

## **The Community Outreach Mentor/Volunteer Policies**

### **Age Requirements**

All volunteers must be at least 12 years of age or older. Youth volunteers (ages 12-18) must obtain the signature of a parent or guardian before beginning the volunteer program. Mentors must be at least age 18.

### **Training**

Mentors must attend a mandatory training conducted by the agency.

### **Drug and Alcohol Use**

No volunteer may be under the influence of any illegal drug or alcohol while on duty with The Community Outreach. The unlawful manufacture, possession, distribution, transfer, sale, purchase and/or use of alcoholic beverages or illegal drugs while on duty with The Community Outreach are strictly prohibited. Such abuse results in immediate termination.

### **Change in Volunteer Contact Information**

Change of contact information must be communicated to The Community Outreach as soon as possible.

### **Confidentiality**

Volunteers shall exercise discretion and tact. Confidential information about the agency, its employees, clients, volunteers or donors, shall not be communicated to any person or organization. Any information obtained shall not be used for personal advantage.

### **Equipment and Supplies**

Volunteers are provided with the equipment and supplies needed to perform assigned duties. Cooperation is needed in caring for and returning the equipment. Safe handling practices are required. Any equipment or supplies obtained shall not be used for personal advantage.

### **Work Performance and Disciplinary Process**

The Community Outreach expects its volunteers to maintain high standards regarding job performance and conduct. The lack of material compensation for effort extended on behalf of The Community Outreach in no way frees the volunteer from adherence to the standards that apply to paid staff. If inappropriate actions or behaviors are observed, the agency will counsel the volunteer. Disciplinary action may range from a formal discussion with the volunteer about the matter to dismissal.

Confidentiality is maintained in all matters of disciplinary actions.

### **Offensive Workplace Behavior**

Harassment in any form is specifically prohibited. The types of conduct prohibited by the policy include, but are not limited to, action where an individual directly or indirectly makes or threatens unwelcome physical contact toward another employee, volunteer, or client, threatened or adversely affects an employee's, volunteer's or client's safety, or engages in verbal abuse (such as offensive racial, ethnic, or sexual "jokes"). Offensive workplace behaviors prohibited by the policy also include any request to engage in illegal, immoral or unethical conduct.

**Client Transportation**

Volunteers of The Community Outreach are not required to provide transportation to clients. The agency does not provide liability or comprehensive coverage for volunteers or passengers. Nor will it be held responsible if volunteers choose to provide transportation. Any transportation is on a volunteer's own accord and must be done in a legalized vehicle with proper and current registration and tags and a valid driver's license. Volunteers may never transport minor children without a parent or guardian also in the vehicle.

**Financial Assistance to Clients**

While working with clients from the agency you may not engage in any financial agreements with them. Nor are you to give them any money.

**Personal Contact with Clients**

The agency urges you to use discretion when planning and implementing personal contact with clients. The agency strongly suggests that all meetings take place in a public place or at the client's home. You may not have any unsupervised contact with minors of clients. Nor shall a volunteer meet solely with a client of the opposite sex without the presence of a same sex volunteer or the client's spouse.

**Media Release**

I grant, without compensation, permission to the agency to use my name, photograph(s), video and audio tapes, art work, creative writing and/or information for the purpose of illustrating agency programs and services in agency and capital campaign material including print, television, radio, video and internet/web.

**Signature**

I hereby certify that I have read and will adhere to the aforementioned.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Witness: \_\_\_\_\_

Date: \_\_\_\_\_

Updated and implemented 3-17-10