

Policies

Volunteer Policies and Procedures



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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 NWF 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 an NWF 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 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 eCoordinator** (www.nwf.org/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 NWF. 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 NWF. All volunteers must complete an orientation, on-the-job or program training, and participate in continuing education classes.

Volunteer Orientation provides an overview of NWF, 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.



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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 NWF. The evaluation is discussion period, and 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 NWF. The following are only some examples of inappropriate conduct which could lead to dismissal:

- Theft or inappropriate removal or possession of NWF's property or that of any NWF volunteer, staff, agent or visitor, including failing to cooperate fully in any NWF investigation.
- Altering NWF 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 NWF premises, at sponsored activities or in areas which could jeopardize the safety of others.
- Improper use of NWF's property or property owned by any other individual or organization.
- Lack of cooperation, or other disrespectful conduct.
- Violation of NWF, 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 NWF-owned equipment.
- Unauthorized disclosure of NWF proprietary or confidential information.
- Unsatisfactory performance or conduct.

Smoking

NWF 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

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

NWF 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



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volunteer notify his or her supervisor immediately. Volunteers should also complete an incident report and submit the report to the volunteer's supervisor.

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

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

In some instances, volunteers must sign a release absolving NWF of liability when NWF volunteers voluntarily and knowingly subject themselves to certain risks while performing volunteer services on behalf of NWF.

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 NWF. 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 NWF 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

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

Safety and Security

NWF 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 NWF. Accordingly, they, as well as any articles found within them, can be inspected by any agent or representative of NWF at any time, either with or without prior notice.

NWF is not responsible for lost or stolen personal property. NWF 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.

NWF owned or leased equipment and vehicles are to be used for NWF's business purposes only and may not be borrowed or otherwise used for personal use. Each



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office is responsible for managing the use of vehicles owned or leased by NWF for the use of that office.

Volunteers must submit a NWF vehicle use form if they are required or asked by a supervisor to drive a NWF owned or leased vehicle. The NWF vehicle use form must be submitted annually if the volunteer is expected to drive over the course of more than one year. NWF may decide, in its sole discretion, to deny certain volunteers the use of NWF owned or leased vehicles.

Volunteers must have a valid driver's license to operate a NWF 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. NWF will perform random checks with appropriate state motor vehicle departments on the status of the licenses of those volunteers who use NWF vehicles. Volunteer use of a NWF 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 NWF 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 NWF is covered under NWF'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 NWF telephone must be reimbursed to NWF. The use of NWF paid postage for personal correspondence is prohibited by Federal law.

Computer Usage—NWF 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 NWF 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 NWF property must be returned on or before your last day. NWF may take all actions deemed appropriate to recover or protect its property.

Sexual Harassment in the Workplace

NWF 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. NWF 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

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

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 NWF'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.



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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 influence NWF'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 NWF.

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

Political Activities: Volunteers are encouraged to take an active interest and to participate in the political and governmental process. However, except for registered lobbyists and others authorized to act on behalf of NWF, volunteers participating do so as individuals and not as representatives of NWF. To avoid any inference of support or sponsorship by NWF, 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 NWF. Likewise, volunteers must not engage in political activities during their volunteer service on behalf of NWF.

The Making of Statements: No volunteer shall use NWF stationery or any title of NWF or refer to NWF 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 NWF and to express an opinion on its behalf.