

Volunteer Policies

1) Mission

2) Overview

These Volunteer Policies have been developed to provide guidelines about volunteer policies and procedures for (the organization). These policies are intended to ensure fair and consistent treatment of all volunteers. It is intention of the organization to foster an atmosphere of mutual respect, non-discrimination, and trust based on clear lines of authority, responsibility, and accountability, and to provide volunteers with the flexibility necessary to meet work, family and personal obligations. This manual will assist you in becoming familiar with the privileges and obligations of your work with the organization. None of the policies or guidelines are intended to give rise to contractual rights or obligations, or to be construed as a guarantee of continued volunteer engagement. Additionally, these guidelines are subject to modification, amendment or revocation by at any time, without advance notice.

3) Ethical And Legal Business Practices

The organization expects the highest standard of ethical conduct and fair dealing from each employee, officer, director, volunteer, and all others associated with the organization. Our reputation is a valuable asset, and we must continually earn the trust, confidence and respect of our suppliers, our clients, and our community.

These policies provide general guidance on the ethical principles that we all must follow, but no guideline can anticipate all situations. You should also be guided by basic honesty and good judgment and be sensitive to others' perceptions and interpretations.

If you have any questions about these policies, consult your supervisor or manager.



You are expected to promptly disclose to the management of the organization anything that may violate these policies. We will not tolerate retaliation or retribution against anyone who brings violations to management's attention.

4) Attendance And Punctuality

Each volunteer is important to the overall success of the organization. Attendance is a key factor in your job performance and individual attendance affects organizational success. When you are not here, someone else must perform duties usually handled by you. Punctuality and regular attendance are expected of all volunteers. Volunteers are expected to report to work on time at the start of their workday. Reporting to work on time means that you are ready to start work, not just arriving, at your scheduled start time. Excessive absences (whether excused or unexcused), tardiness or leaving early is unacceptable. If you are absent for any reason or plan to arrive late or leave early, you must notify your supervisor, or leave a message on the organization's answering machine as far in advance as possible and no later than one hour before the start of your scheduled workday. In the event of an emergency, you must notify the Executive Director or your supervisor as soon as possible.

For all absences extending longer than one day, you must telephone and email your supervisor prior to the start of each scheduled workday. When reporting an absence, you should indicate the nature of the problem causing your absence and your expected return-to-work date. A physician's statement may be required as proof of the need for any illness-related absence.

Except as provided in other policies, a volunteer who is absent from work for two consecutive days without notification to the Executive Director or supervisor will be considered to have voluntarily terminated his or her volunteer engagement.

5) Dress Code

To present a professional image to our customers and the public, all volunteers are required to wear appropriate clothing on the job. By necessity, the dress standards for the organization's office are somewhat different than for off-site events. For the office, business-casual dress is appropriate. Volunteers should be neatly groomed, and clothes should be clean and in good repair. Leisure clothes such as cut-offs or halter tops are not acceptable attire for the office.



For off-site events, volunteers are expected to wear work clothes appropriate to the work being done. Volunteers should be sensitive to the location and context of their work and should be ready to adjust their attire if the circumstances so warrant.

6) Severe Weather Conditions

The organization expects all volunteers to exercise reasonable judgment regarding work, family, and personal obligations.

The organization's offices will be open except in cases of extreme weather. Should work be called off because of inclement weather, a work cancellation notice will be communicated to volunteers through an email or notice on the organization's website or other means as necessary. When the weather is questionable and the office is open, we encourage you to use your own good judgment in deciding when to come into and leave from work.

7) Payment or Reimbursement of Expenses

Payment or reimbursement is authorized for pre-approved reasonable and necessary expenses incurred in carrying out job responsibilities. Mileage or transportation, parking fees, business telephone calls, and meal costs when required to attend a luncheon or banquet, are examples of reasonable and necessary expenses.

Volunteers must obtain the advance consent of their supervisor before incurring expenses for which they will seek reimbursement. Approved expenses must be fully documented, with receipts attached, and are to be submitted to the appropriate staff member for payment within thirty (30) days of the date on which they were incurred.

Volunteers serving in an official capacity for the organization at conferences and meetings will be provided with expense-paid receipts for or will be reimbursed for actual and necessary expenses incurred, such as travel expenses, meal costs, lodging, tips, and registration fees. When attending meetings that have been approved by the Executive Director, volunteers are reimbursed for travel expenses, course fees, and costs of meals and lodging at the organization's current rates. Volunteers may also be granted leave to attend a conference or professional meeting related to their professional development, and/or the organization's current and anticipated work. Expenses for



these purposes may be paid by the organization if funds are available and the volunteer obtains prior written approval of such expenses.

Volunteers are responsible for transportation costs between the office and home during normal work hours. Transportation costs are paid by the organization for work outside normal work hours if the volunteer is on official business for the organization. Volunteers authorized to use their personal cars for the organization business are reimbursed at a rate determined yearly by the Board.

Forms are provided to request reimbursement for actual expenses and advance payment for travel. Receipts must be provided for all business-related expenditures in order to claim reimbursement.

8) Conflict of Interest

Volunteers are expected to be sensitive to possible conflicts of interest while pursuing outside activities or employment and are expected to disclose any conflicts of interest pursuant to the Board's Conflict of Interest Policy. Activities that undermine the organization's mission, core principles, strategies, positions, or goals constitute a conflict of interest. Transmitting personal comments or statements through e-mail or posting information to news groups that may be mistaken as the position of the organization also constitute conflicts of interest. If a volunteer creates a conflict of interest or refuses to end any activity or employment creating a conflict of interest, such behavior can be grounds for termination of their volunteer engagement.

9) Policy Against Workplace Harassment

The organization is committed to providing a work environment for all volunteers that is free from sexual harassment, other types of discriminatory harassment and intimidation. Volunteers are expected to conduct themselves in a professional manner and to show respect for their coworkers.

Sexual harassment and other types of discriminatory harassment are illegal. The organization's property (e.g., telephones, copy machines, facsimile machines, computers, and computer applications such as e-mail and Internet) may not be used to engage in conduct that violates this policy. The organization's policy against harassment covers volunteers and other individuals who have a relationship with the organization which enables the organization to exercise a degree of control



over the individual's conduct in places and activities that relate to the organization's work (e.g., directors, officers, contractors, vendors, volunteers, interns, etc.).

Prohibition of Sexual Harassment: the organization's policy against sexual harassment prohibits sexual advances or requests for sexual favors or other physical or verbal conduct of a sexual nature, when: (1) submission to such conduct is made an express or implicit condition of engagement as a volunteer; (2) submission to or rejection of such conduct is used as a basis for evaluation decisions; or (3) such conduct has the purpose or effect of unreasonably interfering with an volunteer's work performance or creating an intimidating, hostile, humiliating, or offensive working environment.

While it is not possible to list all of the circumstances that constitute sexual harassment, the following are some examples: (1) unwelcome sexual advances -- whether they involve physical touching or not; (2) requests for sexual favors in exchange for actual or promised job benefits such as favorable reviews, salary increases, promotions, increased benefits, or continued volunteer engagement; or (3) coerced sexual acts.

Depending on the circumstances, the following conduct may also constitute sexual harassment: (1) use of sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life; (2) sexually oriented comment on an individual's body, comment about an individual's sexual activity, deficiencies, or prowess; (3) displaying sexually suggestive objects, pictures, cartoons; (4) unwelcome leering, whistling, deliberate brushing against the body in a suggestive manner; (5) sexual gestures or sexually suggestive comments; (6) inquiries into or discussion of one's sexual experiences.

It is also unlawful and expressly against the organization policy to retaliate against a volunteer for filing a complaint of sexual harassment or for cooperating with an investigation of a complaint of sexual harassment.

Prohibition of Other Types of Discriminatory Harassment: It is also against the organization's policy to engage in verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his or her Protected Status (or that of the individual's relatives, friends, or associates) that: (1) has the purpose or effect of creating an intimidating, hostile, humiliating, or offensive working environment; (2) has the purpose or effect of unreasonably interfering with an individual's work performance; or (3) otherwise adversely affects an individual's employment opportunities.



The following examples constitute discriminatory harassment: (1) epithets, slurs, negative stereotyping, jokes, or threatening, intimidating, or hostile acts that relate to Protected Status; and (2) written or graphic material that denigrates or shows hostility toward an individual or group because of their Protected Status. Other conduct may also constitute discriminatory harassment if it falls within the definition of discriminatory harassment set forth above.

It is against the organization's policy to retaliate against a volunteer for filing a complaint of discriminatory harassment or for cooperating in an investigation of a complaint of discriminatory harassment.

Reporting of Harassment: If you believe that you have experienced or witnessed sexual harassment or other discriminatory harassment by any volunteer of the organization, report the incident immediately to the Executive Director or your supervisor. Possible harassment by others with whom the organization has a business relationship should also be reported as soon as possible so that appropriate action can be taken.

The organization will promptly and thoroughly investigate all reports of harassment as discreetly and confidentially as practicable. The investigation would generally include a private interview with the person making the report. It would also generally be necessary to discuss allegations of harassment with the accused individual and/or others who may have relevant information. The organization's goals are to determine whether harassment occurred and if it must determine appropriate action steps.

If the organization determines that a violation of this policy has occurred, it will take appropriate disciplinary action against the offending party, which can include warnings, suspensions, and termination. Volunteers who report violations of this policy and volunteers who cooperate with investigations into alleged violations of this policy will not be subject to retaliation. Upon completion of the investigation, the organization will inform the volunteer who made the complaint of the results of the investigation.

Compliance with this policy is a condition of each volunteer's engagement. Volunteers are encouraged to raise any questions or concerns about this policy or about possible discriminatory harassment with the Executive Director. In the case where the allegation of harassment is against the Executive Director, please notify the Board or the second most senior Staff member. If you feel



your complaint has not been appropriately handled by the organization, you may call the New Hampshire Commission for Human Rights at (603) 271-2767.

10) Violence and Weapons

The organization is committed to maintaining a safe and healthy workplace, in part by promoting open, friendly, and supportive working relationships among all volunteers. Violence is not an effective solution to any problem and violence, or threats of violence are unacceptable. Threats of violence or fighting will not be tolerated. If a work-related issue is causing undue stress or agitation, the volunteer is encouraged to discuss it immediately with their supervisor.

Volunteers are strictly prohibited from bringing any type of weapon including but not limited to knives, pistols, rifles, stun guns, mace et cetera to the organization's offices, grounds, or parking areas or to off-site events hosted by the organization.

Volunteers are expected to immediately report to their supervisor any violation of this policy. Any volunteer found threatening another volunteer or the organization stakeholder and/or carrying weapons to the worksite will be subject to disciplinary action up to and including immediate termination of their volunteer engagement.

11) Smoking/Vaping

Smoking/Vaping is not permitted within the organization's offices or at off-site events at which the volunteer is representing the organization except in designated outdoor smoking areas on break time.

12) Drug Free Workplace

The organization is a drug-free workplace. the organization does not tolerate the presence of illegal drugs or the illegal use of legal drugs in our workplace. The use, possession, distribution, or sale of controlled substances such as drugs or alcohol or being under the influence of such controlled substances is strictly prohibited while on duty or while on the company's premises or worksites. If you need to take a prescription drug that affects your ability to perform your job duties, you are



required to discuss possible accommodations with your supervisor. Violation of this policy will result in disciplinary action, up to and including termination.

13) Non-Disclosure of Confidential Information

Any information that and volunteer learns about the organization, its employees, volunteers or trustees, or its members or donors, as a result of working for the organization that is not otherwise publicly available constitutes confidential information. Volunteers may not disclose confidential information to anyone who is not employed by the organization or to other persons employed by the organization who do not need to know such information to assist in rendering services.

The protection of privileged and confidential information, including trade secrets, is vital to the interests and the success of the organization. The disclosure, distribution, electronic transmission or copying of the organization's confidential information is prohibited. Such information includes but is not limited to the following examples: compensation data, program, and financial information, including information related to donors, and pending projects and proposals.

Volunteers are required to sign a non-disclosure agreement as a condition of engagement. Any volunteer who discloses confidential the organization information will be subject to disciplinary action (including possible termination of their volunteer engagement), even if he or she does not actually benefit from the disclosure of such information.

Discussions involving sensitive information should always be held in confidential settings to safeguard the confidentiality of the information. Conversations regarding confidential information generally should not be conducted on cellular phones, or in elevators, restrooms, restaurants, or other places where conversations might be overheard.

14) Solicitation

Volunteers are prohibited from soliciting (personally or via electronic mail) for membership, pledges, subscriptions, the collection of money or for any other unauthorized purpose anywhere on the organization property during work time, especially those of a partisan or political nature.

Non-working volunteers may not solicit or distribute to working volunteers. Persons who are not



employed by the organization may not solicit or distribute literature on the organization's premises at any time for any reason.

Volunteers are prohibited from distributing, circulating, or posting (on bulletin boards, refrigerators, walls, etc.) literature, petitions, or other materials at any time for any purpose without the prior approval of the Executive Director or your supervisor.

15) Computer and Information Security

This section sets forth some important rules relating to the use of the organization's computer and communications systems. These systems include individual PCs provided to volunteers, centralized computer equipment, all associated software, and the organization's telephone, voice mail and electronic mail systems.

The organization has provided computer and communications systems to support its mission. Although limited personal use of these systems is allowed, subject to the restrictions outlined below, no use of these systems should ever conflict with the primary purpose for which they have been provided, the organization's ethical responsibilities or with applicable laws and regulations. Each user is personally responsible to ensure that these guidelines are followed.

The organization expects the full attention of its volunteers while they are working. Although volunteers may occasionally have to take care of personal matters during the workday, volunteers should try to conduct such personal business either before or after the workday or during breaks. While working, volunteers are expected to exercise discretion in using cell phones, taking personal phone calls, or sending/receiving personal emails. Excessive calls, texts or emails via cell phones or equipment owned by the organization during work time can interfere with staff productivity and be a distraction.

All data in the organization's computer and communication systems (including documents, other electronic files, email, and recorded voice mail messages) are the property of the organization and may be inspected and monitored at any time. No individual should have any expectation of privacy for messages or other data recorded in the organization's systems. This includes documents or messages marked "private," which may be inaccessible to most users but remain available to the



organization. Likewise, the deletion of a document or message may not prevent access to the item or completely eliminate it from the system.

The organization's systems must not be used to create or transmit material that is derogatory, defamatory, obscene, or offensive, such as slurs, epithets or anything that might be construed as harassment or disparagement based on protected status. the organization's systems must not be used to transmit personal comments or statements through e-mail or post information to news groups that may be mistaken as the position of the organization. Similarly, the organization's systems must not be used to solicit or proselytize others for commercial purposes, causes, outside organizations, chain messages or other non-job-related purposes.

Security procedures in the form of unique user sign-on identification and passwords have been provided to control access to the organization's host computer system, networks, and voice mail system. In addition, security facilities have been provided to restrict access to certain documents and files for the purpose of safeguarding information. All usernames and passwords should be recorded with the Executive Director or designated supervisor.

The following activities, which present security risks, should be avoided:

- Attempts to bypass, or render ineffective, security facilities provided by the organization
- Sharing passwords in the absence of legitimate business reasons
- Accessing the specific document files of other users in the absence of legitimate business reasons
- Changing or modifying hardware or software configurations of computer equipment without IT staff approval
- Loading personal software (including outside email services, games, instant messaging software) to company computers
- Downloading programs or installing programs copied from the organization computers without IT staff approval
- Loading unlicensed software on the organization's computers
- Attempting to obtain unauthorized access to or use of other organizations' computer systems and/or data
- Copying company software (whether developed internally or licensed) onto other media other than for legitimate business reasons.
- Removing software documentation from the company's offices.

- Changing the location or installation of computer equipment in offices and work areas without approval from IT staff

There are a number of practices that individual users should adopt that will foster a higher level of security. Among them are the following:

- Log off your personal computer when you are leaving your work area or office for an extended period of time unless instructed to do otherwise for system maintenance.
- Exercise judgment in assigning an appropriate level of security to documents stored on the organization's networks, based on a realistic appraisal of the need for confidentiality or privacy.
- Remove previously written information from moveable storage devices before copying documents on such devices for delivery outside the organization.
- Back up any information stored locally on your workstation (other than network-based software and documents) on a frequent and regular basis.

Should you have any questions about any of the above policy guidelines, please contact your supervisor or the IT staff.

16) Internet Acceptable Use

Access to the Internet is provided to volunteers to support the mission of the organization. No use of the Internet should conflict with the primary purpose of the organization, its ethical responsibilities or with applicable laws and regulations. Each user is personally responsible to ensure that these guidelines are followed. Serious repercussions, including termination, may result if the guidelines are not followed.

The organization reserves the right to monitor Internet usage by volunteers, including reviewing a list of sites accessed. No individual should have any expectation of privacy in terms of his or her usage of the Internet. In addition, the organization may restrict access to certain sites that it deems are not necessary for business purposes.

In addition to the restrictions named in Section 15, the organization's Internet connections may not be used for any of the following activities:

- To download or disseminate copyrighted material that is an infringement of copyright law
- To transmit personal comments or statements through e-mail or to post information to news groups that may be mistaken as the position of the organization



- To disclose confidential information
- To send or participate in chain letters, pyramid schemes or other illegal schemes
- To solicit for commercial purposes, causes, outside organizations, chain messages or other non-job-related purposes.

17) Electronic Mail (Email) Policy

The e-mail system is provided by the organization to assist volunteers with the performance of the organization's work. Messages that are created, sent, or received using the organization's e-mail system are the property of the organization, and the organization reserves the right to monitor this system and retrieve the contents for legitimate reasons, such as to find lost messages, comply with investigations or to recover from system failure.

Volunteers may not retrieve or read e-mail that was not sent to them unless authorized by appropriate staff. No personal business is to be conducted using the organization's e-mail.

All e-mail communications should be handled in the same manner as a letter, fax, memo, or other business communication.

If you have any questions regarding any of the policy guidelines listed above, please direct them to your supervisor or the Executive Director.

18) Personal Electronics Acceptable Use

The organization understands that many volunteers have cell phones and other handheld communication devices. The organization prohibits the use of cell phones in any way that violates federal, state, or local laws or that is otherwise unsafe.

Volunteers whose job responsibilities include driving are expected to use good judgment if the need to use a cell phone arises while driving. Safety must come before all other concerns. Volunteers are strongly encouraged to pull off to the side of the road and stop their vehicle before placing or accepting a call. Volunteers are encouraged to keep the calls short. Special care should be taken in situations where there is traffic, inclement weather, or the volunteer is driving in an unfamiliar area.





Volunteer Receipt and Acceptance

I hereby acknowledge receipt of the Volunteer Policies of the organization. I understand that it is my ongoing responsibility to read and understand the policies. I also understand and agree that the Volunteer Policies are not a contract for any specific period of time.

I have read, understand, and agree to all of the above. I have also read and understand the organization's Volunteer Policies.

Signature _____ Date _____

Print Name _____

Confidentiality Policy and Pledge

Any information that a volunteer learns about the organization, or its members or donors, as a result of working for the organization that is not otherwise publicly available constitutes confidential information. Volunteers may not disclose confidential information to anyone who is not employed by the organization or to other persons employed by the organization who do not need to know such information to assist in rendering services.

The disclosure, distribution, electronic transmission or copying of the organization's confidential information is prohibited. Any volunteer who discloses confidential the organization information will be subject to disciplinary action (including possible termination), even if he or she does not actually benefit from the disclosure of such information.

I understand the above policy and pledge not to disclose confidential information.

Signature _____ Date _____

Print Name _____

Please sign and return to

