



EMPOWERMENT THROUGH
CREATIVE EDUCATION

VOLUNTEER HANDBOOK/POLICIES Effective January 2016

This Volunteer Handbook is a unilateral expression of policy on the part of Youth on Record. It is not an employment contract and does not constitute an express or implied employment contract. Youth on Record reserves the right to alter or amend any provisions contained in this Handbook at any time without prior notice to Volunteers as it determines to be necessary in its business judgment.

Welcome and Our Culture

Welcome to Youth on Record (YOR). YOR is committed to providing the best possible volunteer climate to enable maximum personal and professional development and goal achievement for all volunteers. Our practice is to treat each volunteer as an individual while striving to develop a spirit of teamwork – individuals working together to attain common goals. In order to maintain an atmosphere in which these goals can be accomplished, we provide a comfortable and accessible workplace. Most importantly, we have a culture that promotes open communication where problems can be discussed and resolved in a mutually respectful atmosphere. In all volunteer-related discussions we strive to take into account individual circumstances and needs. We firmly believe that with direct communication we can fairly and efficiently resolve any difficulties that may arise and sustain a mutually beneficial volunteer/staff relationship.

1. Purpose of Handbook

This Volunteer Handbook is intended to serve as a guideline, describing the basic policies and practices ordinarily applied by YOR. YOR reserves the right to alter established volunteer guidelines or add policies and practices that may not be contained in the Handbook. It is not intended to create and is not a contract of employment. No contractual rights are conferred on the volunteer by this Volunteer Handbook; its provisions shall not constitute contractual obligations enforceable against YOR. YOR reserves the right to make changes, from time to time, with or without notice, to the guidelines described in this Handbook. Moreover, because it is impossible to anticipate every situation that may arise, YOR reserves its right to address a situation in a manner different from that described in this Handbook.

If you have questions about the policies and procedures described in this Handbook, or suggestions for improvement, please see the Executive Director. Unless otherwise noted, all policies in this handbook apply to all volunteers, regardless of classification.

YOR is committed to providing a work environment that is safe, non-threatening, and free of discrimination or harassment. YOR prohibits discrimination or harassment against volunteers because of their membership in one or more of the following protected classes: race, color, religion, sex, age, national origin, gender, sexual orientation, veteran status disability, or any other basis prohibited by law. Staff and Volunteer members are expected to be willing to examine and deal with their own attitudes that might be racist, sexist, homophobic, ageist, or culturally biased in origin. Language that reflects racial, cultural, sexual or other stereotypes is not acceptable. It is the responsibility of every staff and volunteer member, but particularly supervisors, to maintain a workplace free of any form of harassment.

While it is not easy to define precisely what harassment is, it includes, but is not limited to: slurs, epithets, threats, derogatory comments or visual depictions, unwelcome jokes or teasing based upon a volunteer's membership in one or more of the protected classes listed above which becomes a condition of his/her's volunteer involvement, which unreasonably interferes with the volunteer's ability to perform his/her job, or creates an intimidating, hostile, or offensive work environment.

Sexual Harassment may include: unwelcome sexual advances, requests for sexual favors, and/or verbal comments of a sexual nature, displaying sexually-related pictures, and jokes, teasing, unwelcome touching, gossiping or questions about another's sex life, or repeated unwanted requests for dates or other sexually-related comments or actions that are said or done because of that volunteer's gender. Such conduct rises to the level of unlawful sexual harassment if

submission to such conduct becomes a condition of a volunteer's involvement, which unreasonably interferes with the volunteer's ability to perform his/her job, or creates an intimidating, hostile, or offensive work environment.

Harassment or discrimination of a volunteer based upon their membership in a protected class will not be tolerated. Violations of this policy may result in disciplinary action, up to and including discharge.

Reporting Harassment or Discrimination

In order for YOR to be able to promptly investigate and correct any behavior which may be in violation of this policy any volunteer who believes that he/she is the subject of harassment or discrimination, or has witnessed another volunteer being subjected to harassment or discrimination, should **immediately** notify their immediate supervisor of the situation. If it is not reasonable to report the situation to their immediate supervisor or the volunteer is uncomfortable reporting harassment or discrimination to their immediate supervisor, or their immediate supervisor does not respond in a manner the volunteer deems to be satisfactory or consistent with this policy, the volunteer is then required to report the situation to another member of management or a member of the Board of Directors. **No volunteer is exempt from this requirement.**

When a volunteer notifies their manager, another member of management or a member of the Board of Directors about any conduct which they believe constitutes discrimination or harassment, their complaint will be investigated promptly. An investigation may require speaking with co-workers and/or volunteers and other possible witnesses; however, all reasonable efforts will be made to conduct the investigation with as much discretion and confidentiality as possible. If the situation warrants, the accused volunteer may not be able to continue in their volunteer role during the investigation.

There will be no adverse action taken against volunteers who submit complaints of harassment or discrimination in good faith, or who truthfully participate in the investigation of complaints. However, a volunteer who provides false information whether in a report of harassment, or during of any investigation of such a complaint, will be subject to discipline, up to and including termination. We trust that all volunteers will act responsibly and be truthful when reporting a complaint of harassment or discrimination, or if asked to provide information during an investigation of such a complaint. Volunteers who refuse to cooperate with an investigation will be subject to discipline, up to and including discharge. If a volunteer perceives they are experiencing retaliation for making a complaint or their participation in an investigation, he/she should follow the complaint procedure outlined above.

After an investigation is completed there will be a determination of the merits of the volunteer's complaint. If it is established that harassment has occurred, the offender(s) shall be subject to disciplinary action up to and including termination. These determinations will be based on all the facts gathered during the investigation process.

In closing, it is against policy to allow volunteers to be sexually harassed, either verbally or physically, by employees, volunteers, contractors, or non-employees. Supervisors may be held responsible for acts of sexual harassment where supervisors know, or should have known, of the conduct, and fail to take immediate and appropriate remedial action. If managers or supervisors are aware of acts of sexual harassment and do not take appropriate remedial action, those managers or supervisors are subject to disciplinary action, up to and including discharge.

2. Standards of Conduct

YOR is committed to complying with all applicable laws and regulations concerning its volunteers and aspires to the highest standards of ethical and professional conduct. In return, it expects the same high standards of ethical and professional conduct from its volunteers.

i. Dishonesty or fraudulent activity of any kind is unacceptable. Volunteers must complete documents truthfully, including their volunteer application, background check and any other reports and documents. Falsification of any document or record is strictly prohibited and may be grounds for immediate termination.

ii. Illegal or unethical conduct will not be tolerated. If a volunteer believes that they have been instructed or requested by anyone acting on behalf of YOR or any of its vendors or affiliates to engage in any unlawful or unethical activity, he or she must immediately report this to their supervisor or the Executive Director.

a. In the Schools

When a volunteer is in a school or treatment facility, the volunteer must not only comply with YOR's standards of conduct but he/she must also follow the code of conduct of the institution as regards dress, alcohol, drugs, language, interaction with students, and all other applicable codes. Failure to do so will result in corrective action, up to and including termination.

b. At the Organization's Office

All volunteers are expected to conduct themselves in a professional manner while at the office. Volunteers should be respectful of other employees, volunteers, partner artists, the public, and any clients. We wish to promote an atmosphere of cooperation and caring, and urge volunteers to conduct themselves in a manner that is conducive to such an atmosphere. Failure to comply with this section will result in corrective action, up to and including termination.

3. Confidentiality

Given the nature of YOR's work, it is imperative that students feel they are part of a safe environment where their private information is protected. Therefore, volunteers shall not discuss individual students, their names, contact information or personal situations or issues with people outside of YOR unless required by law. If a volunteer is unsure as to whether they can discuss information concerning an individual student with someone outside of YOR they should first speak with the Executive Director.

4. Whistleblower and Non-Retaliation Policy

YOR requires directors, officers, employees, and volunteers to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of YOR, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

It is the responsibility of all directors, officers, employees, and volunteers to comply with and to report violations or suspected violations of YOR policies or laws in accordance with this policy.

No director, officer, employee, volunteer, or contractor who in good faith reports a violation of YOR policies, or law shall suffer harassment, retaliation, or adverse employment consequence. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment. This Whistleblower and Non-Retaliation Policy is intended to encourage and enable employees and others to raise serious concerns within YOR prior to seeking resolution outside YOR.

Directors, officers, employees, and volunteers should share their questions, concerns, suggestions or complaints with someone who can address them properly. In most cases, employees and volunteers should report to the Executive Director. However, if an employee or volunteer is not comfortable speaking with the Executive Director or is not satisfied with the response, that employee or volunteer is encouraged to report to any officer of the Board of Directors.

Any good faith report, concern or complaint is fully protected by this policy, even if the report, question or concern is, after investigation, not substantiated.

Anyone filing a complaint concerning a violation or suspected violation must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation of the YOR policy, or law. Any allegations that prove not to be substantiated and have been made maliciously or with knowledge that they were false will be treated as a serious disciplinary offense.

Upon the request of the complainant, YOR will use its best efforts to protect the confidentiality of the complainant for any good faith report. Violations or suspected violations may be submitted on a confidential basis by the complainant or may be submitted anonymously. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation. The complainant will be informed that follow-up has or is occurring within two weeks after the Executive Director or officer of the Board of Directors has received the complaint or report.

5. Alcohol & Drugs

No volunteer may report for their volunteer shift – whether in the office or at an off-site educational venue - under the influence of alcohol or illegal drugs. In addition, no volunteer may report for their volunteer shift while taking prescription medications that significantly impair their ability to perform their job functions or endanger the safety of others in the workplace. It is against YOR policy for any volunteer to use, possess or dispense illegal drugs and controlled substances at the workplace. Doing so may be cause for immediate termination.

Employees and Volunteers may occasionally spend a portion of their work hours in social and nightclub settings where alcohol and illegal drugs may be available. It is paramount that employees and volunteer members represent YOR in a manner that is in keeping with the organizational values, which precludes the use of illegal drugs or drunkenness at YOR events. Both are grounds for immediate termination.

YOR reserves the right to ask any employee or volunteer who is suspected of using or being under

the influence of alcohol, illegal drugs or prescription medications that appear to be impairing their ability to perform their tasks while on duty to submit to a drug and/or alcohol test administered by a qualified laboratory or physician of YOR's choosing. An employee or volunteer involved in any kind of accident while on duty may also be required to submit to a drug and/or alcohol test, again at the discretion of YOR.

YOR expects the full support of this policy by all employees and volunteers. Should an employee or volunteer believe they need assistance for alcohol or drug abuse related problems they are encouraged to speak with their supervisor or the Executive Director.

13. Electronic Systems Policy

YOR's computers and e-mail system are the property of YOR. All employees and volunteers are expected to use good judgment in using the computers and YOR's electronic mail and to avoid indiscretions such as sending offensive or inappropriate messages or any other message YOR may deem inappropriate. E-mail messages with YOR's email addresses should be used for YOR business only and not for personal or other matters unrelated to YOR's affairs. Misuse of YOR's computers and e-mail system may result in disciplinary action up to and including termination.

All electronic communication systems and all communication and information transmitted by, received from, or stored in YOR's computer systems are the property of the YOR, and as such are intended to be used for YOR's business purposes.

Inappropriate use of these services is prohibited and may result in losing access and corrective action, up to and including termination of employment or losing your volunteer position.

All e-mail on the YOR information systems, including personal e-mail, is the property of YOR and may be periodically monitored.

Internet usage is provided to YOR employees and volunteers to conduct work-related business. Incidental and occasional personal use is permitted, but only during employee and volunteer breaks. Visiting websites that are deemed inappropriate by management, including but not limited to pornographic websites, are prohibited and will result in disciplinary action up to and including immediate termination.

Employee's and volunteers are not permitted to use a passcode, access a file, or retrieve any stored communication of another person's unless authorized to do so or unless you have received prior clearance from either their supervisor or Executive Director. You may not use a passcode that has not been issued to you or that is unknown to YOR.

Due to electronic security issues, including the risk of computer viruses, no software shall be allowed on any YOR computer unless prior approval is obtained from your supervisor or the Executive Director. All commercially purchased software will be used in accordance with its individual licensing agreement. Unless otherwise provided in the license, any duplication of copyrighted software, except for backup and archival purposes, is in violation of YOR's policy.

All electronic communications are considered to be YOR property and are subject to inspection by the firm at any time without prior notice.

14. Corrective Actions

a. Violation of YOR Policies

If, in the estimation of the supervisor, an employee's conduct is in violation of these policies, corrective action may be taken. Corrective action includes an oral or written warning, suspension (with or without pay), demotion, or other action up to and including termination. YOR reserves its right to determine what it believes is an appropriate response, and to implement it. The action taken in an individual case should not be assumed to establish precedent in other circumstances, therefore YOR reserves the right to terminate an employee or volunteer at any time for any lawful reason with or without prior corrective action or notice.

Disciplinary actions may entail a verbal warning, a written warning, a final warning, suspension or termination. YOR reserves the right to take any disciplinary action it considers appropriate for the circumstances, therefore all of these actions may not be followed in some instances.

In addition to the situations discussed elsewhere in this Handbook, listed below are some examples where discipline, up to and including immediate termination, could result. This list is general in nature and is not intended to be all-inclusive:

- a. Discourtesy to a student, fellow employee/volunteer, service provider or the general public that could, or does, result in a complaint or loss of good will;
- b. Refusal or failure to follow directives from a supervisor, manager or other officer of YOR;
- c. Breach of confidentiality relating to YOR, a fellow employee, a volunteer, a student or service provider;
- d. Altering, damaging or destroying YOR property or records, or property belonging to another;
- e. Dishonesty
- f. Providing false or misleading information to YOR including information on an employment or volunteer application, expense form or other YOR records or reports to YOR;
- g. Fighting, threats of violence, or engaging in disorderly conduct on YOR premises or while off premises while on work related functions. In addition verbal conduct that is intimidating and has the purpose or effect of threatening the health or safety of a co-worker or student will not be tolerated;
- h. Possession of a firearm or any other lethal weapon on YOR property, in a vehicle being used on YOR business or at work related functions;
- i. Malingering, loitering or sleeping on the job;
- j. Excessive or unauthorized absences from work or your volunteer shift;
- k. Entering or using YOR property without permission;

15. Confidential Information

In addition to protecting the personal information of our students (as discussed above), all employees and volunteers are required to maintain the confidentiality of donor information,

program evaluation information/matrix, private information concerning co-workers, and other proprietary information belonging to YOR that is not in the public realm. If any employee or volunteer is unclear as to whether certain information may be disclosed to others outside or YOR they should first seek guidance from the Executive Director.

18. Dress Code

YOR's working environment is professional, yet relatively informal. This environment permits a wide latitude of dress for our employees and volunteers but also requires that each employee and volunteer exercise good judgment in his/her attire and select clothing that is commensurate with the employee's or volunteer's work responsibilities.

Clothing is expected to be clean, presentable and free of noticeable holes or tears;

T-shirts are acceptable as long as they do not contain printed messages or depictions which could be considered offensive to other employees and volunteers. This includes messages which may be of a sexual or racist nature.

Should an employee or volunteer be performing services on behalf of YOR out in public they should dress in a manner that is more "professional".

19. Background Checks

YOR performs criminal and personal background checks upon every full-time and part-time employee, and every volunteer. It also reserves the right to perform background checks upon Independent Contractors who perform services on behalf of YOR. Such background checks may occur prior to commencement of employment and/or volunteering, or anytime thereafter at the discretion of YOR.

Youth on Record (YOR) Convicted Felon Policy

It is YOR's Policy that anyone convicted of a felonious criminal act of violence shall not be permitted to volunteer/mentor any youth within YOR or any YOR related associations. "Criminal act of violence" shall mean any crime that is defined under Colorado law (including all lesser included offenses) as murder, manslaughter, rape or any other type of sexual assault, child sexual abuse, child abuse, or a conviction involving a weapon, including body parts if it is determined by the Executive Director, or his/her designee, that such body part was used as the weapon of the violent act for which the felon was convicted.

This list is illustrative, not exclusive. The following list applies to volunteers and mentors within YOR's Programs.

- No DUI without completed treatment.
- No more than 2 DUIs in a lifetime.
- No pending felony cases.
- No convictions of a felony or assault with a deadly weapon.
- No history of sexual assault, sexual harassment or child abuse.
- No history of conviction of drugs.
- Misdemeanor convictions will be assessed on a case by case basis.
- Minimum of two years clean from drug and/or alcohol addiction, participation in a program and a reference from a sponsor and permission to speak with the program that you participated in.

This list is illustrative, not exclusive. The following list applies to volunteers outside of programs:

- No pending felony cases.
- Felony or assault with a deadly weapon convictions will be assessed on a case by case basis.
- No history of sexual assault, sexual harassment or child abuse.
- History of conviction of drugs will be assessed on a case by case basis.
- Misdemeanor convictions will be assessed on a case by case basis.
- Minimum of two years clean from drug and/or alcohol addiction, participation in a program and a reference from a sponsor and permission to speak with the program that you participated in.

Therefore, the Executive Director, in consultation with the entire Executive Committee of the YOR Board of Directors (however it shall then be defined), shall determine whether an individual's crime falls within this exclusion. It is YOR's Policy that anyone convicted of a felonious criminal act of violence shall not be permitted to provide talks or speeches to YOR youths or any youth at a YOR sponsored

or cosponsored event where the youths are assembled en masse if such crime was a first or second degree murder, rape or any other type of sexual assault, child sexual assault, or child abuse. Anyone else with a felony record may be a speaker at a YOR or YOR associated event with permission of the Executive Director or his/her designee after the Executive Director consults with the entire Executive Committee of the YOR Board of Directors (however it shall then be defined). The Executive Committee may direct the Executive Director to refrain from having a particular person speak or extending any such offers to speak until such time as the YOR Board of Directors as a whole can determine whether to permit the particular individual to address YOR youths.

If YOR permits a speaker to address YOR youths in an assembly setting, YOR Staff must inform YOR youths' parents and provide a way for parents to optout of having their child attend any such assembly where a convicted felon may address YOR youths.

20. Smoke-Free Environment

Smoking is not permitted at any time in the YOR facility or within 20 feet of its doors. Employees, Independent Contractors and Volunteers are asked to make every effort to not smoke within view of our students, even if they are off duty. If employees, Independent Contractors or Volunteers smoke outside the building they are asked to be considerate of others, including our neighbors, and other members of the public. Employees, Independent Contractors and Volunteers should deposit cigarette butts in appropriate and safe containers and stay far enough away from the doors so that smoke does not blow into the building.

Reproductive Rights

Women, regardless of age, have confidentiality guaranteed by law around their reproductive rights. This means that if a youth shares information regarding a pregnancy, abortion, miscarriage, etc., you may not share that information with anyone else, including YOR staff, friends, family or other volunteers without her permission.

Mandatory Reporting

We agree to keep in confidence, within the program, the things participants write or tell us. There are exceptions to this rule of confidentiality. These exceptions are listed in the Colorado State Statutes (see 1243218).

Generally, confidentiality does not apply if you are a danger to yourself or others, or if physical or sexual abuse is involved.

Volunteers

In general, with regards to volunteering I agree to:

1. Respect and honor other volunteers, staff and participants in the program.
2. Maintain Confidentiality.
3. Be on time to all scheduled events, activities and training.
4. Complete all necessary paperwork.
5. Return telephone calls to YOR within 24-48 hours, whenever possible.
6. To report immediately any breach of Agreements & Policies to the appropriate person.
7. To communicate to the appropriate person if unable and/or unwilling to complete job responsibilities.
8. Follow all instructions and ask questions when I do not understand a request.
9. Handle my personal life in a way which will allow me to be at the YOR functions and get the job done without distractions.

Acknowledgement of Policies

As a volunteer for the Youth on Record organization, I have been advised of the policies. I have no questions regarding how to use them or what to do in the future if a question comes up. I am willing to accept and follow the policies of Youth on Record. I also understand that violation of these agreements or any actions inconsistent with the integrity of this program could result in the termination of my participation as a volunteer for Youth on Record.

**VOLUNTEER ACKNOWLEDGMENT RECEIPT
OF YOR VOLUNTEER HANDBOOK AND
POLICIES**

I, _____,
have received an electronic copy of the YOR volunteer handbook and policies and I have read and understand the policies set forth within the manual. I understand that the YOR volunteer handbook and policies supersedes all other policies procedures previously distributed. My signature below confirms that I know how to access the online manual, that I have read the manual and agree as follows.

I agree to abide by the policies and procedures contained in the manual. I understand that the policies and procedures and other information contained in the manual may be added to, deleted or changed by YOR at any time. I understand that neither the manual nor any other written or oral communication by anyone on behalf of YOR is intended to, in any way, create a contract of employment and that this manual is provided for informational purposes only. I also understand that my volunteer role with YOR is on an “at-will” basis, which permits YOR or me to terminate the volunteer relationship at any time, for any reason, with or without notice and nothing herein shall be construed to modify this “at-will” policy.

Signature _____

Date _____

Print Name _____

Attachment A

Sexual Abuse Policy

I acknowledge that I have received and read the sexual abuse policy and/or have had it explained to me. I understand that the organization has a Zero Tolerance policy regarding sexual abuse and the Organization will not tolerate any employee, volunteer, board member, or third party who commits sexual abuse. Disciplinary actions will be taken against those who are found to have committed sexual abuse.

I understand and agree to abide by all rules and requirements set forth in this Sexual Abuse Policy.

Volunteer Signature: _____

Printed name: _____

Date: _____