

# WELCOME

Dear Volunteer:

Welcome to Volunteers of America Chesapeake and Carolinas (VOACC)! You are joining a family of more than 800 staff guided by our Core Values: *Visionary, One Body, Integrity, Compassion, Excellence, and Faith*; bonded through a mission “to empower self-reliance and inspire hope.”

In the volunteer application package, you will find the background check form, release & waiver form, media release form, volunteer code of ethics form, and our Volunteer handbook. Please complete the forms to the best of your knowledge and submit them to our volunteer coordinator for processing.

Volunteering at VOACC will be a very rewarding experience and will have an invaluable impact on the children, youth, families, and individuals we serve. Volunteers of America Chesapeake and Carolinas offers people a very unique opportunity to put their faith into action. Working together with the help of our committed volunteer board members and volunteers, we can achieve our collective mission and make the world a more

Again, welcome to our family. I wish you much success in your volunteerism at Volunteers of America Chesapeake and Carolinas. Thank you in advance for helping us fulfill our mission.

Blessings,

Russell Snyder  
President and CEO  
Volunteers of America Chesapeake and Carolinas, Inc.



CHESAPEAKE & CAROLINAS

## Media Release Form

Volunteers of America Chesapeake and Carolinas, Inc. respects the privacy of its participants, volunteers and customers. Therefore, we request your permission to use your name, likeness, voice and quotations as needed for broadcast media, publications, internet, promotion and/or public education. Please read and sign below to grant this permission. By signing below, permission is granted indefinitely. This permission may be revoked by you in writing at anytime.

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I hereby permit Volunteers of America Chesapeake and Carolinas, Inc. and its designees to record and use my name, likeness, voice and quotations and to release these images to the news, media, use for posting on the internet, use in internal or external publications, or use in any manner deemed appropriate by Volunteers of America Chesapeake And Carolinas, Inc. to publicize and promote its programs and activities, subject only to the more specific consents set forth below. Volunteers of America Chesapeake and Carolinas, Inc. has the right, among other things, to edit and/or otherwise alter the visual or sound recording or photographs, as needed. By signing this form, I give Volunteers of America Chesapeake and Carolinas, Inc. permission to transfer these rights to Volunteers of America, Inc.

### Specific Consents:

#### Taking of Photographs/Video Recordings:

- I agree to permit Volunteers of America Chesapeake and Carolinas, Inc. to make video recordings or photographs of me.

#### Use of Photographs/Videos Recordings:

- I understand and agree that the films or photographs may be published for general purposes such as, but not limited to: publicity, newsletters, annual reports, website, social media, research, education and training.

#### Time Limit:

- I do NOT place any limit in the period of time in which the photographs or films may be used.

#### Rights to Payment Relinquished:

- I (person named below) give up all rights to receive payment as a result of the distribution, showing or other use of these photographs or video recordings.

Use of Name:

- I give my consent that I MAY be identified:
- My Full Name (First and Last)
- My First Name Only
- My Initials Only
- May NOT be identified (by name in any photographs, or video recordings which are made.)
- I agree to have an assumed name provided to protect my privacy, at the discretion of VOAC
- I agree to have my story used but only want to be referred to by an assumed name

\_\_\_\_\_  
Name (print name of subject, parent (if minor) or legal guardian)

\_\_\_\_\_  
Signature of subject, parent, or legal guardian

\_\_\_\_\_  
Witness (print name)

\_\_\_\_\_  
Address of subject, parent, or legal guardian

\_\_\_\_\_  
Signature of Witness

\_\_\_\_\_  
City, State, Postal Code

\_\_\_\_\_  
Date

\_\_\_\_\_  
Telephone Number

\_\_\_\_\_  
Date

Names of minors or adults this release applies to:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



## VOLUNTEER CODE OF ETHICS AGREEMENT

1. Volunteers will never leave a child unsupervised.
2. A volunteer is not to be alone with one child except in an emergency or in otherwise unavoidable circumstances.
3. Volunteers will not abuse children including:
  - Physical Abuse - strike, spank, shake, slap
  - Verbal Abuse - humiliate, degrade, threaten
  - Sexual Abuse - including inappropriate touching
4. Using, possessing or being under the influence of alcohol, illegal drugs or any mood-altering chemical while volunteering is strictly prohibited.
5. Smoking or use of tobacco products in the presence of children or parents during while volunteering is prohibited and will result in immediate termination of your volunteer assignment.
6. Use of profanity while volunteering is prohibited.
7. Volunteers must appear clean, neat and appropriately attired.
8. Volunteers will treat children and adults with respect and consideration regardless of race, color, national origin, age, disability, sex, gender identity, religion, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program.
9. Volunteers will use positive techniques of guidance, including redirection, anticipation of and elimination of potential problems, positive reinforcement and encouragement rather than competition, comparison or criticism.
10. Use of humiliating or frightening discipline techniques is prohibited.
11. Volunteers will refrain from intimate displays of affections towards or in the presence of children, parents and staff.
12. Monetary donations and gifts to staff or clients are strictly prohibited.

13. VOACC requires that in the performance of their duties, volunteers must abide by the *Volunteer Guidelines and Procedures Agreement*.
14. Volunteers must be free of physical and psychological conditions that may adversely affect client's health including significant fever or contagious conditions.
15. Volunteers will portray a positive role model for children, youth, and adults, including but not limited to, maintaining an attitude of respect, loyalty, patience, courtesy, tact and maturity.

**I understand that any violation of the Code of Ethics may result in termination of my volunteer assignment.**

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Notice:** Volunteers under 18 years of age must have this agreement signed by their parent or guardian.

\_\_\_\_\_  
Parent or Guardian Signature

\_\_\_\_\_  
Date

# **VOLUNTEER HANDBOOK**

**Volunteers of America Chesapeake  
and Carolinas  
7901 Annapolis Road  
Lanham, MD 20817  
Phone 301 . 459 . 2020 ♦ Fax 301 . 459 . 2627**

## ACKNOWLEDGEMENT AND RECEIPT

Signature on this receipt acknowledges that you have reviewed and/or have received a copy of the VOACC volunteer handbook.

### ***Volunteer Handbook Statement of Certification***

I, \_\_\_\_\_, certify that I have reviewed and/or are aware that the VOACC Volunteer Handbook is been made available to me.

I further understand that, by signing this statement as required I may discuss questions that I have about the Volunteer Handbook with VOACC staff. I also realize that this statement will become a permanent part of my volunteer personnel file.

\_\_\_\_\_  
Volunteer's Name (Please Print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature of Parent/Guardian (if under 18 years old)

\_\_\_\_\_  
Address

\_\_\_\_\_  
City/State/Zip Code

\_\_\_\_\_  
Date

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## ABOUT VOACC

Volunteers of America Chesapeake and Carolinas, Inc. is a faith-based, non-profit organization whose mission is to inspire self-reliance, dignity and hope through health and human services. At Volunteers of America Chesapeake and Carolinas our staff of more than 800 and volunteers numbering more than 2,000, coordinate our efforts with other agencies and local organizations to maximize the impact of our work.

Founded in 1896 in Baltimore, MD Volunteers of America Chesapeake and Carolinas was one of the first branches of Volunteers of America - one of the nation's largest and most comprehensive human services organizations. Volunteers of America Chesapeake and Carolinas is one of 33 Volunteers of America affiliates across the United States. Together we help more than 2 million people in more than 400 communities in 44 states.

### Program Services

Through a dedicated and committed team of management, staff and volunteers VOACC helps nearly 11,000 people each year throughout Maryland, Virginia and the District of Columbia at our 44 programs serving:

- The homeless
- Individuals with mental illness
- Individuals with intellectual disabilities
- Those in need of affordable housing
- Those in need of supportive services
- Those recovering from substance abuse addictions
- Those involved in community corrections

### VOAC service divisions and programs include:

#### Homeless Services

At Volunteers of America Chesapeake and Carolinas, our specialty is helping those who need our help the most. Through a network of emergency shelters, hypothermia shelters, drop-in centers, cold-weather shelters, transitional housing programs and affordable permanent housing centers, Volunteers of America Chesapeake and Carolinas not only meets the needs of some of the most vulnerable people in our communities but provides them with the support they need to become self-sufficient

#### Program locations include:

- *Four Oaks Day Service Center – Newport News, VA*
- *Loudoun Homeless Services Center – Leesburg, VA*
- *Loudoun Permanent Supportive Housing – Leesburg, VA*

- **Loudoun County Rapid Re-Housing – Leesburg, VA**
- **Loudoun Cold Weather Shelter – Leesburg, VA**
- **Monument Street Shelter – Baltimore, MD**
- **Prince William County Rapid Re-Housing Program – Woodbridge, VA**
- **Residential Program Center – Arlington, VA**
- **Diversion & Prevention Services at Residential Program Center – Arlington, VA**
- **Alexandria Community Shelter – Alexandria, VA**
- **Leola Dorsey Center – Laurel, MD**

### **Supportive Housing Services**

Volunteers of America Chesapeake and Carolinas provide safe, affordable homes to formerly homeless and low-income families. We not only meet the needs of some of the people in our communities who need our help the most, but we also provide them with the support they need stay self-reliant.

#### **Program locations include:**

- **Eastern Avenue Apartments – Seat Pleasant, MD**
- **Irvington Woods – Baltimore, MD**
- **Paca House – Baltimore, MD Pratt House – Baltimore, MD**
- **Pratt House – Baltimore, MD**
- **Shelter Plus Care Program – Lanham, MD**
- **Supportive Services for Veterans and Families – Alexandria, VA**

### **Intellectual Disability Services**

Volunteers of America Chesapeake and Carolinas currently operates 13 residential programs offering supportive living services, while empowering individuals with intellectual disabilities to live independently in their community. Our programs are located throughout Maryland, Virginia and District of Columbia. Our goal is to ensure that anyone being served in our program experiences full satisfaction and reaches for their absolute highest potential in all areas of their life.

#### **Program locations include:**

- **Hampton Roads Intellectual Developmental Disability – Virginia Beach, VA**
- **District of Columbia Intellectual Developmental Disability - Washington, DC**
- **Intermediate Care Facilities – Greenbelt, MD**
- **Northern Virginia Intellectual Developmental Disability – Woodbridge, VA**

## **Behavioral Health Services**

Volunteers of America Chesapeake and Carolinas provide services and supports to people with mental illness throughout our programs. We also provide direct services to individuals with mental illness by focusing on assisting those with significant and persistent mental illness to live lives of independence in their communities. Our supports range from 24-hour residential supports based on individual needs, independent housing with supportive services, medication management, group therapy, counseling, community support and referral and assistance with the activities of daily living.

### **Program locations include:**

- *Baltimore Behavioral Health – Baltimore, MD*
- *Continuum of Care Housing Program – Lanham, MD*
- *Community Psychiatric Rehabilitation Program– Montgomery County, MD; Prince George’s County, MD; Baltimore City, MD*
- *Opportunities for Growth Housing Program– Lanham, MD*
- *VOAC Core Service Agency – Washington, DC*
- *D.C. Core Day Rehabilitation Program – Washington, DC*
- *Prince George’s Behavioral Health – Prince George’s County, MD*
- *Targeted Case Management – Greenbelt, MD*

## **Community Corrections**

For 123 years, Volunteers of America has championed the humane treatment of prisoners and provided services to help offenders successfully transition from prison to productive life in the community. Our unique partnerships within local communities represents one of the nation's best opportunities to engage citizens in the process of offering acceptance, service and guidance to formerly incarcerated citizens. These efforts not only provide life-changing benefits for the formerly incarcerated individual but also make a direct impact on the health and vitality of the local community.

### **Program locations include:**

- *Residential Re-Entry Center – Baltimore, MD*
- *VOA Works – Baltimore, MD*

## **Substance Abuse Treatment Services**

Volunteers of America is a leader in the field of substance abuse treatment and prevention by offering a continuum of care consisting of supportive services and residential treatment options to assist adults and their families to experience life without addiction and to become contributing members of their community. In addition, Volunteers of America Chesapeake offers substance abuse counseling either on-site or by referral at all of our homeless shelters and corrections programs.

**Program locations include:**

- ***Residential Program Center – Arlington, VA***

**Veterans Services**

Volunteers of America Chesapeake operate Veteran's Services programs in The District of Columbia as well as Northern Virginia. We support Veterans and their families in regaining their independence. Our Programs facilitate access to community resources and services to help each resident address the issues that contributed to their homelessness.

**Program locations include:**

- ***Veterans' Supportive Housing Program– VA***
- ***Supportive Services for Veterans Families Program - VA***



## **HANDBOOK DISCLAIMER**

This volunteer handbook takes effect immediately. Any volunteer handbook or manuals previously distributed by Volunteers of America Chesapeake and Carolinas are revoked and rescinded, and the provisions are null and void.

This handbook has been prepared for you in an effort to answer any questions you may have and serves as an introduction and a guideline to Volunteers of America Chesapeake and Carolinas (VOACC).

This handbook is intended to provide general policy and procedure information to VOACC volunteers. VOACC reserves the right to change or eliminate any of the policies or information in this handbook at its discretion with or without notice. Also, some of the statements in this handbook are general in nature and should not be read as including all the details on the subject discussed.

The volunteer policies are designed to provide VOACC volunteers with information about volunteer practices. Each section contains information about specific topics, outlining the governing policies and the applicable procedures.

This handbook is not an exhaustive list of all volunteer obligations. In addition to the handbook, volunteers must also abide by any local, state, and federal laws, regulations, and rules as well as other governing regulations as determined by licensing agencies, accrediting bodies, funding entities, and internal agency orders, policies, guidelines, directives, and instructions.

If you have questions about the volunteer handbook, this disclaimer, or specific VOACC operation and/or program policies, please contact the Director of Human Resources.

## VOLUNTEER CLASSIFICATIONS

Volunteers are classified according to the criteria as summarized below. Volunteer qualifications are directly related to the required functions of each volunteer position. According to the terms under which a new volunteer is assigned, he or she is classified as follows:

**Direct Service Volunteers** refers to those who regularly participate in volunteer activities within the confines of any VOACC facility and who as a function of their volunteer position description have direct contact with clients. All volunteer screening methods must be completed for Direct Service Volunteers, including TB test, National Sex Offender Registry screening, Criminal Background and/or FBI screening. Direct Service Volunteers are required to sign the Code of Ethics Agreement, Guidelines and Procedures Agreement and Release of Liability Agreement prior to service.

**Indirect Service Volunteers** refers to those who regularly participate in volunteer activities within the confines of any VOACC facility and who as a function of their volunteer position description DO NOT have direct contact with clients. Indirect Service Volunteers are required to sign the Code of Ethics Agreement, Guidelines and Procedures Agreement and Release of Liability Agreement prior to service.

**Special Event Volunteers** includes those individuals who participate in one-time or annual special events on behalf of the agency. Special Events are typically fundraisers in nature, but this classification is not limited to this type of event. Special Events are of a sporadic nature and are not normally held on VOACC property. Although clients may be present, the volunteer is not left unsupervised by staff. This classification does not require a TB test, National Sex Offender Registry screening, Criminal Background and/or FBI screening. Special Event volunteers may be required to sign the Code of Ethics Agreement, Guidelines and Procedures Agreement and Release of Liability Agreement before or upon arriving at the special event.

**Service Group Volunteers** include those individuals who participate as a part of a larger group (church, school, sorority/fraternity, etc.) in a specific project benefiting an agency facility or project (landscaping, bulk mail, one-time child activity, etc.). Because of the sporadic nature of a Service Group, members of this classification do not require a TB test, National Sex Offender Registry screening, Criminal Background and/or FBI screening. Service Group Leaders are required to participate in a brief on-site orientation prior to project engagement. Each member of the group is required may be required to sign the Code of Ethics Agreement, Guidelines and Procedures Agreement and Release of Liability Agreement.

## VOLUNTEER DISCLOSURE STATEMENT

**If convicted of any of the following, applicants are automatically disqualified from any volunteer opportunity:**

- Abuse
- Assault/battery
- Physical or sexual rape
- Any crime of sexual nature
- Homicide or manslaughter
- Attempted murder
- Domestic violence
- Child abuse or neglect
- Felony drug crimes
- Animal cruelty
- Theft and robbery
- Forgery/fraud
- Kidnapping
- Arson
- Weapons violations
- Any crime (misdemeanor or felony) involving children as an accomplice or victim

*\*Any disqualification will be reported to the applying volunteer, and may be appealed to President/CEO only.*



## DISCLAIMER OF VOLUNTEER CONTRACT

Please be advised that your volunteer relationship with the VOACC is at-will. This means that you can terminate your volunteer work with the VOACC at any time and for any reason and the VOACC retains a similar right.

## VOLUNTEER RELEASE OF LIABILITY

All VOACC volunteers are required to sign a *Volunteer Release of Liability Form*. Volunteers under the age of 18 must sign the form in conjunction with their parent/legal guardian.



# **VOLUNTEER POLICIES**

## ***Commitment to Volunteers, Diversity and Youth Involvement***

Volunteers are viewed as a valuable resource and shall be extended the following rights:

- The right to be given meaningful assignments
- The right to be treated as equal co-workers
- The right to have effective supervision
- The right to full involvement and participation
- The right to recognition for work done

In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the core values, mission, and procedures of the organization.

VOACC is committed to diversity and inclusiveness. Our employees, volunteers, governance, clients, and donors, should be representative of the diversity of the community VOACC serves.

Youth volunteers are welcomed! However, as volunteers who have not reached age 18, youth volunteers must have the written consent of a parent or guardian prior to volunteering. Unaccompanied volunteers must be 18 years or older. The volunteer work assigned to a minor should be performed in a non-hazardous environment and should comply with all appropriate requirements of child labor laws. Youth are a vital link to the life of the VOACC and the future of our world. VOACC is committed to developing youth involvement so that young people may better serve their community and become the leaders of tomorrow.

## ***Principles of Volunteerism***

VOACC has broadened our volunteer workforce by removing barriers to volunteering and adopting the following principles:

1. Volunteers are not “free.”
2. Volunteers contribute more than meets the eye.
3. “Volunteer” does not mean “Amateur.”
4. Volunteers and the organization they serve must meet each other’s expectations.
5. Volunteers must never be exploited.
6. When recruiting volunteers, it is more important to place the right person in the right job than to attract volunteers at random.

## ***Definition of a VOACC Volunteer***

A volunteer is an individual who, beyond the responsibilities of paid employment, freely assists VOACC in the accomplishment of its mission without expectation or receipt of compensation.

### ***Recruitment and Equal Opportunity***

Volunteers are recruited by VOACC on a pro-active basis, with the intent of broadening and expanding volunteer involvement to assist vulnerable children, youth, families, and individuals in need.

Volunteers are recruited without regard to gender, disability, age, race or other condition. Volunteers are recruited based upon their skills, abilities and suitability to perform volunteer responsibilities. Under normal operations, VOACC's volunteer intake process is as follows:

- Completes a volunteer application
- Participates in a screening interview by phone or possibly in person
- Provides appropriate references
- Signs a release for a background check
- Completes volunteer orientation
- Reviews and then signs all necessary forms

Exceptions to these procedures may be made under some limited circumstances on a case by case basis.

### ***Reference and Background Checks***

VOACC strives to maintain a safe and productive workplace with honest, trustworthy, qualified, reliable and non-violent volunteers and employees who do not present a risk of harm to others. VOACC may perform, or may request that third parties perform, reference and background checks at any time in the application or volunteer management process. All reference and background checks will be performed in accordance with applicable federal and/or state laws.

Reference and background checks may include volunteer history and education verification, criminal history, and sex offender registry review, where available. In conducting reference and background checks, VOACC may use consumer-reporting agencies to gather and report information to VOACC in the form of consumer or investigative consumer reports. All reference and background check results will be maintained in a confidential file.

Potential and current volunteers are expected to provide consent to conduct a reference and background check and responding with truthful and complete information to inquiries made by VOACC or third party investigators during the process.

### ***Emergency Contact Information***

It is the responsibility of each volunteer to regularly update their emergency contact information. This update can be made by contacting the Director of Volunteer and In-kind Services.

### ***Volunteer Records, References and Privacy***

VOACC maintains personnel records of each volunteer, which are the property of VOACC and are confidential. Volunteers may review their personnel records upon request and in accordance with state law.

### ***Placement***

In placing a volunteer in a position, attention shall be paid to the interests and capabilities of the volunteer and to the requirements of the volunteer position. No placement shall be made unless the requirements of both the volunteer and the supervising staff can be met. No volunteer should be assigned to a “make-work” position and no position should be given to an unqualified or uninterested volunteer.

### ***Service Discretion***

VOACC accepts the service of all volunteers with the understanding that such service is at the sole discretion of Volunteers of America Chesapeake and Carolinas (VOACC). Volunteers agree that the organization may at any time, for whatever reason, decide to terminate the volunteer’s relationship with VOACC or to make changes in the nature of their volunteer assignment.

### ***Acceptance and Appointment of Volunteers***

Service as a volunteer with VOACC shall begin with an acceptance or appointment to a volunteer position. An authorized representative of VOACC may only give notice. No volunteers shall begin performance of any position until they have been officially accepted for that position and have completed all necessary screening and paperwork.

### ***Volunteer Expectations***

Your responsibilities as a volunteer include:

- Be realistic and candid in accepting your assignment, taking into consideration your interests, skills and availability, as well as the needs of VOACC.
- Learn your volunteer assignment as well as you can by completing any required training and asking questions to provide any clarity around your role.
- Contribute to VOACC by being reliable and dependable in doing your job.
- Follow all policies and guidelines of VOACC, observe confidentiality, and engage in appropriate behavior at all times.
- Participate in the feedback process by letting us know how you feel about your volunteer experience and by giving constructive suggestions for improvement in any area.

### ***Dual Role of VOACC Employees as Volunteers***

At times, employees of VOACC may desire to volunteer for the organization. Exempt employees may volunteer for VOACC. However, because of the overtime requirements of the Fair Labor Standards Act, non-exempt employees may only volunteer for VOACC in certain limited circumstances. Specifically, a non-exempt employee is not permitted to volunteer his/her time with VOACC, except when all of the following conditions have been met:

- The service is entirely voluntary with no promise of advancement or penalty for not volunteering – that is, it is not coerced.
- The volunteer work is sufficiently distinct from, and in a different capacity than, the work for which the non-exempt employee is paid. For example, a non-exempt employee who teaches any courses as part of his or her usual job functions may not “volunteer” to teach other courses.
- The volunteer neither expects to receive pay for the volunteer work nor receives any wages for the work.

### ***Clients and Client Relatives as Volunteers***

Current or former clients may be accepted as volunteers, where such service does not constitute an obstruction to or conflict with provision of services to themselves or other clients. **Clients cannot be placed as Direct Service Volunteers** (See Volunteer Classifications, page 6).

Relatives of clients may also serve as volunteers, but cannot be placed as a Direct Service Volunteer in programs where members of their family who are receiving services.

### ***Former Employees as Volunteers***

Employees who have terminated their employment with VOACC may apply for volunteer positions only if those employees resigned or retired “in good standing.” Employees terminated for misconduct may not volunteer with VOACC at any time in the future.

Employees who wish to continue their involvement with VOACC as a volunteer in the program from which they were most recently employed, may apply for volunteer service one year following their departure from employment. Employees who wish to volunteer in a program other than the program, in which they most recently worked, may apply immediately for volunteer service.

### ***Nepotism and Fraternalization***

VOACC permits the volunteer involvement of qualified relatives of employees as long as such volunteer involvement does not, in the opinion of VOACC, create actual or perceived conflicts of interest. For purposes of this policy, “relative” is a spouse, child, parent, sibling,

grandparent, grandchild, aunt, uncle, niece, nephew or corresponding in-law or “step” relation, “domestic partner” or “significant other” with whom the volunteer has a relationship. VOACC exercises sound business judgment in the placement of related volunteers in accordance with the following guidelines:

1. Individuals who are relatives may work in the same VOACC facility/program, as long as no direct reporting or supervisory relationship exists. No volunteer is permitted to work within the “chain of command” of a relative such that the volunteer’s work responsibilities or career progress could be influenced by a relative.
2. No relatives are permitted to work in any positions, in which VOACC believes an inherent conflict of interest may exist.
3. Volunteers who marry or enter into a romantic relationship while volunteering are treated in accordance with these guidelines. If, in the opinion of VOACC, an actual or apparent conflict arises as a result of marriage, one of the volunteers will be reassigned. This policy applies to all categories of volunteer assignments.

## **PERFORMANCE FEEDBACK AND TRAINING**

### ***Performance Feedback***

Volunteers are encouraged to have informal, open and honest discussion on an ongoing basis about work performance and goals of the volunteer.

### ***Training for Volunteers***

All volunteers must go through VOACC orientation. Because of performance feedback, volunteer development activities may be pursued. Volunteer development is a collaborative effort between VOACC and volunteers to align individual goals with the overall direction of VOACC. Developmental activities may include both hands-on projects and formal training.

## **LEAVING YOUR VOLUNTEER ASSIGNMENT**

A volunteer may decide to end service with VOACC at any time and for any reason. Notice of the volunteer’s decision to separate should be communicated as soon as possible to VOACC.

### ***Separation from VOAC Volunteer Involvement***

Voluntary separation from VOACC occurs when a volunteer dies, resigns, retires, or the assignment is completed. Volunteers are encouraged to give VOACC at least two weeks’ notice of intent to resign from their volunteer position. A volunteer who does not report to work for

four consecutive assignments without contacting VOACC may be considered to have abandoned the position and voluntarily resigned from volunteer involvement.

Involuntary separation occurs when a volunteer is terminated from providing service to VOACC. On or before the volunteer's last day of work, an exit interview should be scheduled, at which time all VOACC property must be returned, including, but not limited to, equipment, supplies, policy manuals, organization manuals, business documents, papers, files, proprietary information, computers and accessories, portable telephones, procurement cards, access cards, identification badges and keys.

### ***Exit Interview***

At the volunteer's discretion, VOACC will conduct an exit interview prior to the volunteer's last day of work. During the exit interview, he/she should ascertain why the volunteer is leaving, suggestion for improving the position and the possibility of future volunteer involvement.

## **SAFETY & SECURITY POLICIES**

### ***Workplace Safety and Security***

In order to provide a secure, safe and healthy work environment for volunteers, VOACC will periodically provide information to volunteers about workplace safety, health, and security issues through regular internal communication means such as meetings, memos or other written communications.

Volunteers are discouraged from bringing large amounts of cash or other personal valuables to work unless absolutely necessary. **VOACC is not responsible for volunteers' personal items that are lost, stolen or damaged.**

Some of the best safety improvement ideas come from volunteers. Those with ideas, concerns or suggestions for improved safety and security in the workplace are encouraged to bring them to management's attention so that the safety and welfare of all volunteers can be improved. Volunteers should report, without fear of retaliation, any condition that they believe poses a safety, health or security risk in the workplace. VOACC will investigate such reports thoroughly and take appropriate corrective action.

Each volunteer is expected to obey safety rules and to exercise caution in all work activities. Volunteers, who violate safety standards or cause hazardous or dangerous situations may be terminated from their volunteer assignment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, volunteers should immediately notify staff.

### ***Injuries and Personal Safety While Volunteering***

All volunteers are expected to follow appropriate safety guidelines while volunteering. However, even under the best circumstances, an accident may occur. If a volunteer is injured, even slightly, the volunteer is expected to immediately stop the activity that caused the injury and seek first aid or medical attention if necessary. The volunteer must inform appropriate staff person about the incident and complete an incident report form. The volunteer should not resume the activity until treatment has been provided and/or he or she has been given the approval to continue the activity. Volunteers who become unable to work because of a volunteer related illness or injury must inform their supervisor as soon as possible.

### ***VOACC Property***

VOACC works to prevent property loss of any kind. All property used to conduct business belongs to VOACC. VOACC assumes no liability for personal property brought into the workplace or any VOACC worksite.

### ***Handling Money***

Whenever possible, two or more volunteers and/or employees should be involved when handling money, fees and donations to ensure that funds are adequately accounted for.

## **CONDUCT POLICIES**

### ***Code of Conduct***

All volunteers of VOACC, in delivering VOACC services and in all other VOACC activities, shall meet VOACC's standards of conduct. **No volunteer shall:**

1. Authorize the use of or use for the benefit or advantage of any person, the name, emblem, endorsement, services, or property of VOACC, except in conformance with VOACC policy.
2. Accept or seek on behalf of any person, any financial advantage or gain offered as a result of the volunteer's affiliation with the VOACC.
3. Conduct any fundraiser or in-kind drive activity without VOACC approval.
4. Publicly use any VOACC affiliation in connection with the promotion of partisan politics, religious matters, or positions on any issue not in conformity with the official position of VOACC.



5. Disclose and/or use any confidential VOACC information that is available solely because of the volunteer's or employee's affiliation with VOACC to any person not authorized to receive such information and/or use to the disadvantage of VOACC any such confidential information. This includes any activities where the volunteer is representing VOACC as an agent in any condition.
6. Photograph, video, or audio record any VOACC clients, without expressed written permission of VOACC.
7. Knowingly take any action or make any statement intended to influence the conduct of VOACC in such a way as to confer any financial benefit on any person, corporation, or entity in which the individual has a significant interest or affiliation.
8. Operate or act in any manner that is contrary to the best interests of VOACC.
9. Operate or act in a manner that creates a conflict with the interests of VOACC and any organization in which the individual has a personal, business, or financial interest.

### ***Harassment Free Workplace***

VOACC is committed to a work environment free from unlawful harassment in which everyone is treated with respect and dignity while working, while on VOACC premises or at VOACC social functions.

Unlawful harassment is defined as harassment based on any characteristic protected by applicable federal, state or local law including race, religion, color, sex, national origin, age, veteran or disability status, which is sufficiently severe or pervasive as to alter the working conditions of a volunteer or employee. Examples of conduct prohibited by this policy include, but are not limited to:

1. Verbal or physical conduct that harasses a volunteer on the basis of a category protected by applicable federal, state or local law and that is sufficiently severe or pervasive as to create an intimidating, threatening, offensive or hostile environment.
2. Sexual displays or publications, or other verbal or physical conduct, where a volunteer is told either explicitly or implicitly that he or she must submit to the conduct to remain involved as a volunteer or where his or her reaction to the conduct is used as a basis for a management decision, such as evaluation, assigned duties, disciplinary action, or any other condition of volunteer involvement or career development. Examples of prohibited verbal or physical conduct include:
  - Unwelcome sexual advances;
  - Stalking, dating violence, date rape, or sexual assault;
  - Persisting with romantic advances despite the rejection of the advances;

- Requests for sexual favors, whether or not accompanied by promises or threats with regard to the employment or volunteer relationship;
  - Sexual jokes and innuendo; verbal abuse of a sexual nature; comments about an individual's body, sexual prowess, sexual activity, or sexual attractiveness;
  - Leering, whistling, or touching; insulting or obscene comments, sounds, or gestures; displays of sexually suggestive objects, cartoons or pictures.
3. Words, actions or visual matter that demean or show hostility toward an individual or group because of any characteristic protected by applicable federal, state or local laws.

Volunteers are responsible for reporting any concerns regarding unlawful harassment to management. Volunteers who act in good faith to report or assist in the investigation of a possible violation of this policy will not be retaliated against. If, after investigating any claim of unlawful harassment, VOACC concludes that a volunteer has filed a claim in bad faith, provided false information regarding a claim, or refused to cooperate in an investigation of a claim, disciplinary action, up to and including termination, may be taken.

#### ***Violence Free Work Environment***

VOACC promotes a safe work environment for all volunteers and does not tolerate any type of violent behavior committed by or against volunteers. All volunteers are expected to conduct themselves in a professional manner and in accordance with the Code of Conduct. Threatening or violent behavior committed by anyone against volunteers, employees, vendors or clients during work or off-duty hours will not be tolerated. Such behavior may include but is not limited to the following:

- Physical injury to another person;
- Threats;
- Behavior that creates a reasonable fear of injury in another person;
- Intentionally causing damage to VOACC property or property of another volunteer or employee;
- Possession of weapons (for example, guns, knives, clubs, explosive devices, etc.) on VOACC property or while at VOACC sponsored-activities;
- Committing acts motivated by, or related to, sexual harassment or domestic violence;
- Statements or gestures which in any way suggest that the employee may engage in violent conduct will be taken seriously by management and responded to appropriately.

Volunteers have a responsibility to report any potentially dangerous situations or unauthorized individuals on VOACC premises to management immediately. Incidents involving violent behavior by a volunteer will result in immediate termination of the volunteer assignment.

## ***Progressive Discipline***

VOACC attempts to provide volunteers with notice of deficiencies and an opportunity to improve whenever practical or reasonable. Volunteers' performance and conduct is evaluated on an ongoing basis, with feedback provided when necessary. Informal discussions may be used to ensure that volunteers know and follow rules and standards. These discussions should focus on clarifying expectations, providing appropriate training and development and coaching volunteers. In some cases, formal disciplinary action may be deemed appropriate. Progressive discipline steps may include, but are not limited to:

- verbal warnings,
- written warnings,
- suspension and/or separation from service

Separation from service may occur at any time without any progressive discipline steps having been taken.

## ***Communication Systems***

All communication systems are VOACC property and are to be used for business purposes. Since these communication systems are provided for business purposes, volunteers should have no expectation of privacy regarding their personal use of any VOACC communication systems. Authorized management, at any time without notice, may audit their communications and systems use. VOACC communication systems include, but are not limited to, e-mail, telephone, Internet, fax, voicemail, bulletin boards, and interoffice mail. Non-business use of VOACC communication systems is strictly prohibited.

Volunteers must be mindful that their association with the VOACC will be visible to any recipient of an electronic communication, and assure that their communications are VOACC communication systems include, but are not limited to:

1. Developing, accessing or distributing materials that:
  - a. Harass or disparage others, or contains ethnic or racial stereotypes, epithets or slurs;
  - b. Contains pornography, profanity, violent or sexually explicit images, messages, or cartoons;
  - c. Solicits for commercial ventures or outside organizations;
  - d. Advocates positions not officially endorsed by VOACC; or
  - e. Violates any applicable law
2. Personal mass e-mail distribution ("spamming"), unauthorized computer access ("hacking"), obtaining pirated software, or violating copyright protections.

3. Distributing sensitive, proprietary, confidential, or private information of VOACC without appropriate authorization.

VOACC communication systems may not be used in situations that violate Federal, State, or Local Law. Inappropriate use of any VOACC communication systems may result in disciplinary action, up to and including termination of volunteer assignment.

### ***Non-Solicitation***

In the interest of maintaining a proper business environment and preventing interference with work and inconvenience to others, volunteers may not distribute literature or printed materials of any kind, sell merchandise, solicit financial contributions, or solicit for any other cause in the workplace during working time without VOACC approval.

### ***Drugs and Alcohol***

VOACC maintains a workplace that is free from the effects of drug and alcohol use. VOACC will not tolerate any use of drugs or alcohol. While on VOACC property or while performing VOACC business off premises, volunteers are prohibited from unlawful possession, use, manufacture, distribution, sale or dispensation of illegal drugs or alcohol. Such conduct is also prohibited during nonworking time to the extent that it violates laws, negatively affects VOACC activities, or adversely affects the reputation of VOACC.

### ***Smoking***

VOACC provides a smoke-free work environment. Smoking inside all VOACC facilities, including owned and leased vehicles, is prohibited. Smoking is permitted in exterior designated smoking areas only. Smokers have a special obligation to keep outside smoking areas free of litter and to dispose of all smoking materials in proper receptacles.

### ***Media Inquiries***

VOACC will provide a response to media inquiries as soon as possible, generally within 24 hours of receipt. Please contact the Office of Development to identify the individuals designated to speak on the organization's behalf. It is imperative that we speak with one voice when dealing with local and national media. Volunteers are not permitted to make public statements to the press.

### ***Dress Code***

Volunteers are expected to dress appropriately for their duties in a manner that reflects positively upon VOACC.