



**A CENTER FOR ALL GENERATIONS**

## **Volunteer Guidebook – 2022**

Please read through this guide, and sign-off on the signature page– Thank you!





On behalf of everyone at the Hub on Smith, we want to extend to you our warm welcome. Here at the Hub our mission is “to celebrate, embrace and serve older adults for the betterment of our community.” Our highest priorities include improving the quality of life for senior citizens and preventing premature institutionalization.

As a volunteer you will play a significant role in fulfilling our mission in the Sheridan community. As our vision statement reads, “In Sheridan County people of all ages thrive when older adults are supported, strengthened and engaged in our community.” Your volunteer role will help solidify both our mission and vision.

Our volunteer core is strong and growing. More than 350 volunteers, like you, help create a vital link to the well-being of our seniors and our community. As a volunteer you make a tremendous impact by helping enhance services and programs we provide or by contributing a service that would not otherwise be available to our community.

As a Hub Volunteer, you are now a vital part of our compassionate team. Our obligation to you includes offering you the training and support you need. In addition, there are several guidelines and standards to uphold for our services and programs to succeed.

Please accept our personal thanks and appreciation for your commitment to serve the Senior Citizen’s Council (our legal name). We trust that you will find your experience rewarding, enriching your own life in the process.

Sincerely,

*Carmen Rideout*

Carmen Rideout  
Executive Director

*Marcie Morrow*

Marcie Morrow  
Volunteer Coordinator



## **SENIOR CITIZENS COUNCIL VOLUNTEER HANDBOOK**

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## **WELCOME**

Regardless of your contribution to the Senior Citizens Council, you are making a dramatic difference in the lives of others by volunteering your time. Community members like you are a vital resource for the Senior Citizens Council. While partaking in this experience, you should feel a sense of giving to others and thoroughly enjoy the impact you have made on someone else's life. Thank you for your commitment, time, and effort with the Senior Citizens Council.

## **MISSION STATEMENT- *Why We Exist***

To celebrate, embrace and serve older adults for the betterment of our community.

## **VISION STATEMENT- *What We Aspire to Be***

In Sheridan County people of all ages thrive when older adults are supported, strengthened, and engaged in our community

## **PURPOSE STATEMENT**

The primary purpose of the organization is to improve the quality of life for senior citizens in the Sheridan area and secondly to prevent premature institutionalization.

## **VOLUNTEER DEFINITION**

A volunteer is any person who donates approved service to the Senior Citizens Council without pay.

## **SCREENING PROCESS**

The Senior Citizens Council has a screening process for accepting individuals as volunteers for the organization. As a potential volunteer, you will receive an application, an acknowledgement of this Policy and Procedures handbook including the confidentiality and conflict of interest statement, an interview, reference check, and depending on the position applied for, a background check and NSO check (National Sex Offender Registry). This process should provide you with an understanding of the expectations that the Senior Citizens Council has of its volunteers.

Once the screening process is complete, volunteers will be assigned their volunteer position and go through an orientation and training process. Amount of training will be determined by the position, the duties required, experience and training the volunteer has prior to becoming a volunteer.



## **EQUAL OPPORTUNITY EMPLOYMENT**

The Senior Citizens Council will recruit, hire, train and promote persons in all job classifications without regard to race, creed, color, age, religion, sex, sexual preference, public benefit status, national origin, or disability. In addition, the Senior Citizens Council will ensure that all personnel actions, including compensation, benefits, transfers, layoffs, training, and any other actions relative to its volunteers will be made without regard to race, creed, color, age, religion, sex, sexual preference, public benefit status, national origin or disability. The Executive Director shall be responsible for the daily administration of this and all personnel policies and procedures.

## **CODE OF ETHICS**

All volunteers will adhere to high standards of ethics. Volunteers will report ethical and/or legal violations to their immediate supervisor or the Executive Director. Everyone should feel comfortable to speak his or her mind, particularly with respect to ethics concerns. Management has a responsibility to create an open and supportive environment where volunteers feel comfortable raising such questions.

As a volunteer, I understand that I am subject to a code of ethics similar to that of professional employees. I accept the duties and responsibilities of my position and pledge to accomplish them. I further understand that my work compliments the work of paid staff members, and I agree to work without monetary compensation.

### **As a volunteer I will:**

1. Promise to be dependable. If I am unable to keep my commitment, I will notify the appropriate person.
2. Strictly adhere and sign off on the Senior Citizens Council's confidentiality and conflict of interest policy.
3. Understand the need for and accept diversity in the workplace.
4. Understand and accept the policies and procedures of the Senior Citizens Council.
5. Freely share information with my supervisor or the Volunteer Coordinator or the Executive Director.
6. Be a positive liaison between the agency and the community.
7. Communicate and work with all persons in a respectful manner.
8. Ask for help when I need it.



**As a volunteer I can expect:**

1. To be treated with respect.
2. Have an appropriate job assignment.
3. Learn about the agency.
4. Receive adequate training, supervision, recognition, and feedback.

**THE HUB'S CULTURAL VALUES**

When our staff and volunteers embrace our cultural values, we will foster a healthy and productive work environment. These values will be a guide for how we behave as an organization and how we deal with others.

**Collaboration-** Working in cooperation to support each other's goals and projects

**Optimism-** Promote and recognize an optimistic culture of hope and confidence.

**Professionalism-** We perform our work with competency, integrity, and savoir faire... keeping our mission as our focus; *"To celebrate, embrace, and serve older adults for the betterment of our community"*.

**Respect-** We respect and appreciate those we work with and serve- treating all with kindness.

**Service Excellence-** Doing the right thing, at the right time to achieve the best quality result.

(Savoir faire- The ability to act or speak appropriately in social settings. Skill and grace in dealing with others. Delicate and considerate perception of what is appropriate.)

**CONFIDENTIALITY**

Confidentiality shall be strictly enforced with volunteers of the Senior Citizens Council.

No volunteer shall disclose information related to a client and his/her services with Senior Citizens Council, either during, or after termination of, the relationship between the volunteer and the Senior Citizens Council. Volunteers involved directly with persons receiving services will be held responsible for ensuring that personal information is disseminated only to other professionals involved with



services. All written documents of a confidential nature will be maintained in a secure place. Confidential telephone conversations will be held only in a private office/workspace.

It is the responsibility of all volunteers to monitor confidentiality in their work areas and report all concerns and/or violations to their supervisor.

### **CONFLICT OF INTEREST**

It is the policy of the Senior Citizens Council, to prohibit its volunteers from engaging in activities, practices, or acts which conflict with the interests of the organization and the people it serves. Acknowledging that the organization serves well over 2,000 people a year, it is likely that volunteers will personally know and be related to some of the people the organization serves.

Examples of conflicts of interest include, but are not limited to:

If a volunteer or member of his/her immediate family or volunteer has a financial interest in a firm which does business with the Senior Citizens Council, the volunteer must report the interest to the Executive Director and must not represent the Senior Citizens Council in such a transaction.

No volunteer or member of his/her immediate family shall accept gifts from any person or firm doing or seeking to do business with the Senior Citizens Council. Such gifts must be returned. However, volunteers are not prohibited from accepting advertising novelties such as pens, pencils, calendars, or other gifts of nominal value when circumstances clearly show that the gifts are offered for reasons of personal esteem and affection.

Volunteers shall not display favoritism or preferential treatment of one person or group of people served by the organization over another.

A volunteer providing direct services to an individual and/or family will maintain a professional relationship within the scope of the volunteer's job description and the program's service description. Personal relationships with people a volunteer provide direct service to are prohibited. If a personal relationship exists prior to service, the volunteer will report the relationship to their supervisor and the Executive Director.

No volunteer shall deal with a person serviced except in a relationship that will support the approved goals of the service plan. Specifically, volunteers must not accept, either for themselves or





any member of their family, any personal (tangible or non-tangible) gift, favor or service, from a person receiving services from the organization or from their family or close associates, nor shall any volunteer give any gifts, favors or services to persons served, their families or close associates.

No volunteer shall enter into any business relationship with people receiving services from the organization or their families.

Since the above examples are not exclusive, it is the responsibility of each volunteer to report any questionable circumstances to his/her immediate supervisor.

The Senior Citizens Council, by and through its Executive Director, may waive any volunteer conflict of interest under factual circumstance deemed by the Executive Director to warrant such waiver, in the Executive Director's sole and absolute discretion.

### **BOUNDARIES**

The clients that are served by The Senior Citizens Council can be isolated, lonely, and particularly vulnerable to abuse and exploitation. For this reason, it is important that volunteers take great care in managing their relationships with clients they meet and serve through their involvement.

Volunteer relationships with clients have the same boundaries as those between paid staff and clients. It is appropriate to be friendly, courteous, and caring but it is not appropriate to become friends with clients, their family members or others connected to the delivery of services. Friendships with clients can lead to unclear boundaries, inappropriate expectations, the appearance of favoritism or exploitation, and conflicts of interest.

Invitations to volunteers from clients to spend personal time together or to engage in other than organizational business are declined respectfully, citing, as needed, this policy as the basis for their action.

This policy applies throughout the duration of the delivery of services.

Volunteers who identify needs of clients outside the boundaries of their own volunteer role must bring these needs to the attention of the supervisor for referral to appropriate community services such as:

- Financial
- Personal Care / Health Care
- Household Assistance or Repairs
- Providing Transportation





### **Financial Transactions with Clients**

Volunteers do not enter into financial transactions with clients, their family members or caregivers, either lending or borrowing in either direction. If clients are in immediate financial need, the supervisor is notified, and referral is made to appropriate community services.

### **Political issues**

Volunteers do not engage in political activities, campaigning or lobbying during volunteer hours. While on duty, volunteers do not:

- publicly express their personal opinions regarding political issues
- display or distribute political signs or materials either on their person or at work sites
- solicit or accept contributions for political purposes during volunteer hours

### **Religious Activities**

Volunteers will not engage in religious activities while on duty. Volunteers will not:

- Preach, teach, or proselytize while volunteering for the Senior Citizens Center
- Solicit funds, alms, or donations of any kind for any religiously facilitated organization or cause
- Distribute any religious tracts, literature, or books of any kind while volunteering

## **VOLUNTEER COMMITMENT**

All volunteers are responsible for clarifying specific hours of the volunteer assignment with their supervisor. Hours may vary depending upon program needs. Volunteer hours recorded help us to evaluate the program, apply for fundraising, recognition, and appreciation.

In addition, all volunteers are responsible for punctually reporting to their assignment, as agreed upon with their supervisor. Should a volunteer be unable to report, it is their responsibility to notify their supervisor in a timely manner. Volunteers are responsible for entering their hours in the My Senior Center System or logging in on a sign in sheet.

Please be aware positions may not be held if the volunteer is gone for an extended period of time. Every attempt will be made to have the volunteer return to the same position and schedule.



### **DRESS and CONDUCT**

It shall be the policy of the Senior Citizens Council to maintain a professional image at all times and, as such, adhere to standards of dress, personal hygiene, and appropriate conduct while representing the Senior Citizens Council.

Since the Senior Citizens Council serves adults in a variety of settings, volunteers will be responsible for the following in the area of dress:

- Jeans that are clean and neat will be acceptable
- Items of apparel must be of a modest nature and will not reveal skin or undergarments which may reflect an unprofessional or sexually suggestive tone
- No offensive language or offensive images on clothing
- All clothing must be clean and free of offensive odors.

While conducting Senior Citizens Council business, whether at the Hub, or elsewhere in the community, volunteers will represent the Senior Citizens Council in a positive and supportive manner and attitude.

In all cases, the sole and absolute discretion and judgment of the immediate supervisor and/or Executive Director will govern dress and conduct issues in the workplace.

### **MEALS AND BENEFITS**

Meals for volunteers under 60 years of age are provided, **the day they serve**, as a benefit if they perform an essential function during the mealtime hour. Duties include but are not limited to prepare and serve food, home delivered meals driver, café server, café desk, and registrar. An AGNES form, “volunteer under 60”, must be filled out and returned before volunteer service begins.

Meals for volunteers 60 years of age and older will adhere to the guidelines as set forth by the Older Americans Act, as amended, which currently allows for people 60 years of age and over to make a voluntary contribution for their meal.

**To benefit from the complimentary meal each volunteer must complete an AGNES form (or Under 60 Volunteer form) through our volunteer registrars.**

Active Volunteers also receive a 50% discount at our Urban Thrift Store and 10% off at our Grab and Go.



### **DRUG FREE WORKPLACE**

The Senior Citizens Council provides a safe and productive work environment for all volunteers.

The unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace.

Further, volunteers shall not possess alcoholic beverages in the workplace or consume alcoholic beverages in association with the workplace or during work time. The specific purpose of this procedure is to outline the methods for maintaining a work environment free from the effects of alcohol/drug abuse or other substance that adversely affects the mind and body.

This policy shall apply to volunteers working within the Senior Center throughout Sheridan County and/or any future programs operated by the Senior Citizens Council. All volunteers are responsible for immediately reporting any violations of this policy to the Executive Director.

### **TOBACCO FREE WORKPLACE**

The Hub is a tobacco free workplace and campus. The tobacco free policy applies to all facilities and grounds owned &/or operated by The Hub. The sale, distribution &/or use of tobacco products by staff, patrons, vendors, and the public is prohibited.

### **REPORTING OF ABUSE, NEGLECT & EXPLOITATION**

Volunteers will not participate in any behaviors that constitute abuse, neglect, or exploitation of a member of the public to whom the Senior Citizens Council provides service as those actions (abuse, neglect and exploitation) are defined by Wyoming Law.

Volunteers, who have reasonable cause to know or suspect that an individual has been subjected to abuse, neglect or exploitation must follow the reporting and investigation procedures mandated by Wyoming Law



## **SEXUAL HARASSMENT**

### **Sexual Harassment Prohibited**

Sexual harassment is unacceptable conduct and will not be tolerated. All volunteers are responsible for ensuring that the workplace is free from sexual harassment, whether on Senior Citizens Council property or at its sponsored events or programs.

### **Definitions**

Basic Definition: For purposes of this policy, the term sexual harassment refers to any unwelcome sexual attention, sexual advances, requests for sexual favors and other verbal, visual or physical conduct of a sexual nature when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; or
- Submission to or rejection of such conduct by an individual is used as a factor for employment decisions affecting such individual; or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance; or
- Such conduct has the purpose or effect of creating an intimidating, hostile or offensive working environment.

### **Examples of Sexual Harassment include but are not limited to:**

- threatening adverse employment actions if sexual favors are not granted
- promising preferential treatment in return for sexual favors
- unwanted and unnecessary physical contact
- excessively offensive remarks, including unwelcome comments about appearance, obscene jokes, or other inappropriate use of sexually explicit or offensive language; or
- the display in the workplace of sexually suggestive objects or pictures



## **INDIVIDUALS AND CONDUCT COVERED**

These policies apply to all volunteers, and prohibit harassment, discrimination and retaliation whether engaged in by Senior Citizens Council employees, volunteers, supervisors, or managers or by someone not directly connected to Senior Citizens Council (e.g., an outside vendor, consultant or customer).

Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings and business-related social events.

## **RETALIATION IS PROHIBITED**

The Senior Citizens Council prohibits retaliation against any individual who reports sexual harassment or participates in an investigation of such reports. Retaliation against an individual for reporting harassment is a serious violation of this policy.

## **COMPLAINT PROCEDURE**

The Senior Citizens Council strongly urges the reporting of all incidents of discrimination, harassment, or retaliation, regardless of the offender's identity or position. Individuals who believe they have experienced conduct that they believe are contrary to Senior Citizens Council's policy or who have concerns about such matters should file their complaints with their immediate supervisor. Individuals should not feel obligated to file their complaints with their immediate supervisor first before bringing the matter to the attention of one of the other Senior Citizens Council designated representatives identified above.

## **IMPORTANT NOTICE TO ALL VOLUNTEERS**

Volunteers who have experienced conduct they believe is contrary to this policy have an obligation to take advantage of this complaint procedure. A volunteer's failure to fulfill this obligation could affect his or her right in pursuing legal action.

Early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment. Therefore, while no fixed reporting period has been established, Senior Citizens Council strongly urges the prompt reporting of complaints or concerns so that rapid and constructive action can be taken.



The availability of this complaint procedure does not preclude individuals who believe they are being subjected to harassing conduct from promptly advising the offender that his or her behavior is unwelcome and requesting that it be discontinued.

### **THE INVESTIGATION**

Any reported allegations of sexual harassment or retaliation will be investigated promptly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge.

Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.

### **RESPONSIVE ACTION**

Misconduct constituting sexual harassment or retaliation will be dealt with appropriately. If a volunteer does not agree with its resolution, the volunteer may appeal to the Senior Citizens Council's Board of Directors.

Individuals who have questions or concerns about these policies should talk with the Executive Director.

Finally, these policies should not, and may not, be used as a basis for excluding or separating individuals or a particular gender, or any other protected characteristic, from participating in business or work-related social activities or discussions in order to avoid allegations of harassment. The law and policies of Senior Citizens Council prohibit disparate treatment on the basis of sex or any other protected characteristic, with regard to terms, conditions, privileges and prerequisites of employment. The prohibitions against harassment and retaliation are intended to complement and further these policies, not to form the basis of an exception to them.

### **VOLUNTEER GRIEVANCES**

Communication between you and your supervisor is necessary to maintain a harmonious, productive work relationship. This is especially true as it applies to volunteer concerns. If you have a work-related concern or believe the Senior Citizens Council's policies or procedures are not being properly applied, you are encouraged to use the following procedure. If you have a concern, normally it should be discussed with your immediate supervisor.



If you are not satisfied with the answer given by your supervisor or it is inappropriate to go to the supervisor, you may, within ten (10) working days after receiving the supervisor's answer, appeal the matter (if discussed originally with your supervisor) or discuss the matter (if not discussed originally with your supervisor) with the Executive Director. An appeal should be presented in writing stating the nature of the problem and your reasons for believing your position to be right. The Executive Director will make a decision after reviewing all the data. The Executive Director's decision will be explained to the volunteer and the Executive Director's decision will be final. Provided, however, in the instance where the Executive Director is the complaining volunteer's immediate supervisor, the Executive Director's decision may be appealed to the Board of Directors of the Senior Citizens Council in the manner stated above in this paragraph. In such an instance, the Board of Directors' decision will be explained, and its decision will be final.

### **TERMINATION OF VOLUNTEER ASSIGNMENT**

When volunteers find it necessary to end their work assignment, it is important that they inform their work area supervisor as soon as possible.

**The Senior Citizens Council retains the right to terminate any volunteer, at any time, with or without cause.**

### **SAFETY**

The Senior Citizens Council recognizes that volunteers are crucial to many of the programs serving our clients and is committed to providing a safe working environment. Volunteers are encouraged to report any unsafe work practices or safety hazards encountered on the job. All accidents/incidents (no matter how slight) are to be immediately reported to the supervisor on duty.

Everyone at the Senior Citizens Council must be involved and committed to safety. This must be a team effort. Together, we can prevent accidents and injuries. Together, we can keep each other safe and healthy.

- The primary responsibility of the volunteers of the Senior Citizens Council is to perform their duties in a safe manner in order to prevent injury to themselves and others.
- As a condition of time spent with the organization, volunteers must become familiar with, observe, and obey Senior Citizens Council's rules and established policies for health, safety, and preventing injuries while at work. Additionally, volunteers must learn the approved safe practices and procedures that apply to their work.





- Before beginning special work or new assignments, a volunteer should review applicable and appropriate safety rules.
- If a volunteer has any questions about how a task should be done safely, he or she is under instruction not to begin the task until he or she discusses the situation with a supervisor. Together, they will determine the safe way to do the job.
- If, after discussing a safety situation with a supervisor, a volunteer still has questions or concerns, he or she is required to contact the Risk Manager.
- No volunteer is ever required to perform work that he or she believes is unsafe, or that he or she thinks is likely to cause injury or a health risk to themselves or others.

### **INJURY REPORTING**

All volunteer-related injuries must be reported to a supervisor immediately.

### **INCIDENT REPORTING**

Any work-related injury or suspected injury must be reported immediately to a supervisor. An 'Incident Report' must be completed. Failure to promptly report an injury may result in dismissal.

An accident investigation will be conducted to determine the root cause of the accident. The injured volunteer will be asked to participate in the investigation

### **GENERAL EMERGENCY GUIDELINES**

- Stay calm and think through your actions
- Know the emergency numbers:
  - Fire/Police/Ambulance - 911
  - On Call After Hours - 751-9171
- Know where the exits are located
- Do not hesitate to call or alert others if you believe that an emergency is occurring; you will not "get in trouble"
- First Aid Supplies and Evacuation Kits are marked and located throughout the building



## **MEDICAL EMERGENCY**

- Upon discovering a medical emergency, call 911
- Notify the supervisor and report the nature of the medical emergency and location
- Stay with the person involved being careful not to come in contact with any bodily fluids
- For your safety and the safety and well-being of others, never pick and/or assist someone else off of the floor. It may cause further damage by moving them. There is No Charge for calling an ambulance unless they transport someone to the hospital.
- Volunteers in the immediate vicinity of the emergency, but not directly involved, should leave the area
- Supervisors will make any necessary notifications to family members of the person suffering the medical emergency

## **SEVERE WEATHER**

- During emergencies, follow the Senior Citizens Council employee in charge of evacuation procedures. Volunteers will be instructed where to go for safety.

## **ORGANIZATION VIOLENCE**

- Any volunteer who feels that she/he has been threatened should immediately report their concern to a supervisor
- If any person is observed exhibiting threatening behavior or making threatening statements, the person discovering the situation should warn others in the area and immediately notify a supervisor and stay away from the person exhibiting threatening behavior
- Depending upon the level of concern, the police department (911) should be called immediately
- Never attempt to confront any person exhibiting threatening behavior

If you have reason to believe that events in your personal life could result in acts of violence occurring at work, you are urged to confidentially discuss the issue with a supervisor so that a prevention plan can be developed.



**COMPUTER SYSTEMS, SOCIAL NETWORKS, E-MAIL,**  
**INTERNET, TELEPHONE AND CELL PHONE**

Volunteers authorized to use Senior Citizens Council computer systems, social networks, internet, and electronic mail (E-mail) systems will do so in a responsible manner in accordance with this policy. Any questions about this policy should be addressed to the Executive Director.

The computer systems are the property of Senior Citizens Council. They have been provided by the Senior Citizens Council for the use in conducting company business. All communications and information transmitted by, received from, or stored in these systems are company records and property of Senior Citizens Council. All computer systems, social networks, internet, and E-mail systems are to be used for company purposes.

Volunteers have no right of personal privacy in any matter stored in, created, received, or sent over the Senior Citizens Council computer system.

Senior Citizens Council, in its discretion as owner of the computer systems, reserves and may exercise the right to monitor, access, retrieve, and delete any matter stored in, created, received, or sent over the computer systems, for any reason and without the permission of any volunteer.

Even if volunteers use a password to access the computer systems, the confidentiality of any message stored in, created, received, or sent from the Senior Citizens Council computer systems still cannot be assured.

Use of passwords or other security measures does not in any way diminish Senior Citizens Council rights to access materials on its systems. Any password used by volunteers must be revealed to Senior Citizens Council as computer files may need to be accessed by the company in a volunteer's absence.

Volunteers should be aware that deletion of any E-mail messages or files would not truly eliminate the messages from the systems. All computer files and E-mail messages are stored on a central back-up system in the normal course of data management.

Senior Citizens Council's policies against sexual or other harassment apply fully to the computer and E-mail systems. Therefore, no E-mail messages should be created, sent, or received if they contain intimidating, hostile, or offensive material concerning race, color, religion, sex, age, national origin, disability, or any other classification protected by law.



The computer and E-mail systems may not be used to solicit for religious or political causes, commercial enterprises, outside organizations, or other non-job-related solicitations.

The computer, internet, and E-mail systems shall not be used to send (upload) or receive (download) copyrighted materials, trade secrets, proprietary financial information, or similar materials without prior authorizations from Senior Citizens Council management. Volunteers, if uncertain about whether certain information is copyrighted, proprietary, or otherwise inappropriate for transfer, should resolve all doubts in favor of not transferring the information and consult the Executive Director. Volunteers will not download programs or other executable files for network security purposes, unless authorized to do so by the Executive Director.

Users should routinely delete outdated or otherwise unnecessary E-mails and computer files. These deletions will help keep the system running smoothly and effectively, as well as minimize maintenance costs.

Volunteers are reminded to be courteous to other users of the systems and always to conduct themselves in a professional manner. E-mails are sometimes misdirected or forwarded and may be viewed by persons other than the intended recipient. Users should write E-mail communications with no less care, judgment and responsibility than they would use for letters or internal memoranda written on Senior Citizens Council letterhead.

Because E-mail records and computer files may be subject to discovery in litigation, Senior Citizens Council volunteers are expected to avoid making statements in E-mail or computer files that would not reflect favorably on the volunteer or Senior Citizens Council if disclosed in litigation or otherwise.

Any volunteer who discovers misuse of the computer or E-mail systems should immediately contact the Executive Director.

The Senior Citizens Council reserves the right to modify this policy at any time, with or without notice.

Volunteers will be allowed access to Internet resources with the understanding that some material that can be accessed on the Internet is inaccurate, deemed contrary to the prevailing Senior Citizens Council's Mission Statement and Policies, and inappropriate for work use. Consequently, access of such resources will not be permitted.

The following practices shall be prohibited:

- The use of computer systems, internet, social networks and/or E-mail in any manner that is unrelated to job or contrary to the Senior Citizens Council's Mission Statement and Policies.



- The use of profane, discriminatory, or inappropriate language in E-mail, including:
  - Profane, discriminatory, or inappropriate jokes
  - Any use that disrupts the corporate goals
  - Any reproductions of copyrighted materials without explicit permission
  - Access of inappropriate materials including profane, abusive, or impolite language or pornographic information or any other information not in accordance with the user regulation identified by the internet provider.

Volunteers will use telephone and cell phones in a courteous and respectful manner. Cell phone use of any type is prohibited while actively in the process of driving or maneuvering a Senior Citizens Council vehicle. A volunteer's immediate supervisor and/or the Executive Director shall have the right to limit the usage of telephones and cell phones by volunteer during work hours.

***PLEASE READ CAREFULLY Sign and Return to Volunteer Office***

**DISCLAIMER**

THIS HANDBOOK IS INTENDED ONLY AS A GENERAL GUIDE FOR THE EFFICIENT AND PROFESSIONAL PERFORMANCE OF YOUR JOB. NOTHING HEREIN CONTAINED SHALL BE CONSTRUED TO BE A CONTRACT BETWEEN THE EMPLOYER AND VOLUNTEER.

ADDITIONALLY, THIS HANDBOOK IS NOT TO BE CONSTRUED BY ANY VOLUNTEER AS CONTAINING BINDING TERMS AND CONDITIONS OF EMPLOYMENT. THE SENIOR CITIZENS COUNCIL RETAINS THE ABSOLUTE RIGHT TO TERMINATE ANY VOLUNTEER, AT ANY TIME, WITH OR WITHOUT GOOD CAUSE. THE VOLUNTEER UNDERSTANDS THAT THIS HANDBOOK DOES NOT ALTER THE VOLUNTEER'S STATUS AS AN "AT-WILL" VOLUNTEER, AND THAT NO SUPERVISOR OR MANAGER HAS THE AUTHORITY TO MAKE ORAL PROMISES OR CONTRACTS WITH REGARD TO THE VOLUNTEER'S EMPLOYMENT OR THE SENIOR CITIZENS COUNCIL'S POLICIES OR PROCEDURES, AND THAT THE VOLUNTEER SHOULD NOT RELY UPON ANY REPRESENTATIONS CONCERNING THE VOLUNTEER'S EMPLOYMENT STATUS UNLESS MADE IN WRITING AND SIGNED BY AN AUTHORIZED REPRESENTATIVE OF THE BOARD OF DIRECTORS. MANAGEMENT RETAINS THE RIGHT TO UNILATERALLY RETRACT, REVOKE OR CHANGE THE CONTENTS OF THIS HANDBOOK, AS IT DEEMS NECESSARY, WITH OR WITHOUT NOTICE AND WITHOUT CONSIDERATION.



I hereby acknowledge receipt of this handbook and understand the terms and effect of the above and foregoing Disclaimer.

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date