

Volunteer Policies and Procedures

Welcome to Wesley Glen Ministries (WGM)! We are so grateful for your willingness to impact the lives of people with intellectual and developmental disabilities. This handbook is intended to help clarify the policies and procedures for WGM's volunteers. If you have any questions about it, please ask. We will be asking you to sign a statement indicating you understand and accept these policies.

PURPOSE OF VOLUNTEER POLICIES These policies are written to provide overall guidance and direction to staff and volunteers engaged in volunteer involvement and management efforts. These policies do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. Wesley Glen Ministries reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy. Changes to or exceptions from these policies may only be granted by the Chief Development Officer, and must be obtained in advance and in writing. Areas not specifically covered by these policies shall be determined by the Chief Development Officer.

DEFINITION OF 'VOLUNTEER' A "volunteer" is anyone who, without compensation or expectation of compensation beyond reimbursement, performs a task at the direction of and on behalf of the organization. A "volunteer" must be officially accepted and enrolled by the center prior to performance of the task. Unless specifically stated, volunteers shall not be considered as "employees" of the organization.

VOLUNTEER STANDARDS AND RESPONSIBILITIES Volunteers represent a valuable resource for WGM, its staff, and its clients. Volunteers should be given meaningful assignments and effective direction and be recognized for work done. In return, volunteers should actively perform their duties to the best of their abilities, volunteer at their assigned times, and remain loyal to the mission and procedures of the center.

VOLUNTEER ASSIGNMENTS Volunteers should have clear, complete, and current descriptions of the duties and responsibilities of the assignment.

RECRUITMENT OF MINORS Volunteers who have not reached 18 years of age must present a written consent of a parent or guardian to Volunteer Services prior to volunteering. The volunteer assignment for a minor should be in a nonhazardous environment and should comply with all appropriate requirements of child labor laws.

ORIENTATION Volunteers are given an opportunity to attend a general orientation on the nature, purpose, and mission of the organization; review of the volunteer program; and, a tour of the organization.

TRAINING Volunteers should receive guidance/training by their volunteer supervisor to provide them with the information on 1) knowledge and skills necessary to perform their volunteer assignment, 2) the operation of the program encompassing their volunteer activity, and 3) the purpose and requirements of the assignment. The timing and methods for delivery of such training should be appropriate to the complexity and demands of the assignment and the capabilities of the volunteer.

VOLUNTEER/STAFF RELATIONS Volunteers and staff are considered partners in implementing the mission and programs of the institution, with each having a complementary role to play. Each partner should understand and respect the needs and abilities of the other.

ATTENDANCE POLICY If expecting to be absent from a scheduled duty, volunteers should inform their staff supervisor as far in advance as possible so that alternative arrangements can be made. Continual absenteeism may result in a review of the volunteer's work assignment or term of service, and could result in ending the volunteer's relationship with the institution.

CONFLICT OF INTEREST A "Conflict of Interest" arises when a person in a position of authority in an organization, such as a director, officer, expert volunteer or key staff member, may benefit personally from a decision he or she could make. Volunteers must disclose any conflict of interest to the Chief Development Officer in order to make sure a Disclosure form is completed and to make sure the conflict will not interfere with the volunteer's work.

CONFIDENTIALITY Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single staff, volunteer, resident, participant, or other person or involves overall agency business. Failure to maintain confidentiality will result in termination of the volunteer's relationship with the agency or other corrective action.

POLITICAL AND CIVIC ACTIVITIES - WGM recognizes the right of every staff member and volunteer to participate in political and civic activity. However, all such activity must be conducted on the volunteer's own time and without the use of WGM's name or materials unless specific approval has been granted by Chief Development Officer.

EQUAL EMPLOYMENT POLICY It is the policy of WGM to provide equal opportunity to all qualified persons and not discriminate against any volunteer or applicant from volunteering because of race, color, religion, sex, age, national origin, veteran status, disability or any other protected status.

SEXUAL HARRASSMENT -WGM does not tolerate sexual harassment. Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- Submission of such conduct is made either explicitly or implicitly a term or condition of a volunteer's placement
- Submission to or rejection of such conduct by a volunteer is used as the basis for volunteer placement
- Such conduct has the purpose or effect of unreasonably interfering with a volunteer's work performance or creating an intimidating, hostile, or offensive work environment.

If a volunteer feels harassed or offended by another staff member or volunteer, a supervisory or management person, or any other person whom s/he encounters in the course of volunteer placement, whether the opposite sex or same sex, and does not want to deal with the problem directly, the volunteer should contact his/her supervisor, volunteer manager, or the Chief Development Officer.

ZERO TOLERANCE OF VIOLENCE -WGM will not tolerate violence on or around its premises either by or against staff members, volunteers, or members of the public. Volunteers are expected to treat other human beings with respect and dignity. Any incident of violence should be reported promptly to the appropriate supervisor, volunteer manager, and/or the executive director. Violence includes, but is not limited to, verbal or physical intimidation, contact, or threats. Reported incidents are subject to investigation or corrective action. Any volunteer who does not comply with this policy may be subject to discipline, up to and including dismissal

DISMISSAL OF A VOLUNTEER Volunteers who do not adhere to the rules and procedures of WGM or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct or insubordination, theft of property or misuse of the organization's materials, abuse or mistreatment of clients, staff or other volunteers, failure to abide by WGM policies and procedures, and failure to satisfactorily perform assigned duties.