



FY2025 VOLUNTEER HANDBOOK



NAMI In Our Own Voice Presenter Training - June 2024

Our Mission

NAMI Vermont supports, educates and advocates so that all communities, families, and individuals affected by mental illness or mental health challenges can build better lives.

Updated 11/29/2018 – 5/1/2023 – 9/12/2023 – 6/29/2024

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Introduction

Welcome to NAMI Vermont!

We are excited that you have decided to be a part of our team working to improve the lives of the individuals we serve. Volunteers are crucial to the success of NAMI Vermont, and we are so grateful to you for giving your time and energy. This handbook will help ensure that your experiences will be positive ones.

Our Mission: NAMI Vermont supports, educates and advocates so that all communities, families, and individuals affected by mental illness or mental health challenges can build better lives.

Our Vision: A world where Vermonters affected by mental illness or mental health challenges have the care, support, and knowledge they need.

Background: The National Alliance on Mental Illness of Vermont, Inc. (NAMI Vermont) is a statewide non-profit, 501(c)(3) grassroots volunteer organization comprised of family members, friends, and individuals living with a mental health condition. NAMI Vermont is dedicated to raising awareness and providing essential education, advocacy, and support group programs for people living with a mental health condition, their loved ones, and communities throughout Vermont.

Our Values:

- Empathy: We share common experiences that develop understanding, empathy, and compassion for one another.
- Acceptance: We practice non-judgmental, unbiased acceptance.
- Hope: We maintain hope that through treatment and support, people can and do recover.
- Resilience: We believe in the resilience and capacity of individuals to recover and maintain wellness.
- Honesty: We believe honesty builds self-awareness and open-mindedness.
- Self-Care: We encourage self-care as a means to cope with challenges and maintain well-being.
- Empowerment: We support individuals and families rebuilding their lives; we promote personal responsibility and self-advocacy; and we provide education and training that empowers individuals to develop their potential.
- Inclusion: We value and respect the contributions of each person toward a better understanding of the diversity of needs and capacity among us, and we affirm the importance of those contributions toward empowerment, resiliency, and recovery.

Who We Serve: We serve community members in Vermont such as families, persons living with a mental health condition, professionals, and any community members who want to learn more and be involved. We do this through education, support, and advocacy.

About NAMI National

NAMI, the National Alliance on Mental Illness, is the United States' largest grassroots mental health organization. NAMI is dedicated to building better lives for the millions of Americans affected by mental illness.

What started as a small group of families gathered around a kitchen table in 1979 has blossomed into the nation's leading voice on mental health. Today, we are an alliance of more than 600 local affiliates who work in your community to raise awareness and provide support and education that was not previously available to those in need.

What We Do

Our Vision

NAMI envisions a world where all people affected by mental illness live healthy, fulfilling lives supported by a community that cares.

Our Mission

NAMI provides advocacy, education, support, and public awareness so that all individuals and families affected by mental illness can build better lives.

Our Values

- **Hope:** We believe in the possibility of recovery, wellness, and the potential in all of us.
- **Inclusion:** We embrace diverse backgrounds, cultures, and perspectives.
- **Empowerment:** We promote confidence, self-efficacy, and service to our mission.
- **Compassion:** We practice respect, kindness, and empathy.
- **Fairness:** We fight for equity and justice.

We educate. Offered in thousands of communities across the United States through NAMI State Organizations and NAMI Affiliates, our education programs ensure hundreds of thousands of families, individuals, and educators get the support and information they need.

We support. Throughout the country, our NAMI State Organizations and Affiliates host support groups, for both those with mental illness and caregivers, so that no-one feels alone in their mental health journey.

We advocate. NAMI shapes national public policy for people with mental illness and their families, and provides volunteer leaders with the tools, resources, and skills necessary to save mental health in all states.

We listen. Our toll-free NAMI HelpLine allows us to respond personally to hundreds of thousands of requests each year, providing free information and support – a much-needed lifeline for many.

We lead. Public awareness events and activities, including Mental Illness Awareness Week and NAMIWalks, successfully fight stigma and encourage understanding. NAMI works with reporters on a daily basis to make sure our country understands how important mental health is.

Volunteering for NAMI Vermont

Initial Involvement

All new volunteers will be provided with the “NAMI Vermont Volunteer Handbook.” Volunteers are encouraged to read this handbook and are required to complete the following paperwork:

- Volunteer interest form
- Confidentiality policy
- Emergency Contact form

Orientation and Training

This handbook serves as a general introduction about NAMI Vermont. Trainings are provided free of charge to prepare volunteers for specific jobs, such as facilitating support groups and teaching classes or workshops.

We offer refresher trainings to help support and update volunteers on new approaches and new information. We are committed to the fidelity of NAMI Vermont Programs.

Supervision

Every volunteer will be supported by NAMI Vermont staff members. We offer verbal and written feedback in order to be more effective and continuously improve.

Record Management

NAMI Vermont staff work with volunteers to collect data about our programs and services for grant reporting purposes that includes Results-Based Accountability measures. The data is continuously monitored and improvements made.

Reimbursement of Expenses

NAMI Vermont will reimburse pre-approved expenses and provide mileage reimbursement in accordance with NAMI Vermont policies. See Appendix III for the full purchasing policy and a copy of the Purchase Order and Check Requisition form. You may make copies of this form. For more detail, please refer to the NAMI Vermont policies on the website under Resources.

Emergency Closings

At times, emergencies such as severe weather can disrupt NAMI Vermont office operations and programs that are scheduled in person. In extreme cases, circumstances may require closing the office or canceling a program. Volunteers acting as teachers and facilitators will use their own judgement for safety in inclement weather and must notify the office when such cancellation takes place. The office updates the website calendar any time there is a closing or cancellation.

NAMI Vermont Diversity, Equity and Inclusion Policy and Procedure

Adopted by the NAMI Vermont Board of Directors on January 19, 2013; Amended/Rewritten, Approved by the Board 9/11/21; Amended, Approved by the Board 9/12/2023.

NAMI Vermont supports, educates and advocates so that all communities, families, and individuals affected by mental illness or mental health challenges can build better lives.

NAMI Vermont staff, volunteers and board members are committed to fostering, cultivating, and preserving a culture of diversity, equity, and inclusion.

NAMI Vermont shall actively recruit, engage, and serve Vermonters from every geographic area of the state. We embrace differences in race, culture, national origin, caste origin, citizen status, ethnicity, age, spiritual and religious belief, socio-economic status, sexual orientation, sex, gender identity, physical and mental ability, body size, education, and occupation, and we encourage participation by all members of the diverse community we serve. We shall not discriminate in our policies, provision of support, education, or advocacy work.

The NAMI Vermont Board of Directors will review its own composition and membership demographics to evaluate its alignment to those of the state on an annual basis.

All NAMI Vermont staff, volunteers, and community members have a responsibility to treat others with dignity and respect at all times. All NAMI Vermont staff, volunteers and community members are expected to exhibit conduct that reflects inclusion during work, NAMI Vermont programs, events, and advocacy.

Any NAMI Vermont staff, volunteer, or community member found to have exhibited any inappropriate conduct or behavior against others will be subject to clarification, discussion, or disciplinary action by the President, Executive Director, or other NAMI Vermont leader.

Any NAMI Vermont staff, volunteer, or community member who believes they have been subjected to any kind of discrimination that conflicts with NAMI Vermont's diversity policy and initiatives should seek assistance from NAMI Vermont staff or the NAMI Vermont Board president to address the inequity.

Who Are NAMI Vermont Volunteers?

Volunteers and staff members are partners in implementing the mission of the organization with complementary roles. All NAMI programs are supported by volunteer efforts. Volunteers have always been essential to the success of NAMI's operations.

Equal Opportunity Policy

NAMI Vermont maintains an equal opportunity policy. We recruit, accept, train, promote, and dismiss volunteers on the basis of competence and job performance, without regard to race, creed, color, religion, gender, sexual orientation, age, marital status, or disability.

Volunteer Philosophy

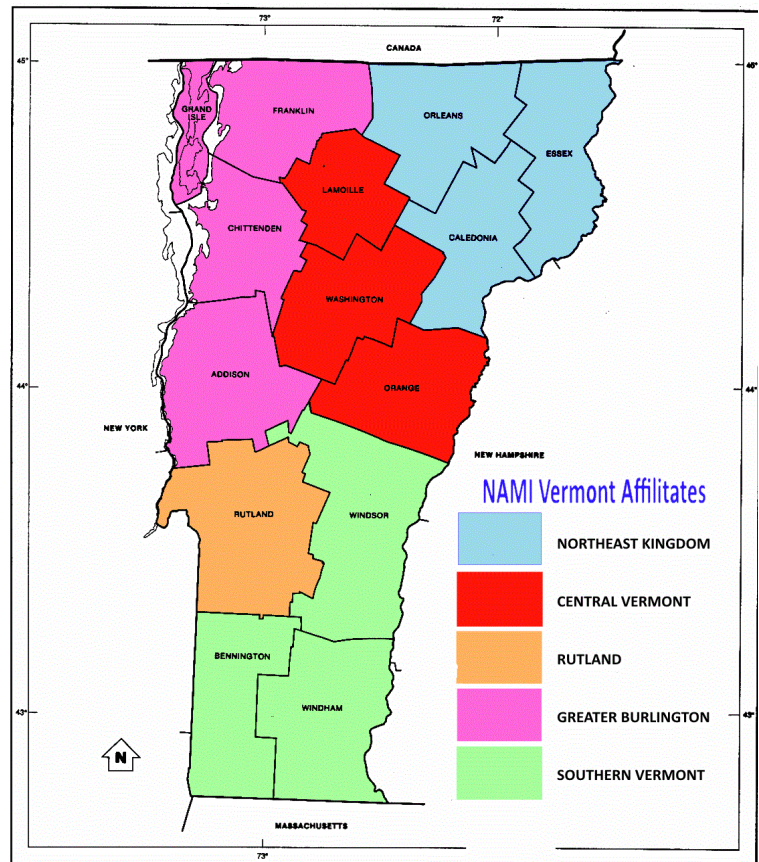
NAMI Vermont values volunteers as absolutely essential to NAMI Vermont's existence and ongoing vitality. NAMI Vermont aims to give volunteers meaningful responsibilities and recognition for work done; and volunteers are expected to actively perform their duties to the best of their abilities, while remaining loyal to the mission of NAMI Vermont.

Where Are NAMI Vermont Volunteers?

NAMI Vermont volunteers are located throughout Vermont within the affiliate network. They provide support, education, outreach, and hope to members of their community experiencing mental health concerns.

NAMI Vermont is geographically comprised of five Affiliates:

- Central Vermont
 - Lamoille, Orange, & Washington Counties
- Greater Burlington Area
 - Addison, Chittenden, Franklin, & Grand Isle Counties
- Northeast Kingdom
 - Caledonia, Essex, & Orleans Counties
- Rutland
 - Rutland County
- Southern Vermont
 - Bennington, Windham, & Windsor Counties



Guidelines for Volunteering for NAMI Vermont

Standards of Ethical Conduct

We hope your volunteer service will be a rewarding and fulfilling experience that will be mutually beneficial for our volunteers and the Vermont communities they serve.

All volunteers should conduct their work in a manner consistent with the NAMI Vermont mission, values, and policies. In general, volunteers are expected to practice good judgment, based on ethical principles that will guide acceptable conduct.

All volunteers should disclose relevant conflicts of interest to their staff contact when introduced to NAMI Vermont, and as potential conflicts of interest arise. Board members who have decision-making authority must disclose all potential and known conflicts of interest.

Volunteer service with NAMI Vermont is at the mutual consent of the volunteer and NAMI Vermont. Either party may terminate that relationship at any time, with or without cause, and with or without advance notice.

If an ethical question arises, please contact the NAMI Vermont office.

Confidentiality

All volunteers will be required to read, sign, and comply with the NAMI Vermont Confidentiality Agreement. This form can be found in Appendix I.

Media Conduct and Interaction with Outside Organizations/Individuals

Volunteers should never represent themselves as spokespersons of NAMI Vermont or represent NAMI Vermont's official stance on issues. Only the Board President and the Executive Director or their designee shall serve as a spokesperson for NAMI Vermont.

Safety and Legal Liability

NAMI Vermont does its best to ensure the safety of our volunteers. When operating vehicles, machinery, or tools of any kind, volunteers are responsible for obeying safety instructions and using equipment properly. Volunteers should voice any safety concerns and report any injuries to the NAMI Vermont office.

NAMI Vermont maintains the right to conduct background checks on volunteers.

NAMI Vermont maintains General Liability and Director's and Officer's Liability Insurance to protect staff and volunteers while they serve the organization. Coverage is provided when volunteers are performing the work of NAMI Vermont.

When a volunteer drives his/her own vehicle or another vehicle not owned, leased, or rented by NAMI Vermont, NAMI Vermont liability and physical damage insurance do not apply. Legally, Vermont drivers must have automobile liability insurance.

Volunteer Descriptions

NAMI Vermont volunteers may serve in the following capacities:

- Clerical and secretarial office workers
- Outreach volunteers at community fairs, festivals, and other community events
- Trainers, peer education course teachers, and peer support group facilitators
- Guest speakers at classes and other venues
- Board Members who govern the organization by setting policy and directing committees
- Members of committees (standing and ad hoc), i.e.:
 - Executive Committee - Composed of Board officers: President, First Vice President, Second Vice President, Secretary and Treasurer
 - Finance Committee – A Board Committee that reviews financial reports and contracts, and recommends financial policy to the Board
 - Governance Committee – A Board Committee that recommends changes to Policy and Bylaws. The Nominating Sub-Committee (resides under Governance) recruits and nominates new Board members.
 - Advocacy Committee – Updates Advocacy Platform annually, serves on statewide committees, and advocates in the community for an improved system of care.
 - Events Committee – Plans the Annual Conference and NAMIWalks Vermont.
 - FaithNet Workgroup – The objective of the workgroup is to develop and implement strategies to outreach to faith communities and provide programming, presentations, and resources.
- Plus much, much more!

To volunteer with NAMI Vermont, you must be an annual dues-paying member. Membership provides benefits at all three levels of the organization - national, state, and local (affiliate). These are the membership options we currently have available:

- Household Membership: \$60/year (covers all the members at the same address)
- Regular Membership: \$40/year (individual membership)
- Open Door Membership: \$5/year (for individuals with limited financial resources)

To keep your membership active, visit namivt.org/membership.

For Program Leaders, refresher training after 5 years is provided to remain current in programming updates. Updated training opportunities are available, usually on an annual basis. Trainings are provided at no cost to you! The Program Coordinator will keep you updated about any new changes or responsibilities.

NAMI Vermont volunteers provide critical services and tasks that are necessary to the success of the organization. Serving on a variety of Committees is one option.

Role of a Committee:

Committees are tasked with suggesting policy, making recommendations, facilitating planning, and guiding the NAMI Vermont Board of Directors through a variety of issues. Committees research issues and options for the Board and are valuable entities for NAMI Vermont. Decisions by committees are brought to the Board of Directors for approval unless board approval is not required. The staff and Board are most appreciative of the time and effort volunteers take to guide the Board and its operations. Volunteers will receive updated committee descriptions as changes are made.

Committees:

Standing Committees

- Executive Committee
(*eligibility to serve on the Executive Committee is reserved for officers of the Board*)
- Finance Committee
- Governance Committee

Board and Ad Hoc Committees / Workgroups

- Advocacy Committee
- Events Committee
- FaithNet Workgroup

Joining a Committee:

All committee members must be approved by the Board. All NAMI Vermont members are eligible to serve on any NAMI Vermont committee with the exception of the Executive Committee, which is limited to officers of the Board.

1. Interested participants are encouraged to attend two committee meetings prior to joining the committee as a voting member. A Board member can be approved as a voting member on a committee without attending two meetings first.
2. The Committee Chair or NAMI Vermont staff will discuss the role of the committee, time commitment, and skills of the individual to determine if they meet the requirements. Any relevant documents pertaining to the committee, such as past minutes and the committee charter, will be shared.
3. The Committee Chair will provide information to the Board President or Executive Director about any new committee members that they would like approved by the Board.
4. Once the Board has decided regarding the application of a member to join a committee, a NAMI Vermont Board Member or staff member will notify the Committee Chair and the new committee member.

NAMI Vermont's Expectations of Committee Members:

1. Be a NAMI Vermont Member.
2. Attend committee meetings.
3. Vote at meetings when motions are presented.
4. Notify the chair or staff in advance of their absence from a committee meeting.
 - a. Two unexcused absences may result in the revocation of voting privileges.
5. Actively participate in and between meetings (in person, by phone, by email, etc).
6. Respect the diverse ideas and opinions of other members.

NAMI Vermont and/or the Committee Chairperson will:

1. Give notice of the place, date, and hour at which a committee meeting is to be held no less than two (2) days prior to the meeting.
2. Provide access to information, materials, and past minutes of the committee upon request.

Quorum:

1. A majority of the committee shall constitute a quorum.
2. A majority of those present shall have power to act on all matters before the committee.

Committee Meeting Documents:

NAMI Vermont uses Office 365/Microsoft OneDrive to store and share documents with committee members. These files include the agenda, minutes, and any work documents provided at the meeting. Any volunteer who needs training to use OneDrive should notify the office to schedule training.

Program Volunteers/Leaders - Teachers, Facilitators, and Trainers

For details of each program, see Appendix I

Family-to-Family Course

Family-to-Family Teacher

Job Title	Family-to-Family Teacher
Purpose	Co-teach the 8-week Family-to-Family Course
Key Responsibilities	<ul style="list-style-type: none"> ● Collaborate with Program Coordinator to organize the course and recruit/interview participants ● Support promotion of the course by posting flyers in the community, networking with other agencies, schools, and posting in community event calendars and newsletters ● Participate in planning and debrief meetings as needed ● Teach 8-week Family-to-Family course
Supervisor	NAMI Vermont Program Coordinator
Time Commitment	<ul style="list-style-type: none"> ● Planning and preparation 2 months prior to course ● 2.5 hours, 1 evening a week for 8 weeks plus any necessary prep time during the course ● Minimum: two 8-week courses ● Semi-annual refresher as needed
Qualifications	<ul style="list-style-type: none"> ● Any family member or partner of an individual living with a mental health condition may apply to become a Family-to-Family teacher ● Complete an interview and screening process to determine whether the opportunity is a good fit ● Be certified by NAMI Vermont after completing training ● Be a member of NAMI Vermont ● Previous experience as a Family-to-Family class participant preferred
Support Provided	<ul style="list-style-type: none"> ● Free training, mileage reimbursement, meals, and lodging as needed ● Updated teacher manual and other materials/resources ● Close working relationship with Program Coordinator

Family-to-Family Trainer

Job Title	Family-to-Family Teacher Trainer
Purpose	Train Family-to-Family teachers in the NAMI National model
Key Responsibilities	<ul style="list-style-type: none"> ● Collaborate with Program Coordinator to organize the training and recruit/interview applicants ● Conduct statewide teacher training and refresher training
Supervisor	NAMI Vermont Program Coordinator
Time Commitment	<ul style="list-style-type: none"> ● Weekend certification training by NAMI National (out of state) ● Planning and recruitment 6 weeks prior to training ● Conduct two-day weekend training and/or refresher/recertification (as needed)
Qualifications	<ul style="list-style-type: none"> ● Be an experienced certified Family-to-Family Teacher ● Be certified as a Family-to-Family Trainer by NAMI National ● Be a member of NAMI Vermont
Support Provided	<ul style="list-style-type: none"> ● National training, transportation, lodging and meals ● Updated trainer manual and other materials/resources provided ● Reimbursement of approved expenses, mileage, etc. ● Close working relationship with Program Coordinator

Family Support Group Program

Family Support Group Facilitator

Job Title	Family Support Group Facilitator
Purpose	Facilitate Family Support Groups for family members, partners & close friends of individuals living with a mental health condition
Key Responsibilities	<ul style="list-style-type: none"> ● Collaborate with Program Coordinator to organize and plan training ● Responsible for respectful use of space including securing building post-meeting ● Organize local outreach efforts: ● Posting flyers and community calendar listings ● Participating in community outreach events, etc. ● Facilitate Support Group meetings to include the distribution of NAMI Vermont materials and information ● Track and send data to Program Coordinator ● Participate in facilitator meetings as needed
Supervisor	NAMI Vermont Program Coordinator
Time Commitment	<ul style="list-style-type: none"> ● Minimum: 2 years – No Maximum ● Free Training (including meals and lodging when applicable) ● Limited time devoted to outreach with affiliates ● Monthly (or twice per month) 90-minute Family Support Group meetings plus any necessary preparation time ● Refresher or recertification training as needed
Qualifications	<ul style="list-style-type: none"> ● Must be a family member of an individual living with a mental health condition ● Must go through an interview and screening process to determine whether the opportunity is a good fit ● Must be certified by NAMI Vermont after completing training ● Must be a member of NAMI Vermont
Support Provided	<ul style="list-style-type: none"> ● Free training, mileage reimbursement, meals, and lodging as needed ● Updated facilitator manual and other materials/resources ● Close working relationship with Program Coordinator

Family Support Group Facilitator Trainer

Job Title	Family Support Group Facilitator Trainer
Purpose	To train all Family Support Group facilitators in the NAMI National model
Key Responsibilities	<ul style="list-style-type: none"> ● Work with the Program Coordinator to organize the training and recruit/interview applicants ● Conduct facilitator training and/or refresher/recertification as needed ● Participate in planning and debrief meetings as needed
Supervisor	NAMI Vermont Program Coordinator
Time Commitment	<ul style="list-style-type: none"> ● Intensive weekend certification training by NAMI National ● Planning and recruitment 6 weeks prior to training ● Conduct weekend training and/or refresher/recertification (as needed)
Qualifications	<ul style="list-style-type: none"> ● Must be an experienced certified Family Support Group Facilitator ● Must be certified by NAMI National ● Must be a member of NAMI Vermont
Support Provided	<ul style="list-style-type: none"> ● National training, transportation, lodging and meals ● Updated trainer manual and other materials/resources ● Reimbursement of approved expenses, mileage, etc. ● Close working relationship with Program Coordinator

NAMI Connection Recovery Support Group Program

NAMI Connection Recovery Support Group Facilitator

Job Title	NAMI Connection Recovery Support Group Facilitator
Purpose	To co-facilitate NAMI Connection Support Groups for individuals living with a mental health condition
Key Responsibilities	<ul style="list-style-type: none"> ● Work with Program Coordinator to identify meeting space, dates, times ● Responsible for respectful use of space including securing building post meeting ● Organize local outreach efforts: <ul style="list-style-type: none"> ● Posting flyers & community calendar listings ● Participating in community outreach events, etc. ● Facilitate Support Group meetings to include the distribution of NAMI Vermont materials and information ● Track and post program data on website or send data to Program Coordinator ● Participate in facilitator meetings as needed
Supervisor	NAMI Vermont Program Coordinator
Time Commitment	<ul style="list-style-type: none"> ● Intensive facilitator training ● Limited time devoted to outreach with affiliates ● Weekly, bi-weekly, or monthly 90-minute Connection Support Group meetings plus any necessary preparation time ● Minimum one-year commitment ● Refresher or recertification training as needed ● Minimum: 1 year - Maximum: No limit
Qualifications	<ul style="list-style-type: none"> ● Any adult living in recovery with a mental health condition that expresses an interest may apply ● Must go through an interview and screening process to determine whether the opportunity is a good fit ● Must be certified by NAMI Vermont after completing training ● Must be a member of NAMI Vermont
Support Provided	<ul style="list-style-type: none"> ● Groups may have more than two facilitators who share responsibilities ● Free training, mileage reimbursement, meals, and lodging as needed ● Updated facilitator manual and other materials ● Close working relationship with Program Coordinator

NAMI Connection Recovery Support Group Facilitator Trainer

Job Title	NAMI Connection Recovery Support Group Facilitator Trainer
Purpose	Train support group facilitators in the NAMI National model
Key Responsibilities	<ul style="list-style-type: none"> ● Work with the Program Coordinator to organize facilitator training ● Work with the Program Coordinator to recruit and/or interview applicants ● Conduct two-day-facilitator training and/or one-day refresher as needed ● Participate in planning and debrief meetings as needed
Supervisor	NAMI Vermont Program Coordinator
Time Commitment	<ul style="list-style-type: none"> ● Intensive weekend certification training by NAMI National ● Planning and recruitment 6 weeks prior to training ● Conduct two-day weekend training and/or one-day refresher/recertification (as needed) ● 5-year appointment: No limit on maximum
Qualifications	<ul style="list-style-type: none"> ● Must be an experienced certified Connection Recovery Support Group Facilitator ● Must be certified by NAMI National ● Must be a member of NAMI Vermont
Support Provided	<ul style="list-style-type: none"> ● National training, transportation, lodging and meals ● Updated trainer manual and other materials/resources ● Reimbursement of approved expenses, mileage, etc. ● Close working relationship with Program Coordinator

Mental Illness and Recovery Workshop

Mental Illness and Recovery Workshop Teacher

Job Title	Mental Illness and Recovery Workshop Teacher
Purpose	To teach the 1-day workshop
Key Responsibilities	<ul style="list-style-type: none"> ● Work with the Program Coordinator to organize the class ● Conduct the 1-day workshop ● Participate in planning and debrief meetings as needed
Supervisor	NAMI Vermont Program Coordinator
Time Commitment	<ul style="list-style-type: none"> ● 1 day workshop plus any necessary prep time ● Scheduling based on availability of teachers and participants ● Refresher/recertification (as needed)
Qualifications	<ul style="list-style-type: none"> ● Must be certified after completing statewide training ● Must be a member of NAMI Vermont and familiar with our programs ● Previously completed MIR workshop as a participant preferred
Support Provided	<ul style="list-style-type: none"> ● Free training, meals, and mileage reimbursement ● Audio/visual equipment supplied by NAMI Vermont ● Reimbursement of approved expenses and mileage ● Updated teacher manual ● Materials for promoting the workshop ● Close working relationship with Program Coordinator

Mental Illness and Recovery Workshop Trainer

Job Title	Mental Illness and Recovery Workshop Trainer
Purpose	To train all Mental Illness and Recovery teachers
Key Responsibilities	<ul style="list-style-type: none"> ● Work with the Program Coordinator to organize the statewide teacher training and recruit/interview applicants ● Conduct statewide training / refresher ● Work with NAMI Vermont to update the curriculum as needed ● Participate in planning and debrief meetings as needed
Supervisor	NAMI Vermont Program Coordinator
Time Commitment	<ul style="list-style-type: none"> ● Planning and recruitment 6 weeks prior to training ● The workshop trainer will be responsible for conducting the 1-day intensive training / refresher
Qualifications	<ul style="list-style-type: none"> ● Must be an experienced certified Mental Illness and Recovery workshop teacher ● Must be a member of NAMI Vermont
Support Provided	<ul style="list-style-type: none"> ● Updated trainer manual and other materials/resources ● Reimbursement of approved expenses, mileage, etc. ● Close working relationship with Program Coordinator

Provider Program

Provider Teacher

Job Title	Provider Teacher
Purpose	Teach 15-hour Provider Course or 4-hour seminar (when requested)
Key Responsibilities	<ul style="list-style-type: none"> ● Work with the Program Coordinator to organize the class ● Conduct 15-hour Provider course or 4-hour seminar ● Participate in planning and debrief meetings as needed
Supervisor	NAMI Vermont Program Coordinator
Time Commitment	<ul style="list-style-type: none"> ● 15-hours (or 4-hour seminar) plus any necessary prep time during the course (this may include a planning meeting) ● Refresher or recertification training (as needed)
Qualifications	<ul style="list-style-type: none"> ● Must be a family member, individual with a mental health condition or a provider who is also either a family member or an individual with a mental health condition ● Must be certified after completing statewide training ● Must be a member of NAMI Vermont
Support Provided	<ul style="list-style-type: none"> ● Free training, mileage reimbursement, meals, and lodging as needed ● Updated teacher manual and other materials/resources ● Close working relationship with Program Coordinator

Provider Teacher Trainer

Job Title	Provider Teacher Trainer
Purpose	To train all Provider teachers in the NAMI (National) model
Key Responsibilities	<ul style="list-style-type: none"> ● Work with the Program Coordinator to organize training and recruit/interview applicants ● Participate in planning and debrief meetings as needed ● Conduct training and refresher/recertification as needed
Supervisor	NAMI Vermont Program Coordinator
Time Commitment	<ul style="list-style-type: none"> ● Weekend certification training by NAMI (National) out of state ● Planning and recruitment 6 weeks prior to training ● Conduct training and refresher as needed
Qualifications	<ul style="list-style-type: none"> ● Must be an experienced certified Provider teacher ● Must be certified by NAMI (National) ● Must be a member of NAMI Vermont
Support Provided	<ul style="list-style-type: none"> ● National training, transportation, lodging and meals ● Updated trainer manual and other materials/resources ● Reimbursement of approved expenses, mileage, etc. ● Close working relationship with Program Coordinator

In Our Own Voice Presentation

In Our Own Voice Presenter

Job Title	In Our Own Voice Presenter
Purpose	Give presentations to the public
Key Responsibilities	<ul style="list-style-type: none"> • Work with the Program Coordinator to schedule presentation(s) • Submit paperwork to Program Coordinator • Participate in planning and debrief meetings as needed • Give presentations in the community
Supervisors	<ul style="list-style-type: none"> • NAMI Vermont Program Coordinator • NAMI Vermont In Our Own Voice Coordinator
Time Commitment	<ul style="list-style-type: none"> • Planning and preparation prior to presentation • Refresher or recertification – as needed
Qualifications	<ul style="list-style-type: none"> • Any individual living in recovery who has or had a mental health condition • Comfortable speaking in front of people to share your story • Must be a member of NAMI Vermont
Support Provided	<ul style="list-style-type: none"> • Free online, self-paced training and a one-day in-person training (lodging and meals provided when applicable) • Updated manual and other materials/resources • Close working relationship with Program Coordinator and In Our Own Voice Coordinator • Reimbursements for approved expenses, including mileage

In Our Own Voice Trainer

Job Title	In Our Own Voice Trainer
Purpose	To train all In Our Own Voice presenters in the NAMI National model
Key Responsibilities	<ul style="list-style-type: none"> • Work with the Program Coordinator to organize training and recruit/interview applicants • Conduct presenter training and refresher as needed
Supervisor	NAMI Vermont Program Coordinator
Time Commitment	<ul style="list-style-type: none"> • Intensive weekend certification training by NAMI National • Planning and recruitment 6 weeks prior to training • Conduct training and refresher as needed
Qualifications	<ul style="list-style-type: none"> • Must be an experienced certified In Our Own Voice Presenter • Must be certified by NAMI (National) • Must be a member of NAMI Vermont
Support Provided	<ul style="list-style-type: none"> • National training, transportation, lodging and meals • Updated trainer manual and other materials/resources • Reimbursement of approved expenses, mileage, etc. • Close working relationship with Program Coordinator

Ending the Silence Presentation

Ending the Silence Presenter

Job Title	Ending the Silence Presenter
Purpose	Give presentations to students, faculty, and parents
Key Responsibilities	<ul style="list-style-type: none"> ● Work with the Program Coordinator to schedule presentation(s) ● Submit paperwork to Program Coordinator and/or Program Coordinator ● Participate in planning and debrief meetings as needed ● Give presentations in the schools
Supervisors	<ul style="list-style-type: none"> ● NAMI Vermont Program Coordinator ● Ending the Silence Program Coordinator
Time Commitment	<ul style="list-style-type: none"> ● Planning and preparation prior to presentation ● Refresher or recertification – as needed
Qualifications	<ul style="list-style-type: none"> ● Primary Presenter: An individual with a mental health condition or a family member of a person in recovery ● Presenter Two: An individual living in recovery who has or had a mental health condition within ages 18-35 ● Comfortable speaking in front of people to share your story ● Must be a member of NAMI Vermont
Support Provided	<ul style="list-style-type: none"> ● Online self-paced training, mock presentation upon completing training ● Updated resources and/or presentation supplies ● Close working relationship with Program Coordinator ● Reimbursements for approved expenses, including mileage

Ending the Silence Coordinator

Job Title	Ending the Silence Coordinator
Purpose	To coordinate all Ending the Silence presentations with NAMI Vermont
Key Responsibilities	<ul style="list-style-type: none"> ● Work with the Program Coordinator to recruit/interview applicants ● Communicate with presenters and coordinate presentations ● Offer guidance during/after “mock” presentation
Supervisors	NAMI Vermont Program Coordinator
Time Commitment	<ul style="list-style-type: none"> ● Planning with presenters and Program Coordinator ● Recommend refresher training as needed
Qualifications	<ul style="list-style-type: none"> ● Must be a trained presenter in Ending the Silence ● Must be a member of NAMI Vermont
Support Provided	<ul style="list-style-type: none"> ● Materials/resources necessary for presentations ● Reimbursement of approved expenses, mileage, etc. ● Close working relationship with Program Coordinator

FaithNet Presentation

FaithNet Presenter

Job Title	FaithNet Presenter
Purpose	Give presentations to communities of faith, including churches, synagogues, mosques, temples, etc.
Key Responsibilities	<ul style="list-style-type: none"> ● Work with the Program Coordinator to schedule presentation(s) ● Submit paperwork to Program Coordinator ● Participate in planning and debrief meetings as needed ● Give presentations in communities of faith
Supervisor	NAMI Vermont Program Coordinator
Time Commitment	<ul style="list-style-type: none"> ● Planning and preparation prior to presentation ● Refresher or recertification – as needed
Qualifications	<ul style="list-style-type: none"> ● Any close family member or partner of, or an individual living in recovery who has or had a mental health condition ● Comfortable speaking in front of people to share your story ● Must be a member of NAMI Vermont
Support Provided	<ul style="list-style-type: none"> ● Online self-paced training ● Updated resources and/or presentation supplies ● Close working relationship with Program Coordinator ● Reimbursements for approved expenses, including mileage

APPENDICES

Appendix I: Fact Sheets



PROGRAMS & SERVICES

Education Programs

Family-to-Family:

Family-to-Family is a free evidence-based 8-week course for families, partners and friends of individuals with serious mental illness, taught by trained NAMI Family members. The course focuses on families' emotional responses to the trauma of mental illness; many family members describe their experience in the program as "life changing." Scientific evaluation demonstrates that course participants gain a greater understanding of mental illness, cope better with the strains of illness, worry less, and feel greatly empowered to navigate the health care and political systems to get better treatment and services.

This course includes:

- Current information about schizophrenia, major depression, bipolar disorder (manic depression), panic disorder, obsessive-compulsive disorder, borderline personality disorder, post traumatic disorder (PTSD), co-occurring brain disorders and addictive disorders
- Information about medications, side effects, and other treatments
- Current research related to the biology of brain disorders and the evidence-based, most effective treatments to promote recovery
- Gaining empathy by understanding the subjective, lived experience of a person with mental illness
- Learning in special workshops for problem solving, listening, and communication techniques
- Acquiring strategies for handling crises and relapse
- Focusing on care for the caregiver: coping with worry, stress, and emotional overload
- Guidance on locating appropriate supports and services within the community
- Information on advocacy initiatives designed to improve and expand services

NAMI Vermont offers at least three (3) Family-to-Family classes per year in different locations around the state.

Mental Illness and Recovery:

NAMI Vermont's Mental Illness and Recovery workshop is a free 1-day workshop introducing family members, friends, peers, and community members a one-day workshop that covers information on bipolar disorder, major depression, schizophrenia/schizoaffective disorder, obsessive compulsive disorder, panic disorder, PTSD, and borderline personality disorder. The workshop will also cover the components of recovery, evidence-based practices available in Vermont and resources and services within our state.

NAMI Vermont offers 3-5 workshops per year in different locations around the state.

Provider Program:

NAMI Provider Program offers 15 hours or 4 hours of training to professionals and providers who work directly with people who live with a mental health condition. The course helps providers realize the hardships that families and individuals experience and appreciate the courage and persistence it takes to live with and recover from mental illness. The course is taught by a trained team of family members, individuals living with a mental health condition, and a mental health provider.

NAMI Vermont offers two (2) 4-hour or one (1) 15-hour course per year in different locations around the state.

In Our Own Voice:

NAMI In Our Own Voice is a 60-90 minute public education presentation that raises awareness and reduces the stigma of mental illness and demonstrates that recovery is possible. It includes a short video, personal testimony and a Q&A that allows for honest and open dialogue. Presenters engage audiences with their brave and gripping personal journeys. The various sections of each presentation include Introduction, What Happened, What Helps, and What is Next.

NAMI Vermont offers at least fifteen (15) presentations per year in different locations around the state.

FaithNet:

NAMI FaithNet is an interfaith presentation by NAMI members for friends, clergy and congregations of all faith traditions who wish to encourage their communities to be welcoming and supportive of persons and families living with a mental health condition. NAMI FaithNet strives to encourage welcoming, caring congregations as well as to promote the vital role of spirituality in the journeys of many who live with mental health conditions, for whom faith may be a key component of recovery.

Currently, NAMI Vermont offers no minimum of presentations per year in different locations around the state.

Support Groups

NAMI Family Support Groups:

NAMI Family Support Groups are a free, 90-minute support group of family and friends of individuals with a mental health condition where they can talk frankly about their challenges and help one another through their learned wisdom and coping strategies. The model operates differently than other, more traditional "share-and-care" groups. The NAMI Support Group model offers a set of key structures and group processes for facilitators to use in common support group scenarios. These structures come with clear guidelines to follow. When used together, they encourage full group participation in support group meetings.

NAMI Vermont offers at least five (5) support groups meeting monthly or bi-monthly around the state.

NAMI Connection Support Groups:

NAMI Connection is a recovery support group program for adults living with a mental health condition. These groups provide a place that offers respect, understanding, encouragement, and hope. NAMI Connection groups offer an opportunity to share the challenges and successes of coping with a mental health condition. Each group:

- Meets weekly, bi-weekly, or monthly for 90 minutes
- Is offered free of charge
- Follows a flexible structure without an educational format
- Does not recommend or endorse any medications or other medical therapies

All groups are **confidential** - participants can share as much or as little personal information as they wish. Meetings will be guided by NAMI Connection's Principles of Support.

NAMI Vermont offers at least (3) community support groups around the state and has partnered with Vermont Psychiatric Care Hospital to offer support groups on their psychiatric inpatient unit as facilitators are available.

Other Services

Annual Educational Conference:

Every year NAMI Vermont offers an educational conference open to all community members, professionals, peers and family members. We offer keynote presentations and workshops on a wide variety of topics. This is the only service we offer where we charge a fee to attend. There are limited scholarships available for peers and family members of limited financial means.

Information and Referral Line:

NAMI Vermont offers a toll-free Referral Line during business hours providing information relating to mental health and mental health care. This is a referral line, not a hot line. We refer people to websites where they can find doctors or lawyers, provide them with information on mental health, information about our services and provide supportive listening. We cannot provide callers with referrals to specific individuals, treatments or medications. We do not offer counseling or one-on-one advocacy. We provide brochures, fact sheets and our Resource Guidebook upon request.

Advocacy:

Our outreach extends to service providers, professionals, local and state elected officials, and the general public by bringing our concerns and solutions to them while deepening their understanding of the need for community-based systems of care that are peer- and family-centered in treatment, planning, delivery and evaluation of services. We advocate at the state and systems level, providing testimony before the legislature, participating in state and local meetings which help determine the shape of mental health care. We advocate to affect system change which will ensure the most appropriate care possible for peers. We do not provide advocacy on an individual level. We are not able to attend meetings with individuals or provide case management. Every year, the NAMI Vermont Advocacy Committee reviews and updates the advocacy platform and priorities.

Outreach and Fundraising Events:

NAMI Vermont staff and volunteers attend conferences, health fairs, and meetings with providers and community organizations to provide information about mental health and our services. We fight stigma and discrimination by educating our leaders, the media and the public through such events as the annual NAMI Vermont Walk. NAMI Vermont and affiliates regularly participate in community events to raise awareness of our support and education programs.



Volunteer and Intern Confidentiality Agreement

I agree to maintain the confidentiality of members and staff of NAMI Vermont, individuals who contact NAMI Vermont and NAMI Vermont volunteers. All personal information concerning an individual and his or her family should be considered confidential and should not be shared, except with staff or in circumstances in which individuals pose an immediate danger to themselves or others.

I agree that I will hold organizational information, such as project and financial information, donors and potential donors, databases and other organizational practices and information in strict confidence and will not disclose or use such information outside the scope of my relationship with NAMI Vermont or without NAMI Vermont’s prior authorization.

If requested by staff, I agree to provide the information needed for a background check. Results of completed background check will be kept confidential and may not necessarily preclude eligibility to volunteer with NAMI Vermont.

I hereby acknowledge that I have read and understood the above agreement regarding confidentiality and agree to abide by these terms during my tenure and at all times thereafter.

Signature of Volunteer

Date _____

Full Name (Please Print)

NAMI Vermont Volunteer Opportunities

NAMI Vermont is a **grassroots organization** that relies heavily on volunteers to deliver our programs! We **sincerely appreciate** your interest in being an active volunteer with NAMI Vermont! Once you complete and return this form, we will get in touch with you to suggest the volunteer opportunities for which we believe you are best suited. Please note that you must be a member of NAMI Vermont to serve as a Program Leader for one of our programs. If you are not currently an active member, please go to <https://namivt.org/get-involved/membership/>. If you have any questions or need additional information, please email info@namivt.org or call 802/876-7949.

Date	Name (First, MI, Last)	Pronouns
Phone Number (Cell)		Email Address
Mailing Address (Street/PO Box/Apt #)		Mailing Address (City, State, Zip)
How did you learn about NAMI Vermont? (please check ALL that apply) <input type="checkbox"/> Newspaper <input type="checkbox"/> Workplace <input type="checkbox"/> Mailing <input type="checkbox"/> Word of Mouth <input type="checkbox"/> School <input type="checkbox"/> Other: <input type="checkbox"/> Poster/Flyer <input type="checkbox"/> Website <input type="checkbox"/> Social Media <input type="checkbox"/> NAMI National <input type="checkbox"/> Healthcare Provider _____		
Are you completing this form in response to a training we are offering to become a facilitator or teacher? <input type="checkbox"/> Yes <input type="checkbox"/> No <i>If Yes, Please specify:</i> _____		
Would you like us to add you to our e-NEWS mailing list? <input type="checkbox"/> Yes <input type="checkbox"/> No		
HERE ARE SOME WAYS YOU CAN BE INVOLVED WITH NAMI VERMONT (please check ALL that apply)		
<input type="checkbox"/> SHARE YOUR STORY... Everyone has a story to tell, and we'd love to hear yours! <input type="checkbox"/> SUPPORT OUR ANNUAL WALK... Form a team and fundraise, participate in the walk, or help on the day of the event. <input type="checkbox"/> HOST A LOCAL FUNDRAISER... Organize a yard sale, host a fundraising night at a local restaurant, or create a FB fundraiser <input type="checkbox"/> HELP WITH OUTREACH... Help host a NAMI Vermont exhibit table at community events, walk in a local parade, or distribute NAMI materials in your community and/or online. <input type="checkbox"/> SERVE ON A COMMITTEE... Serve on one of our various committees or subcommittees. <input type="checkbox"/> BE AN ADVOCATE... Learn how to testify and serve as an advocate to improve the lives of those living with mental illness.		
YOU CAN ALSO BE TRAINED TO DELIVER ONE OR MORE OF OUR PROGRAMS (please check which type(s) of programs you are interested in, and we will help determine the most appropriate program(s) for you) — Please note: You must make a <u>minimum</u> one-year commitment to be trained as a facilitator, teacher, or presenter.		
<input type="checkbox"/> SUPPORT GROUP FACILITATOR (Lead a Support Group for either peers or family members/friends for 1 ½ hours, 1-2x/ month) <input type="checkbox"/> CLASS OR WORKSHOP TEACHER (Teach a one-day workshop for 7 hours, 1-2x/year or teach an eight-week class that is offered 1-2x/year. Classes run for 2 ½ hours each week for eight weeks) <input type="checkbox"/> PRESENTER (Participate in a presentation that lasts 1 ½-2 ½ hours, 3-5x/year)		
PLEASE TELL US MORE ABOUT YOURSELF AND YOUR INTEREST IN VOLUNTEERING WITH NAMI VERMONT		



NAMI
National Alliance on Mental Illness

Vermont

EMERGENCY CONTACT INFORMATION

Volunteer		
Name:		
Address:		
City:	State:	Zip:
Home Phone:	Work Phone:	
Cell Phone:	E-mail:	
Date of Birth:		
Are there any allergies or health concerns that might warrant emergency services?		

Emergency Contact Information		
Name:	Relationship:	
Address:		
City:	State:	Zip:
Home Phone:	Work Phone:	
Cell Phone:	E-mail:	

Alternate Emergency Contact Information		
Name:	Relationship:	
Address:		
City:	State:	Zip:
Home Phone:	Work Phone:	
Cell Phone:	E-mail:	

Appendix III: Purchases and Reimbursements

Purchasing Policy

Adopted by the NAMI Vermont Board of Directors April 30, 2011; Amended, Approved by the Executive Committee 2/2016; Amended, Approved by the Board 9/11/2021; Amended, Approved by the Board 9/12/2023.

It is essential that uniform purchasing policies be followed by NAMI Vermont staff, officers and directors, and volunteers. In order to maintain financially sound business practices, the following policy will govern purchases, approvals, and reimbursements. Failure to follow this policy may result in revocation of delegated authority, denial of reimbursement, delay in payment, or other sanctions up to and including personal liability for unauthorized purchases.

Tax Exempt Status: NAMI Vermont is exempt from paying Vermont sales tax. The purchaser of goods or services should inform the supplier of that fact. A copy of the tax exemption certificate should be provided if requested by the vendor.

Personal Purchases: NAMI Vermont will not purchase any supplies or equipment for personal use by staff, officers and directors, and volunteers.

Purchase Orders: A purchase order system and form(s) shall be implemented in accordance with the Purchasing Policy.

1. All purchases that are non-recurring expenditures will follow the purchase order system requiring approvals.
2. All purchases that are not itemized in the budget will follow the purchase order system requiring approvals.
3. All purchases in any amount must have accompanying receipts.

Approval of Purchases and Check Signing

1. All purchase orders must be approved by either the Executive Director or members of the Board who have check signing authorization.
2. All checks cut in the amount of \$1,000 or more, with the exception of bills deemed routine (e.g. VISA, Insurance, ADP) require the signatures of two check signers.
3. All unbudgeted purchase orders of \$1,000 or more must be approved by the Treasurer or President in addition to the Executive Director.
4. All purchase orders of \$2,500 or more must have the approval of the Executive Committee.
5. Any check payable to a check signer should be signed by a different check signer.

Reimbursement for Authorized Purchases

1. All purchases made by staff, officers and directors, and volunteers for NAMI Vermont must have prior approval from the Executive Director to guarantee reimbursement, providing that all other requirements of this policy are met. In the case of no Executive Director at the helm, the approval of Treasurer and President shall suffice.
2. An approved purchase order and original receipt is required for reimbursement.

Volunteer Mileage Reimbursement Policy and Procedure

Adopted by the NAMI Vermont Board of Directors 3-24-2012; Amended 4-25-2016 - Board Meeting; Amended, Approved by the Board 9/11/21.

Policy: NAMI recognizes that volunteer time and contributions are vital to our success and achievement. At the same time, NAMI must balance this recognition with our responsibility to be fiscally prudent. NAMI has developed this policy to enable volunteers to continue volunteering when they require financial assistance to meet their responsibilities. Volunteers shall only be reimbursed for mileage incurred directly in order to meet their specific volunteer responsibilities. Examples include, but are not limited to:

- NAMI Vermont Volunteer teachers, for planning, promoting and teaching classes
- NAMI Vermont Volunteer Support Group Facilitators, for planning, promoting and facilitating groups
- NAMI Vermont Directors, when traveling on required organizational business
- Mileage incurred while completing volunteer work at the request of the NAMI Vermont Executive Director

Volunteers have a mileage reimbursement rate of the IRS standard reimbursement rate for volunteers of a charity which is not taxable because it is a reimbursement. NAMI Vermont will not approve mileage that is reimbursed by another source (i.e. DMH, HireAbility)

Procedure: To ensure accurate record keeping and budget management, expense reimbursement requests must be submitted within 30 days of the travel for which the expense was incurred. To be reimbursed, a volunteer must submit a detailed record of the date, distance, purpose and reimbursement rate requested for each trip, on a form provided by NAMI Vermont for this purpose. In the event that a volunteer requires an advance of the mileage reimbursement prior to incurring the expense, the volunteer may request the advance by using the NAMI Vermont Mileage Reimbursement form. All advances must be approved by the Executive Director.

Payment of Stipends to Volunteers

Adopted by the NAMI Vermont Board of Directors on 9/11/21.

In some organizations, stipend payments are made to volunteers providing services that fall within the definition of the organization's core mission. Such payments, however, would classify the volunteers as employees, and therefore be subject to IRS reporting, withholding of taxes, worker's compensation costs, FICA and so forth. Work performed for the organization outside of its core mission may be performed by individuals operating as Contractors and is subject to reimbursement as such.

Policy: NAMI Vermont will not make stipend payments to its volunteers in any form (cash, gift cards, etc.) for services rendered to the organization. Reimbursement may be made to a volunteer for reasonable expenses supported by receipts and approved in advance that are incurred in the performance of the volunteer activity. Such expenses include mileage incurred directly in order to meet their specific volunteer responsibilities. See NAMI Vermont's Volunteer Mileage Reimbursement Policy and Procedure for details.



FY 2025 PURCHASE ORDER FORM

Please attach original receipts (required for reimbursement) —

Only pre-approved purchases are guaranteed reimbursement at pre-approved amounts.

Person Requesting	
Date	
Vendor	
Description	
Payment Method	
Total Amount	\$
Account #1	SELECT ACCOUNT
Class #1	SELECT CLASS
Actual Amount	\$
Account #1	SELECT ACCOUNT
Class #1	SELECT CLASS
Actual Amount	\$

APPROVAL:

Executive Director

Date

FY2025 MILEAGE REIMBURSEMENT FORM (VOLUNTEERS)

*Please attach original receipts (required for reimbursement) –
Only pre-approved travel/purchases are guaranteed reimbursement at pre-approved amounts.*

Travel Date Range	From: _____ To: _____
Name	_____
Address/ City/State/Zip	_____
Phone	_____
Email	_____

EXPENSE TYPE:	DESCRIPTION OF EXPENSE	DATE(S)	POINTS OF ORIGIN & DESTINATION	TOTAL MILES	MILEAGE RATE	TOTAL REQUESTED
#5510 – mileage					\$0.14 per mile	
#5510 – mileage					\$0.14 per mile	
Other						
TOTAL REIMBURSEMENT						

I certify that the statement and expenses claimed are reasonable and accurate and that these expenses were incurred in the performance of NAMI Vermont duties.

Requester's Signature

Date

APPROVAL:

Executive Director

Date

Appendix IV: Complaints & Grievance Procedure

GRIEVANCE/COMPLAINT/INTERNAL CONFLICT POLICY

Adopted by Governance and Board (2/9/19). Governance amended/approved (11/21/22). Approved by Board (12/10/22).

A grievance/complaint/internal conflict resolution is defined as a remedy to a circumstance in which an individual takes issue with an action taken or decision made by staff, volunteer, or a NAMI Vermont member that cannot be resolved through informal conflict resolution avenues. An informal conflict resolution involves direct discussions and a spirit of compromise.

Instructions:

1. A formal grievance/complaint should be filed within 30 days following origin of the incident or the date of learning of the situation.
2. When a formal grievance/complaint is filed, all the information requested on the form must be provided. The description of the grievance/complaint should include the names of other persons involved in the situation.
3. The normal course of conflict resolution and the grievance complaint procedure is as follows:
 - a. First try an informal conflict resolution process with the parties involved.
 - b. The parties involved (including as appropriate Affiliate members) should address the issue together to find resolution. If no resolution, take next step.
 - c. Parties should consult with the appropriate staff member. The staff member documents the grievance/complaint. If no resolution, take next step.
 - d. The parties, including the staff member, should consult with the Executive Director in resolving the issue before filing a formal grievance/complaint. The Executive Director documents the grievance/complaint and develops an action plan. If not resolved within a reasonable amount of time, then the grievant may file a grievance form.
4. The party files a grievance/complaint/internal form with Executive Director. The party has 30 days to file the grievance/complaint/internal form. The grievant is responsible for maintaining copies of the documentation for his or her records.
5. The Executive Director shares the grievance/complaint/internal form with the Executive Committee.

Report of Investigation: After a grievance/complaint has been submitted, an investigative process will begin as follows:

1. An unbiased investigative team will be identified and formed (no fewer than three individuals) by the Executive Director and Executive Committee.
2. The investigative team will gather data and information including interviews with appropriate individuals that the team identified.
3. Conclusions and next steps will be documented in a written report by the investigative team no later than 90 days from when the investigation began. It is shared with the Executive Director and approved by the Board of Directors.
4. The Board of Directors and/or Executive Director will take appropriate action in a timely manner on the report's next steps and recommendations.

FORMAL GRIEVANCE/COMPLAINT

THIS FORM MUST BE COMPLETELY FILLED OUT

Name of Grievant (Please Print/Type):	Phone:		
Role/Position:	Email:		
Date, time and place of event leading to grievance/complaint:		Date you became aware of the event, <i>(if different)</i> :	
Detailed description of grievance/complaint including names of other persons involved, if any and any informal actions taken, if any			
<i>(Provide additional documentation if necessary)</i>			
Applicable sections of Bylaws, Policies, Employee Handbook, Volunteer Handbook:			
Proposed solution/action to grievance/complaint:			
<u>Grievant:</u> File a copy of this form with the Executive Director and retain a copy for your records, if necessary. You should receive a response (not necessarily a resolution) within 10 days.			
Steps Taken <i>(Please Print Names)</i>	Date	Grievant's Signature	Date
Communicated with:			
Communicated with:			
Communicated with:			
Filed with Executive Director on:			

See instructions on previous page for procedures to be followed in filing a formal grievance/complaint.