A picture containing diagram

Description automatically generated

**Sample**

**Volunteer Handbook**

**2024**

**Provided by the Special Districts Association**

**NOTE: This page is informational only and needs to be removed before you finalize and utilize your Volunteer Handbook.**

Thank you for reviewing this Sample Volunteer Handbook. The Volunteer Handbook is intended for you to use as a guide to create your own Volunteer Handbook that meets the needs of your organization. Reviewing the sample is **only the first step**. Additional work is required to make it applicable to your organization.

If you already have a Volunteer Handbook, it may be time to compile a new or updated version. This Sample Volunteer Handbook will help you create a comprehensive Volunteer Handbook that includes sufficient disclaimers and sample language to allow you to institute your policies as stated.

Following are some guidelines for utilizing the Sample Volunteer Handbook to create a Volunteer Handbook for your own organization:

* This Volunteer Handbook doesn’t necessarily address your organizations operating procedures and policies. Those are separate and should be outlined in your districts policy manual.
* It is imperative that you review this handbook carefully and completely and modify it to your district’s needs. That might mean removing a section and/or modifying language in a section. Please don’t adopt this manual as written without review and editing.
* Language highlighted in yellow, with brackets or **bold** indicates the need for a decision. The language itself may be optional, or you may need to make a modification to meet the needs of your specific organization. For example, it will highlight where you have to designate your district name, or a specific position that is responsible for something.
* Wording preceded by the word “**NOTE**:” is instruction or information for the individual authoring the Handbook and should be deleted prior to publishing.
* Anything in **burgundy** is usually information to guide you and should be removed from the final version of your handbook.
* The Sample Volunteer Handbook reflects a philosophy of promoting positive and open communications. In several places, you will note wording that states or suggests certain information will be shared with or communicated to volunteers. If this differs from your organization’s philosophy or from its reasonable practice, modify or delete the language.

We recommend that you avoid including details about day-to-day life at your organization in your Volunteer Handbook. The Handbook is not an operation manual with written procedures for every aspect of your operation.

Remember the most effective Volunteer Handbooks reflect their organizations’ values and cultures. Make your Handbook your own and be sure that every volunteer receives a copy.

Once you have completed the customization, we strongly encourage you to seek review prior to publishing the handbook for volunteer consumption. You can submit your draft Volunteer Handbook to SDAO for review and comment prior to adoption. Please let us know how we can help.

**Table of Contents**

**Sample Volunteer Handbook**

**NOTE: Once you have completed your handbook, you will need to update the table of contents with appropriate page numbers, headings etc.**

|  |  |
| --- | --- |
| **Introduction** |  |
| Welcome to the \_\_\_\_\_\_\_\_\_\_\_ District |  |
| Our History |  |
| About This Manual |  |
| **Volunteer Policies** |  |
| Volunteer Relationship |  |
| Harassment |  |
| Workplace Professionalism |  |
| Dispute Resolution |  |
| Volunteer Record Keeping |  |
| **Volunteer Relations and Conduct** |  |
| Ethics |  |
| Confidentiality |  |
| Workplace Rules |  |
| Whistleblower Protection |  |
| Dress Code |  |
| Communication and Software |  |
| Performance Management Review |  |
| Corrective Action |  |
| Hours of Work/Work Schedule |  |
| Telework/Telecommute |  |
| Volunteer Incurred Expenses and Reimbursement |  |
| **Benefits of Volunteer Service** |  |
| Leave of Absences |  |
| Personal Leaves of Absence |  |
| Testing |  |
| **Health and Safety** |  |
| Volunteer Health and Safety |  |
| Substance and Alcohol |  |
| Workplace Violence |  |
| Emergency Preparedness |  |
| **Conclusion of Service** |  |
| Separation from Service |  |
| **Volunteer Notes** |  |
| **Acknowledgement** |  |

**Introduction**

**Welcome to [Organization Name]!**

**NOTE: The language below is an example of an effective welcoming statement.**

**This entire section should be written and tailored to your particular organization.**

We are happy to welcome you to [Organization Name] − we are glad you have joined us! We take pride in selecting people such as you to join our organization, and we truly believe you will be a positive addition to our most important asset – our volunteers.

We hope you will enjoy a productive and pleasant association with us. We have created ~~a work~~ an environment and interactive culture that we believe fosters positive relationships. We expect that you will enhance the atmosphere by contributing your best efforts in whatever is asked of you.

We believe that you can contribute significantly to our success and want you to share in the growth of our future. We also feel that the best way to help you achieve is to help you understand our organization and your role in it. This Handbook has been prepared as a guide to give you a better understanding of the organization's policies, procedures, and practices. Please familiarize yourself with its contents and keep it handy for reference.

Our organization values two-way communication, and our “open door” policy encourages you to ask questions if there are policies or procedures you do not understand. We welcome your ideas and suggestions for ways to improve our operations and services or to save unnecessary costs during your employment with us.

Again, welcome to our team. We wish you success as you volunteer and truly value you and the contribution you make during your time with us. We sincerely hope you will like it here.

[Signature and Title]

**Our History**

**NOTE: This section is optional. If you choose to include it, insert a history of your organization to provide perspective and a sense of “connection” for the new volunteer.**

**About this Handbook**

This Volunteer Handbook is a guide to help you understand our provisions and expectations. The Handbook applies to all of our volunteers. It is intended to be a positive document that begins to establish the relationship between us.

Please remember that this Handbook contains only general information and guidelines. It is not intended to address all the possible applications of or exceptions to general policies and procedures. Our policies are based on the belief that common sense, good judgment, and consideration for the rights of others are paramount to our ability to serve our customers and ourselves. While we have tried to anticipate many of your questions, keep in mind that this document will not provide every answer. If you have any questions how a policy or practice applies to you, please ask [Designated Department or Position].

We know that volunteers have varied skills, goals, perceptions, and values, and that such diversity may create situations not fully addressed within this Handbook. In that event, we will try to make fair and equitable decisions while making sure that the best interests of the organization are served.

Neither this Handbook nor any other organizational document confers any express or implied contractual right to remain in with [Organization Name]’s, nor does it guarantee any fixed terms or conditions of your service.

The procedures, practices, policies, and benefits described here may be modified or discontinued from time-to-time. We recognize our responsibility to keep volunteers informed of changes that may affect them and will provide replacement pages so you can keep your Handbook current.

Some subjects described in this Handbook, such as possible benefits information you may be eligible for as a volunteer, are covered in detail in official policy documents. You should refer to these documents for specific information since this Handbook provides summaries only. Please note that when discrepancies occur between benefit language in this Handbook and in the official policy documents, the terms of the written insurance policies are controlling.

You are encouraged to offer suggestions for improvement to these policies. Please read through the Handbook carefully and share it with your family members so they will also understand your environment while volunteering. If you have additional questions or need further details, please talk with your supervisor, who can advise you or refer you to the appropriate resource.

**Volunteer Policies**

**Graphical user interface, text, application

Description automatically generatedVolunteer Relationship**

**NOTE: This section is optional. You could include information about the organization and the value of volunteer service.**

**Harassment**

**NOTE**: **This policy must be included in your handbook.**

[Organization Name] will not tolerate conduct by any volunteer, elected official, board or commission member, volunteer or intern, customer or member of the public that harasses, disrupts, or interferes with a volunteer’s work performance or which creates an intimidating, offensive, or hostile work environment. All forms of harassment are prohibited. We want to maintain a working environment free from all forms of harassment, whether based upon race, age, religion, color, sex, national origin, physical or mental disability, marital or veteran status, sexual orientation, gender identity, on-the-job injury, genetic information, or any other legally protected characteristic or status. Retaliation associated with a complaint of harassment is also prohibited.

Behavior such as telling ethnic jokes; using religious slurs or offensive slang, or other derogatory terms regarding a person’s race, sexual orientation, age, sex, national origin, or disability; or mimicking one's speech, accent, or disability are examples of prohibited conduct and will not be tolerated. Harassing individuals by making derogatory comments regarding protected status or characteristics is strictly prohibited, as well as using any other words or conduct that might create a hostile or offensive work environment.

Sexual harassment or assault is also a form of harassment. The following conduct is considered to be sexual harassment;

* Submission to the conduct is in any way deemed to be a term or condition of employment;
* Submission to or rejection of the conduct is used as a basis for employment-related decisions; or,
* The conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

Sexual harassment can also consist of unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature. Conduct such as sexual or sexist language, jokes, or innuendoes; nude, profane, or obscene cartoons, drawings, or photographs; whistling; staring; and inappropriate touching are not tolerated at [Organization Name]. Cell phone use, including text messages and other similar electronic communications, can also be considered harassing behavior.

Sexual Assault is defined as unwanted conduct of a sexual nature that is inflicted upon a person or compelled using physical force, manipulation, threat, or intimidation.

Each manager/supervisor has a responsibility to maintain a workplace free of any form of sexual harassment. No person shall threaten or insinuate, either explicitly or implicitly, that a volunteer's refusal to submit to sexual advances will adversely affect the volunteer's employment, evaluation, wages, advancement, assigned duties, shifts, or any other condition of employment or career development. Sexual harassment in the workplace, whether by managers/supervisors, non-managerial volunteers, or outside individuals (vendors, customers, etc.) is prohibited.

This policy explicitly applies to conduct in the workplace, at social functions sponsored by the organization, and at business functions (conventions, trade shows, etc.). This policy applies to any conduct, however, as described above, which impacts the organization or work environment, regardless of where it occurs.

Management provides and supports a dispute resolution procedure for receiving and resolving complaints alleging discriminatory practices in employment relations. As a volunteer of [Organization Name], you have the responsibility to immediately report any actions or words, which you find to be harassing. The organization will not retaliate against you for filing a complaint or cooperating in an investigation and will not tolerate or permit retaliation by anyone.

Reporting Incidents of Harassment

If you believe that you have been harassed, have witnessed harassment, or suspect any violation of our harassment policy, you must immediately report the matter to [Designated Position] or [Back up (you must identify an alternate)]. These individuals are responsible for ensuring that all complaints are promptly and thoroughly investigated without prejudice or retaliation. The investigation will be conducted promptly, but no specific timeframe can be guaranteed because each situation is likely to be different, and individuals may have varying schedules. Every effort will be made to complete the investigation within [two weeks]. In all cases, you will be notified of the outcome of the investigation. We will also check in with you quarterly following receipt of the information to ensure the matter has been resolved and continues to meet the organizations standards.

**NOTE: If you provide sexual harassment and discrimination training to your managers/supervisors, you may use the following language in addition to HR: “your manager, or any other management representative with whom you feel comfortable speaking.” Also, organizations with 24-hour shifts and remote locations must provide a process that allows immediate reporting of incidents, as immediate supervisors or managers may not be available or may be associated with a complaint.**

All complaints of harassment will be investigated promptly and impartially. Discretion will be used during the investigation in order to maintain as much confidentiality as possible while effectively completing the investigation, however, confidentiality cannot be guaranteed. If you are not satisfied with the handling of a complaint or the action taken by management, you should bring the complaint to the next higher level of authority. In all cases, you will generally be advised of the outcome.

Any volunteer who is found, after appropriate investigation, to have engaged in harassment or to have retaliated against an individual for reporting harassment will be subject to appropriate corrective action, depending on the circumstances, up to and including termination of volunteer service.

**External Complaint Procedure**

We encourage volunteers to bring their concerns and complaints to the organization, and understand that, at times, this may not be the choice of the volunteer. Below is a list of the external complaint options. Please reach out to the preferred choice to determine the appropriate timelines for their processes.

* Oregon Bureau of Labor and Industries at the following web address: <https://www.oregon.gov/boli/CRD/Pages/C_Crcompl.aspx>
* Civil or Criminal Action. In these circumstances, a Notice of Claim must be provided to us in accordance with ORS 30.275.

**Volunteer Agreements**

No volunteer will be required or invited to sign an agreement requiring the non-disclosure of information related to discrimination or sexual assault as a condition of volunteering, continued volunteering, or the receipt of benefits. A volunteer may request this type of agreement and, upon request, will be provided at least seven (7) days to change their mind.

**Additional Volunteer Support Services**

Volunteers may choose to use other support services throughout and following instances related to concerns and complaints. The organization provides the following for additional assistance:

**NOTE: This is required and you must list legal services or counselling services available to the volunteer**

• Legal services

• Counseling and Support Services

**Workplace Professionalism**

While harassment due to a person’s protected class is prohibited, so too is unprofessionalism, such as incivility, due to personality clashes or issues. We want our focus to be on customer service, productivity, and the ability for each volunteer to flourish here. This makes it essential that our volunteers treat each other and those with whom we serve with courtesy, respect, and consideration. Further, we require that volunteers work cooperatively and constructively in resolving issues or problems on-the-job to foster satisfactory working relationships.

[Organization Name] defines unprofessionalism as repeated or one-time behavior, which is inappropriate, and which may be verbal, non-verbal, or physical; either direct or indirect which generally occurs at work and in the course of employment but may also apply to off-site behavior exhibited by volunteers that negatively impacts the working relationship. Such behavior, whether exhibited between volunteers, co-workers, management and staff, vendors/customers, another outside party, or a member of the public, violates our policy on how others should be treated while at the workplace or engaged in organizational operations.

Where an allegation of unprofessionalism is made, consideration of the intention will be given. The purpose of this policy is to communicate to all volunteers, that [Organization Name] will not, in any instance, tolerate unprofessional behavior. Volunteers found to be in violation of this policy will be subject to corrective action, up to and including termination of volunteer service.

We will consider the following examples as unprofessional; however, this is not considered a comprehensive list. Any actions that create the same or similar result will also be considered.

* Making comments on Facebook, texting, misuse of other forms of social media
* Public humiliation in any form
* Constant criticism on matters unrelated or minimally related to the person’s performance or job description
* Spreading rumors and gossip regarding individuals
* Interfering with the ability of someone to perform job duties or consistently assigning menial tasks not central to the job.
* Taking credit for another person’s ideas

Any [Organization Name] volunteer who has experienced unprofessionalism should immediately report the behavior according to the reporting process outlined in our anti-harassment [or other similar policy named here] policy. All reports will be investigated and addressed. Making false/baseless or malicious complaints of unprofessionalism will be regarded as a serious offense, which may also lead to corrective action, up to and including termination of volunteer service.

**Dispute Resolution**

We believe that undisclosed problems will remain unresolved and will lead to impaired work relationships, dissatisfaction with working conditions, and a decline in operational efficiency. Therefore, the organization has established this dispute resolution procedure to solve problems as quickly, fairly, and thoroughly as possible. This procedure is a method for impartially hearing the complaint and is intended to resolve problems and provide a fair and objective review. All issues will be handled without prejudice or retaliation.

**Reporting Issues Other than Harassment/Discrimination**

Any other questions or concerns you may have should be discussed with your immediate manager/supervisor, absent special circumstances, as soon as you are aware there is a problem or have a question. Your manager will generally follow-up to your concern, in writing, within one week.

We realize there may be valid reasons to forego this initial step; in those circumstances [i.e., a concern involves an immediate manager/supervisor], you may go directly to the next level of management or to the [Designated Position] for assistance.

**Volunteer Record Keeping**

**Access to Volunteer Files**

The organization maintains a record for each volunteer, and access to those records is restricted to authorized persons only. The records may contain applications, written evaluations, performance counseling notices, correspondence, and other information pertinent to volunteer service. Authorized persons are individuals in a direct line of supervision over the volunteer to whom the file applies or any management representative involved in a pending action.

Your volunteer file is available for review [except for any references and other material exempt from disclosure under state law] by making advance arrangements with the [Designated Position]. We will provide copies of volunteer records or files as required by law, but you may be asked to reimburse us for the reasonable cost of providing copies.

**Change in Personal Data**

Keeping your personnel records current can be important to you with regard to benefits, and other matters. If you have changes in any of the following items of information, please notify the [Human Resources Manager/Designated Position]:

* Name
* Marital status
* Address
* Telephone number
* Dependents (as applicable)
* Beneficiary[ies] (as applicable)
* Person to be notified in case of emergency
* Job-related physical or other limitations that impact volunteering
* Other information having a bearing on your volunteering

A [Change in Personal Data] form is available for your use in reporting any changes in your personal information.

**Volunteer Relations** **and Conduct**

**Ethics**

We believe in treating people with respect and adhering to ethical and fair practices. All Public Officials are held accountable to the states Ethics laws found in ORS 244.

**Public Officials**

A public official includes anyone serving the State of Oregon or any of its political subdivisions or any other public body in any of the listed capacities, including as an “agent.” An “agent” means any individual performing governmental functions. Governmental functions are services provided on behalf of the government as distinguished from services provided to the government. This may include private contractors and volunteers, depending on the circumstances.

Upon volunteering with our organization, you became a Public Official.

**Gifts**

During a calendar year, a public official, a candidate or a relative or member of the household of the public official or candidate may not solicit or receive, directly or indirectly, any gift or gifts with an aggregate value in excess of $50 from any single source that could reasonably be known to have a legislative or administrative interest.

During a calendar year, a person who has a legislative or administrative interest may not offer to the public official or a relative or member of the household of the public official any gift or gifts with an aggregate value in excess of $50.

During a calendar year, a person who has a legislative or administrative interest may not offer to the candidate or a relative or member of the household of the candidate any gift or gifts with an aggregate value in excess of $50.

**Use of Official Position or Office**

A public official may not use or attempt to use official position or office to obtain financial gain or avoidance of financial detriment for the public official, a relative or member of the household of the public official, or any business with which the public official or a relative or member of the household of the public official is associated, if the financial gain or avoidance of financial detriment would not otherwise be available but for the public official’s holding of the official position or office.

Except:

* Any part of an official compensation package as determined by the public body that the public official serves.
* The receipt by a public official or a relative or member of the household of the public official of an honorarium or any other item allowed under ORS 244.042 (Honoraria).
* Reimbursement of expenses.
* An unsolicited award for professional achievement.

Gifts that do not exceed the limits specified in ORS 244.025 (Gift limit) received by a public official or a relative or member of the household of the public official from a source that could reasonably be known to have a legislative or administrative interest.

Gifts received by a public official or a relative or member of the household of the public official from a source that could not reasonably be known to have a legislative or administrative interest.

The receipt by a public official or a relative or member of the household of the public official of any item, regardless of value, that is expressly excluded from the definition of “gift” in ORS 244.020 (Definitions).

Contributions made to a legal expense trust fund established under ORS 244.209 (Application to establish fund) for the benefit of the public official.

A public official may not solicit or receive, either directly or indirectly, and a person may not offer or give to any public official any pledge or promise of future employment, based on any understanding that the vote, official action, or judgment of the public official would be influenced by the pledge or promise.

A public official may not attempt to further or further the personal gain of the public official through the use of confidential information gained in the course of or by reason of holding position as a public official or activities of the public official.

A person who has ceased to be a public official may not attempt to further or further the personal gain of any person through the use of confidential information gained in the course of or by reason of holding position as a public official or the activities of the person as a public official.

A person may not attempt to represent or represent a client for a fee before the governing body of a public body of which the person is a member. This subsection does not apply to the person’s employer, business partner or other associate.

The provisions of this section apply regardless of whether actual conflicts of interest or potential conflicts of interest are announced or disclosed under ORS 244.120

**Honoraria**

A public official may not solicit or receive, whether directly or indirectly, honoraria for the public official or any member of the household of the public official if the honoraria are solicited or received in connection with the official duties of the public official.

A public official may receive of an honorarium or a certificate, plaque, commemorative token, or other item with a value of $50 or less; or receive an honorarium for services performed in relation to the private profession, occupation, avocation or expertise of the public official or candidate.

**Financial Interest in Public Contracts**

A person who ceases to hold a position as a public official may not have a direct beneficial financial interest in a public contract for two years after the date the contract was authorized.

You are required to inform us of any activity that is ongoing or planned that may be or is a conflict with these laws. We will work with the State Ethics commission to determine the appropriate steps for resolution.

Failure to meet these standards will result in investigation and, depending on the outcome, result in discipline up to and including separation.

**Confidentiality**

**Organization and Customers**

At [Organization Name], volunteers have access to highly confidential and proprietary information, including information about our business plans and customers. Our customers trust us with confidential information and disclosing this information without authorization would have a materially adverse impact on our integrity and on our relationships with our customers. Volunteers must not disclose any information pertaining to the organization or its customers without prior explicit approval of their managers/supervisors and must sign a form stating such.

No organization records or information, including documents, files, records, computer files, and similar materials may be removed from our premises without permission from [Organization Name], except in the ordinary course of performing duties on behalf of [Organization Name]. Additionally, the contents of organization records or information otherwise obtained in regard to business may not be disclosed to anyone except where required for a business purpose. This prohibition also applies to items posted in a blog or website. Volunteers are subject to appropriate corrective action, up to and including termination of volunteer service, for revealing confidential information.

**Volunteer Records**

[Organization Name]’s philosophy is to safeguard personal volunteer information in its possession to ensure the confidentiality of this information. Additionally, the organization will only collect personal information that is required to pursue its business operations and to comply with government reporting and disclosure requirements. Personal information collected by the organization includes volunteer names, addresses, telephone numbers, e-mail addresses, emergency contact information, EEO data, social security numbers, date of birth, employment eligibility data, benefit plan enrollment information, which may include dependents’ personal information, and school/college or certification credentials.

All pre-volunteering inquiries, including reference check records, as well as former volunteer files are maintained in locked, separate areas and are not used by the organization in the course of business operations.

Personal volunteer information will be considered confidential and, as such, will be shared only as required and with those who have a need for access to such information. All hard copy records will be maintained in locked, secured areas with access limited to those who have a need for such access. Personal volunteer information used in business system applications will be protected under company proprietary electronic transmission and Virtual Private Network policies and security systems. Participants in company benefit plans should be aware that personal information will be shared with plan providers as required for claim handling or record keeping needs.

Organization-assigned information, which may include organizational charts, department titles and staff charts, Designated Positions, department budgets, company coding and recording systems, telephone directories, e-mail lists, and company facility or location information and addresses, is considered by the company to be proprietary company information to be used for internal purposes only. The company retains the right to communicate and distribute such information as it feels necessary to conduct business operations.

If a volunteer becomes aware of a breach in maintaining the confidentiality of any personal information, the volunteer should report the incident to [Human Resources Manager, Designated Position]. The [Designated Position] has the responsibility to investigate the incident and [take or recommend] corrective action. Please understand that the reasonableness of actions taken in these circumstances will be taken into consideration. Examples of the release of personal volunteer information that will not be considered a breach include the following:

* Release of partial volunteer birth dates [i.e., day and month, which is not considered confidential and will be shared with supervisors/managers who elect to recognize volunteers on such dates].
* Personal telephone numbers or e-mail addresses may be distributed to supervisors/managers in order to facilitate company work schedules or business operations.
* Volunteer identifier information used in budget planning, review processes, and for timekeeping purposes will be shared with supervisors/managers.
* Volunteers’ company anniversary dates will be distributed to appropriate supervisors/managers periodically.
* Volunteer and dependent information may be distributed in accordance with periodic benefit plan changes, or for benefit updates.

Should a security breach occur, you will be notified in writing as soon as possible.

**Workplace Rules**

**NOTE: This section is not intentionally left blank. Your district should incorporate your expectations and standards for your volunteers in this section.**

**Whistleblower Protections**

[Organization Name] encourages any volunteer with knowledge of an illegal or dishonest activity to report it to the [Designated Position]. All such issues will be promptly investigated with the intent to determine fault and institute any appropriate corrective measures. Examples of illegal or dishonest activities are violations of federal, state, or local laws; billing for services not performed or for goods not delivered; and other fraudulent financial reporting.

Any volunteer wishing for more information can obtain further details from [Designated Position].

If a volunteer has knowledge of or a concern of illegal or dishonest fraudulent activity, the volunteer should immediately contact a direct supervisor or the [Designated Position]. The volunteer must exercise sound judgment to avoid baseless allegations. A volunteer who intentionally files a false report of wrongdoing will be subject to corrective action, up to and including termination.

Whistleblower protections are provided to maintain confidentiality and to prevent retaliation. Although someone’s identity may have to be disclosed to conduct a thorough investigation, to comply with the law, and to provide accused individuals their due course, the privacy of the individual making the report will be protected to the extent possible. [Organization’s Name] will not retaliate against a whistleblower. This includes, but is not limited to, protection from retaliation in the form of an adverse employment action such as termination, compensation decreases, or poor work assignments as well as threats of physical harm. Any whistleblower who believes retaliation has occurred must contact the [Designated Position] immediately. The right of a whistleblower to protection against retaliation does not include immunity for any personal wrongdoing that is alleged and investigated.

All reports of illegal and dishonest activities will be promptly submitted to the [Designated Position] who is responsible for investigating and coordinating corrective action.

**Dress Code**

Volunteers contribute to the atmosphere and reputation of [Organization Name] in the way they present themselves. A professional appearance is essential to a favorable impression with [customers, clients]. Good grooming and appropriate dress reflect volunteer pride and inspire [customer, client] confidence.

Managers have the discretion to determine appropriateness in appearance. Volunteers who do not meet a professional standard may be sent home to change. A basic essential of appropriate dress includes the need for clothing to be neat and clean. A reasonable standard of dress rules out overly revealing clothing, tank tops, halter-tops, or any extreme in dress, accessory, fragrance, or hairstyle.

While on personal time and if permitted, if the volunteer wears clothing, a hat, a t-shirt etc., that has the districts logo, name, or any other form of identifying information, the volunteer must be mindful of their actions as they are still representing the district when wearing such items. Any actions, activities, recordings etc., that do not meet established workplace standards may be grounds for disciplinary action up to termination of volunteer services.

Additionally, clothing, jewelry, and hair should not be loose or dangle in such a way that creates any kind of safety hazard.

Body piercing jewelry and body art that does not convey a professional image should not be visible.

Management may make exceptions to the Dress Code for special occasions. If a volunteer is unsure of what is appropriate, they should check with the designated manager or supervisor.

Business casual dress will be permitted on Fridays, except during specified periods when casual days may be suspended. Business casual is defined as follows:

* Casual shirts: All shirts with collars. This will include shirts and blouses, golf and polo shirts.
* Inappropriate: T-shirts, shirts with inappropriate slogans, tank tops, muscle shirts, and crop tops. T-shirts may be approved and provided for specific events only.
* Pants: Casual slacks and trousers. Jeans must be without holes, frays, etc. and may be worn on Fridays only.
* Inappropriate: Shorts, except for walking shorts on Fridays.
* Footwear: Depending on the department, athletic shoes may be worn on Fridays only.
* Inappropriate: Athletic sandals, flip-flops.

Some departments may require specific guidelines. If you are meeting clients, business dress is always appropriate. These policies may be changed as fashion trends in clothing for the business world change.

**Communication and Software Systems**

**NOTE: This section should be modified carefully to meet the needs of your district and the potential concerns for the volunteer utilizing your and their technologies.**

**Electronic Communications Systems**

[Organization Name] provides electronic communication systems to maintain superior communications both within the organization and with outside clients and vendors. You are encouraged to learn about these tools and how to use them. This policy provides directions for you regarding access and disclosure of information when using these communication systems. All volunteers and others outside the organization who may use the systems are expected to be aware of and support this policy.

Our electronic communication systems include computers, software, electronic mail (e-mail), copiers, fax machines, telephones, cell phones, voice mail, messengers, and various online services. All of these systems are operated and managed based upon this policy.

These systems and any other informational, storage, or retrieval services that the organization provides are organization tools and are to be used for business purposes only during business hours. Use of company systems during business hours for other than work-related purposes should be minimal and must not impact business operations.

The use of these systems is not private or confidential. Within the bounds of current and future laws, the organization reserves and intends to exercise the right to review, audit, intercept, access, and search these business systems at will, monitor data and messages within them at any time and for any reason, and disclose selected contents without notice or other restrictions. Messages sent through these systems remain the property of the organization.

As a volunteer, you must not permit any proprietary or confidential information of [Organization Name] to enter the public domain through electronic transmissions. Examples of the organization’s proprietary and confidential information are provided in the Confidentiality Policy.

Also, these systems shall not be used to receive or distribute copyrighted materials, trade secrets, proprietary information, or similar materials from/to outside the organization without prior authorization.

Any messages or communications used through this system are subject to our anti-harassment, anti-discrimination, and non-solicitation policies. You are expected to carefully compose and review the wording, tone, and content of your communications before transmission.

You should check with your supervisor if you have any questions about the proper use of communication or software systems. All system users who discover violations of this policy are expected to notify their supervisors or managers immediately. Improper use or violation of this policy can result in corrective action, up to and including termination.

**Electronic Mail System**

You are reminded to be courteous to other users of the e-mail system and to always conduct yourself in a professional manner. E-mail messages are sometimes misdirected or forwarded and may be viewed by persons other than the intended recipient. You should write e-mail communications with no less care, judgment, and responsibility than you would use for letters or internal memoranda written on organizational letterhead.

You should know that even when a message is erased through e-mail, it is still possible to retrieve and read that message. Even though the organization reserves the right to retrieve and read any e-mail messages, those messages are to be treated as confidential by other volunteers and accessed only by the intended recipient. We expect volunteers to respect others’ privacy and not retrieve or read electronic messages for which they are not the intended recipient unless authorized. The use of passwords for security does not guarantee confidentiality; all passwords to company systems must be disclosed to the organization's [Designated Position].

**Organization-owned Personal Computers**

To protect the integrity of our systems, all software used on our computers must be registered with the [Designated Position]. Personal or downloaded software may only be installed after written authorization from that individual. A virus check of all such software must be made immediately before it is installed on any organization computer. A virus check must also be conducted on any electronic devices originating from or used on any computer outside of the organization prior to its use with an organization-owned computer. The copy or transfer of organization-owned software may occur only with the written authorization of [Designated Position].

**Laptop Security**

All volunteers that are issued laptops and other computer-related equipment will be given a copy of [Organization Name]’s computer-related equipment guidelines. These guidelines include security precautions and procedures as recommended by [Organization Name].

Laptops and other applicable equipment will only be replaced by the company if the laptop and other equipment were secured by two anti-theft devices at the time they were stolen. For example, a computer camera stored in a locked cabinet within a locked office; a laptop locked in a safe in a locked motel room; a laptop secured in a locked drawer within a locked residence. An exception applies for a laptop or equipment taken during an assault situation.

In other situations, a deductible will apply to lost or stolen laptops and computer equipment. Volunteers should always follow company guidelines in safeguarding equipment. If a volunteer has followed these recommendations, the laptop and other equipment will be replaced. If the volunteer has not, however, the [Designated Position] has the option of paying the deductible or, for example, having the laptop replaced with a personal computer.

**Mobile Devices - Allowing Remote Wipe Provisions/Data Liability**

If you are connected to the organization’s server, understand that making this connection via a mobile device may compromise the privacy of certain sensitive information. Confidential electronic information, including personally identifiable information, must be protected to prevent it from being exposed if the device on which the information was accessed is lost or stolen. In order to protect this information, the organization retains the right to delete data and applications from any device that contains the organization’s information. This right to delete such information may be exercised remotely or on-site if the organization determines such action is necessary to protect confidential, sensitive, or proprietary information. Please understand that in downloading any such information to a personal mobile device, you are consenting to the organization’s ability to delete this information at any time. This policy covers mobile devices such as smart phones, tablets, laptops, and any similar devices. Please ensure that you regularly sync any personal data [e.g., applications, information, photos] to another device/computer for safekeeping, as the wipe command does not differentiate between business and personal information.

Mobile devices should be set to lock after every [two [2], five [5], ten [10], or other designation] minutes for security reasons. A PIN-based lockout is required, and the PIN must be given to the Information Technology department.

Obviously, it is critical that any loss or theft of a mobile device, including laptops, be immediately reported to [Designated Position]. Security of these devices should always include two (2) levels (i.e., locked in a trunk if kept in a car; locked in a hotel safe, not left out in a hotel room; etc.) of safeguarding. Failure to ensure this minimum level of protection may leave a volunteer responsible for the cost of the device or loss of company-related information addressed in this policy, and further corrective action, up to and including termination.

**Use of Internet, Virtual Private Network, and Commercial Online Systems**

Although [Organization Name] recognizes that the Internet may have useful applications to our business, you may not engage in Internet use without prior written approval from [Designated Position] and unless a specific business purpose requires such use. Absent such approval, you may not access the Internet using our computer systems at any time or for any reason.

Also, management approval is required before anyone can post any information on commercial online systems, the VPN, or the Internet. Any material not owned by [Organization Name] that will be posted must have received all proper copyright and trademark permissions from its originators prior to approval. For newly generated material, a volunteer should obtain copyright and trademark designations, as appropriate, prior to posting any content; the posted content should include copyright and trademark notices. Absent prior approval to act as our official representative from [Organization Name], you must include the following disclaimer with any information you post: “Views expressed by the author do not necessarily represent those of [Organization Name].”

**Social Media and Networking**

Social networking websites and online communities, such as Twitter, LinkedIn, Facebook, and Flickr are increasingly used and can be accessed by individuals not only from computer systems, but also from smart phones. These tools have value because they can be used to market [Organization Name] products and share information; volunteers may also use these systems as a quick communications and networking tool to complete projects. It is not the intent of this policy to unduly limit volunteers’ access to these conduits, however, guidelines and expectations surrounding their use are necessary as there are liabilities inherent in such use. When any volunteer is using organization-provided computers or cell phones or is representing the organization via social networking activity, that individual is expected to represent the organization in a professional and positive light. [Organization Name] wishes to use social networking exclusively to its advantage, preventing and minimizing any negative outcomes. This includes ensuring that all volunteers will be free from harassment and unprofessional behavior when utilizing or consuming social media; therefore, volunteers authorized for its use must abide by all applicable laws [including copyright] and ethical considerations.

**Business Use**

Volunteers may use social networking websites to conduct organizational business, as long as such use is authorized and complies with the organization’s policies. Company logos or other organizational information must conform to pre-approved marketing concepts and standards. We do not endorse making business references on behalf of others on sites such as LinkedIn.

**Ownership of Social Media Accounts**

**NOTE: While many employers do not have an interest in “owning” the social media accounts of volunteers, there may be situations where such ownership/control may be important in protecting the information and reputation of the organization. In such cases, language such as the following should be utilized to evidence such ownership intent.**

In the case that a social media account is set up for business purposes, the organization has the right to review, edit, and delete content associated with the account. The organization will have access to information associated with the account such as the username and password, and any content associated with the account will be considered the property of the organization. If a volunteer separates from [Organization Name], the organization has the right to assume control of this account.

**Monitoring**

While the organization does not routinely monitor social networking sites, other employers, organizations, and individuals do monitor and share information found on social networking websites. Again, posted information is public information.

**Protection**

Social networking sites collect profile information for advertising opportunities and criminal reasons. Phishing (e-mail messages asking for username and passwords, etc.) and spamming are two downsides. Never click on links asking for personal or confidential information. Heed security warnings and pop-ups. Use of these sites may mean more SPAM sent to your e-mail account. If possible, disable the ability of others to post HTML comments to your home page. When accessing these sites, use caution when you see a posting or link that looks suspicious; when in doubt, delete it. Viruses and spyware may damage the organization’s operating system, compromise data, or expose your privacy and that of others you communicate with via e-mail and social media sites.

Be aware that others may piece together personal information for identity theft purposes. Be prudent in making comments or posts which reveal your or others’ travel plans or divulge other safety-sensitive and private information.

**Prohibited Conduct**

Behavior and judgment in an electronic environment should mimic behavior in a physical setting. Volunteers are expressly prohibited from posting content that is malicious, abusive, threatening, intimidating, coercing, profane, disruptive, discriminatory, or harassing. Defamatory statements are prohibited, and volunteers should be aware they are personally responsible for the legal consequences of such statements.

Nothing in this policy should be interpreted as limiting a volunteer’s right to engage in legally protected speech or other activity. Failure to adhere to these standards and to use appropriate protocols will lead to further corrective action, up to and including termination.

**Telephone Usage**

[Organization Name] realizes that volunteers must occasionally make and receive personal telephone calls at work. Such calls must be kept to a minimum and should impact your work as little as possible. Unauthorized use of the telephone, including charging long distance calls to the organization, will result in corrective action, up to and including termination.

**Voice Mail System**

The voice mail system at [Organization Name] is the property of the organization and is provided for use in conducting organization business. All communications and information transmitted by, received from, or stored in this system are organization records and property of [Organization Name]. The voice mail system is to be used for business only; use of the system for personal purposes is prohibited. You have no right to personal privacy in any matter stored in, created, received, or sent over the voice mail system. [Organization Name], in its discretion as owner of the voice mail system, reserves the right to monitor, access, retrieve, and delete any messages stored in, created with, received by, or sent over the system for any reason and without volunteer permission. You are not authorized to retrieve or listen to any voice mail messages that are not sent to you. Any exception to this policy must receive prior approval from [management officials with authority to waive the policy].

**Cell Phones**

Where job or business needs necessitate immediate access to a volunteer, the organization may provide/require a business cell phone for work-related communications. This phone is provided for business use only. Business cell phones are not to be used for purposes not related to work. Keep in mind that cell phone internet usage, phone records, voice mail, and text messages are not private and may be accessed. If an organization-provided phone is used for personal business, any phone charges incurred by a volunteer related to the personal usage will be the sole responsibility of the volunteer.

Personal calls during the workday using personal cell phones can be distracting to others and can interfere with volunteer productivity. Use of a personal phone for any reason should therefore be limited to breaks and lunches.

Any use of a cell phone while driving may present an unsafe condition for the driver, other volunteers, and the general public. The organization [strongly discourages, prohibits] the use of cell phones while driving, except when hands-free accessories are used. In cases where a cell phone call is necessary, volunteers must adhere to all federal, state, and local rules and regulations regarding such to help ensure the safe operation of both organization-owned and private vehicles. If a volunteer is using a cell phone while driving and has an accident, any costs, fees, and fines shall be solely the responsibility of the volunteer.

[Optional:] Volunteers should not use handheld cell phones for business purposes while driving. Should a volunteer need to make a business call while driving, a lawfully designated area to park should be located and the individual should pull over to make the call. Volunteers may use hands-free cell phones to make business calls, but only in emergency situations. Such calls should be kept short and should the circumstances warrant (e.g., heavy traffic, bad weather, unfamiliarity with area), the volunteer should locate an appropriate area to pull over to continue the call.

**Performance Management and Review**

**NOTE: The language included is a suggestion only. This should be modified based on the needs and desires of the district.**

To establish a meaningful performance evaluation system upon which [Organization Name] can continuously monitor the effectiveness of organizational operations and volunteer performance, all volunteers will receive regularly scheduled formal performance evaluations [Frequency].

The objectives of our performance management and formal appraisal process are to:

* Ensure that volunteers know their individual performance against established performance standards;
* Determine how well the organization is doing in assisting volunteers with work performance and meeting goals;
* Ensure communication and two‑way feedback;
* Provide a consistent, objective, and fair method of making compensation decisions;
* Provide a tool for career planning; and,
* Provide a permanent record of volunteer performance and organizational contributions.

**NOTE: Since the handbook language often sets an expectation of certain actions (i.e., can create an obligation), please understand the following verbiage is illustrative of a manager or supervisor’s responsibilities. This language should be edited to conform with your process or culture.**

Managers and supervisory personnel are accountable for providing volunteer development actions designed to improve and enhance volunteer performance such as:

* Reasonable volunteer training;
* Assigning, directing, controlling, and reviewing volunteer work;
* Assisting volunteers in correcting deficiencies; and,
* Objectively evaluating volunteer performance during the evaluation period.

Our performance appraisal program is intended to be participatory and equally involves both your input and your supervisor’s. This allows you to contribute to the growth and improvement of the organization. You are encouraged to:

* Inquire about your performance periodically;
* Accept additional responsibilities and show initiative;
* Review opportunities for advancement within the organization;
* Ask for assistance in developing a goal-oriented path for advancement within the department or organization; and,
* Learn about training available to assist you in improving your skills

Performance evaluations serve as one factor in decisions related to your volunteer activities such as training, job assignments, volunteer development, promotions, and retention. Evaluations identify specific performance levels as compared to established standards, acknowledge the merit of outstanding performance, and prescribe the means and methods of improving performance deficiencies.

**Corrective Action**

Everyone benefits when we work together and conduct ourselves in a manner that reflects the best interests of both the organization and its volunteers. It is the philosophy of [Organization Name] to correct performance deficiencies and address violations of policies and work rules in order to correct situations and avoid repetition.

You will be informed if corrective action is necessary as soon as possible after any performance problem has been identified. Your manager or supervisor will discuss the situation with you, explaining this policy and the necessity of corrective action to avoid additional disciplinary actions.

Although one or more corrective action measures may be taken in connection with a particular performance problem, no formal order will be followed. Corrective action may include any of a variety of actions depending on the circumstances and severity of the particular situation.

Corrective actions taken at the discretion of management may include any of the following:

* Verbal counseling with you, which will be confirmed in writing by your supervisor and placed in your volunteer file.
* Written warning, which will be placed in your volunteer file.
* Suspension, which will be confirmed in writing for your volunteer file. Suspension is normally used to remove a volunteer from the organization’s premises during an investigation or as a disciplinary action. If you are suspended, it will be documented in your volunteer file.
* Demotion, which will be documented in your volunteer file.
* Termination of volunteer service, which will be documented in your volunteer file.

The corrective action process will not always commence with verbal counseling or include every step. The above options are not to be seen as a process in which one step always follows another. Some acts, particularly those that are intentional or serious, warrant more severe action on the first or a subsequent offense. Consideration will be given to the seriousness of the offense, any change in behavior, and the circumstances surrounding the offense.

Counseling, verbal warning and written warnings may be undertaken by a [Designated Position] without prior approval from the [Designated Position]. However, the [Designated Position] must be informed by the [Designated Position] of any such actions taken. Suspension, demotion and discharge require prior approval from the [Designated Position] before the action is taken.

**Hours of Work and Work Schedule**

**NOTE: This section has not been intentionally left blank. The district should outline the practices and policies regarding how volunteers work, and shifts are done and expectation of the volunteers**

**Telework or Telecommute**

**NOTE: This section may or may not be relevant for your organization and can be removed. The langue below is template language for if you want/need to have a telework or telecommute policy.**

Both telework and telecommute are a flexibility that may be available to some volunteer positions within the organization. These are two different arrangements. Telework is the planned practice of regularly conducting volunteer work from a non-organization address. This is most typically the volunteer’s residence. Telecommute is the planned practice of occasional or intermittent volunteer work from a non-organization address. This is most typically the volunteer’s residence.

All telework and telecommute arrangement require the prior approval of [Designated Position] and may be changed at the discretion of [Designated Position]. Telework and telecommute may be permissible for some jobs and not all jobs.

Volunteers are responsible for ensuring a safe work environment when telecommuting or teleworking. Volunteers are also responsible to meet the expectation of their job regardless of where the job is done. Supervisors are responsible for monitoring compliance with these types of agreements, relevant policies, performance standards, expectations for work product and productivity, and time accountability.

Any volunteer who is teleworking or telecommuting must be available during established work hours and provide timely response to email, phone calls etc.  Absences, including unavailability during work hours, must be pre-approved.  Volunteers must account for all time worked.  Supervisors may consider a volunteer’s request to alter regular volunteer work hours in the same way they would evaluate these requests for a person working at an organization address.

Volunteers’ benefits do not change as a result of teleworking or telecommute.

Volunteers are responsible for the utilization of [Organization Name] networks while working remotely in a safe and secure manner as directed by [Designated Position].

As mentioned above these are planned arrangements. Volunteers and supervisors must work together to determine if an arrangement can be made and the details of the arrangement.

**Information Technology**

Teleworking or telecommuting volunteers are expected to be able to set up a remote office and use both organization and their own equipment without direct physical help from organization. While any equipment supplied by the organization will be maintained by or at the direction of organization, volunteers are responsible for the safe and secure transportation of equipment to and from the office.

Volunteers are expected to have sufficient telephone arrangements to perform their work and to participate in telephone conferences during agreed-upon work hours.

Volunteers are expected to have sufficient Internet access if work assignments require use of Web resources in the performance of their duties while working at a remote worksite.

The organization will determine, with information supplied by the volunteer and the supervisor, what equipment will be supplied for each telecommuting situation. The volunteer must sign an inventory of organization property and agree in writing to take appropriate action to protect the inventoried items from damage or theft.

All equipment supplied by the organization will be maintained by or at the direction of organization. Equipment supplied by the volunteer, will be maintained by the volunteer. The organization accepts no responsibility for damage or repairs to volunteer-owned equipment.

All equipment and software supplied by the organization are only for organization business and must comply with the organization’s security and maintenance policies and practices. Portable equipment must, at all times, have organization authorized security measures installed and running

If the teleworking volunteer provides equipment, the volunteer provided equipment must comply with organization’s security and maintenance policies and practices, and any additional safeguards required by the organization.

Volunteers will notify the organization immediately in the event of a breakdown or other issue with supplied equipment, software, or other materials. Volunteers will follow the organization’s direction regarding any necessary repair, update, replacement, etc.

Upon separation of volunteer service, or discontinuation of a planned arrangement, whichever comes first, all organization property issued to the teleworking volunteer must be returned.

Organization stored on any volunteer’s personal electronic equipment is subject to public records requests and discovery, and to review by the organization at any time.

**Security**

Volunteers are expected to ensure the protection of organization and district information accessible from their home office.

**Steps include making sure that:**

* All devices have anti-virus software [business-class, centrally managed by IT professionals].
* All Wi-Fi, cellular or similar access points are protected with strong passwords or passphrases.
* All Wi-Fi, cellular or similar access point passwords or passphrases are changed on a regular and scheduled basis.
* Login and password information is secure and protected, even from family members.
* Basic network practices are being applied [firewall with appropriate security standards].
* Web-based systems are secure [“https” URL, not just “http”].
* Two factor authentication is enabled and being used [if available].
* All data is saved to organization authorized shared network drives or cloud locations [example: OneDrive]. Similarly, no data is saved or stored on portable machines [example: C-Drive or Desktop].
* VPN access [if available] is only via organization issued devices. No personal devices are connected via VPN.

**Physical Security**

Volunteers are expected to ensure physical office security by taking steps like keeping proprietary material in locked file cabinets and desks, securing doors, windows, hiding devices when not in use, and any other measures appropriate for the job and the environment.

Volunteers will follow all organization policies related to information and data security. Complying with these policies mitigates risk and ensures an appropriate level of security for confidential information, paper and electronic, in transit or at the alternate worksite.

When accessing the organization’s network from a personal computer, volunteers are responsible for preventing access to any computer resources or data by non-authorized users. In addition, volunteers are expected to ensure the remote host is not connected to any other network at the same time, except for personal networks that are under their complete control or under the complete control of the volunteer.

Performance of illegal activities through the organization network or on organization time by any user [authorized or otherwise] is prohibited. The volunteer bears responsibility for and consequences of misuse of their access.

The IT Department will confirm that the user’s device does not contain any traces of protected, sensitive, organization, or proprietary information and delete any protected, sensitive, organization and/or proprietary data, licensing, and information remaining on the device.

**Technology Support**

The IT Department will only provide device support that relates to organization devices and connection.

**Volunteer-Incurred Expenses and Reimbursement**

[Organization Name] will pay all actual and reasonable business-related expenses you incur while performing your volunteer responsibilities. All such expenses must be pre-approved by [Designated Position] before payment will be made.

**Expense Reimbursement Procedure and Reports**

Requests for expense and mileage reimbursement must be submitted on a [quarterly, monthly, weekly] basis. Supporting documentation and/or itemized receipts must be provided to each request.

Expense reimbursements will not be paid unless and/or until all itemized receipts are provided or, if lost, a note with a description of the business activity and expense.

**Mileage Reimbursement**

While in the course and scope of duties on behalf of [Organization Name], volunteers, with their [Designated Position] approval, may use their vehicle for business purposes. While driving on behalf of [Organization Name] and in the course and scope of duties assigned, liability would accrue to [Organization Name] for negligent actions. As such, volunteers are encouraged to follow all rules of the road and drive courteously. Coverage provided by [Organization Name] for damages to the volunteer’s own vehicle is secondary to any other collectible coverage. Volunteers are encouraged to have comprehensive and collision coverage on vehicles used for [Organization Name] business.

When you use your own vehicle for organization business, you will be reimbursed for organization-related business travel at the current IRS determined rate per mile.

In order to recover these costs, an expense report must be signed by you and dated, initialed by your [Designated Position], and submitted to the [Designated Position] for processing according to policy. If you have questions about expense reports and mileage allowances, please ask.

**Credit Card Payment**

If a credit card is provided to you, the volunteer, all receipts must be provided monthly to the [Designated Position] for the credit card reconciliation process. You must follow the protocol for reconciliation of your statement and submission of documentation as required by the [Designated Position]. This may include the utilization of an electronic system provide by the financial institution that the credit card is tied to.

Volunteers may expense and/or use a company provided credit card, for business related activities or incidental supplies following IRS guidelines.

**Overnight Travel and Meal Expense Reimbursement**

If a volunteer is traveling overnight on a work-related activity, the volunteer may expense lodging, food, beverage and any incidental expenses that are necessary and business related.

**Meal Reimbursement Limits**

[Organization Name] will not reimburse more than the following amounts for any meal unless approved in advance by [Designated Position]; these maximums are inclusive of gratuity.

Breakfast [amount example $15.00]

Lunch [amount example $15.00]

Dinner [amount example $30.00]

**Exceeding meal reimbursement limits**

[Organization Name] recognizes that there may be certain group meal functions at locations where a conference/training is held where exceeding the meal reimbursement limits may be acceptable. Such situations should be known in advance and prior approval obtained from [Designated Position].

**Alcoholic Beverages**

[Organization Name] will not pay for alcoholic beverages and such costs should not be submitted for reimbursement.

**Transportation Expense Reimbursement**

Transportation costs may only be expensed upon prior approval. Transportation costs include such items as airfare, airport parking, hotel shuttles, automobile rental and fuel for such rental.

**Spouse/Guest Expense Reimbursement**

[Organization Name] will not pay for meals or entertainment of spouses/guest/significant others.

[Organization Name] expects its volunteers to use good judgment and reserves the right to deny an expense if, in management’s belief, it is unreasonable.

**Benefits of Volunteer Service**

**Leave of Absence Policy**

We realize that our volunteers may encounter situations that require a temporary short-term or extended absence from volunteering. We offer several different types of leaves of absence for the following purposes:

**NOTE: The district will need to outline here what their leave policies are for their volunteers**

The type of leave requested may determine which volunteers are eligible and what procedure should be followed in requesting and obtaining the leave. The effect of the leave on your ability to return to being a volunteer varies according to the type of leave you are requesting. If you have any questions about your potential eligibility for a leave, please contact [Designated Position].

**Personal Leave of Absence**

**NOTE: This is optional, and we encourage the district that chooses to provide leave of absences to volunteers to review and revise this section accordingly.**

Volunteers may be granted a personal leave of absence under certain circumstances. A personal leave of absence is an approved period of time away from volunteering. A personal leave of absence is granted at our discretion and is normally granted to protect the length of service and benefit rights of a volunteer whose service might otherwise be terminated.

**Eligibility**

You become eligible for a personal leave of absence after [6, 12] months of service; If you want to take a personal leave of absence, you must make arrangements with your supervisor.

**Length of Leave**

The leave may be requested for any time over [5, 10, 30] consecutive days. A personal leave of absence starts on the first regular workday following the last day worked. The maximum leave allowed under this policy is [60 days, 90 days].

**Request Procedure**

A written request, using the Leave of Absence Request Form, should be submitted at least one-week [five [5] working days] before time off that will exceed [5, 10, 30] days, except in emergencies. Leave requests must include an expected date of return. If you do not return after three [3] days of that date and no extension has been requested, we will assume you have resigned from volunteer service.

**Reinstatement**

[Organization Name] will attempt to arrange the opportunity to volunteer for individuals returning from a personal leave of absence, but no guarantees are made. While you are on a personal leave of absence, you are required to check in with your supervisor on a regular basis [weekly/bi-weekly/as agreed upon] to inform us of your status and to notify us of any change in personal data. You may be required to present a doctor’s release before being reinstated if the leave was medically related.

**Other**

**NOTE: This page is intentionally left blank. The district would add any additional benefits provided to volunteers (Example: LOSAP, clothing reimbursement for work related items, training)**

**Health and Safety**

**Volunteer Health and Safety**

[Organization Name] is committed and legally responsible to provide our volunteers with a safe and healthful work environment while on-site, in the field, and working at an approved alternative location (such as a volunteer’s home). To accomplish this goal, both management and volunteers must make diligent efforts to promote safety within applicable laws and standards.

We develop and implement safety rules and regulations through our managers and supervisors. This process is ongoing and requires periodic safety audits. Safety audits are undertaken to determine the necessity and feasibility of providing devices or safeguards to make the workplace safe and healthful. We also educate volunteers about workplace hazards and the proper and safe methods to use in performing job tasks.

You are expected to give your full skill and attention to the performance of your duties, using the highest standard of care and good judgment. You are also expected to always follow safety rules and regulations, including using appropriate protective clothing, shoes, and equipment, attending all training sessions offered, and following directions of warning signs, signals, and supervisory personnel.

All job-related injuries or illnesses are to be reported to your supervisor immediately, regardless of severity. In the case of serious injury, your reporting obligation will be deferred until circumstances reasonably permit a report to be made. Failure to report an injury or illness may preclude or delay the payment of any benefits to you and could subject [Organization Name] to fines and penalties. No one will be retaliated against for filing a workers’ compensation claim in good faith.

Safety rules and regulations will be issued or modified from time-to-time and will be effective immediately upon communication. Rules and regulations will be distributed to you and posted on the volunteer bulletin board.

If an injury or illness occurs, you are required to:

* Take remedial first aid actions; seek emergency care if necessary.
* Report the injury or illness as soon as possible.
* Fill out the report form and workers’ compensation form.
* Provide your supervisor with a medical release from a doctor.
* Review the incident with our [Designated Position].
* Early Return to Volunteering Program

**NOTE: It is an organization’s decision whether to offer light duty. Good business practices suggest returning volunteers to light duty positions whenever feasible in helping to ensure a return to work for the volunteer after an injury. If you have light duty positions available, following is language to use:**

Our Return-to-Work program provides guidelines for returning you to volunteering as early as possible after you have suffered an on-the-job-injury or job-related illness. The program is not intended to be a substitute for a reasonable accommodation when an injured or ill volunteer also qualifies as an individual with a disability.

The Return-to-Work program consists of a team effort by supervisors, volunteers and their treating physicians, management, and our workers’ compensation insurance carrier. All team members will take an active role in returning a volunteer to productive work. Through this team effort, we hope to help our volunteers recover and return to full capacity as soon as their medical condition permits.

If you are injured on the job and your doctor determines that you are able to perform modified work, the organization will attempt to provide such a job until you are able to resume your regular duties, except where provided as an accommodation for a permanent disability. All modified work is temporary and may be offered at any location or on any shift. If you are offered a modified position that has been medically approved, failure to report at the designated time and place may affect time loss compensation.

A return to work from non-work-related injuries or illness may be covered in the Leave section.

**Smoking in the Workplace**

[Organization Name] is a non-smoking facility. This includes the use of electronic cigarettes and vaping devices. Places outside the office may be designated as smoking areas; smoking is limited to these areas. Please do not smoke or vape within ten feet of any entrance, exit, window, or air intake device. If any volunteer has a concern about the areas designated, that individual should speak with the appropriate supervisor.

**Volunteer Right to Know/Hazard Communication Program**

[Organization Name] provides a Hazard Communication Program so that all volunteers are aware of chemical hazards in the workplace. By becoming familiar with this information, you can help prevent injuries and illnesses from chemical exposure. If you have any questions regarding chemical hazards, do not delay in asking your supervisor or [Designated Position].

The following safety precautions have been taken to prevent injuries and illnesses from chemical exposure:

* Container Labeling
  + The [Designated Position] will verify that all containers received for use will:
    - Be clearly labeled as to the contents with a product identifier;
    - Note the appropriate hazard warning with a precautionary statement, pictogram, hazard statement, and supplemental information;
    - List the manufacturer/supplier name, address, and emergency phone number.

It is our policy that no container will be released for use until the above data is verified.

The supervisor in each section will ensure that all secondary containers have either an extra copy of the original manufacturer's label or a generic label that has identification and hazard warning blocks. For help with labeling, see the [Designated Position].

**Safety Data Sheets (SDS)**

Copies of safety data sheets for all hazardous chemicals that volunteers of this organization may be exposed to will be kept in the [Designed Department or place]. Safety data sheets will be available to all volunteers in their work areas for review during each work shift. Never use a chemical or associated machinery if its safety data sheet is not available; you should immediately contact the [Designated Position] before using the chemical or the machine containing it.

**Volunteer Information and Training**

Before starting work, you will attend a health and safety orientation and receive information and training about the following:

An overview of the requirements contained in the Globally Harmonized Hazard Communication

**System;**

* Chemicals present in your workplace operations;
* Location and availability of our written hazard communication program;
* Physical and health effects of the hazardous chemicals;
* Methods and observation techniques used to determine the presence or release of hazardous chemicals in the work area; and,
* How to reduce or prevent exposure to these hazardous chemicals through the use of control/work practices and personal protective equipment.

After attending the training class, you will sign a form to verify that you attended, received our written materials, and understand our policies on hazard communication.

Prior to a new hazardous chemical being introduced into any section of this organization, each volunteer of that section will be given information as outlined above. The [Designated Position] is responsible for ensuring that Safety Data Sheets (SDS) on new chemicals are available.

**NOTE: Include information about any state specific requirements, such as safety committees, additional regulations, and requirements, etc.**

**Substance and Alcohol**

The objective of this policy is to provide a workplace and environment that are free from the effects of substance abuse. Furthermore, [Organization Name] has a responsibility to our volunteers, to those who use or come into contact with our services, and to the general public to ensure safe operating and working conditions. To satisfy our drug free workplace objective and meet these responsibilities, we have established a work environment where volunteers are free from the effects of drugs, alcohol, or other impairing substances. Accordingly, we have adopted this substance and alcohol policy.

The following conditions and activities are expressly prohibited on our premises or property or during work time or while representing us in any work-related fashion and will lead to corrective action, up to and including termination:

* Manufacturing, selling, attempting to sell, using, distributing or possessing alcohol or other controlled or substances that impair job performance or pose a hazard when use or possession occurs (as a government employer this includes marijuana);
* Reporting for or being at work while impaired by the use of alcohol, drugs, or controlled substances.

If your doctor prescribes over the counter or pharmaceutical drugs, you are responsible for determining if you are able to maintain work performance standards, including safety. If you are not, you are to contact your [Designated Position] before returning work.

If you have a problem with substance or alcohol use and wish to undertake rehabilitation, you may be granted a leave of absence for this purpose. It is your responsibility to seek help before the problem adversely affects your work performance or results in a violation of this policy. If you need assistance in seeking this help, you may talk to the [Designated Position]. No one will be discriminated against for undertaking rehabilitation.

Where we have a reasonable basis to believe that a volunteer is in violation of this policy, the volunteer will be required to submit to testing to determine presence of, use of, or involvement with alcohol or drugs. We reserve the right to determine whether reasonable basis exists.

**The following definitions apply:**

Reasonable suspicion is defined as specific, describable observations concerning such circumstances as the work performance, appearance including, for example, noticeable odor of an alcohol, behavior, or speech of the volunteer, or as being involved in an accident on organization premises that results in physical injury or property damage.

Presence of is defined as any noticeable or perceptible impairment of the volunteer's mental or physical faculties.

Controlled Substances are defined as any product causing potential impairment of an volunteers’ mental or physical faculties.

Over-the-counter drugs are defined as those that are generally available without a prescription from a medical doctor.

Prescription drugs are defined as those drugs that are used in the course of medical treatment and have been prescribed and authorized for use by a licensed practitioner/physician or dentist.

Any volunteer who is found to be in violation of this policy and who refuses to submit to testing, or refuses to cooperate, or attempts to subvert the testing process will be subject to corrective action, up to and including termination of volunteer service.

**Workplace Violence**

[Organization Name] recognizes the importance of a safe workplace for volunteers. A work environment that is safe and comfortable enhances volunteer satisfaction with work as well as volunteer productivity.

To foster a safe workplace, this organization specifically prohibits any volunteer, customer, or vendor from bringing any kind of weapon, knife (other than folding pocket-knife), or firearm on premises. If you have a question whether something may be considered a weapon in violation of this policy, you must ask your supervisor prior to bringing the item onto our premises. Our premises include areas such as personal vehicles parked in our designated parking area.

Situations may occur, despite our best efforts to prevent them, which present a risk of harm to volunteers and others. All volunteers have an obligation to report any incidents that pose a risk of harm to volunteers or others associated with the organization or that threaten the safety, security, or financial interests of the organization. Volunteers should make such reports directly to the [Designated Position].

All information related to the reports, including the name of the reporting volunteers, will be kept as confidential as possible under the circumstances. We will generally notify the reporting volunteer of action taken in response to the report.

We may, out of business necessity, conduct an investigation of a current volunteer when the volunteer’s behavior raises concerns about work performance, reliability, honesty, or potential threat to the safety of co-workers or others. A volunteer investigation may include investigation of criminal records and a search of the organization's property such as desks, work areas, lockers, file cabinets, voice mail systems, and computer systems.

If a volunteer is found to have violated any part of this policy, corrective action up to and including termination of volunteer service may occur.

**Emergency Preparedness**

[Organization Name] may be subject to major disruptions as a result of occurrences beyond the control of the organization. All volunteers should exercise good judgment in responding to these events as the situation necessitates. [Organization Name] will try to provide emergency and limited services during periods of disruptions. The [Designated Position] shall make the determination to close the organization, suspend activities, or make the organization available for community support.

In the event of potential or actual disruptions that may be weather-related or a result of a catastrophic event such as an earthquake, fire, explosion, or public health emergency, contact the [Designated Position].

Should a threat to company property or a volunteer be received, it should be reported immediately to the [Designated Position].

**Conclusion of Volunteer Service**

**Separation from Service**

Separation from [Organization Name] occurs when you voluntarily resign, from volunteer service or are discharged by the organization.

**Resignation**

Employment Volunteering with us is “at-will,” which means you are free to stop service at any time, with or without cause or notice. However, in order to achieve an orderly transition, we would appreciate receiving notification of your resignation at least [10, 5] working days before the intended date of departure.

**Volunteer Service Abandonment**

**Note: This section may be a good place for the district to outline expectations for attendance at trainings, drill, or other related attendance expectations**

To maintain a safe and productive work environment, volunteers are expected to be reliable in reporting for scheduled work.  Absenteeism and tardiness place a burden on other volunteers and on the organization; poor attendance and excessive tardiness are disruptive.  Either may lead to corrective action, up to and including termination of employment.  If a volunteer fails to call in or show up for work for [three [3] consecutive shifts or days, job abandonment and voluntary resignation will be assumed.

**Discharge**

Our philosophy and general practice is to provide volunteers who have completed the initial introductory period of volunteering with an opportunity to correct minor performance and conduct problems before discharge is implemented.

The organization has a corrective action policy found in this Handbook that describes action management may take, at its discretion, to correct performance infractions prior to discharging volunteers. The decision to discharge volunteers is based not only on the seriousness of the current performance infraction, but also on the individual’s overall performance record and length of service.

We also believe that our volunteers should be given an opportunity to be heard in matters involving corrective action, including discharge, and we have provided a formal dispute resolution procedure found on page [page number] of this Handbook for that purpose. You are encouraged to use this procedure to resolve any issues you may have that cannot be resolved by consulting with your supervisor.

**Exit Interview**

An exit interview may be arranged to give you an opportunity to address unresolved issues before leaving the organization. It also allows us to solicit your opinions about our organization and any suggestions you may have for its improvement. We encourage all volunteers invited to participate in an exit interview when they separate from employment to do so, and we value all opinions and suggestions we receive in the process.

**Return of Organization Property**

Upon separation from employment, either voluntarily or otherwise, you must return all organizational property in your possession. Such property may include credit cards, organization vehicles, keys, ID cards, pagers, tools, software, electronic devices, uniforms, this Handbook, and any other items in your possession that belong to the organization.

**Volunteer’s Notes**

[Organization Name/Logo]

**NOTE: This signed form should be inserted into each volunteer’s personnel file.**

As a volunteer of [Organization Name], I acknowledge the following:

I have been [provided a copy of, given access to] the Volunteer Handbook. I understand that the Handbook contains important information about [Organization Name]’s policies, work rules, and my benefits. I have both read and understood the information in the Handbook and have asked a [Designated Position] for the clarification of any information I did not understand.

I acknowledge the Handbook is neither a contract of employment nor a guarantee of specific treatment in any situation; that the organization has the right to change, modify, add to, substitute, eliminate, interpret, and apply, in its sole judgment, the policies, rules, and benefits described in this Handbook; and that the current Handbook supersedes all prior handbooks, policies, and understandings related to the subjects it contains.

The [Executive Director, a designee] are the only persons authorized to make changes to the Handbook and all such changes must be in writing to be valid. Any changes to the content will be communicated to volunteers via official notices.

I understand that my volunteer relationship with the organization is “at-will” and either the organization or I can end the relationship at any time, with or without reason or notice.

Lastly, I am aware that I may be given confidential information during my volunteer services, including customer lists, proprietary organization plans, and other information. I understand this information is critical to the success of [Organization Name] and I agree not to disseminate or use it outside of the organization, even in the event of my separation, either voluntary or involuntary.

I also acknowledge that before signing this form, I asked for and received clarification on any of the items discussed above that I did not understand.

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

Volunteer Signature Date

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

Print Volunteer's Name