

# **DPAC Volunteer Policies and Procedures**

## ***Membership***

Volunteers are expected to maintain current Membership in DPAC.

## ***Record Management***

The DPAC Office maintains records on each volunteer. 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 DPAC Office.

## ***Dress Code***

Volunteers are representatives of DPAC and are responsible for presenting a positive image to constituents and the community. On-duty Volunteers will dress appropriately for the conditions and performance of their duties. On-duty Volunteers will wear an DPAC name tag.

## ***Attendance and Time***

Volunteer attendance is important to the operation of each program. Volunteers should notify their supervisor in advance if they are unable to be present on their scheduled day or presentation. Volunteers are responsible for completing and submitting their volunteer time. 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 DPAC. 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 DPAC. All volunteers must complete an orientation, on-the-job or program training, and participate in continuing education classes.

*Volunteer Orientation* provides an overview of DPAC, 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 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 DPAC. The evaluation is discussion period, and both supervisor and volunteer should establish an open line of communication.

## ***Recognition***

DPAC sponsors 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 DPAC. The following are only some examples of inappropriate conduct which could lead to dismissal:

Theft or inappropriate removal or possession of DPAC's property or that of any DPAC volunteer, staff, agent or visitor, including failing to cooperate fully in any DPAC investigation.

Altering DPAC 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 DPAC premises, at sponsored activities or in areas which could jeopardize the safety of others.

Improper use of DPAC's property or property owned by any other individual or organization.

Lack of cooperation, or other disrespectful conduct.

Violation of DPAC, 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 DPAC-owned equipment.

Unauthorized disclosure of DPAC proprietary or confidential information.

Unsatisfactory performance or conduct.

### ***Smoking and Vaping***

DPAC intends to provide a safe and healthy environment. Smoking or vaping on the premises of DPAC is prohibited.

### ***Drug-Free Environment***

DPAC provides a drug-free, healthy, and safe environment. While on DPAC premises and while conducting DPAC-related activities off DPAC premises, a volunteer may not use, possess, distribute, sell or be under the influence of alcohol or illegal drugs. Occasionally, DPAC 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***

DPAC 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.

DPAC'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 DPAC's direction and within the scope of their duties for DPAC. DPAC's general liability coverage does not provide coverage to volunteers themselves for liabilities they may have incurred for their actions.

Volunteers must sign a release absolving DPAC of liability when DPAC volunteers voluntarily and knowingly subject themselves to certain risks while performing volunteer services on behalf of DPAC.

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

### ***Reimbursement of Expenses***

Volunteers are not eligible for reimbursement of expenses.

### ***Emergency Closings***

DPAC 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 the DPAC office should close, the Volunteer Management Office will notify volunteers scheduled to perform service via phone of the closing.

### ***Safety and Security***

DPAC 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 out of your personal control. 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.
- Keep equipment and materials off the floor and out of path-of-egress.

Desks, lockers, and other storage devices may be provided for a volunteer's convenience but remain the sole property of DPAC. Accordingly, they, as well as any articles found within them, can be inspected by any agent or representative of DPAC at any time, either with or without prior notice.

DPAC is not responsible for lost or stolen personal property. DPAC will not reimburse a volunteer for any personal property which disappears from a volunteer site.

### ***Use of DPAC Property***

*Equipment, Materials, and Music* —Any equipment or materials 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.

DPAC owned or leased equipment and music are to be used for DPAC's business purposes only and

may not be borrowed or otherwise used for personal use.

*Telephones and Mail Services*—When permitted, personal phone calls should be kept to a minimum and should not interfere with volunteer service. The use of DPAC paid postage for personal correspondence is prohibited by Federal law.

*Computer Usage*—DPAC 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***

Volunteers are responsible for DPAC 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 DPAC property must be returned on or before your last day. DPAC may take all actions deemed appropriate to recover or protect its property.

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

DPAC 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. DPAC encourages volunteers to bring any incidents of sexual harassment to the immediate attention of a direct supervisor, or the Board of Directors.

### ***Conflict of Interest***

DPAC is judged, in large part, by the individual and collective performance of its volunteers. DPAC must recognize the importance of a volunteer's duty to DPAC, 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 DPAC and will preserve and strengthen public confidence in DPAC activities. Likewise, volunteers must refrain from engaging in any transaction in which personal interests conflict, potentially conflict or appear to conflict with those of DPAC.

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 DPAC'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.

### ***Handbook Revision***

The Board of Directors will review and revise the Volunteer Handbook annually and update all volunteers on any changes to the Handbook.