

## Table of Contents

Introductory Statement

Definitions

Program Contact Information

Code of Ethics

Volunteer Policies

### Getting Started

Orientation and Training

Smoking Policies

Security

Expense Reimbursement

### Performing Your Commitment

Reporting Attendance

Personal Dress Standards

Interacting with Clients

Agency Property

Driving and Vehicle Policy

### Organizational Responsibilities

Reasonable Accommodation

Harassment Prevention

Confidentiality

Health and Safety

Media Policy

Open-Door Policy

Emergency and Safety Procedures

### Wrapping Up Your Commitment

Voluntary Discontinuation

Upholding Agency standards

Acknowledgement Receipt

## Introductory Statement

Thank you for choosing to volunteer with Community Action Marin! Our program depends on our vision, mission, promise, and purpose and people like you make it successful!

- **Vision:** All of us in Marin have an equal opportunity to live our lives with dignity and respect.
- **Mission:** We make it possible for people to achieve wellbeing by providing the education, mental health, and vital services they need. Together, we break down the barriers that get in the way of fair and lasting change in service to better outcomes for all.
- **Promise:** Community Action Marin changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.
- **Purpose:** Working alongside the Agency to foster relationships based on inclusivity and unity in service of Marin County.

Community Action Marin values its volunteers, their contributions to the Agency, and to the community we serve. As an unpaid individual who assists the program under the supervision of Agency personnel, we are committed to maintaining a healthy and comfortable environment and to ensuring high standards of fairness. We hope that our values will encourage you as a volunteer to share your talents and skills with our community, clients, children, and staff.

Community Action Marin developed this Volunteer Handbook to describe many of our policies and procedures. You should familiarize yourself with the contents of the Handbook. If you have any questions about this Handbook, we encourage you to ask your Agency supervisor or Volunteer Services.

## Definitions

This Volunteer Handbook includes some of the following terms that have a generalized meaning.

**“Agency”:** Refers to Community Action Marin

**“Program Director”:** Head of a program with overall direction of program activity with supervisory responsibility over one or more employees and/or volunteers.

**“Supervisor”:** The first line management “Agency” employee who has supervisory responsibility (i.e., performance evaluations) over one or more

volunteers and is generally in charge of a unit of program operations.

**“Event-specific commitment”**: A volunteer opportunity that lasts for a few hours or days.

**“Ongoing commitment”**: A volunteer opportunity that has no specific end date.

## Volunteer Program Contact Information

If you have any questions or concerns, please contact Volunteer Services at [volunteer@camarin.org](mailto:volunteer@camarin.org) or call the main office at 415-526-7500.

## Code of Ethics

Community Action Marin has earned the trust and confidence of the public through years of ethical, honest, and responsible charitable service. All volunteers have agreed to the Community Action Marin Code of Ethics by receiving a copy in advance of beginning their service with the Agency. We thank you for helping us uphold these standards of behavior.

## Volunteer Policies

### Getting Started

#### Orientation and Training

Volunteers must participate in an orientation session with Volunteer Services, and their assigned program/supervisor. The orientation may include program descriptions, volunteer expectations, and a review of policies and procedures. If additional training is necessary, your Agency program director or supervisor will make appropriate arrangements.

#### Smoking Policies

Smoking is not allowed in any area of the Community Action Marin facilities or in agency vehicles. Volunteers who smoke may do so in public areas adjacent to the agency’s facilities, such as sidewalks, but not within fifty (50) feet of any door or window that may allow the smoke to drift into the facility.

Smoking is prohibited on the premises of all child development facilities including outdoors; smoking must be:

- Out of sight of children

- Away from areas normally frequented by children

## Security

Report any suspicious persons or activities to the police. Secure your desk and/or your work site at the end of your shift or when called away from your work area for an extended length of time and do not leave valuable and/or personal articles that may be accessible in or around your workstation.

Volunteer vehicles may be parked in designated areas if space permits. The Agency is not responsible for any loss or damage to a volunteer's vehicle(s) or contents while parked on Agency property.

## Expense Reimbursement

The Agency reimburses volunteers for all previously approved Agency expenses as authorized by the Chief Executive Officer or designated Agency contact. In the event of a reimbursable expense, vouchers and receipts should be kept for verifying expenses made on behalf of Agency business.

## **Performing Your Commitment**

### Reporting Attendance

It is important that volunteers have a record of the amount of time served with Community Action Marin. All volunteers should track their hours, so their time commitments can be recorded in internal Agency databases. You should record your time on the at <http://camarin.org/volunteer-report/>. Record your time at the end of each day or no later than the end of each week.

Volunteers who cannot report for their assignment(s) should notify their Agency supervisors at least 24 hours prior to their commitment.

### Personal Dress Standards

Volunteers are expected to wear clothing appropriate for the nature of our business and the type of work performed. Clothing should be neat, clean, and tasteful. Avoid clothing that can create a safety hazard.

### Interacting with Clients

Volunteers who are client-facing are expected to be polite, courteous, respectful, and attentive to every client. When a situation arises where the volunteer does not feel comfortable or capable of handling a situation, the Agency supervisor should be contacted.

### Agency Property

All Agency computers, mobile devices, email, Internet access accounts, software, and telephone and voice-mail systems are Agency property and are to be used for business processes only.

Any data collected, downloaded and/or created on Agency computers (e.g., work product or investment information) is the exclusive property of Community Action Marin and may not be copied or transmitted to any outside party or used for any purpose not directly related to the business of the Agency.

### Driving and Vehicle Policy

Volunteers who are required to drive their own vehicle or an Agency-owned vehicle on Agency business will need to show proof of current, valid licenses and current effective insurance coverage prior to the first day of their volunteer assignment and/or first day of driving duties.

Volunteers who are required to drive as a part of their assignment must sign a Motor Vehicle Record Release Authorization and report any traffic incident or violation received during their volunteer service. Positions which require special driver's licenses (ex. Bus Driver) may have additional licensing and health screening requirements.

The Agency may transfer to an alternative position, suspend, or terminate a volunteer's assignment whose license is revoked, or who fails to maintain personal automobile insurance coverage or who has been determined to be uninsurable by the Agency's insurance carrier if that person's job duties include driving their own or an Agency vehicle.

The Agency will not reimburse volunteers for any type of ticket that the volunteer may get while driving on Agency business. These include parking tickets, moving violations, speeding tickets, etc. This applies to volunteers driving Agency vehicles as well as personal vehicles.

Volunteers who are required to drive will not talk on, text, or otherwise use their cellphones while driving for Community Action Marin, in compliance with applicable California laws.

Community Action Marin's insurance policy provides secondary coverage only; the individual's insurance policy is the primary insurance coverage. Agency policy will only cover any excess liability above and beyond that which is covered by the volunteer's policy.

## **Organizational Responsibilities**

### Reasonable Accommodation

To comply with applicable laws, the Agency will make reasonable accommodations for any volunteer who requires an accommodation. Notify your Agency supervisor to make appropriate arrangements.

### Harassment Prevention

Community Action Marin is committed to providing a work environment free of harassment and discrimination. The Agency strictly prohibits discrimination and harassment based on any protected characteristics, including sex (including pregnancy, childbirth, breastfeeding or related medical conditions), race, religion (including religious dress and grooming practices), color, gender (including gender identity and gender expression), national origin (including language use restrictions and possession of a driver's license issued under Vehicle Code Section 12801.9), ancestry, physical or mental disability, medical condition, genetic information, marital status, registered domestic partner status, age, sexual orientation, military and veteran status or any other basis protected by federal, state or local law or ordinance or regulation.

The Agency's policy prohibiting harassment applies to all persons involved in the operation of Community Action Marin. Prohibited harassment includes, but is not limited to, unwelcomed and/or negative verbal comments or nonverbal displays such as jokes, slurs, offensive or obscene photographs, gestures, or physical contact.

We ask volunteers to understand the importance equity, inclusion and diversity play in our work.

### Confidentiality

All information and records containing medical, contact, and financial information about individuals, families, clients, vendors, and community members associated with Community Action Marin be kept completely confidential. Information given by clients to an Agency volunteer is confidential and in the absence of a written waiver, may only be disclosed to an agency employee or volunteer who needs such information to provide proper service to the client or for purpose of supervising or evaluating the provision of such services.

Agency volunteers may also be privy to information that is considered confidential. This may include information about staff members, parents, children, proposed program plans, strategies for program implementation, and relationships with

community members or other organizations.

All Agency volunteers are expected to understand and comply with this Confidentiality Agreement.

### Health and Safety

Community Action Marin will work to provide a safe place to work and expects volunteers to develop and exercise safe work habits. Submit any suggestions for accident prevention to your Agency supervisor. All volunteers must agree to the following:

- I will report any and all accidents, near misses and injuries to my supervisor, no matter how slight.
- I will report any updates of my criminal history to the Agency when working with children or onsite a childcare facility.
- I will cooperate and assist in any investigation of accidents to identify the cause and to prevent reoccurrence.
- I will promptly report to my supervisor all unsafe acts, practices, or conditions that I observe.
- I will become familiar with and observe safe work procedures.
- I will keep my work area clean and orderly at all times.
- I will inspect all equipment prior to use and report any unsafe conditions to my Agency supervisor.
- I will smoke in authorized locations only.
- I will not bring onto the job premises any weapons or ammunition of any kind, intoxicating liquor, or illegal drugs.
- I will not come to work under the influence of alcohol or illegal drugs.

The Agency will inform affected volunteers of any known exposure to a chemical known to cause cancer or reproductive toxicity.

### Media Policy

The Chief Executive Officer (CEO) is the spokesperson for the Agency. Under no circumstances are volunteers to represent any matters that affect the Agency with the media without prior approval of the CEO or the CEO's designated contact.

Volunteers who maintain personal social networking sites and/or blogs (for example, personal blogs, wikis, photo pages (e.g., Instagram, Snapchat), YouTube, Facebook, Twitter, LinkedIn, etc.) that contain postings about Community Action Marin (as opposed to Company-sponsored sites) are expected

to make it clear that what you say is representative of your views and opinions and not necessarily the views and opinions of the Agency.

### Open-Door Policy

At Community Action Marin we encourage all volunteers to resolve any work-related concerns through its Open-Door policy, meaning that volunteers are more than welcome to discuss suggestions, issues, or questions.

Volunteers who need to report their concerns or incidents, please contact the following appropriate chain of command:

1. Your Agency supervisor
2. Volunteer Services
  - Report an incident or concern to [volunteer@camarin.org](mailto:volunteer@camarin.org).
3. Human Resources
  - Submit a ticket regarding incident or concern to [hr@camarin.org](mailto:hr@camarin.org).

### Emergency and Safety Procedures

In the event of any fire, electrical malfunction, or fumes, staff, volunteers, and children will evacuate the building immediately. Agency staff will inform you of your role, in the event of an emergency.

Notify your Agency supervisor or Volunteer Services in the event of any emergency or unusual incident.



## Wrapping Up Your Commitment

### Voluntary Discontinuation

If at some point, the volunteer decides that they can no longer fulfill their role as a volunteer at Community Action Marin for whatever reason, reaches the natural conclusion of a volunteer assignment, or voluntarily resigns their volunteer commitment for another reason not specified, please follow the steps below:

1. Volunteer communicates with their Agency supervisor and/or volunteer services about ending their commitment(s) with Community Action Marin.
2. Volunteer completes the Volunteer Feedback Survey.
3. If requested, the Agency supervisor and/or contact may also conduct an exit interview.
4. Agency supervisor collects all Agency property from the volunteer.

### Upholding Agency Standards

If a volunteer's performance deteriorates or corrective action is not adhered to, the Agency contact may provide a volunteer with a statement summarizing the specific problem(s) that warranted involuntary commitment completion. Potential reasons for your commitment to be involuntarily discontinued include, but not limited to:

- Failure to adhere to volunteer policies and procedures.
- On duty personal conduct which would be detrimental to the organization, including any breach of confidence.
- Off duty personal conduct which would adversely affect the organization.
- Reporting to any event under the influence of drugs or alcohol.
- Theft of property or funds.

## Acknowledgement Receipt

By signing your signature below, you certify that:

1. You have received a copy of the Volunteer Handbook and have read and understand its contents, including the Code of Ethics, Confidentiality, and Harassment Prevention policy.
2. You understand that you are required to comply with Community Action Marin policies and may be subject to volunteer assignment termination for failing to do so.
3. You understand and agree that your volunteer commitment(s) with Community Action Marin is at-will, which means that your volunteer assignment may not be for a definite period and may be discontinued by you or Community Action Marin at any time, for any reason, and with or without cause or notice.

If you have any questions about any of the statements above, please contact Volunteer Services at [volunteer@camarin.org](mailto:volunteer@camarin.org).

**I HAVE READ AND UNDERSTAND THE ABOVE STATEMENTS**

**If under the age of 18, signature of legal guardian is required**

Volunteer Name (print): \_\_\_\_\_

Volunteer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**IN YOUR CORNER®**