



# *Volunteer Policies and Procedures*

**Record Management:** The Volunteer Management Office maintains records on each volunteer throughout the organization. Records include dates of volunteer service, positions held, duties performed, evaluation of volunteer performance, training attended and awards/recognitions received. Volunteer records, including application, reference checks and background checks, are confidential. Volunteers are responsible for submitting and updating information contained in their files to the Volunteer Management Office.

**Dress Code:** Volunteers are representatives of REACH and are responsible for presenting a positive image to constituents and the community. Volunteers will dress appropriately for the conditions and performance of their duties. Volunteers that serve in a capacity of a presenter, speaker or other face-to-face constituent contact will wear a REACH name tag. Volunteers who work as support in an office situation will dress according to the code of that particular office. Individual volunteers will be informed of the dress standard for their duties at the time of assignment.

**Attendance and Time:** Volunteer attendance is important to the operation of each program. Volunteers should notify their supervisor in advance (48 hours for non-emergency, at least one hour prior to shift start time for emergency absences) if they are unable to be present on their scheduled day or presentation. Volunteers are responsible for completing and submitting their volunteer time through the on-line database coordinator ([www.reachyouthshelter.com/volunteers](http://www.reachyouthshelter.com/volunteers)), or individual office connection monthly. Time not accounted for is the responsibility of the volunteer.

**Change of Placement:** Volunteers may request a change in placement anytime during their volunteer service. If a volunteer elects to be re-assigned, the volunteer must apply for the volunteer position and receive all appropriate training.

**Service Requirement:** Volunteers agree to commit to a minimum number of hours of service over one year. At the end of a service term, volunteers may elect to renew their volunteer service agreement with REACH. The number of service hours requested is approximately 50 hours each year. However, this service requirement varies by opportunity.

**Leave of Absence:** Volunteers may request a leave of absence with the approval of their supervisor. This leave of absence will not alter or extend beyond the previously agreed ending date of service.

**Training:** Volunteers receive training as part of their volunteer service with REACH. All volunteers must complete an orientation, required RHYTTAC online training, on-the-job or program training, and participate in continuing education classes.

Volunteer Orientation provides an overview of REACH, its mission, history and goals. Each volunteer will participate in a scheduled orientation within the first month of beginning their service. The orientation is designed to provide a framework for volunteering.

Volunteer Assignment or Program Training is provided by the supervisor or trainer for a particular

## CJM/REACH Youth Shelter

1934 East Houston Street  
San Antonio, Texas 78202  
P: (210) 527-9250



placement. The training details the skills and knowledge necessary to perform their volunteer assignment.

### **Youth Volunteer and/or Service Learning**

Volunteers, under 18, must have written consent of a parent or guardian before volunteering. Students volunteering for service learning credit hours for their school, must submit school name and contact information before volunteering.

### **Evaluation**

Volunteers receive periodic evaluations to review their performance. The evaluations allow for a volunteer and supervisor to suggest changes, seek suggestions and enhance the relationship between the volunteer, staff and REACH. The evaluation consists of a discussion period, where both supervisor and volunteer should establish an open line of communication.

### **Recognition**

Headquarters and Field Offices sponsor recognition events for volunteers to highlight the contributions of volunteers to the organization. Continuing recognition of volunteers is vital and will occur throughout the year.

### **Conduct**

Volunteers are expected to follow rules of conduct that will protect the interest and safety of all volunteers, staff and REACH. The following are only some examples of inappropriate conduct which could lead to dismissal:

- Theft or inappropriate removal or possession of REACH's property or that of any REACH volunteer, staff, agent or visitor, including failing to cooperate fully in any REACH investigation.
- Altering REACH reports or records.
- Volunteering under the influence of alcohol or illegal drugs and/or illegal or unauthorized possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the volunteer environment.
- Creating a disturbance on REACH premises, at sponsored activities or in areas which could jeopardize the safety of others.
- Improper use of REACH's property or property owned by any other individual or organization.
- Lack of cooperation, or other disrespectful conduct.

## CJM/REACH Youth Shelter

1934 East Houston Street  
San Antonio, Texas 78202  
P: (210) 527-9250



- Violation of REACH, federal, state, or local safety and health rules. Inappropriate use of telephones, computer equipment or systems, mail system, e-mail system, facsimile machines, or other REACH-owned equipment.
- Unauthorized disclosure of REACH proprietary or confidential information.
- Unsatisfactory performance or conduct.

### **Smoking**

REACH intends to provide a safe and healthy environment. Smoking in the workplace is prohibited except in outside locations specifically designated as smoking areas. For information regarding the location of smoking areas, consult with your supervisor.

### **Drug-Free Environment**

REACH provides a drug-free, healthy, and safe environment. While on REACH premises and while conducting REACH-related activities off REACH premises, a volunteer may not use, possess, distribute, sell or be under the influence of alcohol or illegal drugs. Occasionally, REACH may sponsor events where alcohol is served. In such situations, volunteers who consume alcohol are expected to act in a responsible manner.

The legal use of prescribed drugs is permitted during volunteer service only if it does not impair a volunteer's ability to perform the essential functions of the volunteer position effectively and in a safe manner that does not endanger other individuals in the workplace. Volunteers must advise their supervisor if they are taking any prescription or over-the-counter drug which could adversely affect safety or performance.

### **Safety and Liability**

REACH aims to provide a safe and healthy environment for all volunteers. If a volunteer is injured in the course of the volunteer's service, it is important that the volunteer notify his or her supervisor immediately. Volunteers should also complete an incident report and submit the report to the volunteer's supervisor.

REACH's general liability coverage, with some limitations and exclusions, protects volunteer workers for covered injury or damage that results from activities or service that volunteers conduct or perform at REACH's direction and within the scope of their duties for REACH. REACH's general liability coverage does not provide coverage to volunteers themselves for liabilities they may have incurred for their actions.

REACH's volunteer accident insurance coverage covers some injuries to volunteers while volunteers are performing volunteer service on behalf of REACH.

In some instances, volunteers must sign a release absolving REACH of liability when REACH

## CJM/REACH Youth Shelter

1934 East Houston Street  
San Antonio, Texas 78202  
P: (210) 527-9250



volunteers voluntarily and knowingly subject themselves to certain risks while performing volunteer services on behalf of REACH.

Contact the Volunteer Manager with questions or for more information about insurance and liability.

### **Reimbursement of Expenses**

Volunteers may be eligible for reimbursement of pre-approved, actual out-of-pocket expenses, including transportation expenses, incurred while engaging in volunteer service for REACH. Upon the approval of a supervisor, volunteers need to track and submit receipts for all actual out-of-pocket expenses for which they seek reimbursement. Reimbursement for travel to and from volunteer service by motor vehicle is based on mileage and the standard rate per mile at which REACH reimburses volunteer drivers.

Reimbursement for travel to and from volunteer service by public transportation is based on actual out-of-pocket expense which must be substantiated by receipts.

Reimbursement requests must be submitted to the Volunteer Management Office. Contact the Volunteer Manager for the current mileage reimbursement rate.

### **Emergency Closings**

REACH strives to ensure the safety of all volunteers. In the event of inclement weather, volunteers will be responsible for contacting their volunteer site to inform their supervisor that they will not be performing their scheduled service. If a REACH office should close, the Volunteer Management Office will notify volunteers scheduled to perform service via phone of the closing.

### **Safety and Security**

REACH desires to provide a safe volunteer environment. Volunteers are responsible for using the following common-sense suggestions to help ensure a safe environment.

- Be aware of any unknown person who comes into your area and is not accompanied by a staff member.
- Never leave your purse, wallet, or other valuable items on or under your desk. Keep these items out of sight. Keep your wallet or purse with you at all times or keep them in a secure drawer or cabinet. Avoid carrying large sums of money.

Desks, lockers, and other storage devices may be provided for a volunteer's convenience but remain the sole property of REACH. Accordingly, they, as well as any articles found within them, can be inspected by any agent or representative of REACH at any time, either with or without prior notice. REACH is not responsible for lost or stolen personal property. REACH

## CJM/REACH Youth Shelter

1934 East Houston Street  
San Antonio, Texas 78202  
P: (210) 527-9250



will not reimburse a volunteer for any personal property which disappears from a volunteer site.

### **Use of National Wildlife Federation Property**

*Equipment and Vehicles*—Any equipment, machines, tools, or vehicles which appear to be damaged, defective, or in need of repair should be reported to the volunteer's supervisor. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to others. An individual supervisor can answer any questions about the volunteer's responsibility for maintenance and care of equipment or vehicles used during a volunteer assignment.

REACH owned or leased equipment and vehicles are to be used for REACH's business purposes only and may not be borrowed or otherwise used for personal use. Each office is responsible for managing the use of vehicles owned or leased by REACH for the use of that office. Volunteers must submit a REACH vehicle use form if they are required or asked by a supervisor to drive a REACH owned or leased vehicle. The REACH vehicle use form must be submitted annually if the volunteer is expected to drive over the course of more than one year. REACH may decide, in its sole discretion, to deny certain volunteers the use of REACH owned or leased vehicles.

Volunteers must have a valid driver's license to operate a REACH owned or leased vehicle. There is a continuing obligation on the volunteer's part to notify a supervisor if the volunteer's driver's license is suspended or revoked at any time throughout the volunteer's service. REACH will perform random checks with appropriate state motor vehicle departments on the status of the licenses of those volunteers who use REACH vehicles. Volunteer use of a REACH vehicle without a valid driver's license may result in disciplinary action up to and including dismissal. Volunteers who are involved in an accident while using a REACH owned or leased vehicle must report the accident that same day (or the next business day if a holiday or weekend) to their supervisor. Any vehicle owned or leased by REACH is covered under REACH's Business Auto Policy.

*Telephones and Mail Services*—Telephones are for business purposes. When permitted, personal phone calls should be kept to a minimum and should not interfere with volunteer service. In addition, long distance charges resulting from a volunteer's personal use of a REACH telephone must be reimbursed to REACH. The use of REACH paid postage for personal correspondence is prohibited by Federal law.

*Computer Usage*—REACH provides computers, e-mail, and Internet access to assist volunteers in performing their duties. Computers, e-mail and Internet access should be used for business related purposes. Personal business should not be conducted during volunteer time.

### **Return of Property**

## CJM/REACH Youth Shelter

1934 East Houston Street  
San Antonio, Texas 78202  
P: (210) 527-9250



Volunteers are responsible for REACH property which includes all materials, files, keys, passwords or any other written or electronic information issued to volunteers or in volunteers' possession or control. All REACH property must be returned on or before your last day. REACH may take all actions deemed appropriate to recover or protect its property.

### **Sexual Harassment in the Workplace**

REACH is committed to providing volunteers with an environment that is free from discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated. REACH encourages volunteers to bring any incidents of sexual harassment to the immediate attention of a direct supervisor, Human Resources or the Office of General Counsel.

### **Conflict of Interest**

REACH is judged, in large part, by the individual and collective performance of its volunteers. REACH must recognize the importance of a volunteer's duty to REACH, and to its members and supporters, to act in a manner that merits public trust and confidence.

Each volunteer must act in all matters in a manner that will safeguard the reputation and integrity of REACH and will preserve and strengthen public confidence in REACH activities. Likewise, volunteers must refrain from engaging in any transaction in which personal interests conflict, potentially conflict or appear to conflict with those of REACH.

An actual or potential conflict of interest occurs when a volunteer is in a position to influence a decision that may result in a personal gain for yourself or for a relative as a result of REACH's business dealings. For the purposes of this policy, a relative is a person who is related by blood or marriage, or whose relationship with the volunteer is similar to that of persons who are related by blood or marriage.

Participation in any activity prohibited by this Policy can result in the termination of volunteer service.

Some conflict of interest situations are easily identifiable, whereas others are more subtle. Some of the more common situations pertaining to volunteers rise to the potential conflicts set out below. This list is illustrative only and should not be regarded as all-inclusive:

*Accepting Payment or Gifts:* No volunteer shall accept payment of any kind (including gifts, cash, discounts, concessions, services or other similar item or benefits) for services rendered as part of his or her volunteer service. This includes payment for speaking engagements or for participation in workshops or similar activities.

*Improper Influence:* Any volunteer, or close relative, should not, when acting on his or her own behalf or when acting on behalf of another person, business or organization, attempt to

## CJM/REACH Youth Shelter

1934 East Houston Street  
San Antonio, Texas 78202  
P: (210) 527-9250



influence REACH's position on any issue, matter or transaction nor participate in any discussions pertaining to a related organization.

*Inside Information:* Inside information should not be used either for the purposes of gaining advantage for one's self, a close relative, or another organization or for any other purpose not specifically approved by REACH.

*Competing with REACH:* No volunteer shall prevent or hinder REACH from lawfully competing with others or divert business or personnel from REACH.

*Political Activities:* Volunteers are encouraged to take an active interest and to participate in the political and governmental process. However, except for those authorized to act on behalf of REACH, volunteers participating do so as individuals and not as representatives of REACH. To avoid any inference of support or sponsorship by REACH, a volunteer must never represent that his or her political donation, endorsement or other political activity was made or engaged in with the approval, or on behalf, of REACH. Likewise, volunteers must not engage in political activities during their volunteer service on behalf of REACH.

*The Making of Statements:* No volunteer shall use REACH stationery or any title of REACH or refer to REACH or misidentify him or herself as an employee thereof in connection with any matter as to which he or she is not authorized as a representative of REACH and to express an opinion on its behalf.