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## **VOLUNTEER POLICIES AND PROCEDURES**

WELCOME! We are so appreciative that you have offered your time, talents and experience to enhance the services GRACE provides to individuals in need. Volunteer service is a way to give back to the community and to gain valuable experience for the future. GRACE strives to identify the rights and expectations between GRACE and volunteers, and to protect GRACE's clients, employees, volunteers, and all others who assist to achieve the GRACE mission. In the following pages, you will find GRACE Volunteer Policies and Procedures. Please take your time reviewing this document. We are confident that you will find GRACE to be a very a "volunteer-friendly" and rewarding environment. These policies were put into place to help guide you and GRACE, and to answer basic questions regarding your volunteer relationship with GRACE. I know that you will enjoy volunteering with GRACE as much as we will appreciate having you as one of the team. I hope you will find your involvement to be rewarding, and that you know you will make a difference in the lives of others.

Thank you so much for your valuable and much appreciated time.

Sincerely,

A handwritten signature in blue ink that reads "Shonda". The signature is fluid and cursive, with a long horizontal stroke at the end.

Shonda Schaefer  
Executive Director



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## **VOLUNTEER POLICIES AND PROCEDURES**

### **1) Overall Policy on GRACE Volunteers.**

- a) GRACE + Volunteers = Mission Advanced. GRACE's mission is carried out through the active participation of volunteers. GRACE encourages volunteer involvement at all levels in the organization and within all appropriate programs and activities. Staff members are encouraged to assist in the creation of meaningful roles in which volunteers might serve and to assist in recruitment of volunteers from the community.
- b) Purpose of the Volunteer Policy. This policy is to provide overall guidance to staff and volunteers engaged in volunteer involvement. The policy does not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. GRACE reserves the exclusive right to change any aspect of the policy at any time and to expect adherence to the changed policy. Any questions or requested alterations to these policies should be presented to the Executive Director or his or her designee (hereinafter referred to as the "Executive Director"). Policies not specifically covered herein shall be determined by the relevant staff supervisor, subject to approval by the Executive Director.
- c) Scope. Unless specifically stated, this policy applies to all non-elected volunteers in all GRACE programs and projects, and to all departments and sites of operation of GRACE.
- d) Definition. A "volunteer" is anyone who, without compensation or expectation of compensation, performs a task at the direction of and on behalf of GRACE.
- e) Special Case Volunteers. GRACE accepts as volunteers those participating in student community service activities, student intern projects, employee or corporate volunteering programs, church group volunteers and other volunteer referral programs. In each of these cases, the volunteer group may be required to identify a "point volunteer" who in turn may be subject to additional, but reasonable, screening or job assignment such as a volunteer supervisory role over the group.
- f) Group Volunteers. Special arrangements may be made when members of a group or an organization volunteer their time as a group. These arrangements may include changes in normal orientation, training, screening, and recordkeeping requirements as determined necessary and appropriate by GRACE.
- g) Employees as Volunteers. GRACE accepts the services of its own staff as volunteers, provided that the volunteer service is performed without any coercive nature, involves work which is outside the scope of normal duties, and is provided



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outside usual working hours. Volunteer service is subject to prior approval from the Executive Director.

- h) Friends and Relatives of Staff. Friends and relatives of staff and volunteers are encouraged to volunteer, and will go through the standard volunteer application procedures. When family members are enrolled as volunteers, they may, in the discretion of the volunteer supervisor, be assigned to service other than under the supervision or within the same department as other members of their family.
- i) Scope of Volunteer Involvement. As assigned by GRACE, volunteers may be involved in all programs and activities, and serve at all levels of skill and decision-making. Volunteers are generally not used to displace paid employees from their position.
- j) Mutual Agreement. GRACE may at any time, with or without cause, terminate the volunteer's relationship with GRACE or make changes in the nature of the volunteer assignment. A volunteer may at any time, with or without cause, decide to sever their relationship with GRACE. Notice of such decision should be communicated as soon as possible to the volunteer's supervisor.
- k) Volunteer Recognition and Responsibilities. Volunteers are very important to GRACE and the individuals and communities served. GRACE strives to give meaningful assignments to volunteers and to recognize them for their work. Volunteers agree to actively perform their duties to the best of their abilities and to remain loyal to the mission, goals and procedures of GRACE.

## 2) Volunteer Management Procedures.

- a) Maintenance of Records. GRACE may maintain a system of records on volunteers, including applications, dates of service, positions held, duties performed, evaluation of work, and awards received. Volunteers and assigned staff are responsible for submitting all appropriate records and information to GRACE in a timely and accurate fashion. Volunteer records shall be accorded the same confidentiality as staff records.
- b) Conflict of Interest. No person who has a conflict of interest with any activity or program of GRACE, whether personal, philosophical, or financial should serve as a volunteer absent full disclosure of the conflict to the Executive Director. This policy supplements any other applicable conflict of interest policy.
- c) Representation of GRACE. Before taking any action or making any statement that might adversely affect or obligate GRACE, volunteers must seek approval from the supervisor or Executive Director. These actions may include public statements to the press, lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations. Volunteers are authorized to act as



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representatives of GRACE only as specifically indicated within their assigned job descriptions or assignments.

- d) Confidentiality. Volunteers are responsible for maintaining the confidentiality of all proprietary, personal, confidential, or privileged information (collectively "Confidential Information") to which they are exposed while serving as a volunteer, whether this information involves a staff member, volunteer, client, or other person or involves the overall business of GRACE. Volunteers, by being permitted to serve, agree and acknowledge that **(i)** no part of such the Confidential Information shall be reproduced; **(ii)** at the conclusion of the volunteer's service, any and all Confidential Information in the volunteer's possession shall be returned to GRACE or destroyed; and **(iii)** that in the handling and storage of the Confidential Information, the volunteer will employ controls, protections and safeguards at least as stringent as a reasonable prudent person would employ in the handling and storage of his or her Confidential Information.
- e) Worksite. Appropriate worksites are established before the assignment of volunteers. The worksites contain necessary facilities, equipment, and space to enable volunteers to effectively and comfortably perform their duties.
- f) Dress Code. Good grooming and personal hygiene habits are an important part of a volunteer's overall image to our clients and co-workers alike. We need your help to maintain an image that is conducive to respect, credibility, and professionalism. GRACE uses and considers safety and conservative judgment to determine whether something is acceptable to wear by volunteers. However, departments differ in the appearance requirements depending upon the type of work performed. Inappropriate dress is not allowed at any event or function a volunteer is assigned to attend. Your supervisor has the final authority regarding the acceptability of dress or appearance.
- g) Access to GRACE Property. As determined by GRACE, volunteers are provided access to GRACE property and materials necessary to fulfill the volunteer duties, and receive training in the operation of any equipment for which training is necessary or requested. Property and materials shall be used only when directly required for the volunteer task.
- h) Insurance. Liability and accident insurance is usually not provided for all volunteers. Volunteers are encouraged to consult with their own insurance agents regarding the extension of their personal insurance to include community volunteer work.

### 3) Volunteer Recruitment and Selection.



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- a) Position Descriptions. Volunteers benefit from a current description of the duties and responsibilities of the position they are expected to fill. A position description is provided to volunteers, either verbally or through written form. Position descriptions are reviewed and updated as necessary, or whenever the duties involved in the position change substantially. As appropriate, position descriptions may include a description of the purpose and duties of the position, a designated supervisor and worksite, a timeframe for performance, and any specially required qualifications or instruction requested.
- b) Recruitment. GRACE strives to recruit volunteers on a pro-active basis so as to broaden the volunteer involvement of the community. Volunteers are recruited without regard to gender, disability, age, race, or nationality. The qualification for volunteer recruitment is the suitability to perform the assigned task, taking into consideration all relevant factors. Volunteers may be recruited either through an interest in specific functions or through a general interest in volunteering which will later be matched with a specific function.
- c) Minors. Volunteers under 18 years of age must have the written consent of a parent or legal guardian. Individuals under age 14 may volunteer with a parent or guardian as part of a family or group project such as food drives, special events and certain service projects. Responsibilities assigned to minors are performable in a non-hazardous environment and in compliance with the requirements of child labor laws.
- d) Health. Health screening may be required if deemed necessary for an assigned task.
- e) Motor Vehicle Clearance. Most volunteer positions do not require or involve the operation of motor vehicles. GRACE generally requires that GRACE-authorized drivers be at least 21 years of age. Volunteers whose duties necessarily include the operation of a motor vehicle are generally subject to and if requested, shall consent to a driving record check through the Department of Motor Vehicles or similar system. A consent form for this purpose will be provided to the volunteer by GRACE.
- f) Criminal History and Records Check. GRACE values the safety of all clients, partner agencies, participants, employees, and volunteers. A known or discovered pattern of irresponsible behavior is grounds for GRACE to deny volunteer participation. GRACE, in its sole discretion, may perform a criminal records check on any volunteer, and volunteers in certain assignments are required to submit to such a check. Where a criminal record check is required, the following policies apply:



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- i) Consent and Refusal. The potential volunteer will be provided a criminal record check consent form to be completed and returned to GRACE. Volunteers who refuse the background check may be re-assigned or refused any assignment.
- ii) Confidentiality. GRACE prohibits staff and volunteers from seeking out, using, or disclosing background information except within the scope of their assigned duties.
- iii) Nature of Disqualifying Offenses. GRACE wants to be sure that decisions made about an individual's eligibility to volunteer are sound and fair. GRACE may consider all information before a decision is made that could affect an individual's eligibility. As an example, any civil claim or criminal charge where the applicant is the accused or perpetrator, involving children as either a victim or an accomplice is cause for exclusion. GRACE holds the exclusive right to interpret and apply the following potential disqualifiers, which represent a non-exclusive list for determining the volunteer's eligibility: Civil Claim or Criminal Charge, Guilty Conviction, Plea of guilty, "held" charge, or Plea of no contest regardless of adjudication to:
  - (1) All Sex Offenses.
  - (2) All Felony Offenses.
  - (3) Misdemeanor or felony drug, alcohol, assault, or theft charge or conviction that may materially affect the volunteer's service or GRACE's good will.
  - (4) Felony or misdemeanor involving child abuse or neglect, or related acts that would pose risks to children or GRACE's good will as determined by GRACE.
- iv) Investigation. If a background check includes an offense, GRACE may re-assign the volunteer or disqualify the individual from volunteering until further notice. The existence of a conviction or charge is not an automatic disqualifier. GRACE may investigate all information obtained to confirm its accuracy before a determination is reached. Ultimate decisions about the matriculation of a volunteer whose background check reveals information of concern will be made by GRACE.
- v) Review of Case. Anyone who is arrested or charged for any disqualifying offense and is awaiting disposition of the case shall notify GRACE of the proceeding and may not be permitted to participate as a volunteer until the official disposition of the case is reviewed by GRACE and a decision is made as to the volunteer's continued status.
- vi) Subsequent Event. Anyone determined eligible to participate but who is later arrested, charged, committed, and/or found guilty of any disqualifying offense



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shall immediately notify GRACE, and the volunteer may be immediately removed from the position or re-assigned until the official disposition of the case is reviewed.

- vii) Performance of Records Check. The Executive Director shall perform or cause to be performed criminal records checks of volunteers for which a check is required.
- g) Fitness for Duty. A volunteer under the care of a doctor for either physical or psychological treatment that may affect performance should cease performance of services, notify his or her volunteer supervisor of the condition, and may be required to present a certificate of fitness for duty from a doctor or medical supervisor.
- h) Falsification of Information. Falsification of information on a volunteer application, including material omission or misrepresentation, is grounds for immediate dismissal.
- i) Placement. In placing a volunteer, attention should be paid to the interests and capabilities of the volunteer and to the requirements of the position. No placement should be made unless the requirements of both the volunteer and supervising staff are met.
- j) Term of Work. Volunteers may be asked to sign a commitment to a designated term of service. This may apply to a position that requires extensive training or positions that involve matching of volunteers with individuals in one-to-one relationships.
- k) Staff Participation in Placement. Wherever possible, staff that will work with the volunteer may be asked to participate in the design of the placement.
- l) Timing of Acceptance. Volunteers are generally informed of a projected timeline for determination of their application at the time of their initial interview or application.
- m) Acceptance and Appointment. Service as a volunteer with GRACE begins with assignment or a notice of acceptance or appointment to a volunteer position, which is generally given by an authorized representative of GRACE such as the Executive Director, Program Director, or supervisor of the project at hand. No volunteer shall begin performance of any position until they have been accepted for or assigned to that position and have completed all necessary screening and paperwork.
- n) Probationary Period and Re-Assignment. Volunteer placements may initially be done on a trial period. At any time, GRACE may assign the volunteer to a different



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position or may determine the unsuitability of the volunteer for a position. Volunteers who are re-assigned to a new position may be interviewed for that position and will receive all appropriate orientation and training for that position before they begin volunteering. Any screening procedures appropriate for a newly-assigned position must be completed.

- o) Professional Services. Volunteers shall not perform professional services that require a certification/license unless currently certified/licensed to do so. The volunteer is responsible for maintaining such certificate/license upon its renewal or re-issue, and for immediately informing GRACE if such certification/licensing shall cease to be in effect.
- p) Renewal. Volunteer positions may have a set term, with an option for renewal at the discretion of GRACE and the volunteer. Volunteer assignments shall end at the conclusion of any set term, without expectation or requirement of reassignment. GRACE reserves the right to request or require volunteers to renew their application and/or other screening measure at any time, with or without notice.

#### **4) Volunteer Training and Development.**

- a) Orientation and Training. Volunteers receive a general orientation on the nature and purpose of the operation of the service to which the volunteer is assigned. The nature of the orientation is determined by GRACE, and depends on the service to be performed. In lieu of or in addition to formal orientation, GRACE may provide volunteers with on-the-job training to provide the volunteer with the information and skills necessary to perform. The methods for such training should be appropriate to the position and the capabilities of the volunteer. Staff members with responsibility for delivery of services may have an active role in the design and delivery of orientation or training. Experienced volunteers may be included in the design and delivery of orientation or training.
- b) Education. Volunteers should attempt to improve their levels of skill during their service. Additional training and educational opportunities may be made available to volunteers where appropriate. Continuing education may include information on performance of a current assignment or more general information. Training may be provided by GRACE or by assisting the volunteer with educational programs provided by other groups.
- c) Risk Management. GRACE informs volunteers of any known hazardous aspects, materials, equipment, processes or persons that volunteers may encounter while performing services. Volunteers will be trained and equipped in methods to deal with all identified and known risks. Likewise, volunteers are responsible for notifying their immediate supervisor and co-workers/co-volunteers of any hazardous situation or condition discovered by the volunteer.



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## 5) **Volunteer Supervision and Evaluation.**

- a) Requirement of a Supervisor. Each volunteer who is assigned to a position with GRACE will have an identified supervisor (either on or off site) who is responsible for direct management of that volunteer. This supervisor shall be responsible for day-to-day management and guidance of the work of the volunteer, and shall be available to the volunteer for consultation and assistance. The supervisor will have primary responsibility for developing suitable assignments for the volunteer and for involving the volunteer in relevant communication flow.
- b) Volunteer Supervisors. A volunteer may act as a supervisor of other volunteers. Volunteers serving as supervisors may be required to undergo additional screening.
- c) Volunteer-Staff Relationships. Volunteers and staff are considered to be partners in implementing the mission and programs of GRACE, with each having an equal but complementary role to play. It is essential to the proper operation of this relationship that each partner understands and respects the needs and abilities of the other.
- d) Acceptance of Volunteers by Staff. Assignment of volunteers to programs will be at the discretion of the Executive Director. Since individual staffs are in a better position to determine the requirements of their work and their own abilities, staff members are encouraged to consult with the Executive Director if they feel a volunteer is inappropriate for a position or in need of assistance or additional training. Staff should consider creative ways in which volunteers might be of service to GRACE.
- e) Volunteer Involvement in Staff Evaluation. Examination of the effective use of volunteers may be a component in the evaluation of staff performance where that member of staff is working with volunteers. Supervisors may ask for the input and participation of those volunteers in evaluating staff performance.
- f) Evaluation of Volunteer/Staff Teams. Volunteers and staff who work together in teams may be evaluated both on their individual performance and on their ability to develop a strong and effective working relationship as a team.
- g) Lines of Communication. Volunteers will receive all necessary information pertinent to the performance of the work assignments. Volunteers should be included in and have access to appropriate information relevant to the work assignments. Primary responsibility for ensuring that the volunteer receives such information will rest with the direct supervisor of the volunteer.



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- h) Absenteeism. To ensure the efficient and excellent provision of services and goods to the individuals and communities served by GRACE, volunteers are expected to perform their duties on a regularly scheduled and punctual basis. When expecting to be absent from a scheduled duty, volunteers should inform their staff supervisor as far in advance as possible so the supervisor may make alternative arrangements. Continual absenteeism may result in a review of the volunteer's work assignment or term of service.
- i) Refusal of Task. Volunteers have the right to refuse any task, and it is the responsibility of the volunteer to notify staff of any requests deemed unreasonable by the volunteer.
- j) Harassment Prohibition and Reporting. It is the policy of GRACE to maintain a working environment that encourages mutual respect and promotes respectful and congenial relationships between volunteers and employees and that is free from all forms of harassment by anyone, including volunteers, supervisors, co-workers, vendors, contractors or customers. Harassment, even when not unlawful or directed at a protected category, is expressly prohibited and will not be tolerated by GRACE. Accordingly, GRACE is committed to vigorously addressing complaints of harassment and sexual harassment at all levels within GRACE. Reported or suspected occurrences of harassment will be promptly and thoroughly investigated. Following an investigation, GRACE will immediately take any necessary and appropriate disciplinary action. The term "harassment" includes harassment based on any category protected by federal, state or local law, which may include depending on the jurisdiction, but is not limited to, unwelcome slurs, jokes, or verbal, graphic or physical conduct relating to an individual's race, color, religious creed, sex, national origin, ancestry, citizenship status, pregnancy, childbirth, physical disability, mental disability, age, military status or status as a Vietnam-era or special disabled veteran, marital status, registered domestic partner or civil union status, gender (including sex stereotyping and gender identity or expression), medical condition (including, but not limited to, cancer related or HIV/AIDS related), genetic information or sexual orientation. All volunteers should speak to their staff supervisor immediately if they are made to feel uncomfortable through any behaviors or comments of participants, staff or other volunteers. If a volunteer is not comfortable addressing this with their staff supervisor, they may contact the Executive Director. All reports of alleged harassment or sexual harassment will be treated seriously. However, absolute confidentiality is not promised nor can it be assured. GRACE will conduct an investigation of any complaint of alleged harassment, which may require limited disclosure of pertinent information to certain parties, including the alleged harasser.
- k) Alcohol and Drugs. Volunteers must report to work fit to perform their duties. No volunteer may use, possess, transfer, distribute, manufacture, or sell or be under the influence of alcohol or any illegal drug while on GRACE's property; nor while on



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duty, or while operating a vehicle that is owned by GRACE or being used in the performance of duties for GRACE. Any volunteer who reports for service while impaired by the use of alcohol, over-the counter medications, prescription drugs, or other controlled substances are subject to immediate termination.

- l) Acceptance of Gifts and Gratuities. Volunteers are discouraged from accepting gifts, donations or gratuities from participants, clients or members of the community. All such items should be reported immediately to the staff supervisor or Executive Director.
- m) Evaluations. For some positions, GRACE may perform periodic evaluations of volunteers to include review of the performance, suggestions to changes in work style and suggestions from the volunteer on means of enhancing the relationship with GRACE. The evaluation may also convey appreciation to the volunteer and ascertain the continued interest of the volunteer in serving. An evaluation session is an opportunity for both the volunteer and GRACE to examine and improve their relationship and effectiveness. Each member of staff in a supervisory relationship with a volunteer may be asked to provide input for any evaluation of a volunteer. Any position description and standards of performance for a volunteer position should form the basis of an evaluation.
- n) Dismissal of Volunteer. Volunteers who do not adhere to the rules and procedures of GRACE or who fail to satisfactorily perform a volunteer assignment, may be subject to dismissal. Unless the circumstances require otherwise, any affected member of staff should seek the consultation and assistance of the volunteer's immediate supervisor or the Executive Director before dismissal of a volunteer.
- o) Injuries. Volunteers should immediately report any injuries incurred while volunteering.
- p) Concerns and Grievances. Decisions involving corrective action of a volunteer may be reviewed for appropriateness. If corrective action is taken, the affected volunteer may address their concern or grievance to the staff supervisor or Executive Director.
- q) Notice of Departure or Re-Assignment. If a volunteer departs from GRACE, whether voluntarily or involuntarily, or is reassigned to a new position, the Executive Director or supervisor shall notify affected staff and/or volunteers that the volunteer is no longer assigned to work with them. If the circumstances warrant, as determined by the Executive Director, notification may be given in writing and may indicate that any further contact with the volunteer is outside the scope of any relationship with GRACE.



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- r) Exit Interviews. Exit interviews, where possible and feasible, should be conducted with volunteers who are leaving their positions. The interview may ascertain why the volunteer is leaving, suggestions the volunteer may have for improving the position, and the possibility of involving the volunteer in another capacity in the future, if appropriate.
  
- s) Reimbursement. Volunteers may be eligible for reimbursement of reasonable expenses incurred while undertaking GRACE business. Prior approval must be sought for major expenditures. Questions about reimbursable items should be directed to the supervisor.