



Volunteer Handbook

Table of Contents

Introduction	3
General Volunteer Information	4
Volunteer Rights & Responsibilities	4
Equal Opportunity Policy	4
Volunteer Records	4
Background and Reference Checks	5
Legal Liability	5
Compliant Procedures	5
Volunteer Training and Orientation	5
Feedback and Evaluation	5
Volunteer Conduct	6
Confidentiality	6
Media Conduct	6
Dress Code	6
Agency Phone/Cell Phone Usage	7
Computer Usage	8
Attendance	8
Drug, Alcohol and Weapons	8
Smoke Free Workplace	9
Conflict of Interest	9
Nepotism	10
Anti-Harassment and Anti-Retaliation Policy	10
Workplace Violence	10
Beginning Service	11
Discontinuation of Volunteer Service	11
Safety Information	13
Incident Reporting	13
Acknowledgement	13

Introduction

Welcome to Goodwill Industries of North Louisiana, Inc. (Goodwill). We hope that your volunteer experience with us is both enjoyable and mutually rewarding.

Since 1926, our Goodwill has provided vocational and rehabilitative services to people with disabilities and/or people who are vocationally disadvantaged. These services are designed to prepare those persons to seek, secure and maintain competitive employment. These are professional services, which are provided with care, warmth, and passion that are vital to the individuals we serve. We are honored that you have decided to join us in this important and vital service.

The success of Goodwill depends upon public confidence and broad public support. As a non-profit organization, we comply with applicable local, state and federal laws. We subscribe to the Louisiana Standards for Excellence, which help to set a higher bar. Based on fundamental values—honesty, integrity, fairness, respect, trust, responsibility and accountability—the Louisiana Standards for Excellence guide how we should act in an ethical and accountable manner in our program operations, governance, human resources, financial management and fundraising. We adhere to the eight guiding principles and the 57 standards which help to keep us strong and focused.

Included in this handbook are several of the policies and rules of Goodwill. Please review them, ask any questions you may have. No volunteer handbook can anticipate every circumstance or question about policy. The need may arise and Goodwill reserves the right to revise, supplement, or rescind any policies or portions of the handbook from time to time as it deems appropriate. If after reading this handbook you still have questions, your site volunteer coordinator, Director of HR or Chief Compliance Officer will be glad to answer them for you.

Thank you for your support and your commitment to serving the individuals of our community.

General Volunteer Information

Volunteers are critical to the success of Goodwill Industries and are essential to the Agency's day-to-day operations. A volunteer is defined as anyone who, without compensation or the expectation of compensation, performs a task at the direction and on behalf of the organization.

Volunteer Rights and Responsibilities

Volunteers shall be extended the right to be given meaningful assignments, involvement and participation, the right to be treated fairly, the right to effective supervision, and the right to receive recognition for work done. In return, volunteers shall agree to actively perform their assigned duties to the best of their abilities and to remain loyal to the goals and procedures of the Agency. No volunteers shall be used to perform the exact duties normally assigned to an employee.

Equal Opportunity Policy

Goodwill has the right to dedicated community volunteers committed to advancing the mission. In order to facilitate this relationship, Goodwill is responsible for providing a positive and safe volunteer environment, volunteer opportunities, and effective means of communication. Designated staff will provide orientation, training, supervision, and feedback to volunteers to aid this process.

Goodwill shall not discriminate against any consumer, employee, volunteer, intern or applicant on the basis of sex, gender, race, color, national origin, ancestry, genetics, sexual orientation, gender identity, marital status, religion, age, disability, military service or any other legally protected characteristic. In keeping with that policy, Goodwill will not tolerate sexual harassment by any of its personnel. It is a major offense, which can result in the termination of the offender or the discontinuation of the intern or volunteer relationship.

Volunteer Records

Volunteer records will be maintained on each volunteer within the Agency for two years from the last volunteer date. The record will include the volunteer application, all signed training and evaluation forms, any necessary waivers, the volunteer's schedule and/or hours completed and other information collected pertaining to the volunteer. A volunteer sign-in form will be present at each volunteer program or event. Volunteers should sign in and out each time they work on any project.

Background and Reference Checks

Reference checks and background check may be done on volunteers depending on the nature of the volunteer work and/or level of exposure to our clients, customers and/or non-administrative employees. Goodwill reserves the right to decline a volunteer's service based on the results of the background.

Legal Liability

Volunteers agree to assume the risk of any accident or injury to person or property which he or she may sustain in connection with participation with Goodwill. In addition, volunteers agree to release and discharge Goodwill and any of its directors, officers, employees, partners, affiliates, and successors from any and all liability or responsibility for any such accident or injury.

Complaint Procedures

Volunteers and staff are expected to act professionally and in accordance with their assignment descriptions. Should a volunteer have a complaint concerning their work environment, they should report it directly to the site Volunteer Coordinator. Every effort will be made to achieve a speedy and effective resolution, and all complaints will be treated confidentially. (Confidentiality may not be guaranteed for complaints involving harassment, threats, violence, or otherwise severe circumstances.)

Volunteer Training and Orientation

All long-term volunteers (volunteers serving a term more than 30 days) will be asked to attend Volunteer Orientation. Position-specific training will be led by the volunteer's supervisor and department manager.

Feedback and Evaluation

Long-term volunteers will receive evaluations after 90 days in their volunteer position and then annually after that to review their work and progress by their volunteer supervisor. Evaluations will include an examination of the volunteer's performance of position responsibilities, self-evaluation, and a discussion of any suggestions the volunteer may have concerning their assignment or the volunteer program.

Volunteer Conduct

The lasting impression that volunteers make on those they serve and work with reflects directly on all staff, volunteers, and board members of Goodwill. Goodwill Industries expects all volunteers to conduct themselves in a manner that protects the interests and safety of all volunteers, employees, guests, and the Agency, and which does not interfere with operations, bring discredit to the Agency or offend consumers, guests, employees or fellow volunteers. All words and deeds should help to build the volunteer program and its reputation for quality. If a volunteer violates the Agency's standards of conduct or acts in an otherwise inappropriate manner, the Agency reserves the right to decline any further service from the volunteer.

Confidentiality

Clients, employees and volunteer have a right to confidentiality. Any discussions regarding clients, employees, or volunteers will be professional and pertain only to the issues at hand. Volunteers are not allowed to discuss confidential issues in public places or to any person, except a qualified staff member. Volunteers have the right to review their files. No file or information will be sent to any other source unless a release form has been signed by the volunteer.

Media Conduct

Volunteers should not represent themselves as a spokesperson or representative for the Agency under any circumstances. Only the President and CEO, and employees of the Community Relations department have the authority to serve as and/or designate spokespersons for Goodwill.

Dress Code

Volunteers must dress appropriately for their volunteer service and the season. It is expected that all volunteers will exercise good judgment and dress appropriately

Questionable or offensive language on clothing is not permitted. This includes anything that would promote alcohol or drugs.

The following are not acceptable:

- *Open toed shoes
- *Ripped jeans
- *Shorts
- *Mini skirts

- *Short dresses
- *Tank tops
- *Tight fitting clothing
- *Low cut clothing
- *Any clothing that reveals undergarments

Shoes should be appropriate for the work to which volunteers have been assigned. Shoes must be closed toed when working at a Retail location.

Generally, business or business casual dress is acceptable for most professional and administrative positions.

Special events volunteers should wear clothing appropriate to the type of event..

Agency Phone/ Cell Phone Usage

Telephones at the Agency are to be used for conducting the business of the Agency and are not to be improperly used for personal business.

Excessive personal calls during the work day, regardless of the phone used, can interfere with volunteer productivity and be distracting to others. Volunteers are asked to make personal calls on non-work time where possible and to ensure that friends and family members are aware of the Agency's policy. A volunteer should consult with a Supervisor/Manager on days when extended phone contact is needed to manage a home or personal emergency. Flexibility will be provided in circumstances demanding immediate attention. In most cases Volunteers are prohibited from using a personal cell phone while on the clock and may be required to have such personal phones in their locker or other secure place except during breaks and lunch break.

Volunteers of the Agency are strictly prohibited from using digital camera phones for the purposes of taking pictures while on the Agency's property or on the Agency's business, unless for appropriate business purposes. Most cell providers offer a host of additional functions and/or services. It is not possible to list all of the services that are now, or may become available. Volunteers are strictly prohibited from using functions and/or services that can be distracting to others or interfere with employee productivity. The use of a cell phone or electronic device for inappropriate activities may result in disciplinary action up to and including termination. Goodwill is not liable for the loss of personal cell phones brought into the workplace.

Computer Usage

The Agency's computers and network, including its connection to the Internet, are to be used primarily for business-related purposes. Any unauthorized use of the computers or Internet is strictly prohibited.

Internet messages should be treated as non-confidential. Anything sent through the Internet passes through a number of different computer systems, all with different levels of security. The confidentiality of messages may be compromised at any point along the way, unless the messages are encrypted.

Because postings placed on the Internet may display the Agency's address, make certain before posting information on the Internet that the information reflects the standards and policies of the Agency. Under no circumstances shall information of a confidential, sensitive or otherwise proprietary nature be placed on the Internet.

Offensive, demeaning or disruptive messages are prohibited. This includes, but is not limited to, messages that are inconsistent with the Agency's policies concerning "Equal Employment Opportunity"; and "Sexual Harassment" and other unlawful harassment, bullying or discrimination.

Attendance

A volunteer must report for duty for all scheduled service days. If the volunteer is unable to make it, the volunteer must contact the site Volunteer Coordinator or site Manager. Failing to report for two days of volunteer service will result in a discontinuation of that volunteer's service and the position will be filled with another volunteer.

Drug, Alcohol and Weapons

The distribution, purchase, transfer, use, possession, sale or manufacturing of the following items or substance on Goodwill property, premises, or work sites, and while on Goodwill business is prohibited:

- Illegal drugs, controlled substances, designer drugs, or any other substance which may have the effect on the human body of being a narcotic, depressant, stimulant, hallucinogen, or cannabinoid (herein called illegal drugs)
- Alcoholic beverages

- Unauthorized items- drug paraphernalia
- Unauthorized prescription or over-the-counter drug.

Possession of weapons, firearms, explosives, and ammunition are considered to pose a serious threat to the safety of employees and others and are prohibited on Goodwill's property, premises, and while employees are at work or on Goodwill business.

The term "Goodwill premises" includes Goodwill's work offices, work locations, desks, parking lots and any vehicle engaged in Goodwill operations. Random searches of Goodwill premises may be conducted at any time.

Smoke Free Workplace

Goodwill is committed to providing a smoke- and tobacco-free environment. Smoking and the use of all tobacco products, the use of smokeless tobacco products, and the use of unregulated nicotine products (e.g., "e-cigarettes") are prohibited anywhere on Goodwill property or Goodwill adjacent property, which includes all interior buildings, outdoor areas, sidewalks and parking lots.

Violations of this policy will result in discontinuance of service.

Tobacco is defined as any product from tobacco intended for use by smoking, inhalation, chewing, sniffing or sucking including, but not limited to: cigarettes, cigars, snuff, chewing tobacco, pipes, bidis, and kreteks. It also includes unregulated nicotine products including e-cigarettes.

Conflict of Interest

Volunteers shall not own or be involved in any business, occupation, organization or activity that would represent a potential or direct conflict of interest.

Volunteers shall not accept gifts from employees, outside vendors and another company or organization, which would represent a potential or direct conflict of interest with Goodwill and/or has a value greater than \$50.00.

Volunteers should notify their on-site supervisor of any activity that violates the above standard regarding conflict of interest.

Nepotism

To avoid conflicts in the workplace, volunteers will not be able to volunteer at a site where one of their immediate family members works or volunteers without special permission from the department Chief and/or the President & CEO.

Anti-Harassment and Anti-Retaliation Policy

Goodwill Industries of North Louisiana has an obligation to preserve the dignity and personal safety of all employees, consumer, volunteers, and interns. Management prohibits any type of physical and sexual abuse and/or harassment, including corporal punishment and psychological abuse. The latter includes humiliating frightening, or exploiting forms of punishment.

Conduct which is viewed as harassment or abuse often has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

If a person feels they are being harassed or abused in any way while at Goodwill, the situation or event should be reported immediately to the site supervisor.

It is the policy of this Agency that there shall be no discrimination against any consumer, employee, volunteer, intern or applicant on the basis of sex, gender, race, color, national origin, ancestry, genetics, sexual orientation, gender identity, marital status, religion, age, disability, military service or any other legally protected characteristic. In keeping with that policy, Goodwill will not tolerate sexual harassment by any of its personnel. It is a major offense, which can result in the termination of the offender or the discontinuation of the intern or volunteer relationship.

Workplace Violence

Goodwill Industries has a zero-tolerance policy concerning threats, intimidation and violence of any kind in the workplace either committed by or directed toward our volunteers and employees. Volunteers who engage in such conduct will be dismissed from volunteer service.

If a volunteer feels that he or she has been subjected to threats or threatening conduct by fellow volunteers, employees of the Agency, vendors, or customers, the volunteer should notify his or her volunteer program supervisor or another member of management immediately. Volunteers will not be penalized for reporting such concerns.

Beginning Service

In order to begin volunteer service, a volunteer will need to report with all applicable paperwork filled out. If required to keep a record of volunteer time, the volunteer must also supply the time sheet for documenting hours on the first day of service. Failure to report for service and failure to bring all applicable paperwork on the first day will make the volunteer ineligible to start and the position will be given to another volunteer. The volunteer can reapply and be added to the waiting list.

Discontinuation of Volunteer Service

If a volunteer wishes to discontinue service for any reason, they should contact their volunteer supervisor and/or Human Resources so that the appropriate arrangements may be made. A volunteer has the right to terminate his or her service for any reason.

Goodwill also reserves the right to terminate volunteer service for any reason. Volunteers who violate any of the Agency's standards of conduct, assignment guidelines, Agency safety regulations or participate in any other action to be found detrimental to Goodwill's mission, will have their volunteer service reviewed and the appropriate measures taken. Volunteer service may be suspended at any time at the discretion of the Site Manager, Site Volunteer Coordinator, Human Resources, and/or the President and CEO of Goodwill Industries of North Louisiana, Inc.

Before dismissing a volunteer, the volunteer program supervisor will notify the volunteer in person, or via phone call, of the reason for dismissal. Written documentation of this conversation describing the reason, time, and method of contact must be turned in to Human Resources to be filed in the volunteer's record.

It is impossible to provide an exhaustive list of all types of misconduct that may lead to the declination of volunteer service; however, to provide examples of the type of conduct that the Agency deems unacceptable, the following list has been prepared:

- 1) Altering, falsifying, or tampering with any Agency document
- 2) Dishonesty or fraud,
- 3) Negligence or improper conduct leading to or having the potential of leading to any damage of any Agency property and/or asset, property of consumers, fellow volunteers, employees, or others.

- 4) Unauthorized or inappropriate possession of property belonging to the Agency, employees, fellow volunteers, consumers or anyone on Agency property, including improper acquisition of Agency products.
- 5) Willful destruction of property or failure to report knowledge of such action
- 6) The use, sale, transfer, distribution, dispensation, manufacture, or possession of or being under the influence of illegal drugs, paraphernalia, alcohol or other controlled substances on any Agency premises, worksites, owned vehicles or equipment, or in personal vehicles being used for Agency business or parked on Agency property.
- 7) Violation or failure to comply with any Goodwill policy, procedure, rule or instruction
- 8) Possession of any dangerous or unauthorized materials, such as explosives, firearms, knives or other weapons in the workplace.
- 9) Spreading false or malicious rumors about the Agency or its employees or volunteers
- 10) Bullying, fighting, threatening violence or the perception of threatening violence in the workplace or on Agency property
- 11) Horseplay or other unsafe behavior or activity
- 12) Use of profane, discourteous, abusive, intimidating or rude language or action against another volunteer, an employee, a consumer, or others
- 13) Tampering with fire equipment, alarms, or surveillance equipment. The use of open flames, including candles, in the workplace is prohibited.
- 14) Release of confidential information about the Agency, its consumers, its employees, its volunteers, and/or customers
- 15) Activities that cause embarrassment or disrepute to the Agency
- 16) Violating health or safety regulations or engaging in conduct that creates a safety or health hazard, and failing to report accidents, breakage or damage to equipment and machinery giving false information
- 17) Disruptive behavior in the workplace or on any Agency premises
- 18) Attempting to enter, being present on and/or assisting any person to enter Agency premises and/or restricted areas without proper authority
- 19) Sleeping during volunteer hours
- 20) Refusal to cooperate with an Agency investigation or giving false or misleading information during an investigation
- 21) Soliciting on Agency premises without proper authorization form Human Resources
- 22) Unauthorized use of Agency telephones, vehicles, mail, computers, e-mail or other equipment.
- 23) Unauthorized use of recording devices on Agency premises during volunteer hours
- 24) Soliciting gratuities or panhandling of consumers, employees or other volunteers

- 25) Use of tobacco products on any Agency: store, job center, warehouse, work sites and contract worksites, facility, vehicle and/or property is prohibited. This includes adjacent properties, including highway right-of-ways, sidewalks and shopping centers (even if adjacent property owners give individuals permission)

NOTE: This list is not all-inclusive. Any other reason(s) the Agency deems appropriate, is its sole discretion for corrective action.

Safety Information

Safety and health protection has the highest priority in all of the Agency's business activities. Our goal is to eliminate human injury or illness as well as property loss or business interruption caused by accidents, fire, or other hazards. We believe that this can be achieved to the degree that all Goodwill volunteers and employees accept and fulfill the safety and health responsibilities inherent in each position. Individually, we must recognize hazards, anticipate possible exposures and risks, and then act to eliminate or control them.

Each volunteer must demonstrate an active interest in safety and health matters.

- Any type of injury, however small, must be reported immediate to a Staff Member.
- Good housekeeping is important for cleanliness, morale, safety and productivity. Each volunteer is encouraged to keep his or her environment tidy and be aware of where he or she is and what he or she is doing.
- A first aid kit is maintained within all Goodwill facilities. The volunteer's supervisor will point out the location of the first-aid kit at the time of his or her orientation.
- Volunteers may not use Goodwill equipment unless authorized.

Incident Reporting

- All incidents or illnesses must be reported to the immediate supervisor or to a staff member, regardless of the seriousness, immediately after the accident. All accidents, regardless of requiring professional medical attention, must be reported.
- No medications, prescription or non-prescription, will be dispensed at Goodwill Industries at any time.
- . If the injury or illness is deemed to be serious and/or life threatening, the appropriate emergency service will be called immediately.