

(a) **Policy.**

Community relations coordinators and staff who supervise the volunteer evaluate the volunteer's job performance annually to ensure quality service. The volunteer has the opportunity to evaluate the volunteer services program annually and upon separation as well.

(b) **Procedure.**

(1) **Volunteer Performance Evaluation.**

The community relations coordinator:

- (A) evaluates each enrolled volunteer's job performance annually using the Volunteer Performance Evaluation form (VLS-021), or at any other time deemed appropriate. Employees who directly supervise volunteers may be asked to provide input into the performance evaluations.
- (B) discusses unsatisfactory performance with the volunteer at any time it is needed and documents disciplinary action taken in the volunteer personnel record; and
- (C) files the performance evaluation in the volunteer personnel record. If disciplinary action is deemed necessary, refer to VLS.01.23 for disciplinary procedures.

(2) **Volunteer Services Program Evaluation.**

The manager of volunteer services:

- (A) provides each enrolled volunteer the opportunity to evaluate the volunteer services program annually, using the Volunteer Services Program Evaluation (VLS-023);
  - (B) provides a summary of the program evaluations collected each year to the community relations coordinators and appropriate administrators.
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