

# **Volunteer Information Handbook**

This handbook is intended as a sample document only. Please refer to your organization's specific policies and procedures for content.

## Table of Contents

About the Handbook.....	3
Policies and Procedures.....	3
Attendance and Absenteeism.....	3
Ending Your Volunteer Service.....	4
Problem Solving Procedure.....	5
Confidentiality Agreement.....	6
Policy Against Harassment.....	6
Smoking.....	6
Pets.....	7
Solicitation.....	7
Substance Abuse.....	7
Privacy in General.....	7
Email and Voicemail Usage.....	7
Useful Information.....	8
Holiday Schedule.....	8
<i>Appendices</i>	
Handbook Receipt Acknowledgement	
Non-Disclosure Agreement	

## **Thank you for volunteering with the Library!**

### **About the Library**

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### **About the Handbook**

This handbook is designed to introduce you to the Library and to provide a basic overview of the policies and procedures which provide all of us – paid and volunteer staff – with guidance and direction. Much of the information contained here is identical to the information contained in our Employee Information Handbook. As a volunteer staff member we extend to you many of the same rights as paid staff with regards to the work environment, necessary job training, supervision, evaluation, and recognition.

In return we expect you to honor your commitments to the Library, respect other staff members – both paid and volunteer - and perform your assigned duties to the best of your abilities.

As our organization grows and changes, there will be a need to modify the policies, practices and other information described in this Handbook. When such changes occur, you will be notified by an announcement or update. It is your responsibility to keep your handbook current and to be informed about policies and changes that affect you.

If you have any questions or need any clarification of the information contained in this handbook please contact the Volunteer Program Manager.

## **POLICIES AND PROCEDURES**

### **Attendance and Absenteeism**

As a volunteer staff member we depend on you to complete your scheduled shifts. We do understand that from time to time certain situations may arise that prevent you from doing so. Please alert the Volunteer Program Manager of any scheduled absences – such as vacation – as far in advance as possible so that an appropriate substitute may be found. In the event of an unscheduled absence – illness or emergency – please alert the Volunteer Program Manager as

soon as possible, preferably before your scheduled shift begins. If absenteeism becomes excessive your volunteer relationship with the Library will be reevaluated.

### **Reviews or Progress Reports**

Many volunteers consider volunteer work as a transition path to nonprofit employment, or as a great way to develop new professional skills. If you are interested in pursuing this course the Volunteer Program Manager will help you establish goals, and will provide progress reports or a review as requested.

### **Volunteer Personnel Files**

Your personnel files are confidential and consist of written documents retained by the Volunteer Program Manager. The volunteer's personnel file can be only reviewed by the volunteer, the President, the Chief Operating Officer (COO), and the Volunteer Program Manager.

This file contains basic contact information and records about your volunteer service with the Library.

### **Representing the Organization**

Volunteers are only authorized to act as a representative of the Organization if specifically tasked with this responsibility in your volunteer job description. Please consult with, and receive permission from, the Volunteer Program Manager before engaging in any actions which may affect or hold the organization liable including but not limited to, public statements to the press, signing contracts or entering into financial agreements, or lobbying or forming partnerships with other organizations.

### **Ending Your Volunteer Service**

You may resign from your volunteer service with the Organization at any time. We request that you notify the Volunteer Program Manager ideally two weeks prior to your departure and request that you complete the Exit Interview process.

### **Disciplinary Practices**

The following guidelines may be used in some instances at the sole discretion of the Library:

- Step 1: Oral warning with documentation in the individual's personnel file.
- Step 2: Written warning to individual and copy to personnel file.
- Step 3: Written warning with suspension – documentation to personnel file.
- Step 4: Termination/Dismissal

These guidelines are based on cumulative infractions, regardless of whether the infraction is of the same general nature as a previous warning.

The use of these disciplinary practices in no way alters the fact that your volunteering with the Library is "at-will".

### **Problem Solving Procedure**

When a group of people work and volunteer together, problems may arise. It is important to all of us that such problems are solved as quickly as possible. Occasionally, however, it may be necessary to investigate certain problems in greater detail. Our problem-solving procedure provides you with the opportunity to have a review of any problem, dispute, or misunderstanding that arise during in the course of your volunteering.

**Step 1:** You may submit a problem in writing to the Volunteer Program Manager within three (3) working days after the problem becomes known to you, He/she is interested in the solution of any The Library problem you, as a member of the team, may have. He/she will attempt to resolve your problem at this initial meeting. If unable to reach a mutually agreed upon settlement, the Volunteer Program Manager will investigate the situation further, and within three (3) working days, meet you to give his/her final answer in writing. If you are still not satisfied, then you may request a Step 2 meeting.

**Step 2:** This step consists of submitting, in writing, the problem to the COO within three (3) working days of receiving the Step One response. The COO will schedule a meeting with you and the Volunteer Manager as soon as practicable. At this meeting the COO will attempt to resolve the problem, if he/she is unable to do so, he/she will provide you with a written resolution within three (3) working days. This will be the final determination.

### **Dismissal**

Dismissal of a volunteer is a serious consideration. Before a volunteer is dismissed attempts to reconcile the solution will be made including a meeting between staff and volunteer(s) involved, the Volunteer Program Manager, and, if appropriate, the COO. Dismissal of a volunteer may take place if a volunteer is unreliable, irresponsible, disruptive, demonstrates inappropriate behavior, or fails to adhere to the policies and procedures of the Library.

### **Exit Interview and Exit Checklist Process**

We encourage all volunteers to participate in an exit interview before leaving the Organization, regardless of your reason for leaving. You may also request a letter of reference or referral at this time.

The exit interview is your opportunity to communicate your views about the position, your department, management, the operations of the company, and any other relevant information you feel it is important for us to know.

The appropriate persons will contact you to arrange an exit interview and an exit checklist meeting.

Termination procedures are only guidelines and do not constitute a legal contract between the Library and the volunteer, as arrangement is by mutual consent.

### **Confidentiality Agreement**

Due to the nature of the work you may be doing as a Library volunteer, you will be asked to sign a confidentiality agreement. We expect you to abide by the Library's rules and regulations, and by signing this document you acknowledge that you agree to refrain from the unauthorized use or disclosure of any proprietary information.

### **Policy Against Harassment**

The Library is committed to maintaining a work environment free of unlawful harassment. The Library policy prohibits harassment based on sex (including sexual harassment, gender harassment and harassment due to pregnancy, childbirth or related medical conditions) and harassment based on race, religion, creed, color, national origin or ancestry, physical or mental disability, medical condition, marital status, age, sexual orientation or any other status protected by federal or state law or local ordinance or regulation. All such harassment is unlawful. The Library's policy applies to all persons involved in the operation of the Library (both employees and volunteers) and prohibits unlawful harassment by any volunteer/employee of the Library including supervisors and co-workers.

Examples of sexual harassment may include, but are not limited to:

- Physical, unwelcome touching;
- Verbal conduct such as epithets, derogatory jokes or comments, slurs, or unwanted sexual advances, invitations or comments;
- Visual conduct such as derogatory and/or sexually oriented posters, photography, cartoons, drawings or gestures;
- Threats and demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss, and offers of employment benefits in return for sexual favors;
- Inappropriate conduct or comments consistently targeted at only one gender, even if the content is not sexual;
- Retaliation for having reported or threatened to report sexual harassment.

This behavior is unacceptable in the workplace itself and in other work-related settings such as business trips and business-related social events.

### **Smoking**

In response to state and local laws and building code, smoking is not permitted in our office. This includes private offices and other common areas.

**Pets**

Pets (dogs, cats, reptiles, birds, and any other type of live animal), although beloved, are not allowed in the workplace due to building regulations. This rule does not apply to service animals.

**Solicitation**

Solicitation by *non-staff members* for any reason on company property is not allowed. Employees/volunteers may solicit or distribute literature for various groups, organizations for reasons including charitable ones.

**Substance Abuse**

The possession, use or sale of illegal drugs is never acceptable in our business environment. Also, the abuse of prescription and over-the-counter drugs and alcohol can compromise your job performance and conduct.

We recognize that substance abuse can be successfully treated. Seeking help or assistance is not considered grounds for discipline, but refusal to get help in certain circumstances may be. It is your responsibility to get professional help to improve your performance or conduct.

**Privacy in General**

Whatever you put on a Library computer, including email you send and receive, and software you install, could have been seen/read by someone other than yourself or your intended receiver. Emails and anything else generated or stored on the Library computers are company property.

**Email and Voicemail Usage**

The Library email system is intended for business use. Personal correspondence should not be abused. Like email, voicemail can be listened to by someone other than yourself or your intended receiver. Anything you put or receive on the Library voicemail is also company property.

## **USEFUL INFORMATION**

We've included some useful information about the Library and our location.

### **Holiday Schedule**

The Library office will be closed for the following scheduled holidays for 2009:

Jan 1, Thursday  
Jan 19, Monday  
Feb 16, Monday  
May 25, Monday  
July 3, Friday  
Sept 7, Monday  
Nov 26-27, Thurs/Fri  
Dec 24, Thursday  
Dec 25, Friday

New Year's Day  
Martin Luther King Jr. Birthday  
Washington's Birthday  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving weekend  
Christmas Eve  
Christmas Day

### **Contact Information**

Volunteer Program Manager  
Phone  
Email

SAMPLE