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# **SWIRCA & More Volunteer Handbook**

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# SWIRCA & More Volunteer Handbook

## Welcome Volunteers!

Dear Volunteer:

It is a pleasure welcoming you as a volunteer with SWIRCA & More. We are dedicated to providing the highest level of services to older adults as well as those with disabilities, and we are sure that you will soon feel the pride of being part of our exciting and growing organization.

This manual will serve as a guide to help you learn more about our organization, as well as your roles and responsibilities as a volunteer. As you complete orientation, keep our mission in mind, enhancing opportunities for independent living and a better quality of life for those who are aging, people living with disabilities, and caregivers in Southwestern Indiana. Throughout training, we will do our best to help you become a productive volunteer. As you meet other volunteers and staff please feel free to ask questions and let them know what you need to be a successful volunteer.

Thank you again for volunteering with SWIRCA & More.

Sincerely,

Kim Morehead  
Volunteer Coordinator

# SWIRCA & More Volunteer Handbook

## **Regular Operating Hours**

Monday – Friday  
8:00 am – 4:30 pm

## ***Contact Information***

### **Kim Morehead**

Volunteer Coordinator  
812-492-7462  
kmorehead@swirca.org

### **Administration**

Monday – Friday, 8:00 am – 4:30 pm  
812-464-7800 or 1-800-633-8126

### **Activity Center**

Monday – Friday, 8:00 am – 4:00 pm  
812-464-7804

### **ADRC**

**A member of the IN Connect Alliance**  
(Aging and Disability Resource Center)  
Monday – Friday, 8:00 am – 4:30 pm  
812-464-7817 or 1-866-400-0779

# SWIRCA & More Volunteer Handbook

## Introduction: SWIRCA & More

### Mission

*Enhancing opportunities for independent living and a better quality of life for those who are aging, people living with disabilities, and caregivers in Southwestern Indiana*

### Vision

Advancing the community through collaboration, person centered focus, and positive working relationships in a quest for healthier, happier lives

### Core Values

**Stewardship:** The trustworthy care of our resources that include gifts, talents and funding provided by donors, partners, volunteers and staff

**Empowerment:** Motivate our community and ourselves by utilizing strengths to develop and accomplish goals

**Strategic Thinking:** Thoroughly focused planning and decision making to achieve lasting results

**Compassion:** A sincere commitment for helping others in overcoming life's challenges

**Accountability:** An adherence to evidence-based practices, document results, and measured reviews for continuous quality improvement

**Integrity:** Commitment to professional and ethical standards

**Dignity:** Respect for the value and worth of every person

## History of SWIRCA & More

SWIRCA & More was designated as an Area Agency in July 1974 to serve Gibson, Posey, Perry, Spencer, Vanderburgh, and Warrick counties, known as Area 16 in Indiana. Area Agencies are designated by the Indiana Division of Aging as focal points responsible for planning and coordinating a system of services for Older Hoosiers in each of the 16 regions of Indiana.



SWIRCA & More's network was built by establishing Councils in each county of its area. The councils serve as assessors of needs for Older Hoosiers, clearing houses for proposed projects in that county and providers of services when necessary. SWIRCA & More's mission is to develop a comprehensive array of services which will prevent inappropriate institutionalization and encourage self-sufficiency among adults 60 and over as well as disabled youths and adults. Establishing this network and building bridges between it and other agencies with existing services has been the primary goal of SWIRCA & More and the County Councils.

# SWIRCA & More Volunteer Handbook

## Staff

We look forward to hearing from you. You may use any of the contact information below.

### Administration

#### Rhonda Zuber

*President*

rzuber@swirca.org  
812-492-7412

#### Michael Halling

*Senior Vice President of Operations*

mhalling@swirca.org

### Social Services

#### Erin Davis

*Vice President of Social Services*

edavis@swirca.org  
812-492-7408

### Development

#### Monica Spencer

*Vice President of Development*

m Spencer@swirca.org  
812-492-7420

### Nutrition

#### Karyn Gipson

*Nutrition Director*

kgipson@swirca.org  
812-492-7438

### Finance

#### Keith Patterson

*Vice President*

kpatterson@swirca.org  
812-492-7422

### Healthy Aging

#### Kristin Hood

*Healthy Aging Director*

khood@swirca.org  
812-492-7435

#### Kim Morehead

*Volunteer Coordinator*

kmorehead@swirca.org  
812-492-7462

## County Councils on Aging

SWIRCA & More has established Councils in each county it serves: Gibson, Perry, Posey, Spencer, Vanderburgh, and Warrick. These Councils play a vital role to the mission of SWIRCA & More. They assess needs of the individuals within the county, they serve as a clearing house for proposed projects within the county, and deliver needed services.

### Gibson County Council on Aging

Michelle Fry

Executive Director

212 S. Richland Creek Drive

Princeton, IN 47670

(812) 385-2897

### Perry County Council on Aging

Renae Thompson

Executive Director

200 N. 5th Street

Cannelton, IN 47520

(812) 547-8115

### Spencer County Council on Aging

Emily Neighbors

Executive Director

421 E Main Street Suite E

Rockport, IN 47635

(812) 649-9828

### Warrick County Council on Aging

Kathy Fark

Executive Director

3120 W State Rd. 62

Boonville, IN 47601

(812) 897-4437

### Posey County Council on Aging

Monica Evans

Executive Director

611 W 8th St

Mt Vernon, IN 47620

(812) 838-4656

# SWIRCA & More Volunteer Handbook

## Volunteer Opportunities

Volunteering with SWIRCA & More is a great way to use your talents and to enhance the lives of local seniors. SWIRCA offers a number of ways to get involved, and believes that tapping into an individual's skills and knowledge creates a more meaningful experience for both the volunteer and those he or she serves. The following opportunities are ongoing needs at SWIRCA & More. Occasionally, there are additional, short-term positions for seasonal and special events. The Volunteer Coordinator can tell you about new opportunities and discuss your personal interests to find the best position for you.

### Activity Center Volunteers

Get involved with SWIRCA & More by teaching an arts and crafts, exercise, or skills class. These courses are offered on a regular, ongoing basis during the Activity Center business hours. Instructional volunteers donate a few hours each week to enrich the lives of the Activity Center participants in a social setting.

Assist at any of the events in the Activity Center, such as: the Veterans Celebration or Holiday Dance. Help decorate for the holidays, events or parties. Greet visitors at our Activity Center front desk, shifts are from 8:30-11:30am or 11:30am-3:00pm. Substitutes for regulars are always needed for those that take off for vacation or doctor appointments.

### Special Event Volunteers and Committee Members

Throughout the year, SWIRCA & More hosts multiple fundraising and special events. These events require significant volunteer contributions both in preparation and on the actual day of the event. Volunteers are needed for event planning/committee membership, donations solicitation, advertising/marketing, and for other activities as well. These opportunities require a regular commitment during the planning period for the event.

Volunteering is a rewarding and fun way to get involved and participate in these events.

- Super Bingo is a great way to volunteer, help with registration, concessions, selling bingo packets, specials or call back numbers during the games. It is a fun event!
- Volunteer at the HydroFest and help SWIRCA with a great fundraiser. Check patrons into the event and sell wristbands.
- As a volunteer at our annual BrewFest during the fall, you can assist with set-up the day before, the night of the event, help with check-in, line directors, gate security, VIP parking, pourers, passing out water, selling half-pot, help with tear down the day after. This event draws up to 4000 guests and requires a significant number of volunteers.
- Volunteering at the SWIRCA & More Fall Festival Booth is a great way to be a part of our famous cobbler booth. This is a great fundraiser for SWIRCA & More, the booth is located at St. Joe and Franklin in front of Pet Food Center.

# SWIRCA & More Volunteer Handbook

## **Volunteer Opportunities** continued

### **Nutrition Department Volunteer**

SWIRCA & More provides 650 lunch site and home delivered meals every day that are prepared, cooked, and delivered from our own kitchen. By volunteering you help the nutrition program ensure seniors have a nutritious meal.

Volunteer as a Meals on Wheels of Southwestern Indiana driver. Deliver meals to home bound senior citizens in the Evansville area 1 or 2 days a week. Each route has 10-12 stops, meals are picked-up at SWIRCA between 10:30 and 11:30am so seniors will have a hot meal for lunch.

Deliveries are made Monday through Friday and each route takes approximately 1-1.5 hour from the time meals are picked-up to the time drivers return to SWIRCA. The meals are in sealed trays in a warm cooler, cold items are in a cold cooler and additional items are in a basket. When delivering items to the senior's home a basket is provided to carry the items to the door. You must have reliable transportation and proof of insurance, mileage is paid.

### **SWIRCA & More Ambassadors**

Serve as the first contact person to greet people, give tours to new-comers, help with publicity and other day to day operations.

### **Office/Clerical Assistants**

The SWIRCA & More office is often in need of help with mailings, database management and other office tasks. These opportunities are available on an as-needed basis, and often occur when bulk mailings are sent or when the office is in preparation of special events.

# SWIRCA & More Volunteer Handbook

## **Volunteer Policies**

Employees and volunteers represent SWIRCA & More, both to clients, and to the public at large. Whatever the job, it is important to give a good impression in all aspects of responsibilities such as: how visitors are greeted, how telephones are answered, materials mailed, consultations rendered, meetings conducted, and in other contacts with the public.

## **Setting Policies**

SWIRCA & More Board of Directors sets the organizational policies. Employees and volunteers are expected to implement those policies. In the process of developing organizational policies, opportunities exist to offer input and suggestions. Once a policy has been adopted, employees and volunteers are expected to reflect it when expressing views or when representing SWIRCA & More. Should an employee or volunteer be in sharp disagreement with a policy, his/her supervisor should be notified.

## **Volunteer Recruitment**

SWIRCA & More welcomes persons from all backgrounds as volunteers. Persons interested in volunteering must complete a volunteer application and an interview with the Volunteer Coordinator. SWIRCA & More at its discretion, may conduct a criminal and motor vehicle background check on applicants. SWIRCA may also conduct random drug testing. SWIRCA reserves the right to refuse any volunteer applicant. The President is solely responsible for hiring, managing, and supervising the entire agency's personnel and volunteers.

## **Orientation**

The Volunteer Coordinator will conduct orientation. Orientation includes: SWIRCA 101, HIPPA training, its Mission, its governing body, its profile of funding and services, and the role of the volunteer in the Agency's operation. Each volunteer shall receive copies of the agency brochures and other pertinent information.

## **Training**

After orientation, the volunteer should be prepared to begin his/her particular assignment of duties. The job description will give preliminary guidance to the volunteer; however, training in the specific tasks to be accomplished must augment that. The supervisor should provide on-the-job training until it is evident the volunteer is familiar with his/her responsibilities.

## **Record Keeping**

The Volunteer Coordinator maintains records on each volunteer throughout the organization. Records include dates of volunteer service, positions held, duties performed, evaluation of volunteer performance, training attended and awards/recognition. Volunteer records, including application, reference checks and background checks are confidential. Volunteers are responsible for submitting and updating information contained in their files to the Volunteer Coordinator.

## **Volunteer Recognition**

SWIRCA & More sponsors an annual volunteer recognition event to highlight the contributions of volunteers to the organization.



# SWIRCA & More Volunteer Handbook

## **Volunteer Policies** continued

### **Conduct**

Volunteers are expected to follow rules of conduct that will protect the interest and safety of all volunteers, and staff at SWIRCA & More. The following are only some examples of inappropriate conduct which could lead to dismissal:

- Theft or inappropriate removal or possession of SWIRCA & More property or that of any volunteer, staff, agent or client, including failing to cooperate fully in any investigation.
- Altering SWIRCA & More reports or records.
- Volunteering under the influence of alcohol or illegal drugs and/or illegal or unauthorized possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the volunteer environment.
- Creating a disturbance on SWIRCA & More premises, at sponsored activities or in areas that could jeopardize the safety of others.
- Improper use of SWIRCA & More property or property owned by any other individual or organization.
- Lack of cooperation or other disrespectful conduct.
- Violation of federal, state, or local safety and health rules.
- Inappropriate use of telephone, computer equipment or systems, mail system, e-mail system, facsimile machines or other SWIRCA & More-owned equipment.
- Unauthorized disclosure of SWIRCA & More confidential information.
- Unsatisfactory performance or conduct.

### **Smoking**

SWIRCA & More intends to provide a safe and healthy environment to everyone. All tobacco products, cigarettes, smokeless tobacco, e-cigarettes, pipes, etc. are prohibited except in the outside areas specifically designated as smoking areas.

### **Drug-Free Environment**

SWIRCA & More provides a drug-free, healthy, and safe environment. While on SWIRCA premises and while conducting SWIRCA-related activities off the premises, a volunteer may not use, possess, distribute, sell or be under the influence of alcohol or illegal drugs. Occasionally, SWIRCA & More may sponsor events where alcohol is served. In such situations, volunteers who consume alcohol are expected to act in a responsible manner.

The legal use of prescribed drugs is permitted during volunteer service only if it does not impair a volunteer's ability to perform the essential functions of the volunteer position effectively and in a safe manner that does not endanger other individuals in the workplace. Volunteers must advise their supervisor if they are taking any prescription or over-the-counter drug which could adversely affect safety or performance.

### **Equal Opportunity, Affirmative Action And Non-Discrimination Policies**

SWIRCA & More is committed to the identification and elimination of all institutional policies, procedures, and practices that intentionally or otherwise deny an individual equal opportunity. It also affirms its agreement with and support of the Civil Rights Act of 1964, Equal Employment Act of 1967, Rehabilitation Act of 1973, Vietnam Era Veteran's Readjustment Assistance Act of 1974, Age Discrimination Act of 1974, and Americans with Disabilities Act of 1990.

# SWIRCA & More Volunteer Handbook

## **Volunteer Policies** continued

### **Equal Opportunity, Affirmative Action And Non-Discrimination Policies** continued

It is the policy of the SWIRCA & More to ensure equal opportunity for our applicants for employment, Board of Directors, other volunteer positions, and program services; as well as for our employees, Board members and other volunteers, and consumers. There is to be no distinction or discrimination because of age, color, race, sex, religion, creed, national origin, physical or mental disability (including HIV infection and sickle cell traits), marital status, sexual orientation, membership or non-membership in any lawful organization, or other artificial barrier.

SWIRCA & More is committed to a program of affirmative action to further the utilization of members of minority groups, women, qualified individuals with disabilities, and qualified disabled veterans.

Sexual harassment is recognized as a form of sex-based discrimination and is prohibited.

### **Conflict of Interest**

SWIRCA & More is judged, in large part, by the individual and collective performance of its employees and volunteers. SWIRCA & More recognizes the importance of a volunteer's duty to SWIRCA & More, and to its members and supporters, to act in a manner that merits public trust and confidence.

Each volunteer must act in a manner that will safeguard the reputation and integrity of SWIRCA & More and will preserve and strengthen public confidence in all activities. Likewise, volunteers must refrain from engaging in any transaction in which personal interests conflict, potentially conflict or appear to conflict with those of SWIRCA & More.

An actual or potential conflict of interest occurs when a volunteer is in a position to influence a decision that may result in a personal gain for him/herself or for a relative as a result of SWIRCA & More's business dealings. For the purposes of this policy, a relative is a person who is related by blood or marriage, or whose relationship with the volunteer is similar to that of persons who are related by blood or marriage.

Participation in any activity prohibited by this policy can result in the termination of volunteer service.

Some conflict of interest situations are easily identifiable, whereas others are more subtle. Some of the more common situations pertaining to volunteers rise to the potential conflicts set out below. The list is illustrative only and should be not regarded as all-inclusive:

**Accepting payment or gifts:** No volunteer shall accept payment of any kind (including gifts, cash, discounts, concessions, services or other similar item or benefits) for services rendered as part of his or her volunteer service. This includes payment for speaking engagements or participation in workshops or similar activities.

**Improper influence:** Any volunteer or close relative should not, when acting on his or her own behalf or when acting on behalf of another person, business or organization, attempt to influence SWIRCA & More's position on any issue, matter or transaction nor participate in any discussions pertaining to a related organization.

# SWIRCA & More Volunteer Handbook

## **Volunteer Policies** continued

**Inside information:** Inside information should not be used either for the purposes of gaining advantage for one's self, a close relative, or another organization or for any other purpose not specifically approved by SWIRCA & More.

**Political activities:** Volunteers are encouraged to take an active interest and to participate in the political and governmental process. However, except for persons authorized to act on behalf of SWIRCA & More, volunteers participating do so as individuals and not as representatives of SWIRCA & More. To avoid any inference of support or sponsorship by SWIRCA & More, a volunteer must never represent that his or her political donation, endorsement or other political activity was made or engaged in with the approval, or on behalf, of SWIRCA & More.

**The making of statements:** No volunteer shall use SWIRCA's stationary or any title of SWIRCA & More or refer to SWIRCA & More or misidentify him or herself as an employee thereof in connection with any matter as to which he or she is not authorized as a representative of SWIRCA & More and to express an opinion on its behalf.

### **Harassment**

It is a violation of both federal and state law to harass anyone at work because of their age, color, race, sex, religion, creed, national origin, physical or mental disability (including HIV infection or sickle cell trait), marital status, sexual orientation, membership or non-membership in any lawful organization, or other artificial barrier.

SWIRCA & More is committed to maintaining a workplace that is free of any such harassment or hostility. If a volunteer believes he/she has been subject to discriminatory harassment or actions by a co-worker, supervisor, volunteer, client, vendor, or by anyone else, concerns shall be reported immediately to the President. All volunteers are required to report any harassment they experience or observe. Retaliation against a volunteer by any employee, contractor, vendor or volunteer of the SWIRCA & More for opposing such harassment, for filing a bona fide complaint of discriminatory harassment, or for providing information in good faith will not be tolerated.

Any volunteer who fails to cooperate with a bona-fide investigation of discriminatory harassment or retaliation will be subject to termination.

### **Sexual Harassment**

SWIRCA & More recognizes sexual harassment to be a denial of equal opportunity rights, which is considered a form of sex-based discrimination. This will be treated in accordance with the discriminatory harassment policy outlined above. Improper conduct, both in the workplace or between parties after hours, is inappropriate and will not be tolerated. Any verbal, physical, or visual harassment by any volunteer is prohibited. Sexual harassment can exist between the opposite gender or same gender, despite the person's sexual orientation. Sexual harassment will be defined according to current state law and policy and federal law.

# SWIRCA & More Volunteer Handbook

## **Volunteer Policies** continued

### **Sexual Harassment** continued

Sexual harassment does not refer to occasional compliments or other generally acceptable social behavior. It refers to behavior that is not welcome, personally offensive, undermines or weakens morale and, therefore, interferes with the work effectiveness of its victims and their co-workers. All volunteers are required to immediately report any sexual harassment they experience or observe to the President. Because it is the subject of a great deal of controversy and misunderstanding, we have chosen to define it in more detail in this manual.

Sexual harassment is unwelcome conduct of a sexual nature when:

- a) submission to such conduct is made (explicitly or implicitly) a term or condition of the individual's employment;
- b) submission to or rejection of such conduct is used as the basis for employment decisions affecting the individual; or
- c) the conduct has the purpose or effect of unreasonably interfering with the individual's job performance or creating an intimidating, hostile, or offensive working environment.

Examples of some of the kinds of conduct that violate SWIRCA & More's sexual harassment policy include:

1. Sexual assaults, including rape and molestation, and attempts or threats to commit these assaults;
2. Unwanted intentional contact of a sexual or suggestive nature, such as touching, pinching, patting, grabbing, kissing, brushing against or poking of a person's body;
3. Unwanted sexual advances, propositions or comments, including sexually oriented gestures, jokes, or comments about a person's sexuality or sexual experiences;
4. Preferential treatment or the promise of preferential treatment to an employee for engaging in sexual conduct;
5. Displaying or publicizing pictures, posters, reading materials, calendars, objects, etc. that are sexually suggestive, demeaning, or pornographic;
6. Disciplining or retaliation against an employee/patron because he or she has resisted, reported, or complained about sexual harassment; and
7. Any other verbal or physical contact of a sexual nature that is deemed harassing by the victim.

# SWIRCA & More Volunteer Handbook

## **Volunteer Policies** continued

### **Attendance**

Although volunteers are not compensated for work, SWIRCA & More relies on their help. Because of that reliance, volunteers are asked to notify their supervisors or Volunteer Coordinator as soon as they are aware of tardiness or absence due to illness, vacation, or other responsibilities. This allows the supervisor to seek a replacement volunteer. Punctuality is appreciated.

### **Confidentiality**

Confidentiality is imperative. Should volunteers find themselves discussing SWIRCA & More with family or friends, we ask that they keep in confidence personal information that may have learned regarding participants or staff in accordance with HIPPA training. Should the volunteer have complaints about his/her job or the way the Agency operates, he/she is asked to speak first with the supervisor or the Volunteer Coordinator. If the response is not satisfactory, the volunteer may proceed with the complaint or concern to the President.

### **Information and Referral**

If a volunteer is confronted by a situation where a participant needs information or referral for assistance, he/she should seek guidance from his/her supervisor or from the ADRC staff at SWIRCA & More.

### **Evaluation**

Volunteers may be evaluated to ensure that tasks are being performed satisfactorily. The process is expected to be a reciprocal one, where the volunteer is encouraged to express thoughts regarding how things can be improved to offer better services. The volunteer and supervisor/Volunteer Coordinator should have an “evaluative discussion” at least once a year. If a volunteer would like a new job assignment there are many volunteer opportunities within SWIRCA & More, the Volunteer Coordinator will make a conscious effort to find the best position for the volunteer and SWIRCA.

### **Dress Code**

Appropriate, neat attire and appearance of volunteers helps to create a positive impression of the agency. Standard conservative business attire for an office is expected by employees, volunteers, interns, contractors, or anyone representing SWIRCA & More.

In general, tee shirts, shorts, “grungy” jeans, flip flops and athletic shoes are not appropriate business attire for work at SWIRCA & More. Volunteers must wear shoes at all times. Some noted exceptions would be designer t-shirts, t-shirts promoting SWIRCA & More or bona fide public service activity, designer jeans, and tennis shoes worn for work assignment or medical reasons. Jeans must be clean, pressed, and in good repair.

### **Safety and Security**

SWIRCA & More desires to provide a safe environment for volunteers. Volunteers are responsible for using the following common-sense suggestions to help ensure a safe environment:

- Be aware of any unknown person who comes into your area and is not accompanied by a staff member. If in doubt, it is always better to advise your supervisor/Volunteer Coordinator or another staff member.

# SWIRCA & More Volunteer Handbook

## **Volunteer Policies** continued

### **Safety and Security** (Continued)

- Never leave your purse, wallet, or other valuable items where they may be taken. Ask your supervisor/Volunteer Coordinator where you may store them safely.
- Desks and other storage devices may be provided for a volunteer's convenience, but remain the sole property of SWIRCA & More. Accordingly, they, as well as any articles found within them, can be inspected by any agent or representative of SWIRCA & More at any time, either with or without prior notice.

SWIRCA & More is not responsible for lost or stolen personal property. SWIRCA & More will not reimburse a volunteer for any personal property which disappears from a volunteer site.

### **Use of SWIRCA & More's Property**

Any equipment, machine, or tool which appears to be damaged, defective or in need of repair should be reported to the volunteer's supervisor/Volunteer Coordinator. Prompt reporting of damages, defects and the need for repairs could prevent deterioration of equipment, loss of time, and possible injury to others.

**Driving:** Any volunteer who must drive as part of their volunteer work must have a valid Indiana driver's license and maintain vehicle insurance. SWIRCA & More, at its discretion, may request a copy of the volunteer's motor vehicle record.

### **Background check**

SWIRCA & More, at its discretion, may complete a criminal background check.

**Telephone and mail services:** Telephones are for business purposes. When permitted, personal phone calls should be kept to a minimum and should not interfere with volunteer service. In addition, long distance charges resulting from a volunteer's personal use of a SWIRCA & More telephone must be reimbursed to SWIRCA & More. The use of SWIRCA & More paid postage for personal correspondence is prohibited.

**Computer usage:** SWIRCA & More may provide computers, e-mail, and internet access to volunteers to assist in performing their duties. Computers, e-mail, and internet access should be used for business and related purposes. Personal business should not be conducted during volunteer time. The computers and all files are the property of SWIRCA & More and may be inspected at any time.

### **Emergencies/Accidents**

The safety of the participants, volunteers, and staff is important. In an emergency situation, the area of danger should be evacuated immediately. Call 911 as quickly as possible and notify the administrative office of the problem 812-464-7800. If the emergency is one of personal health, on-site assistance should be sought immediately. Call 911 as appropriate and the SWIRCA & More administrative office to inform staff of the incident.

Volunteers who experience an accident or injury during work hours as the result of an activity directly related to their volunteer activity are required to report the incident to their immediate supervisor/Volunteer Coordinator without delay, regardless of whether the injury is apparent or suspected.

### **Return of Property**

Volunteers are responsible for SWIRCA & More property, which includes all materials, files, keys, passwords or any other written or electronic information issued to volunteers or in volunteers' possession or control. All SWIRCA & More property must be returned on or before your last day. SWIRCA & More may take all actions deemed appropriate to recover or protect its property.

# SWIRCA & More Volunteer Handbook

## **Volunteer Policies** continued

### **Disciplinary Action**

Unacceptable behavior, which does not lead to immediate dismissal, may be dealt with in the following manner:

- Verbal Warning
- Written Warning
- Disciplinary Suspension or Conduct Agreement
- Dismissal

The Volunteer Coordinator will speak with you about an undesired behavior or issue if it arises.

Written warnings will include the reasons for the dissatisfaction and any supporting evidence. You will have the opportunity to defend your actions and rebut the opinion at the time the warning is issued. The written warning may come from the Volunteer Coordinator or site supervisor and may be in the form of a conduct agreement, which highlights the issues and how to correct them.

All facts and input will be carefully reviewed, and the volunteer will be given full opportunity to explain his or her conduct before any decision is reached. A member of senior management may give a second opinion concerning the unacceptable behavior before dismissal occurs.

### **Dismissal**

Volunteers may be dismissed without notice. SWIRCA & More reserves the right to request a volunteer to leave immediately. Volunteering is terminable at will, by the President or Volunteer Coordinator, regardless of the duration of the volunteer assignment.

# SWIRCA & More Volunteer Handbook

## **Volunteer Policies** continued

### **Volunteer Acknowledgment of Receipt of and Willingness to Abide by the Volunteer Policies**

I have (received a copy) of the SWIRCA & More Volunteer Manual, have reviewed it and had the opportunity to ask questions about the contents. I understand this Manual serves as a guideline, and the policies and benefits described in it, may be changed from time to time, with or without advance notice, at SWIRCA & More's discretion.

I understand the policies described in the Manual and agree to abide by them.

Signed: \_\_\_\_\_

Please Print Name: \_\_\_\_\_

Date: \_\_\_\_\_



# SWIRCA & More Volunteer Handbook

## **Volunteer Policies** continued

### **SWIRCA & More Confidentiality Agreement**

29.1 Confidentiality. While working at SWIRCA & More, employees and volunteers will receive confidential information about clients, volunteers, and fellow employees of SWIRCA & More as well as confidential information relating to SWIRCA & More’s business, clients, operations and services. As used herein, “Confidential Information” shall mean all ideas, suggestions, innovations, conceptions, discoveries, improvements, methods, processes, specifications, compositions, techniques, systems, notes, memoranda, work sheets, lists of actual or potential clients, data and information in any form and on any medium which SWIRCA & More treats as confidential or that concern or relate to any aspect of the actual or contemplated business of SWIRCA & More, including, without limitation, any market research, technical or scientific research and business or marketing plans. All employees and volunteers are expected to maintain confidence concerning these matters. Any request for information concerning a client, volunteer, or fellow employee of SWIRCA & More or concerning a business related matter should be referred to the employee’s supervisor, who will determine the appropriate response. Any violation of this rule will result in disciplinary action up to and including discharge. Neither the employee or volunteer nor any of the employee’s agents or representatives will disclose, take or use any confidential information, either directly or indirectly without the prior, written authorization of SWIRCA & More or as may be required by any court or governmental agency, provided that employee shall promptly notify SWIRCA & More of employee’s receipt of any notice regarding disclosure of confidential information requested by any Court order or governmental agency to permit SWIRCA & More to oppose the disclosure of the confidential information. This policy prohibits the taking, use and disclosure of confidential information and should not be construed as limiting the employee’s right to undertake any other employment or business activity. Employee and volunteer agrees that SWIRCA & More would suffer severe, irreparable harm in the event there is an unauthorized disclosure or use of confidential information and that in addition to any other remedies.

Signed: \_\_\_\_\_

Please Print Name: \_\_\_\_\_

Date: \_\_\_\_\_

Reviewed 2.19