



The Center for People of All Races

A voice and a hub for the Latino community
as we advocate on behalf of our people
and work to achieve social justice.

Volunteer Policy

1.0 The Volunteer Program

1.1 Overall policy on use of volunteers

The achievement of the goals and mission of El Centro de la Raza is best served by the active participation of members of the community. To this end, the organization accepts and encourages the involvement of volunteers at all levels in the organization and within all appropriate programs and activities. All staff are encouraged to assist in the creation of meaningful and productive roles in which volunteers might serve and to assist in recruitment of volunteers from the community.

1.2 Purpose of the volunteer policy

The purpose of the policy is to provide overall guidance and direction to staff and volunteers engaged in volunteer involvement and management efforts. The policy is intended for internal management guidance only, and does not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. The organization reserves the exclusive right to change any aspect of the policy at any time and to expect adherence to the changed policy. Alterations to or exceptions from these policies may only be granted by the Executive Director, and must be obtained in advance and in writing. Policies and procedures not specifically covered in these policies shall be determined by the Leadership Team in coordination with the Volunteer Coordinator and approved by the Board of Directors.

1.3 Scope of the volunteer policy

Unless specifically stated, the policy applies to all non-elected volunteers in all programs and projects undertaken by or on behalf of the organization, and to all departments and sites of operation of the organization.

1.4 Role of the volunteer management department

The productive use of volunteers requires a planned and organized effort. The function of the volunteer management department is to provide a central coordinating point for effective volunteer involvement within the organization, and to direct and assist staff and volunteer efforts jointly to provide more productive services. The department shall also bear responsibility for maintaining liaison with other volunteer programs in the community and assisting in community-wide efforts to recognize and promote volunteering. The Volunteer Coordinator shall bear primary responsibility for planning for effective volunteer deployment, for assisting staff in identifying productive and creative volunteer roles, for recruiting and screening suitable

volunteers, and for tracking, recognizing and evaluating the contribution of volunteers to the organization.

1.5 Definition of a *volunteer*

A *volunteer* is anyone who without compensation or expectation of compensation beyond reimbursement of expenses incurred in the course of his or her volunteer duties performs a task at the direction of and on behalf of the organization. A *volunteer* must be officially accepted and enrolled by the organization prior to performance of the task. Unless specifically stated, volunteers shall not be considered as *employees* of the organization. Occasionally, based on specific projects and funding, some volunteers may be offered a stipend for very specific work that is determined in a Volunteer Stipend Agreement with the organization.

1.6 Special case volunteers

The organization also accepts as volunteers those participating in student community service activities, student intern projects, alternative sentencing programs, employee volunteering programs, AmeriCorps, AARP, Lutheran Volunteer Corps, Teens in Public Service, and other volunteer referral programs. In each of these cases, however, a special agreement must be in effect with the agency, school, company, or program from which the special case volunteers originate and must identify responsibility for management and care of the volunteers.

1.7 Group volunteers

Special arrangements will be undertaken when members of a group or an organization volunteer their time as a group effort. They must submit a Group Volunteer Interest Form outlining their availability, expectations, and information about their group. (**See Addendum #1**) These arrangements will include changes in normal orientation, training, screening and recordkeeping requirements as determined necessary by the Volunteer Coordinator in coordination with department directors. There will be a minimum of 2 weeks notice for group volunteers.

1.8 Employees as volunteers

The organization accepts the services of its own staff as volunteers. This service is accepted provided that the volunteer service is provided totally without any coercive nature on the part of management or co-workers, involves work which is outside the scope of normal staff duties that they are paid to perform, and is provided outside usual working hours. If an employee wishes to volunteer for an activity or project at El Centro de la Raza, they will be asked to sign a Volunteer Waiver (**See Addendum #2**). Family members of staff are allowed to volunteer with the organization.

1.9 Friends, relatives, participants and family members as volunteers

Friends, relatives, and family members of staff and volunteers are encouraged to volunteer. All individuals will go through the standard volunteer application procedures.

1.10 Minors as volunteers

Children between the ages of 12-16 years old will not be allowed to volunteer for more than 4 hours each day. Children under the age of 12 will only be allowed to volunteer with advanced

approval from the department Director. Volunteers who have not reached the age of 18 must have a waiver signed by the parent or legal guardian prior to volunteering. The volunteer responsibilities assigned to a minor should be performed in a non-hazardous environment and should comply with all appropriate requirements of child labor laws.

Children of employees will only be allowed to volunteer if they are at least 12 years old, have been given prior approval by the department Director to volunteer, and specific projects are available for them to do. It shall not be the responsibility of El Centro de la Raza management to find work for the children of employees. For further information, please refer to Employee Policy 102.21.

Types of work available may be restricted based on the age of the child, the number of children available for volunteer work and the location of the volunteer work.

1.11 Participants and relatives as volunteers

Participants of the organization's programs may be accepted as volunteers, where such service does not constitute an obstruction to or conflict with provision of services to the participant or to others. Relatives of participants may also serve as volunteers, but will not be placed in a position of direct service or relationship to members of their family who are receiving services.

1.12 Service at the discretion of the organization

The organization accepts the service of all volunteers with the understanding that such service is at the sole discretion of the organization. Volunteers agree that the organization may at any time, for whatever reason, decide to terminate the volunteer's relationship with the organization or to make changes in the nature of their volunteer assignment.

A volunteer may at any time, for whatever reason, decide to sever the volunteer's relationship with the organization. Notice of such a decision should be communicated as soon as possible to the volunteer's supervisor.

1.13 Volunteer rights and responsibilities

Volunteers are viewed as a valuable resource to this organization, its staff, and its participants. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated as equal co-workers, the right to effective supervision, the right to full involvement and participation, and the right to recognition for work done. In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the values, goals and procedures of the organization.

1.14 Childcare

It shall be the responsibility of the volunteer to provide childcare for their children unless the child is a volunteer. It shall not be El Centro de la Raza's responsibility to provide a place for them in the workplace.

Mothers who are nursing infants may bring their baby to their assignment for up to twelve (12) weeks following birth, if the project and/or project environment does not pose any danger to the infant and the volunteer's ability to carry out their assignment responsibilities is not adversely

affected. Forbidden work areas include, but are not limited to, La Cocina, the Food Bank, Maintenance/Security positions and any other work environments deemed potentially hazardous for infants.

1.15 Scope of volunteer involvement

Volunteers may be involved in all programs and activities of the organization, and serve at all levels of skill and decision-making at the discretion of department Directors. Volunteers should not, however, be used to displace any paid employees from their positions.

2.0 Volunteer Management Procedures

2.1 Maintenance of records

A system of records will be maintained on each volunteer, including dates of service, positions held, duties performed, evaluation of work, and awards received. Volunteers and appropriate staff shall be responsible for submitting all appropriate records and accurate information to the volunteer management department on a monthly basis.

Volunteer personnel records shall be accorded the same confidentiality as staff personnel records.

2.2 Two hat policy

Members of the organization's board are accepted as direct service volunteers with the organization.

2.3 Conflict of interest

No person who has a conflict of interest with any activity or program of the organization, whether personal, philosophical, or financial shall be accepted or serve as a volunteer.

2.4 Representation of the organization

Prior to any action or statement that might significantly affect or obligate the organization, volunteers should seek prior consultation and approval from the Department Director. These actions may include, but are not limited to, public statements to the press, lobbying efforts with other organizations, collaborations or joint initiatives, or any agreements involving contractual or other financial obligations. Volunteers are authorized to act as representatives of the organization as specifically indicated within their job descriptions and only to the extent of such written specifications made by the Executive Director.

2.5 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 member of staff, volunteer, participant, or other person or involves the overall business of the organization.

Failure to maintain confidentiality may result in termination of the volunteer's relationship with the organization or other corrective action.

2.6 Worksite

An appropriate worksite shall be established prior to the enrollment of any volunteer. This worksite shall contain necessary facilities, equipment, and space to enable the volunteer to effectively and comfortably perform his or her duties. Worksites and equipment provided to volunteers shall be comparable to that of paid staff performing similar duties.

2.7 Dress code

Each volunteer of El Centro de la Raza is a member of a devoted and professional team. We are proud of our high standards of conduct and appearance.

Because El Centro de la Raza's image is often viewed in terms of its volunteer's appearance, it is important that employees see and present themselves as professionals. An important element in this presentation is dress.

Dress should be tasteful, conservative, neat and clean. Clothing that is casual or sporty in nature (i.e. jeans of any color, T-shirts, sweatshirts, shorts, midriff tops, tight stretch pants or athletic shoes) is not considered appropriate professional attire. Any exceptions must be pre-approved by the department Director.

Department Directors are responsible for determining the appropriateness of their volunteer's appearance. Those volunteers who fail to comply are subject to disciplinary action.

If a volunteer appears for their assignment inappropriately dressed they will be sent home and directed to return to their assignment in proper attire. Under such circumstances, the volunteer will not receive credit for their hours away from their assignment.

2.8 Timesheets

Individual volunteers are responsible for signing in and out for each volunteer shift they perform.

3.0 Volunteer Recruitment and Selection

3.1 Position descriptions

Volunteers benefit from a clear, complete, and current description of the duties and responsibilities of the position that they are expected to fill. Prior to any volunteer assignment or recruitment effort, every effort will be made to have a position description developed for each volunteer post. This will be given to each accepted volunteer and used in subsequent management and evaluation efforts. Position descriptions should be reviewed and updated at least every two years, or whenever the work involved in the position changes substantially.

All position descriptions shall include a description of the purpose and duties of the position, a designated supervisor and worksite, a timeframe for the performance of the job, a listing of job qualifications, and a description of job benefits. The volunteer management department is

available to assist staff in the development of volunteer assignments and position descriptions. **(See Addendum #3)**

3.2 Staff requests for volunteers

Requests for volunteers shall be submitted in writing by interested staff, complete with a draft position description and a requested timeframe **(See Addendum #4)**. All parties should understand that the recruitment of volunteers is enhanced by creative and interesting jobs and by advance notice. The volunteer management department reserves the right to refuse to recruit or place any volunteers until staff are prepared to make effective use of the volunteer resource.

3.3 Recruitment

Volunteers shall be recruited by the organization on a pro-active basis, with the intent of broadening and expanding the volunteer involvement of the community. Volunteers shall be recruited without regard to gender, disability, age, race or other condition. The sole qualification for volunteer recruitment shall be suitability to perform a task on behalf of the organization. Volunteers may be recruited either through an interest in specific functions or through a general interest in volunteering which will later be matched with a specific function. Every effort will be made to provide a job description before the volunteer begins, when appropriate.

3.4 Application

All potential volunteers are required to fill out an application truthfully to the best of their knowledge. **(See Addendum #5)** An incomplete application cannot be processed. This application will aid in the placement of the volunteer with regards to interests, skills, and availability.

3.5 Interviewing

Prior to being assigned or appointed to a position, all volunteers will be subject to an informal interview to ascertain their suitability for and interest in that position. The interview should determine the qualifications of the volunteer, their commitment to fulfill the requirements of the position, and should answer any questions that the volunteer might have about the position. Interviews may be conducted either in person or by other means.

3.6 Availability of suitable volunteer positions

In cases where the interview does not uncover a suitable position or placement for a volunteer, the appropriate course of action is to recommend that the volunteer seek placement elsewhere.

3.7 Background criminal records check

El Centro de la Raza works with a diverse population, many of whom are at-risk. Women, children, and the elderly rely upon El Centro to provide a safe, dependable and secure environment. With this in mind, El Centro, in compliance with the provisions of the Department of Social and Health Services' regulations, requires a criminal background check of all prospective volunteers. Volunteers who do not agree to the background check will be refused.

Volunteers must also fill out a disclosure statement concerning conviction of any crime against any civil adjudication of sexual assault, physical abuse, or exploitation of any minor. Criminal background checks protect El Centro, employees, the work environment, vendors and the general public. Volunteer opportunities are contingent upon the outcome of the criminal background investigation and disclosure statement.

For the After School and Child Development Programs, a more extensive FBI Background Check is required.

3.8 Placement with at-risk participants

Where volunteers are to be placed in direct contact with at-risk participants, additional screening procedures may be instituted. These procedures may include reference checks, direct background investigation, criminal investigation, etc. Volunteers who refuse permission for conduct of these checks will not be accepted for placement with participants.

3.9 Falsification of Information

Falsification of information, including material omission or misrepresentation, on a volunteer application is grounds for immediate dismissal.

3.10 Placement

In placing a volunteer in a position, attention shall be paid to the interests and capabilities of the volunteer and to the requirements of the volunteer position. No placement shall be made unless the requirements of both the volunteer and the supervising staff can be met: no volunteer should be assigned to a "make-work" position and no position should be given to an unqualified or uninterested volunteer. A "make-work" position is any task given to a volunteer just so that they have something to do, not because it benefits the organization.

3.11 Term of work agreement

Volunteers may be asked to sign an agreement as to a designated term of work. This agreement may be required of positions for which extensive training is required or positions that involve matching of volunteers with individual participants in one-to-one relationships.

3.12 Staff participation in interviewing and placement

Wherever possible, staff that will be working with the volunteer should participate in the design and conduct of the placement interview. Final assignment of a potential volunteer should not take place without the approval of Department Director with whom the volunteer will be working.

3.13 Acceptance and appointment

Service as a volunteer with the organization shall begin with an official notice of acceptance or appointment to a volunteer position. Such notice may only be given by an authorized representative of the organization. This will normally be the Volunteer Coordinator in

coordination with the Department Director. No volunteer shall begin performance of any position until they have been officially accepted for that position and have completed all necessary screening and paperwork. At the time of final acceptance, each volunteer shall complete all necessary enrollment paperwork and shall receive a copy of their job description and agreement of service with the organization.

3.14 Timing of acceptance

Potential volunteers should be informed of the outcome of their application as expeditiously as possible, preferably within one week. Volunteers should be informed of a projected timeline for determination of their application at the time of their initial interview and updated if processing takes longer than expected. Following acceptance, volunteers should be enabled to begin work as soon as practically possible.

3.15 Probationary period

All volunteer placements shall initially be done on a trial period of 30 days. At the end of this period a second interview may be requested by the volunteer, the supervisor, or a representative of the organization, at which point either the volunteer or staff may request a re-assignment of the volunteer to a different position or may determine the unsuitability of the volunteer for a position at the organization. This is a mutual opportunity for assessment of the initial placement.

3.16 Re-assignment

Volunteers who are at any time re-assigned to a new position shall be interviewed for that position and shall receive all appropriate orientation and training for that position before they begin work. In addition, any screening procedures appropriate for that specific position must be completed, even if the volunteer has already been working with the organization.

3.17 Professional services

Volunteers shall not perform professional services for which certification or a license is required unless currently certified or licensed to do so. A copy of such certificate or license will be maintained by the volunteer management department. The volunteer is responsible for providing a current copy of the certificate or license upon its renewal or re-issue. The volunteer is responsible for immediately informing the volunteer management department if such certification or licensing shall cease to be in effect.

3.18 Leave of absence

At the discretion of the supervisor, leaves of absence may be granted to volunteers. This leave of absence will not alter or extend the previously agreed upon ending date of the volunteer's term of service.

4.0 Volunteer Training and Development

4.1 Orientation

All volunteers will receive a general orientation on the nature and purpose of the organization, an orientation on the nature and operation of the program or activity for which they are recruited, and a specific orientation on the purposes and requirements of the position that they are accepting.

4.2 On-the-job training

Volunteers will receive specific on-the-job training to provide them with the information and skills necessary to perform their volunteer assignment. The timing and methods for delivery of such training should be appropriate to the complexity and demands of the position and the capabilities of the volunteer.

4.3 Staff involvement in orientation and training

Staff members with responsibility for delivery of services are responsible for the design and delivery of both orientation and training of volunteers. Staff who will be in a supervisory capacity to volunteers shall have primary responsibility for design and delivery of on-the-job training to those volunteers assigned to them.

4.4 Continuing education

Just as with staff, volunteers should attempt to improve their levels of skill during their terms of service. Additional training and educational opportunities will be made available to volunteers during their connection with the organization if deemed appropriate. This continuing education may include both additional information on performance of their current volunteer assignment as well as more general information, and might be provided either by the organization or by assisting the volunteer to participate in educational programs provided by other groups.

4.5 Conference attendance

Volunteers are authorized to attend conferences and meetings that are relevant to their volunteer assignments, including those run by the organization and those run by other organizations. Prior approval from the volunteer's supervisor should be obtained before attending any conference or meeting if attendance will interfere with the volunteer's work schedule or if reimbursement of expenses is sought.

4.6 Risk management

Volunteers will be informed of any hazardous aspects, materials, equipment, processes or persons that they may encounter while performing volunteer work and will be trained and equipped in methods to deal with all identified risks.

5.0 Volunteer Supervision and Evaluation

5.1 Requirement of a supervisor

Each volunteer who is accepted to a position with the organization must have a clearly identified supervisor who is responsible for direct management of that volunteer. This supervisor shall be

responsible for day-to-day management and guidance of the work of the volunteer, and shall be available to the volunteer for consultation and assistance. The supervisor will have primary responsibility for developing suitable assignments for the volunteer, for involving the volunteer in the communication flow of the agency, and for providing feedback to the volunteer regarding their work.

The supervisor is responsible for entering all hours worked by the volunteer in to the database by the first week of every month for the previous month's volunteer hours. Staff assigned supervisory responsibility for volunteers shall have this responsibility delineated in their job descriptions.

5.2 Volunteers as volunteer supervisors

A volunteer may act as a supervisor of other volunteers, provided that the supervising volunteer is under the direct supervision of a paid member of staff.

5.3 Volunteer-staff relationships

Volunteers and paid staff are considered to be partners in implementing the mission and programs of the organization, with each having an equal but complementary role to play. It is essential to the proper operation of this relationship that each partner understands and respects the needs and abilities of the other.

5.4 Acceptance of volunteers by Director

Since individual staff are in a better position to determine the requirements of their work and their own abilities, no volunteer will be assigned to work with a member of staff without the consent of that person. Since volunteers are considered a valuable resource in performing the organization's work, Directors will assist staff to consider creative ways in which volunteers might be of service to the organization and to consult with the volunteer management department if they feel in need of assistance or additional training. Assignment of volunteers to programs will be at the discretion of the Department Director.

5.5 Volunteer management training for members of staff

An orientation on working with volunteers will be provided to all staff. In-service training on effective volunteer deployment and use will be provided to those staff highly involved in volunteer management. All staff will receive this training within six months of the implementation of this policy or their date of hire.

5.6 Staff involvement in volunteer evaluation

Affected staff should be involved in any evaluation and in deciding all work assignments of volunteers with whom they are working.

5.7 Evaluation of volunteer/staff teams

Where volunteers and staff are working together in teams they will be evaluated both on their individual performance and on their ability to develop a strong and effective working relationship as a team.

5.8 Absenteeism

Volunteers are expected to perform their duties on a regular scheduled and punctual basis. When expecting to be absent from a scheduled duty, volunteers should inform their staff supervisor as far in advance as possible so that alternative arrangements may be made. Continual absenteeism will result in a review of the volunteer's work assignment or term of service.

5.9 Refusal of assignments

Volunteers have the right to refuse any tasks or work, especially where they go beyond those that are outlined in their volunteer position description. It is the responsibility of staff not to make unreasonable demands on volunteers.

5.10 Harassment

A respectful work environment is essential to the wellbeing of both paid and unpaid employees. Harassment of an applicant, employee, volunteer or program participant on the basis of race, religion, color, national origin, ancestry, mental or physical disability, medical condition, political activity, marital status, sexual preference, sex or age will not be tolerated. Harassment includes: verbal harassment, physical harassment, visual forms of harassment, and sexual harassment. All volunteers should speak to their staff supervisor immediately if they are made to feel uncomfortable through any behaviors or comments of participants, staff or other volunteers.

5.11 Alcohol and drugs

All volunteers should report to work fit to perform their responsibilities. The use or possession of alcohol or illegal drugs is strictly prohibited. No volunteer may use, possess, transfer, distribute, manufacture, or sell alcohol or any illegal drug while on the organization's property, while on duty, or while operating a vehicle that is owned by the organization.

Any volunteer who reports for service under the influence of illegal drugs is subject to immediate termination. Any volunteer who reports for service while impaired by the use of alcohol, over the counter medications, prescription drugs, or other controlled substance is also subject to immediate termination.

5.12 Acceptance of gifts and gratuities

Volunteers are discouraged from accepting gifts, donation or gratuities from participants or members of the community. All such items should be reported immediately to the Volunteer Coordinator.

5.13 Evaluations

Volunteers may receive periodic evaluation to review their work. After the initial probationary period, volunteers may request an evaluation. The evaluation session will review the performance of the volunteer, suggest any changes in work style, seek suggestions from the volunteer on means of enhancing the volunteer's relationship with the organization, convey appreciation to the volunteer, and ascertain the continued interest of the volunteer in serving in that position. Evaluations should include both an examination of the volunteer's performance of his or her responsibilities and a discussion of any suggestions that the volunteer may have concerning the position or project with which the volunteer is connected.

The evaluation session is an opportunity for both the volunteer and the organization to examine and improve their relationship and effectiveness.

When a volunteer who has been regularly volunteering decides to leave the organization for whatever reason, every effort will be made to participate in an exit interview.

5.14 Volunteer Feedback and Review

The position description and standards of performance for a volunteer position should form the basis of an evaluation. A written record should be kept of each evaluation session.

5.15 Staff responsibility for evaluation

It shall be the responsibility of each member of staff in a supervisory relationship with a volunteer to schedule and perform periodic evaluation and to maintain records of the evaluation.

5.16 Corrective action

In appropriate situations, corrective action may be taken following an evaluation.

5.17 Dismissal of a volunteer

We reserve the right to dismiss a volunteer if the services they are providing are not deemed satisfactory. Volunteers who do not adhere to the rules and procedures of the organization or who fail satisfactorily to perform a volunteer assignment may be subject to dismissal. The volunteer may have an opportunity to discuss the reasons for possible dismissal with supervisory staff prior to termination. Prior to dismissal of a volunteer, any affected member of staff should seek the consultation and assistance of the Volunteer Program Manager.

5.18 Injuries

Volunteers should immediately report any injuries sustained while volunteering to their immediate supervisor.

5.19 Concerns and grievances

Decisions involving corrective action of a volunteer may be reviewed for appropriateness. If corrective action is taken, the affected volunteer shall be informed of the procedures for expressing their concern or grievance.

5.20 Notice of departure or re-assignment of a volunteer

In the event that a volunteer departs from the organization, whether voluntarily or involuntarily, or is re-assigned to a new position, it shall be the responsibility of the Department Director department to inform those affected staff and clients that the volunteer is no longer assigned to work with them. In cases of dismissal for good reason, this notification should be given in writing and should clearly indicate that any further contact with the volunteer must be outside the scope of any relationship with the organization.

5.21 Resignation

Volunteers may resign from their volunteer service with the organization at any time. It is requested that volunteers who intend to resign provide advance notice of their departure and a reason for their decision.

5.22 Exit interviews

Exit interviews, where possible, should be conducted by the Volunteer Coordinator with volunteers who are leaving their positions. The interview should ascertain why the volunteer is leaving the position, suggestions the volunteer may have to improving the position, and the possibility of involving the volunteer in some other capacity with the organization in the future.

5.23 Communication with the volunteer management department

Staff supervising volunteers are responsible for maintaining regular communication with the volunteer management department on the status of the volunteers they are supervising, and are responsible for the timely provision of all necessary paperwork to the department. The department should be informed immediately of any substantial change in the work or status of a volunteer and should be consulted in advance before any corrective action is taken.

5.24 Evaluation of the organization's volunteer usage

The volunteer management department shall conduct an annual evaluation of the use of volunteers by the organization. This evaluation will include information gathered from volunteers, staff, and clients.

6.0 Volunteer Support and Recognition

6.1 Reimbursement of expenses

Volunteers may be eligible for reimbursement of reasonable expenses incurred while undertaking business for the organization. The volunteer management department shall distribute information to all volunteers regarding specific reimbursable items. Prior approval must be sought for any major expenditure.

6.2 Access to organization property and materials

As appropriate, volunteers shall have access to property of the organization and those materials necessary to fulfill their duties, and shall receive training in the operation of any equipment. Property and materials shall be used only when directly required for the volunteer task.

6.3 Insurance

Liability and accident insurance is provided for all volunteers engaged in the organization's business.

6.4 Recognition

An annual volunteer recognition event will be conducted to highlight and reward the contribution of volunteers to the organization. Volunteers may be consulted and involved in order to develop an appropriate format for the event.

6.5 Informal recognition

All staff and volunteers responsible for volunteer supervision are encouraged to undertake methods of recognition of volunteer service on a regular basis throughout the year. These methods of informal recognition should range from simple "Thank You's" to a concerted effort to include volunteers as full participants in decision making and implementation for projects which involve the volunteer.

6.6 Volunteer career paths

Volunteers are encouraged to develop their skills while serving with the organization, and are to be assisted through promotion to new volunteer jobs to assume additional and greater responsibilities. If so desired by the volunteer, the organization will assist the volunteer in maintaining appropriate records of volunteer experience that will assist the volunteer in future career opportunities, both paid and volunteer.

6.7 Staff recognition

The volunteer management department shall design recognition systems for staff that work effectively with volunteers, and shall consult with volunteers and staff supervisors to identify appropriate staff to receive such awards.

7.0 Conduct and Regulations

7.1 General Regulations

The following types of conduct are not permitted and could result in disciplinary action up to and including termination depending upon the severity of the infraction. This is not meant to be a complete list, but will serve as a guideline for unacceptable behavior. Prohibited conduct includes, but is not limited to the following:

Inefficient or careless performance of duties, failure to maintain high standards after being counseled

Falsifying or altering El Centro records

Habitual tardiness or absenteeism

Insubordination (refusal to obey a direct order of a supervisor)

Accepting gifts of more than a nominal value from anyone with whom you do business on behalf of EL Centro. The determination on whether or not a gift is nominal, shall be at the discretion of the employee's Director.

Failure to protect proprietary or confidential information which could be considered harmful to El Centro's security, reputation, or its employees. This includes the protection of information contained on the Internet.

Involvement in the initiation, authorship, or transmittal of threatening, defamatory, or false communication, either written or oral, concerning El Centro or its employees

Gambling on El Centro premises

Unauthorized departure from your job, department or El Centro's premises

Disorderly conduct including fighting, threatening, insulting or abusing other employees or clients; immoral or indecent acts or language

Theft or misuse of El Centro or personal property

Unauthorized solicitation of funds or distribution of literature on El Centro's time or in working areas

Unfitness to work as a result of consumption of alcoholic beverages or narcotics (this includes drugs not legally approved by a licensed healthcare provider).

Unauthorized personal use of El Centro telephones, cell phones, or any organization property.

Possession of explosives, firearms, or weapons of any type on the premises.

Allowing excessive wage assignments, attachments, or garnishments to occur. The State of Washington currently defines excessive to mean three or more separate indebtednesses within a period of twelve months

Littering on the premises or willful damage of the organization's property

Sleeping or taking naps during working hours or in working areas. This is especially crucial for security/facilities workers who are responsible of the security of the building

and grounds of El Centro.

7.2 Volunteer Conduct

It is El Centro's policy that all volunteers conduct themselves in a manner that is respectful, courteous, friendly, helpful and prompt in dealing with all employees, volunteers and visitors. If the volunteers is busy when a person approaches the volunteer is expected to acknowledge the person's presence and give instruction to him/her that they will be helped as soon as possible

Volunteers are encouraged to be role models of professionalism to all employees, visitor, volunteers, and vendors. This is attained through professional dress, positive attitude and knowledge of the job

Volunteers must maintain an effective level of cooperation with their fellow employees, supervisors, and directors

8.0 Administrative Procedures

8.1 Understanding Policies and Procedures

Each volunteer will be asked to read through these Policies and Procedures as part of his/her orientation to volunteering with El Centro de la Raza. The volunteer will sign off on a form that they have read and understand the Policies and Procedures, including the Whistle Blower Policy (**See Addendum #6**) and the Internet and E-Mail Usage Policy (**See Addendum #7**). This form will then be filed with their application. (**See Addendum #8**) A copy of the Policies and Procedures will be available upon request, as well as posted on our website.

Based on Volunteer Management Policies from Steve McCurley and Rick Lynch, Volunteer Management: Mobilizing All the Resources of the Community, 2nd edition (Kemptville, ON: Johnstone Training and Consultation) 2006. Available from "<http://www.energizeinc.com>."

Revision History:

Date of Change	Responsible	Summary of Change
02/14/2011	Ashley Haugen, Development Associate	Stipend statement addition to section 1.5