your A-B Tech ID card bring it to the Don C. Locke Library to be activated in the library's database. The barcode number printed on the back of the A-B Tech ID card will be your library card number. Contact the circulation desk at 828-398-7301 for more details or see our visit the [A-B Tech website](http://www.abtech.edu/content/holly-library/about-library) . [www.abtech.edu/content/holly-library/about-library](http://www.abtech.edu/content/holly-library/about-library).

**The A-B Tech Gym:** A-B Tech is proud to offer its students, volunteers and employees free access to the weight room, cardiovascular machines, and gymnasium basketball courts during posted hours. Proper attire must be worn in order to use the gymnasium and workout equipment. Users gain access by signing in and leaving their **A-B Tech Picture ID** with the Student Worker before working out. Please refer to the [Open Gym Hours webpage](#) for this semester's schedule. [www.abtech.edu/fitness-opportunities](http://www.abtech.edu/fitness-opportunities).

**A-B Tech Trails: Campus Fitness Trails:** Asheville is full of beauty and there are many amazing views on A-B Tech's campus. Take a walk around campus and breathe in the fresh air. We even have a walking trail through the woods that begins at the picnic tables by the Maple Building and ends near the Sunnicrest Human Resources building. Maps are available for our 1, 2 and 3-mile walking trail on the [A-B Tech Fitness Opportunities website](#). [www.abtech.edu/fitness-opportunities](http://www.abtech.edu/fitness-opportunities).

**Culinary Treats:** Come join us each Thursday during the academic year for our A-B Tech Window Market. This is our culinary and hospitality students' opportunity to practice their skills. The prices are very reasonable (cash only) and out of this world delicious! All items are take and go. The Morning Window Market (9-11 a.m.) offers a selection of pastry items, coffee and teas. The late afternoon market (3:30-5:30 p.m.) offers take and go dinners featuring cuisine from around the world. If you would like to receive weekly email updates and menus on the Window Market, please email Carla Coombs at [carlamcoombs@abtech.edu](mailto:carlamcoombs@abtech.edu) and ask to be placed on their email-mailing list for the Window Market.

**A-B Tech Dental Teaching Clinic:** Visit the Dental Hygiene Teaching Clinic for great savings on preventative dental treatment, with inexpensive cleanings, x-rays, sealants. All visits are by appointment only. For additional information, call their office at 828-398-7255, or email at [dental@abtech.edu](mailto:dental@abtech.edu). You can visit their [A-B Tech Dental Teaching Clinic website](#) for learn more. [www.abtech.edu/content/allied-dental-programs/a-b-tech-allied-dental-clinic](http://www.abtech.edu/content/allied-dental-programs/a-b-tech-allied-dental-clinic).

**A-B Tech Spa:** Visit the A-B Tech spa to receive discounted Cosmetology, Esthetics, and Manicuring services. For more information regarding current pricing, and spa hours, and to make an appointment, email [spa@abtech.edu](mailto:spa@abtech.edu) or visit the [A-B Tech Spa website](#). [www.abtech.edu/content/cosmetology/salon-services](http://www.abtech.edu/content/cosmetology/salon-services).

**Therapeutic Massage Clinic:** Visit the Therapeutic Massage Clinic to receive discounts on massage services such as hot stone, Swedish, aromatherapy, deep issues, and reflexology. For more information, visit the [Therapeutic Massage Clinic website](#). Reservations can be made by via email at [relax@abtech.edu](mailto:relax@abtech.edu) call (828) 398-7624. [www.abtech.edu/content/therapeutic-massage/mountain-tech-spa-student-massage-clinic](http://www.abtech.edu/content/therapeutic-massage/mountain-tech-spa-student-massage-clinic).

## Helpful Links

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Volunteer Services: <https://www.abtech.edu/content/College-Advancement/Find-Your-Volunteer-Niche-at-A-B-Tech>

Reporting Volunteer Hours: <https://www.abtech.edu/form/volunteer-time-sheet>

Campus Police: <https://www.abtech.edu/campus-safety>

Student Services and Offices: <https://www.abtech.edu/directory/college-services-and-offices>

A-B Tech Policies and Procedures: <https://policies.abtech.edu/Policies/Forms/Chapter%20View.aspx>