



VOLUNTEER POLICY MANUAL

11/15/19

Douglass Community Services, Inc. is an equal opportunity employer and service provider. If you need to access this information in an alternative form or need language assistance, please contact Julie Mitchell, 573-221-3892, ext 230 or Julie.mitchell@douglassonline.org

1.1 Overall Policy on Utilization of Volunteers

The achievement of the goals of this agency is best served by the active participation of citizens of the community. To this end, the agency accepts and encourages the involvement of volunteers at all levels of the agency and within all appropriate programs and activities. All agency and staff are encouraged to assist in the creation of meaningful and productive roles in which volunteers might serve and to assist in recruitment of volunteers from the community.

1.2 Purpose of Volunteer Policies

The purpose of these policies is to provide overall guidance and direction to staff and volunteers engaged in volunteer involvement and management efforts. These policies are intended for internal management guidance only, and do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. The agency reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy. Changes to or exceptions from these policies may only be granted by the Program Manager, with approval from the HR Director or Executive Director.

1.3 Scope of Volunteer Policies

Douglass utilizes two main types of volunteers: regular/program and episodic. These policies are intended to cover all volunteers, however, some programs have requirements that may be different. When programs have specific regulations regarding volunteers, the program rules will prevail. Volunteers serving specific programs will be provided with a copy of the policies specific to their work.

1.4 Employees as Volunteers

The agency accepts the services of staff as volunteers. This service is accepted provided that the volunteer service is provided totally without any coercive nature, involves work which is outside the scope of normal staff duties, and is provided outside of usual working hours. Family members of staff who are 18 years or older are allowed to volunteer with the agency. When family members are enrolled as volunteers, they will not be placed under the direct supervision or within the same department as other members of their family who are employees.

1.5 Clients and Relatives as Volunteers

Agency clients may be accepted as volunteers, where such service does not constitute an obstruction to or conflict with provision of services to the client or to others. Relatives of clients may also serve as volunteers, but will not be placed in a position of direct service or relationship to members of their family who are receiving services.

1.6 Service at the Discretion of the Agency

The agency accepts the service of all volunteers with the understanding that such service is at the sole discretion of the agency. Volunteers agree that the agency may at any time, for whatever reason, decide to terminate the volunteer's relationship with the agency. The volunteer may at any time, for whatever reason, decide to sever the volunteer's relationship with the agency. Notice of such a decision should be communicated as soon as possible to the volunteer's supervisor.

1.7 Scope of Volunteer Involvement

Volunteers may be utilized in all programs and activities of the agency, and serve at all levels of skill and decision-making. Once a volunteer has been selected for a specific program or service, staff from other programs or services should refrain from exploiting the volunteers time. Volunteers should not be utilized to displace any paid employees from their positions.

1.8 Position Descriptions

Volunteers need to understand the duties and responsibilities of the position which they are expected to fill. Prior to any volunteer assignment in a specific program, a position description must be developed for each volunteer position. This position will be given to each accepted volunteer and utilized in subsequent management and evaluation efforts. Position descriptions should be reviewed and updated at least every two years, or whenever the work involved in the position changes substantially.

All position descriptions shall include a description of the purpose and duties of the position, a designated supervisor and worksite, a timeframe for the performance of the job, a listing of job qualifications, and a description of job benefits. Episodic volunteer assignments shall have a description of duties that can be assigned posted in the work area. Supervisors of episodic volunteers are responsible for ensuring volunteers understand what they are supposed to do, including any restrictions on duties, behavior, and assigned work locations.

1.9 Supervision and Safety

All volunteers are to be provided with direct supervision at all times. Program directors are responsible for ensuring supervision is provided as intended for volunteers assigned to their program. At no time are volunteers to be left alone with children or vulnerable adults. All volunteers are required to wear volunteer badges in plain sight. Badges are available at the front desk of the facility.

It is the program directors' responsibility to ensure volunteers are aware of and adhering to applicable safety rules. All volunteers must sign a Volunteer Waiver and Release of Liability form, as well as a Code of Conduct Agreement that must be followed. Any accidents or injuries that occur while volunteering must be reported immediately to the supervisor. An incident form must be completed. Any violations of safety rules, failure to report an accident, or violation of the Code of Conduct may result in dismissal.

1.10 Minor Volunteers

Volunteers who have not reached their age of majority must have the written consent of a parent or guardian prior to volunteering, along with the signed Volunteer Waiver and Release of Liability form. Minor volunteers age 16 or older can volunteer without the physical presence of a parent or guardian. Minor volunteers under age 16 must be accompanied by a parent, legal guardian, or supervisory adult from an external agency. The volunteer services assigned to a minor should be performed in a non-hazardous environment and should comply with all appropriate requirements of child labor laws.

1.11 External Agency Agreements

Agencies/organizations that wish to send individuals or groups to Douglass to volunteer must have a written External Agency Volunteer Agreement MOU on file. The MOU must outline the responsibilities of each party, as well as any disclosures that are necessary for full transparency. Such items that may be

covered in the MOU include the Volunteer Waiver and Release of Liability form, determination of the responsible party, verification of health insurance for all volunteers, emergency contact information, permission to seek emergency medical treatment, background screening, health and TB clearance, and the disclaimer that not all volunteers that might be present at any given time have had a background check completed.

1.12 Equal Opportunity Statement

Douglass is committed to equal opportunity, affirmative action, diversity and inclusion.

Discrimination or harassment based on race, sex, age, religion, color, national origin, ancestry, sexual orientation, gender identification, veteran status, disability, or genetic information is prohibited and will not be tolerated.

Retaliation against any volunteer who complains about discrimination or harassment is also prohibited and will not be tolerated.

DEFINITIONS

Discrimination: An adverse job action taken against an volunteer including, but not limited to, disciplinary action, work assignments, performance evaluation, or promotion denial based on race, sex, age, religion, color, national origin, ancestry, disability, sexual orientation, gender identification, veteran status, or genetic information.

Harassment: Includes, but is not limited to, verbally or physically abusive, insulting, hostile, or intimidating behavior or conduct toward an individual or group based on race, sex, age, religion, color, national origin, ancestry, sexual orientation, gender identification, veteran status, disability, or genetic information.

Sexual Harassment: Any behavior of a sexual or sexist nature that is unwelcomed and creates a hostile, offensive, or intimidating work environment, including, but not limited to, sexual advances, requests for sexual favors, sexual or sexist comments, physical touching, obscene, lewd, or derogatory material that is posted or circulated (electronically or otherwise) within the workplace and any other unwelcome behavior of a sexual or sexist nature.

Retaliation: An adverse job action taken against a volunteer, including, but not limited to, disciplinary action, reduction of duties, change of work assignment, negative performance evaluation, negative reference, or promotion denial as a direct result of an employee's opposition to unlawful employment practices, or because the volunteer filed a charge, testified, assisted, or participated in a proceeding, investigation, or litigation regarding discrimination, sexual harassment or harassment.

Intimidation: Actions that are intended to coerce behavior or reaction in another person, including verbal insults, name-calling, verbal attacks, abusive language, taunting, or any other perceived act of aggression either directly or indirectly against another employee or volunteer.

IMPLEMENTATION/ENFORCEMENT

1. Any volunteer found to have engaged in discrimination, harassment, sexual harassment, or retaliation will be subject to discipline, up to and including dismissal.

2. In an effort to prevent sexual harassment, Douglass prohibits any consensual social relationship between an employee and a volunteer.
3. Volunteers should take immediate action to stop or prevent any occurrences of reported or observed incidents of discrimination, harassment, sexual harassment, retaliation, or non-inclusive behavior within the workplace.
4. Allegations, observations, reports of discrimination, harassment, sexual harassment, retaliation, or any other inappropriate behavior must be reported to the HR Director. Any allegations involving the workplace must be reported even if they were discovered outside of the workplace.
5. Volunteers shall cooperate in any investigation of harassment, sexual harassment, or discrimination, including providing signed, sworn statements regarding the allegations.
6. Volunteers are expected to be respectful and inclusive at all times in personal actions and personal communications while volunteering for Douglass.

Volunteer Management Procedures

2.1 Applications

Potential volunteers must complete an application detailing personal and demographic information, including contact information, emergency contact information, health insurance information. Copies of identification must accompany the application. Program volunteers may have additional requirements. Volunteers from external agencies must have documentation from the agency that covers this information. All volunteers must sign in at the facility upon arrival and sign out upon departure so that an accurate record of who is in the facility is available.

2.2 Health Screening

Due to the nature of episodic volunteerism, it is impossible for Douglass to provide health screenings to all volunteers. Program-specific volunteers may be required to have health screenings completed. Some external agencies who send volunteers may be required to provide health screenings and/or TB tests for volunteers.

2.3 Criminal Records Check

Due to the nature of episodic volunteerism, it is impossible for Douglass to run background checks on all volunteers. While Douglass does its best to protect all who volunteer and work for the organization, it cannot guarantee that all volunteers have a clean background. Program-specific volunteers may be required to have background checks prior to beginning the volunteer assignment.

2.4 Maintenance of Records

A system of records will be maintained on each volunteer with the agency, including dates of service, positions held, duties performed, evaluation of work, and awards received. Front desk staff can collect some items such as copies of identification and applications. Program directors shall collect copies of

volunteer logs and evaluations. All information collected should remain in the custody of the HR Director. Volunteer personnel records shall be accorded the same confidentiality as staff personnel records.

2.5 Conflict of Interest

No person who has a conflict of interest with any activity or program of the agency, whether personal, philosophical, or financial shall be accepted or serve as a volunteer with the agency. Any potential conflict must be disclosed on the volunteer application.

2.6 Representation of the Agency

Prior to any action or statement which might significantly affect or obligate the agency, program-specific volunteers should seek prior consultation and approval from appropriate staff. The Executive Director has the final say on public statements or other activities. Without approval, no volunteer shall make any representation about or on behalf of Douglass.

2.7 Timesheets/Logs

Individual volunteers are responsible for the accurate completion and timely submission of timesheets/volunteer logs to their supervisors or the program director. Supervisors/program directors are responsible for signing off on timesheets/logs to verify volunteer work. Timesheets/logs should be copied and placed in volunteer files when possible.

Volunteer Code of Conduct

3.1 Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single staff, volunteer, client, or other person or involves overall agency business.

Failure to maintain confidentiality may result in termination of the volunteer's relationship with the agency or other corrective action. All volunteers must read and sign the program-required or agency-wide confidentiality and non-disclosure form prior to beginning the volunteer assignment.

3.2 Drug Free Workplace

Douglass will comply with the Federal Drug-Free Workplace Act by following requirements described below. Volunteers are to comply with this policy. Any violation of this policy may subject a volunteer to immediate dismissal.

1. Douglass recognizes that unlawful use of controlled substances and drug dependency may result in sub-standard performance, loss of productivity, accidents, and absenteeism. It is the intent to provide a drug-free workplace to ensure a safe and healthful environment for employees and the general public.
2. Douglass volunteers are strictly prohibited from illegally manufacturing, using, distributing, dispensing, or possessing controlled substances in Douglass facilities, on Douglass property,

volunteering at any Douglass worksite on official business, operating official vehicles and equipment, or volunteering in an official capacity.

3. A volunteer suspected to be in violation of this policy may be suspended until an investigation is conducted. If the internal investigation concludes the volunteer violated this policy, the volunteer may be dismissed.

4. It is not the intent of this policy to prohibit the possession/use of legally prescribed drugs for medical reasons by volunteers for whom the medication is prescribed. However, each volunteer must keep medication secure from other volunteers and employees and the public and inform his/her immediate supervisor if this medication may impair his/her ability to safely and satisfactorily perform assigned duties.

5. A notification that Douglass is a drug-free workplace has been distributed to all current volunteers. Compliance with this policy is a term and condition of volunteering

3.3 Personal Appearance

Dress, grooming, and personal cleanliness standards contribute to the morale of all volunteers and employees and affect the business image Douglass Community Services, Inc. presents to customers and visitors.

During business hours, volunteers are expected to present a clean and neat appearance and to dress according to the requirements of their positions. Volunteers who appear for work inappropriately dressed will be sent home and directed to return to work in proper attire.

Douglass wishes to provide a productive environment free of safety hazards. Therefore, the following clothing is NOT ACCEPTABLE: rubberized flip flops; bare feet; spaghetti straps; strapless items; swimwear; pants, shorts, or skirts worn with waistbands below the hips; sexually provocative clothing such as midriffs, tank tops, and the like; shorts and skirts that are shorter than 4" from the top of the knee cap; leggings worn with shirts, tunics, skirts, and shorts that are shorter than 4" from the top of the knee cap; clothing with profanity, nude or semi-nude pictures; sexually suggestive slogans, cartoons, or drawings; clothing pertaining to alcohol, tobacco or any controlled substance; face piercings. Footwear must be worn that is conducive to the physical requirements of the position.

This list is meant to be a guideline and does not cover all areas of inappropriate appearance. Douglass Community Services reserves the right to modify other areas of appearance as deemed appropriate and necessary.

3.4 Sexual and other Unlawful Harassment

Douglass Community Services, Inc. is committed to providing a work environment that is free of discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, disability, ancestry, age, religion, or any other legally protected characteristic will not be tolerated. As an example, sexual harassment (both overt and subtle) is a form of misconduct that is demeaning to another person, undermines the integrity of the volunteer or employment relationship, and is strictly prohibited.

Any volunteer who wants to report an incident of sexual or other unlawful harassment should promptly report the matter to his or her supervisor. If the supervisor is unavailable or the volunteer believes it would be inappropriate to contact that person, the volunteer should immediately contact the Human Resources Department or the Executive Director. Volunteers can raise good faith concerns and make good faith reports without fear of reprisal.

3.5 Workplace Violence Prevention

Douglass Community Services, Inc. is committed to preventing workplace violence and to maintaining a safe work environment. Douglass Community Services, Inc. has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

1. Prohibited Behavior - Includes any communication or physical actions intended or reasonably expected to threaten, intimidate, or harm another person. This includes, but is not limited to:

A. Verbal comments, directly or indirectly expressed in a veiled or conditional manner to another person(s).

B. Written or pictorial documentation, including computer memorandum(s).

C. Hitting, pushing, kicking, holding, impeding, physical gestures, or forcibly blocking the movement of another person(s).

D. Intimidating actions such as name calling, insults, yelling or shouting at coworkers, menacing looks or body posturing, abusive language, teasing, ridiculing, bullying, or demonstrations of aggressive actions either directly or indirectly towards another volunteer or employee.

2. Any volunteer who has been subjected to behavior prohibited by this policy, or who has knowledge of behavior prohibited by this policy, is required to immediately and accurately report the matter to his/her immediate supervisor (next higher supervisor if the concern is concerning the immediate supervisor), HR Director or Executive Director. This includes any observance of suspicious activities or persons or violations of this policy a volunteer may have witnessed or heard that another person has received, and is job-related or might be carried out on Douglass property or connected to Douglass employment. Volunteers are responsible for making this report regardless of the nature of their relationship to the individual who initiated the prohibited behavior. The failure to report such incidents under this policy could result in dismissal.

3. Any volunteer intentionally making a false report under this policy will be subject to disciplinary action, up to and including dismissal.

4. All incidents reported to supervisory personnel under this policy shall be promptly forwarded to the HR Director or Executive Director. In the event of a report requiring immediate intervention by law enforcement personnel, the appropriate law enforcement agencies will be contacted immediately.

7. When appropriate, Douglass volunteers will cooperate and assist with any criminal investigation(s) or prosecution(s) that may result from reported incidents under this policy.

8. All incidents reported under this policy will be kept confidential by Douglass to the extent possible. However, the organization, after receiving a report, is required to act appropriately and prudently based

upon the information received to ensure the physical safety of its volunteers, employees and others. Therefore, Douglass cannot promise anonymity to the person(s) who made the report. The identity of the person(s) making the report shall only be disclosed to those who have a legitimate need to know in those cases where disclosure is necessary.

3.6 Use of Facilities and Equipment

Volunteers may be required to use Douglass-owned facilities and equipment. Volunteers are prohibited from using facilities and/or equipment for any reason other than to perform the duties assigned. Cameras may be located in facilities as a loss prevention strategy. Volunteers are expected to carefully handle all equipment and return it to Douglass upon conclusion of volunteer work.

Volunteer Training and Development

4.1 Orientation

All volunteers will receive a general orientation on the nature and purpose of the agency, an orientation on the nature and operation of the program or activity for which they are volunteering, and a specific orientation on the purposes and requirements of the position which they are accepting in that effort.

4.2 On-the-Job Training

Volunteers will receive specific on-the-job training to provide them with the information and skills necessary to perform their volunteer assignment. The timing and methods for delivery of such training should be appropriate to the complexity and demands of the position and the capabilities of the volunteer. Some program-specific volunteers may be required to attend additional trainings.

4.3 Staff Involvement in Orientation and Training

Staff members with responsible over delivery of services should have an active role in the design and delivery of both orientation and training of volunteers. Those staff who will be in a supervisory capacity to volunteers shall have primary responsibility for design and delivery of on-the-job training to volunteers assigned to them.

Volunteer Evaluation

5.1 Evaluations

Volunteers shall receive periodic evaluations to review their work, in accordance with program requirements. The evaluation session is utilized to review the performance of the volunteer, to suggest any changes in work style, to seek suggestions from the volunteer on means of enhancing the volunteer's relationship with the agency, to convey appreciation to the volunteer, and to ascertain the continued interest of the volunteer in serving in that position. Evaluations should include both an examination of the volunteer's performance of position responsibilities and a discussion of any suggestions that the volunteer may have concerning the position or project with which the volunteer is connected. Episodic volunteers are not required to have evaluations.

The position description and standards of performance for a volunteer position should form the basis of an evaluation. A written record should be kept of each evaluation.

5.2 Corrective Action

In appropriate situations, corrective action may be taken following an evaluation. Examples of corrective action include the requirement of additional training, re-assignment of a volunteer to a new position, suspension of the volunteer, or dismissal from volunteer service.

5.3 Dismissal of a Volunteer

Volunteers who do not adhere to the rules and procedures of the agency or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with supervisory staff. Prior to dismissal of a volunteer, staff should seek the consultation and assistance of the HR Director.

5.4 Reasons for Dismissal

Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property or misuse of agency equipment or materials, abuse or mistreatment of clients or co-workers, failure to abide by agency policies and procedures, failure to meet physical or mental standards of performance, and failure to satisfactorily perform assigned duties.

5.5 Concerns and Grievances

Decisions involving corrective action of a volunteer may be reviewed for appropriateness. If corrective action is taken, the affected volunteer shall be informed of the procedures for expressing their concern or grievance.

5.6 Resignation

Volunteers may resign from their volunteer service with the agency at any time. It is requested that volunteers who intend to resign provide advance notice of their departure and a reason for their decision, particularly if they are a regular, program-specific volunteer.

5.7 Exit Interviews

Exit interviews, where possible, should be conducted with regular, program-specific volunteers who are leaving their positions. The interview should ascertain why the volunteer is leaving the position, suggestions the volunteer may have to improving the position, and the possibility of involving the volunteer in some other capacity with the agency.

Volunteer Support and Recognition

6.1 Reimbursement of Expenses

Program-specific volunteers may be eligible for reimbursement of reasonable expenses incurred while undertaking business for the agency. Prior approval from the program director is required for reimbursement.

6.2 Insurance

Liability and accident insurance is not provided for all volunteers engaged in agency business. [Volunteers are encouraged to consult with their own insurance agents regarding the extension of their personal insurance to include community volunteer work.] Program-specific volunteers should check with program directors to determine whether or not the program covers liability and accident insurance.

6.3 Recognition

An annual volunteer recognition event will be conducted to highlight and reward the contribution of volunteers to the agency. Volunteers will be consulted and involved in order to develop an appropriate format for the event. Some programs may have specific recognition requirements that will be followed in lieu of an annual event.

