



Volunteer Program

VOLUNTEER HANDBOOK



AVP VOLUNTEER HANDBOOK

Dear Volunteer,

Thank you for your interest in volunteering with the Alliance Volunteer Program, a service provided by the Adult Resource Alliance!

This Volunteer Handbook is designed to acquaint you with the Adult Resource Alliance (ARA) and the Alliance Volunteer Program (AVP), to communicate our policies, and to answer commonly-asked questions. As our organization grows and changes, there will be a need to modify the policies, practices and other information described in this Handbook. When such changes occur, you will be notified by an announcement or update.

We view each volunteer as a valuable asset and consider you a “teammate” who shares our standards of excellence in serving the residents of Yellowstone County. We are committed to providing you with a quality volunteer experience, professional support, and a variety of opportunities to serve others.

AVP provides many ways to be of service including opportunities that help support Adult Resource Alliance programs as well as several other local non-profit organizations.

Because we value your time, skill, interest, and experience, AVP offers flexibility in scheduling your volunteer commitments. Your commitment can be weekly, seasonal or event specific. Whatever your preference may be, AVP provides enriching volunteer opportunities for older adults.

Volunteers have been a key to our success in serving seniors and the community for over 40 years. We welcome your volunteer spirit and are delighted that you have chosen to become a partner of the Adult Resource Alliance.

Sincerely,

Pam Makara
AVP Program Director

AVP VOLUNTEER HANDBOOK

Table of Contents

Mission	4
Vision	4
History	4
Board of Directors	5
Programs and Services	5
Policies and Procedures	5
AVP Enrollment	5
Volunteer Selection	5
Supervision	6
Privacy of Personal Information	6
Whistleblower Protection	6
Abuse and Neglect of Participants	6
Conduct	7
Conflict of Interest	7
Non-Discrimination	7
Harassment	8
ADA Compliance	9
Confidentiality	9
Attendance and Absenteeism	9
Tardiness	9
Resignation	9
Dismissal	9
Reasons for Dismissal	10
Grievance Procedures	10
Driving Policy	11
Benefits	12
Insurance Coverage	12
Dress Code	12
Background Screening	13
Expense Reimbursement	13
Recordkeeping Requirements	13
Smoking	13
Drugs and Alcohol	13
Use of Office Equipment	13
Workplace Safety	14
Fragrance Free Policy	15
Disclosure of News or Information Policy	15
Participant Complaints	15
Computer, Electronics and Communications Policy.....	15

AVP VOLUNTEER HANDBOOK

Pets	15
Solicitations	15
Contact Information	16
Newsletter and Events	16
Holidays	16

MISSION

Adult Resource Alliance provides effective services and leads collaborative efforts to ensure seniors remain independent with the highest possible quality of life.

VISION

Adult Resource Alliance respectfully assists seniors and their families to navigate the aging process with dignity

HISTORY

The Yellowstone County Council on Aging Inc. was formed in 1975 by a resolution of the Yellowstone County Commissioners as an independent 501(c)3 non-profit organization to serve as a coordinating body for senior programs within Yellowstone County.

Over the years, nutrition and socialization programs continued to grow and many new ones have been added. We now have Meals on Wheels routes in Billings, Laurel, Worden, Huntley, and Shepherd and our dinner program has expanded to 11 meal sites throughout the county. Seniors can participate in meals, social opportunities, handiwork groups, and many other events and activities at several locations in our communities.

The Resource Center is a trusted central location where seniors, adults with physical disabilities, their families, and caregivers can find information on long-term support options, as well as assistance in accessing those options.

We offer several transportation programs to help non-driving older adults travel to and from appointments, meal sites, social events and shopping.

The Alliance Volunteer Program provides enriching volunteer opportunities that benefit the Adult Resource Alliance and other local nonprofit or public agencies.

In 2011, we changed our name to Adult Resource Alliance of Yellowstone County. The name with its tag line, “Keeping Adults 60 and above Independent and Involved,” signifies our focus on older adults, our role as a source for information about programs and services for participants, family members and friends, and our connection with other agencies who also serve seniors in Yellowstone County.

AVP VOLUNTEER HANDBOOK

BOARD OF DIRECTORS

The Adult Resource Alliance is governed by a 13-member policy board whose members are appointed by the Yellowstone County Commissioners. The primary functions of the Board are to define the mission, goals, means, and primary beneficiaries of the organization, develop policies and make decisions to achieve the organization's goals and to execute its mission, oversee organizational performance to demonstrate accountability for results, and develop productive relationships with key stakeholders. Board committees include Business, Development and Marketing, Legislative, Nominations, Personnel, and Program Services.

PROGRAMS AND SERVICES

ARA offers a wide variety of volunteer opportunities through its programs and services, including Meals on Wheels deliveries, transportation for non-driving adults, assistance at senior centers and meal sites, clerical assistance with Resource Center programs, making minor home repairs, and knitting, crafting, and quilting groups to name just a few.

AVP also refers individuals to its community partners, which are other local nonprofit agencies and public entities, when their skills, experience, and interests complement a volunteer opportunity available in Yellowstone County.

POLICIES AND PROCEDURES

Policies and procedures for volunteers who serve in ARA programs and services are described on the following pages of this Volunteer Handbook. Please note that some volunteer programs may have additional specific policies and procedures not listed in this booklet. See your volunteer supervisor for information.

Community partners are responsible for communicating their volunteer policy and procedures to AVP volunteers who choose to serve on their behalf.

AVP ENROLLMENT

Volunteers for ARA and referral volunteers for community partner agencies are required to enroll in AVP. Enrollment enables AVP to match the preferences of volunteers with the needs of the agencies and their participants, as well as to maintain contact information, record service hours, recognize volunteers, provide data to facilitate grant applications, and assure confidentiality for the organizations, participants, and volunteers.

VOLUNTEER SELECTION

Individuals are enrolled in AVP solely on the basis of their skill, experience, interest and availability. While AVP makes every effort to match volunteer applicants to volunteer opportunities, matches are made according to the needs of ARA and the needs of AVP community partners. AVP cannot guarantee immediate volunteer placement.

AVP will reject volunteer applicants who refuse to participate in the release of information for appropriate law enforcement screenings if required by the program for which they are applying. AVP reserves the right to dismiss or disqualify a volunteer based on the person's criminal or driving record.

AVP VOLUNTEER HANDBOOK

AVP reserves the right to reassign or terminate a volunteer from service at its discretion. Such decisions will only be made on a reasonable and non-discriminatory basis.

SUPERVISION

Each volunteer is assigned to a supervisor. This person will provide you with program specific information and training. Your supervisor has the ultimate responsibility for your well-being as a non-paid staff member of our agency. We encourage you to share any questions, suggestions, or concerns that you may have.

PRIVACY OF PERSONAL INFORMATION

ARA holds volunteers' personal information in strict confidence and takes every possible measure to insure that it is not compromised in any way. Personal information is used only to provide volunteers with the placements in which they have expressed an interest. Authorized staff has access to personal information only as needed to perform their job assignments. ARA does not sell, trade, or distribute volunteers' information to other organizations or individuals or use it to compile mailing lists for other entities.

WHISTLEBLOWER PROTECTION

In keeping with ARA commitment to maintain the highest standards of conduct and ethics, volunteers are encouraged to come forward with credible information regarding illegal, unethical, or fraudulent use or misuse of its resources. Individuals who report concerns in good faith will be protected from retaliation, harassment, or adverse consequences in their volunteer service.

ABUSE AND NEGLECT OF PARTICIPANTS

ARA is responsible for the immediate reporting of any allegations or observations of possible abuse, sexual abuse, neglect, self-neglect, and/or exploitation of individuals they serve, as defined by the Montana Code. It is the responsibility of volunteers of ARA to follow the same guidelines and report any allegations or observations of possible abuse, sexual abuse, neglect, self-neglect, and/or exploitation as defined by the Montana Code.

It is the volunteer's responsibility to make a report under this policy to the volunteers' supervisor, AVP Program Director, or ARA Executive Director who will determine the appropriate next step under the mandatory reporting guidelines. The supervisor will work with the volunteer to make certain the appropriate steps are taken to report the allegations or observations with the proper authorities or programs.

Any volunteer alleged to have abused, neglected and/or exploited a person receiving services from ARA may be reassigned or suspended during the course of an investigation. Failure to comply with this abuse policy or reporting guidelines will result in disciplinary action up to and including dismissal of the volunteer who committed the offense or had knowledge of an incident and failed to make such report.

AVP VOLUNTEER HANDBOOK

In addition, under Montana Code, Section 52-3-825, any person who purposely or knowingly fails to make a required report is guilty of an offense and upon conviction such offense is punishable as provided by law.

Supervisors can help make certain that the appropriate steps are taken to guard any individual that a volunteer feels is in danger of abuse or neglect.

CONDUCT

Volunteers represent ARA to the public and its success depends on the community's trust and confidence in its practices. As such, volunteers are expected to maintain high ethical standards and professionalism, treat participants, staff, volunteers, and visitors with integrity, honesty, and respect, and conduct themselves in an appropriate manner in their service role.

Volunteers shall never subject participants, staff, other volunteers, or visitors to bodily or verbal abuse or neglect or any form of mistreatment. Any illegal, dishonest, unethical, or inappropriate behavior or profane language will result in immediate dismissal of the volunteer.

CONFLICT OF INTEREST

Volunteers will not engage in activities, either with ARA or with any of its participants, which may be or may have the appearance of a conflict of interest. Examples of such activities include but are not limited to the following:

- Volunteers will not accept payment of any kind for services rendered during scheduled volunteer hours.
- Volunteers will not use privileged or personal information obtained through volunteer activities for personal gain.
- Volunteer will not solicit or accept any gift, gratuity, favor, entertainment, reward or any other item of monetary value.

A potential or actual conflict of interest occurs whenever a volunteer is in a position to influence a decision that may result in a personal gain for the volunteer or an immediate family member (i.e., spouse or significant other, children, parents, siblings) as a result of ARA business dealings. Volunteers may not use their position to obtain favors and/or benefits for themselves or others. Business dealings that appear to create a conflict between the interests of ARA and a volunteer are unacceptable.

If a volunteer has any question whether an action or proposed course of conduct would create a conflict of interest, he/she should immediately contact his or her supervisor to obtain advice on the issue. The purpose of this policy is to protect volunteers from any conflict of interest that might arise. A violation of this policy will result in immediate and appropriate discipline, up to and including dismissal.

NON-DISCRIMINATION

Volunteers will not discriminate against or refuse service to anyone on the basis of age, race, color, religion, creed, political ideas, sex, marital status, sexual orientation, physical or mental

AVP VOLUNTEER HANDBOOK

disability, national origin, or any other protected class. Volunteers will respect the rights and opinions of ARA participants and treat them with fairness, courtesy and good faith. Volunteers will not express personal beliefs, bias or prejudice in the performance of service. Discrimination will be cause for a written warning placed in the volunteer's personnel record. A second instance of discrimination will be cause for dismissal.

HARASSMENT

ARA expects volunteers to develop and maintain business-like relationships free of bias, prejudice, and harassment. In keeping with this commitment, ARA will not tolerate any type of unlawful harassment of participants, employees, or volunteers by anyone, including any supervisor, manager, employee, volunteer, participant, visitor or vendor.

Harassment consists of unwelcome conduct, whether verbal, physical, or visual, that is based upon a person's protected status or any other characteristic protected by law. ARA will not tolerate harassing conduct that affects an individual's participation in any ARA program or service, interferes with an individual's work performance or volunteer service, or creates an intimidating, hostile, or offensive working environment. Such harassment may include, for example, jokes about another person's protected status, kidding, teasing or practical jokes directed at a person based on his or her protected status.

Prohibited conduct also includes: (a) epithets, slurs, negative stereotyping, threatening, hostile, offensive or intimidating acts that are based on a person's protected status; and (b) written or graphic material circulated within or posted within the workplace, while at work or using ARA equipment, by email, phone (including voice messages), text messages, social networking sites, etc. that shows hostility toward a person or group.

Sexual Harassment

ARA strives to maintain a quality environment free from intimidation, insult, and unlawful sexual harassment. We expect everyone to conduct themselves with dignity and with respect for each other.

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

- Forcing an individual to submit to unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature in order to continue his or her participation in an ARA program or volunteer service at ARA.
- Making submission to or rejection of such conduct the basis for volunteer decisions affecting any person.
- Creating an intimidating, hostile, or offensive environment for participants, employees, volunteers, or others.
- Retaliation for having reported or threatened to report harassment.

Volunteers with questions or concerns about any type of harassment in the workplace are encouraged to bring these issues to the attention of their supervisor.

AVP VOLUNTEER HANDBOOK

AMERICANS WITH DISABILITIES ACT (ADA) COMPLIANCE

ARA complies with the Americans with Disabilities Act (ADA) which requires employers to reasonably accommodate qualified individuals with disabilities. ARA welcomes applications for volunteer placements from people with disabilities and does not discriminate against them in any way. AVP recommends volunteers based on their ability to perform the essential volunteer job functions and is committed to making reasonable accommodations.

For example, ARA

- considers all volunteer applicants using the same criteria;
- takes steps to keep its facilities barrier-free and accessible according to appropriate federal and state statutes;
- educates volunteers to regard people with disabilities as full human beings; and
- posts notices explaining the provisions of ADA under the law.

CONFIDENTIALITY

Volunteers are required to sign the *Adult Resource Alliance Confidentiality Statement* which is contained in the Volunteer Application. Failure to adhere to the principles outlined in this statement may be cause for disciplinary action up to and including dismissal.

ATTENDANCE AND ABSENTEEISM

Every volunteer's role is important and staff members who count on volunteers to accomplish their work depend on you to complete your scheduled shifts. We do understand that from time to time certain situations may arise that prevent you from doing so. Please alert your supervisor of any scheduled absences as far in advance as possible so that an appropriate substitute may be found. In the event of an unscheduled absence, such as an illness or emergency, please alert your supervisor as soon as you know you will not be able to come in at your scheduled time. If absenteeism becomes excessive, your volunteer relationship with ARA will be reevaluated.

TARDINESS

Many volunteer placements/projects are required to occur during specific timeframes. Some are structured to have a short training period at the start of the project. Tardiness impedes supervisors' ability to adhere to a timeline that they have set to complete a project. Please make every attempt to notify your supervisor if you are unable to report at the time specified.

RESIGNATION

If you wish to resign your position as a volunteer with AVP, you may do so at any time by notifying your supervisor. We request that volunteers provide at least 2 weeks' notice.

DISMISSAL

Dismissal of a volunteer is a serious consideration. Before a volunteer is dismissed, attempts to resolve the situation will be made including a meeting with the volunteer, his or her supervisor, appropriate employees, and the AVP Program Director. If the decision to dismiss the volunteer is made, a written letter documenting the reason for dismissal will be given to the volunteer. Every volunteer has the right to appeal the decision to dismiss through the appropriate grievance policy procedure.

AVP VOLUNTEER HANDBOOK

A volunteer may be asked to leave immediately if he or she engaged in any illegal, dishonest, or unethical conduct, is unreliable, irresponsible, or disruptive, demonstrates inappropriate behavior, or fails to adhere to the policies and procedures of ARA.

REASONS FOR DISMISSAL

The following actions will result in dismissal of a volunteer's services:

- Disregard for confidentiality
- Discrimination
- Documented physical or verbal abuse, dishonesty, harassment, or threats against a participant, other volunteer, employee, or visitor
- Repeated absences without notification to supervisor
- Inappropriate conduct, including the use of profanity
- Theft, abuse, misuse, or unauthorized use of ARA property, materials, or supplies
- Unwillingness or failure to cooperate with staff or other volunteers
- Unwillingness to serve as scheduled
- Inability to carry out assigned duties
- Inability to understand and follow direction
- Failure to comply with subsequent background screening requirements
- Unwillingness or failure to attend mandatory training sessions
- Consuming alcoholic beverages or illegal drugs during the performance of service activities
- Being under the influence of alcohol, illegal or prescription drugs that impairs abilities during the performance of service activities
- Failure to comply with ARA/AVP conditions, policies, or federal, state, or local laws
- Other misconduct as determined by ARA/AVP

GRIEVANCE PROCEDURES

AVP has an open door policy. We encourage you to communicate problems, questions or concerns that you have about your volunteer experience. Our Grievance Procedures provide you with the opportunity to review any problem, dispute, or misunderstanding that arises during the course of your volunteering or to appeal your dismissal from service as an AVP volunteer.

If an issue arises, it can usually be resolved by following these steps:

Step 1. When a volunteer wishes to address an action they believe to be wrongful, the issue should first be discussed with the volunteer supervisor. He or she is often in a position to handle the issue satisfactorily.

Step 2. If the issue relates directly to the volunteer supervisor or the issue was not able to be resolved with input from the volunteer supervisor, the volunteer must submit the issue in writing to the attention of the AVP Program Director and to the ARA Executive Director.

The AVP Program Director, a representative from the AVP Community Advisory Group, and an ARA staff member will conduct an inquiry with the necessary individuals, including but not limited to the AVP Volunteer Coordinator, volunteer supervisor, other volunteers, and the volunteer who submitted the grievance.

AVP VOLUNTEER HANDBOOK

Step 3. The AVP Program Director will respond in writing on behalf of the AVP Community Advisory Group representative and the ARA staff member to the volunteer who submitted the grievance within 3 weeks. The document will state either agreement or disagreement of the grievance and will include what action will be taken.

DRIVING POLICY

ARA expects volunteers to follow safe driving practices to ensure their personal safety, public safety, and the safety of the participants they serve.

Volunteers who operate a motor vehicle to perform their job duties must possess a valid Montana driver's license and vehicle liability/property damage insurance as required by Montana state law. Volunteers must also comply with all local, state, and federal laws regarding vehicle operation.

Drivers are expected to follow defensive driving principles, laws, and regulations. Volunteers shall not operate a vehicle when their ability to do so safely has been impaired by illness, fatigue, or injury, when under the influence of any intoxicant, controlled substance, or drug (except as prescribed by a licensed physician), or when under the influence of a legally prescribed substance that may impair the ability to safely and/or efficiently drive and/or perform placement duties. If a volunteer is prescribed a substance that may impair their ability to safely and/or efficiently drive and/or perform the duties of the volunteer placement, it is the volunteer's responsibility to immediately inform his or her supervisor.

Volunteers who transport participants as part of their duties are required to evaluate the condition of their vehicle as fit for service. Vehicles should have safety restraints, properly inflated tires, fully functional head and tail lights and directional signals, clean windows, and have no visual obstructions that would block driver or passenger view.

Volunteers who are required to drive in order to perform their job duties must have an acceptable driving record. Volunteer drivers shall notify their supervisor of moving violations on or off the job resulting in a conviction, suspension, or revocation of license. Moving violations may be cause for disciplinary action up to and including removal of volunteers from their driving placement.

Adult Resource Alliance and Senior Center Vehicle Use (Dependent upon position and driving responsibilities)

Volunteers who operate an ARA-owned motor vehicle provided for use while on ARA business is held strictly responsible for compliance with ARA policy and all traffic regulations of the City, County, and State of Montana. If a personal vehicle is used for ARA business, proof of insurance with statutory limits shall be required.

Volunteers who operate a vehicle on behalf of the ARA or a Senior Center must maintain an unrestricted appropriate operator's license to operate that vehicle. Failure to maintain an unrestricted appropriate driver's license or insurability may be cause for disciplinary action up to and including dismissal.

AVP VOLUNTEER HANDBOOK

Volunteers who drive ARA vehicles and personal vehicles for ARA use shall use and ensure that all passengers use available safety belt equipment installed in the vehicle being operated.

Accidents and/or traffic violations while on ARA business must be reported immediately to the volunteer's supervisor.

ARA-owned equipment and vehicles must be used for business only and not for personal business or pleasure. Volunteers shall not permit family members or others to travel in ARA owned equipment unless: 1) they are specifically authorized in advance by the Executive Director or 2) transporting passengers (participants) is part of the performance of assigned duties.

BENEFITS

Benefits which are offered to all our volunteers may include:

- Training opportunities
- Quarterly seminars
- Free on-site parking
- Break room refreshments (coffee and tea, plus any available treats)
- *Senior News* monthly newsletter
- Annual volunteer recognition event
- CIMA Insurance

INSURANCE COVERAGE

ARA provides supplemental insurance coverage to AVP volunteers through the Volunteers Insurance Service (VIS) Insurance Program from The CIMA Companies, Inc. Enrolled members of AVP receive a pamphlet describing the insurance during volunteer orientation. Please speak with an AVP staff member if you have questions about the volunteer insurance.

Volunteers are **not** covered by workers compensation insurance.

DRESS CODE

Volunteers reflect the image of ARA and their appearance forms a significant impression on the participants they have volunteered to serve. Volunteers are expected to dress in clothing appropriately suited for their specific job duties. Although there may be exceptions, in most cases clean casual attire or business casual attire is acceptable. While serving as a volunteer, earrings can be worn only in the ear and tattoos must be in good taste and may need to be covered. Volunteers shall keep their hair neat, clean, and presentable at all times.

For safety reasons, individuals who volunteer in food service positions are required to wear hairnets, caps or have hair pulled back and sprayed as required by the Montana Food Code. In addition, open-toe shoes, watches, bracelets and rings are not allowed in volunteer positions where access to a kitchen is necessary.

Volunteers are expected to maintain personal grooming habits that reflect a positive, professional image of the volunteer and ARA. The AVP Program Director is responsible for determining any further dress code standards for the various volunteer job categories.

AVP VOLUNTEER HANDBOOK

BACKGROUND SCREENING

A background screening is required for volunteers who serve in ARA programs where they have significant direct, personal contact with participants and/or they provide transportation to participants. The background screening is conducted by a third-party provider and may include a criminal background screening and a motor vehicle records search.

EXPENSE REIMBURSEMENT

Volunteers are reimbursed for their mileage expense for performing job duties if stated within the volunteer position description. Dates and odometers readings must be recorded on an Adult Resource Alliance Mileage Reimbursement form and verified with a signature by the program supervisor in order for reimbursement to occur. Reimbursement is by check and typically takes place within 12 working days of submission. The reimbursement check is mailed directly to the volunteer.

RECORDKEEPING REQUIREMENTS

Volunteers are required to deliver an AVP timesheet to their supervisor monthly to record their service contributions. Volunteers are required to record their hours of service and initial their contributions. After being verified and signed by the supervisor, timesheets are returned to the AVP office where the service contributions are documented in the volunteers' electronic record. The total number of hours served is calculated for volunteer recognition and grant writing purposes.

SMOKING POLICY

In order to comply with the Montana Clean Indoor Air Act, all ARA facilities are declared smoke free, including inside ARA-owned vehicles. Smoking shall be done on the volunteer's own time, during scheduled breaks or meal periods, and away from ARA facilities and grounds.

DRUG AND ALCOHOL POLICY

ARA is strongly committed to providing a safe and secure workplace for its employees and volunteers with respect to drug and alcohol use and abuse. The unlawful manufacture, distribution, dispensation, possession, or use of any controlled substance, or alcohol is prohibited while performing volunteer service or while on ARA grounds. These activities constitute serious violations of ARA rules, jeopardize the organization, and can create situations that are unsafe or that substantially interfere with job performance.

Volunteers must notify their supervisor of any criminal drug/alcohol statute conviction for a violation occurring while performing job duties no later than 5 days after such conviction. Volunteers convicted of a violation of a criminal drug/alcohol statute which occurred while performing volunteer duties will be subject to disciplinary action up to and including dismissal.

USE OF OFFICE EQUIPMENT

The protection of the business information, property and all other ARA assets are vital to the interests and success of the organization. Therefore, ARA-related information or property, including without limitation, documents, files, records, computer files, equipment, office

AVP VOLUNTEER HANDBOOK

supplies or similar materials (except in the ordinary course of performing duties on behalf of ARA) may not be removed from ARA premises or disclosed through casual conversation to any unauthorized person inside or outside ARA. Volunteers who are unsure about the confidential nature of specific information must ask their supervisor for clarification. Violation of this policy is a serious offense and will result in appropriate disciplinary action up to and including dismissal.

WORKPLACE SAFETY

ARA is committed to providing a safe and productive workplace and to developing awareness and appreciation of safe work practices. Volunteers are expected to exercise maximum care and good judgment and comply with safe working procedures. Volunteers shall respect their work area and are expected to keep all areas of the buildings they serve within clean, orderly and free of risky obstacles.

If appropriate to volunteer job duties, volunteers will receive training on the use of equipment, proper and safe operating procedures and site/task specific job functions. Periodic safety training sessions may be conducted to maintain volunteer awareness. Volunteers shall report all unsafe conditions, inoperable equipment, or safety hazards to their supervisor.

All injuries shall be reported immediately to the supervisor even if no medical assistance is requested or required. This includes injuries on ARA property, facilities where ARA programs and services are offered, or accidents involving ARA equipment or personnel.

Volunteers reporting to work must be fit for duty at all times. Volunteers under a doctor's care may use legally prescribed drugs on the job only if they do not impair the ability to perform the job effectively and safely without endangering self or others.

Possession of firearms, handguns, explosives, knives or any related items, weapons, or hazardous materials while on ARA business, in an ARA-owned vehicle, building or parking lot, or in facilities where ARA programs and services are offered, is prohibited. If a volunteer is licensed to carry a concealed weapon, he/she may not bring the weapon onto ARA premises or facilities where ARA programs and services are offered. Any violation of this policy will be cause for disciplinary action up to and including dismissal.

Nothing is more important to ARA than the safety and security of its participants, volunteers, employees, and visitors. Violence in the workplace, which includes acts of intimidation, expressed or implied, threats, or bullying, including cyberbullying, by volunteers to ARA participants, volunteers, employees, or visitors will not be tolerated. Any violation of this policy may be cause for disciplinary action up to and including dismissal.

Volunteers should immediately notify their supervisor of any threats they have witnessed, received, or been told that another person has witnessed or received. Even without an actual threat, volunteers should also report any behavior they have witnessed which may be regarded as threatening or violent, when that behavior is job related or might be carried out at an ARA site or is connected to ARA employment or volunteer service.

AVP VOLUNTEER HANDBOOK

FRAGRANCE FREE POLICY

Our goal is to be sensitive to participants, staff, other volunteers, and visitors with perfume and chemical sensitivities. In order to accommodate individuals who are medically sensitive to the chemicals in scented products, ARA requests that you limit or refrain from wearing scented products, including but not limited to colognes, after-shave lotions, perfumes, deodorants, body/face lotions, shampoos, hair sprays or similar products.

DISCLOSURE OF NEWS OR INFORMATION POLICY

The ARA Executive Director serves as the principal contact with the news media and the spokesperson for the organization. Volunteers will not participate in public interviews or release information related to ARA without the permission of the Executive Director.

ARA donor and budget planning information as well as Board, staff and volunteer information related to any activities of ARA shall not be disclosed or released to any person or public media unless it has been previously published or otherwise made public. If you have any questions, please speak with your supervisor or the AVP Program Director.

PARTICIPANT COMPLAINTS

When performing volunteer duties, volunteers shall provide excellent customer service to ARA participants. If a participant is dissatisfied and brings a concern to a volunteer's attention, refer them to the program supervisor. If a participant asks to speak with "someone in charge," find the direct supervisor or the AVP Program Director immediately. All complaints are to be reported to the supervisor as soon as possible.

COMPUTER, ELECTRONICS AND COMMUNICATIONS POLICY

ARA maintains computer, e-mail, telephone, voice mail and fax equipment and systems, online internet access, and other analog, digital and electronic communication and information equipment. These systems and services are referred in total as the ARA "communications system." Information contained in any and all of the above is the property of ARA.

Communication systems – other than internet access made available on computers in the ARA community computer lab – are intended for business use only and must not be offensive to anyone nor contain material that could be construed as harassment or disparagement of others with regard to any characteristic protected by federal, state, and/or local laws and ordinances. Volunteers should have no expectation of privacy as to use of any e-mail, voice mail, or documents or files of information created, sent, received or stored in this communications system, either from ARA or through remote access.

PETS

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

SOLICITATIONS

Volunteers may not solicit or distribute literature for various groups, organizations for any reasons, including charitable ones, without the prior approval of the AVP Program Director.

AVP VOLUNTEER HANDBOOK

CONTACT INFORMATION

Alliance Volunteer Program (AVP)
Pam Makara, AVP Program Director
Vicki Giovetti, AVP Volunteer Coordinator

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Billings MT 59104-0895

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Phone Number: 406-259-9666
Website: <http://www.allianceyc.org/>

If you have any questions or need any clarification of the information contained in this Handbook please contact your supervisor or AVP Program Director.

NEWSLETTER AND EVENTS

Senior News, the Adult Resource Alliance newsletter: Monthly
March for Meals Events: March
Volunteer Recognition Event: May
Firecracker BBQ: June
Senior Day at Montana Fair: August

HOLIDAYS

Our office is closed in recognition of these holidays:
New Year's Day, January 1
Martin Luther King Day, 3rd Monday in January
Presidents' Day, 3rd Monday in February
Memorial Day, last Monday in May
Independence Day, July 4th
Labor Day, 1st Monday in September
Election Day (In primary election years)
Thanksgiving Day, 4th Thursday in November
Day after Thanksgiving, 4th Friday in November
Christmas Day, December 25

Holidays that fall on a weekend are observed on either the next or previous weekday. Please check with the office for specific closure information.

***Thank you for volunteering with Adult Resource Alliance and
Alliance Volunteer Program and making our community stronger!***