

Your Logo Here

Volunteer Handbook

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Thank you for volunteering with _____!

Our nonprofit could not operate without a cadre of committed volunteers. Volunteers contribute over _____ hours of service every month and play a key role in helping us fulfill our mission. As we grow and evolve our operations, it is crucial that we continue to promote a favorable and lasting impression of our nonprofit with everyone with whom we interact, including clients, donors, media, volunteers, and the general community. Our volunteers are important to us and we ask for your help in creating a safe and meaningful volunteer experience.

We believe volunteers provide an important role in supporting staff as well as assisting in the enhancement of services we deliver. We will respect your volunteer commitment and provide you with training and supportive supervision. We believe you should be assigned work which is most meaningful and appropriate to your interests, skills, and experience. We are very happy you have chosen to spend some of your valuable time with us.

All volunteers must review and acknowledge receipt of our organization policies and processes. We appreciate your service!

About the Handbook

This handbook is designed to introduce you to (Nonprofit name) and to provide a basic overview of the policies and procedures which provide all of us guidance and direction. As a volunteer staff member, you are provided with a safe work environment, necessary job training, supervision, evaluation, and recognition.

In return we expect you to honor your commitment to (Nonprofit name), respect other staff members and perform your assigned duties to the best of your abilities.

As our organization grows and changes, there will be a need to modify policies, practices, and other information in this handbook. When such changes occur, you will be notified by an announcement or update. It is your responsibility to keep your handbook current and to be informed about policies and changes that affect you.

If you have any questions or need any clarification of the information contained in this handbook, please contact _____.

Other Relevant Contacts:

Who we are

Fill in with 2 – 3 short paragraphs

Our Vision

Add your vision here

Our Mission

Add your mission here

Our Guiding Values

Add your values here

Our Programs and Services

Add a brief description only

Volunteer Policies and Procedures

Professionalism

(Nonprofit name) expects our volunteers and staff to adhere to a code of professional ethics and to conduct themselves in a professional demeanor while working both on and off site. We want all clients, volunteers, donors, event guests, and any other community members coming into contact with (Nonprofit name) to be treated with utmost dignity and respect.

Volunteers are not to do any task which is outside the scope of their job description (see job descriptions at the end of the Volunteer Handbook). Should you encounter this, simply state that you are “not authorized to perform that task” and if a problem or question arises or you are unsure, please contact

_____.

Attendance and Absenteeism

You are a volunteer staff member and we 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 notify _____ of any scheduled absences – such as vacation – as far in advance as possible so that an appropriate substitute may be found. In the event of an unscheduled absence – illness or emergency – please notify _____ as soon as possible, preferably 24 hours before your scheduled shift begins.

Punctual and regular attendance is an essential responsibility of each volunteer at (Nonprofit name). Any tardiness or absence causes problems for fellow volunteers, staff, and clients. When a volunteer is absent, others must perform his or her work. No matter how skilled a volunteer, if they do not have a good attendance record, their contributions to the smooth functioning of (Nonprofit name) are diminished. The purpose of this policy is to promote the efficient operation of (Nonprofit name) and minimize unscheduled absences.

Any volunteer who fails to report to work without notification to his or her supervisor three shifts or more will be considered to have voluntarily terminated their position.

Volunteers must sign in at the beginning of their shift and sign out at the end of their shift. We ask you to take breaks when you need them, just let a staff person know.

Standard of Appearance

Dress appropriately for your duties. For example, physical work requires clothing that is comfortable and durable. Clothes cannot be torn, grayed, dirty, or reveal any part of the cleavage, midriff, or buttock. Only closed toe shoes, no heels. Gloves (provided) must be worn if in direct contact with food.

Volunteer Personnel Files

Your personnel file is confidential and consists of written documents retained by (Nonprofit name). The volunteer's personnel file can be only reviewed by the volunteer, the Volunteer Coordinator and / or Executive Director.

Your file contains basic contact information, your application, copy of driver's license, auto insurance declaration page, any relevant signed agreements, and records about your volunteer service with (Nonprofit name).

Recording Volunteer Hours

Volunteers are required to record all their volunteer hours with (Nonprofit name). Upon arriving and leaving their volunteer shift, all volunteers must sign in and out of the appropriate sign-in book. [Provide directions here of how their volunteer time will be recorded.](#)

Compensation and Reimbursement

Individuals accepting any position as volunteers are not compensated for their work. Generally, (Nonprofit name) does not reimburse for expenses incurred on behalf of our nonprofit. Volunteers will only receive reimbursement for mileage, parking, supplies, or anything purchased if they obtain prior authorization of the program lead and/or the _____. (Nonprofit name) will not pay any fines, tickets, towing, or any other bills received while doing volunteer work.

Confidentiality Agreement

Client, certain service provider and all donor information is confidential. No client or donor information or proprietary information will be shared outside of (Nonprofit name). Volunteers are not to discuss clients, other volunteers, donors, or other service providers by name or any other characteristic by which a client, volunteer, donor, or service provider could be identified, with anyone.

Volunteers are also expected not to disclose any confidential nonprofit or employee/volunteer information obtained in the normal course of their duties regarding the operations of (Nonprofit name) or its staff members. Such confidential information includes, but is not limited to compensation information, medical information, financial information, and/or legal documents.

Volunteers are not to bring any additional friends or family with them while they volunteer in a regular weekly shift for confidentiality reasons. All friends and family must first go through the normal application screening process and attend the volunteer orientation before they can volunteer in a weekly shift.

(Nonprofit name)'s commitment to our volunteers

We are committed to equal opportunity volunteerism. We coordinate a diverse community of volunteers from varied backgrounds and social identities, including, but not limited to: people of color, immigrant communities, people of all faiths and spirituality, people living with disabilities, lesbian/gay/bisexual/transgender communities, and people of diverse ages. We are committed to working together towards creating a safe, supportive, and caring volunteer experience where we can learn from each other and grow in service to our communities.

If needed, (Nonprofit name) will provide a document confirming volunteer hours as community service.

Policy Against Harassment

(Nonprofit name) is committed to maintaining a work environment free of unlawful harassment. (Nonprofit name) prohibits harassment based on sex (including sexual harassment, gender harassment and harassment due to pregnancy, childbirth or related medical conditions) and harassment based on race, religion, creed, color, national origin or ancestry, physical or mental disability, medical condition, marital status, age, sexual orientation or any other status protected under federal or state law or local ordinance or regulation. All such harassment is unlawful. (Nonprofit name) policy applies to all persons involved in the operation and prohibits unlawful harassment by any volunteer/employee of (Nonprofit name) including supervisors and co-workers.

Policy Against Sexual Harassment

Sexual harassment is unwanted sexual attention of a persistent or offensive nature made by a person who knows, or reasonably should know, that such attention is unwanted. Sexual harassment includes sexually oriented conduct that is sufficiently pervasive or severe to unreasonably interfere with a volunteer's job performance or create an intimidating, hostile, or offensive working environment. While sexual harassment encompasses a wide range of conduct, some examples of specifically prohibited conduct include:

- Threatening, directly or indirectly, to retaliate against a volunteer, if the volunteer refuses to comply with a sexually oriented request;
- Engaging in sexually suggestive physical contact or touching another volunteer in a way that is unwelcome;
- Displaying, storing, or transmitting pornographic or sexually oriented materials using (Nonprofit name) equipment or facilities;
- Engaging in indecent exposure; or
- Making sexual or romantic advances toward a volunteer and persisting despite the volunteer's rejection of the advances.

Sexual harassment can be physical and/or psychological in nature. An aggregation of a series of incidents can constitute sexual harassment even if one of the incidents considered on its own would not be harassing.

Volunteers are prohibited from harassing other volunteers whether or not the incidents of harassment occur on (Nonprofit name's) premises and whether or not the incidents occur during working hours.

Sexual harassment can involve males or females being harassed by members of either sex. Although sexual harassment typically involves a person in a greater position of authority as the harasser, individuals in positions of lesser or equal authority also can be found responsible for engaging in prohibited harassment.

Complaint and investigation procedure

Volunteers who believe they have been discriminated against or harassed have the primary obligation of informing their _____ or _____ of the act of discrimination, harassment, intimidation or retaliation, recounting specific actions or occurrences whenever possible.

While reporting/making a complain could be a difficult personal experience, allowing inappropriate behavior to continue will most certainly lead to less desirable outcomes. For that reason, volunteers are required to utilize this procedure. Filing groundless and malicious complaints is an abuse of this procedure and is prohibited.

Complaints of discrimination or harassment will be handled with sensitivity, discretion and confidentiality to the extent allowed by the circumstance and the law. Generally, this means that allegations of discrimination or harassment are shared with those who have a need to know so that (Nonprofit name) can conduct an effective investigation.

Volunteer Responsibility:

If a volunteer believes he/she has been subject to sexual harassment or any unwanted sexual attention, he or she should:

- Make their unease and/or disapproval directly and immediately known to the harasser;
- Make a written record of the date, time, and nature of the incident(s) and the names of any witnesses; and
- Report the incident to the _____ or Executive Director.
- All incidents of sexual harassment or inappropriate sexual conduct must be reported regardless of their seriousness.

The procedure for reporting a complaint is set forth in (Nonprofit name)'s personnel policies.

Volunteer's Code of Conduct

- All clients must be treated with patience and respect. If you are experiencing difficulty with a client, please call on the Executive Director or other staff person to intervene.
- Be courteous, friendly, and cooperative.
- Any injury, accident, or incident where you might have experienced harm while volunteering must be reported to _____.
- Please let us know if you have any restrictions that would prevent you from lifting or if you are unable to stand for more than one hour.
- If you are asked to perform a task or have a volunteer situation that is uncomfortable for you, please talk with _____.

The following behaviors are not permitted. Individuals who exhibit any of these behaviors will be asked to leave and will not be allowed to volunteer in the future.

- Offensive or derogatory comments or jokes, including epithets or slurs

- Yelling, intimidation, or threats
- Pushing, hitting, or any physical contact with a client, staff, or other volunteer

Conflict of Interest not Permitted

A conflict of interest arises when an activity limits a volunteer's ability to act in an ethical or responsible manner as in the following examples:

- Conducting business on behalf of (Nonprofit name) with relatives, domestic partners, and family members
- Accepting payments, commissions, tips, or rewards from clients, other volunteer's, vendors, events, guests, or any other person doing business with (Nonprofit name). (Volunteers can accept non-monetary gifts as long as the value does not exceed \$20)
- Using (Nonprofit name) facilities or equipment for personal financial gain
- Borrowing money from or lending money to employees, clients, and/or volunteers.
- Engaging in practices which violates any federal, state or local law or violates any regulation which (Nonprofit name) is subject to
- Revealing or misusing any confidential information proprietary to (Nonprofit name)
- The employment or utilization of clients or volunteers for personal favors outside of a formal business or contract relationship

A volunteer engaged in any activity that has created a conflict of interest will be subject to disciplinary action up to, and including, termination and legal action, if appropriate.

Smoking

In response to state and local laws and building codes, smoking is not permitted on the premises.

Substance Abuse

The possession, use, or sale of illegal drugs is never acceptable in our nonprofit environment. Also, the abuse of prescription and over-the-counter drugs and alcohol can compromise your job performance and conduct.

We recognize that substance abuse can be successfully treated. Seeking help or assistance is not considered grounds for discipline, but refusal to get help in certain circumstances may be. It is your responsibility to get professional help to improve your performance or conduct.

Problem-Solving Procedure

When a group of people work and volunteer together, problems may arise. It is important to all of us that such problems are solved as quickly as possible. Occasionally, however, it may be necessary to investigate certain problems in greater detail. Our problem-solving procedure provides you with the opportunity to have a review of any problem, dispute or misunderstanding that arises during your volunteering.

- In situations where differences arise between volunteers or volunteers and staff, it is advised to first try to resolve these differences amongst the parties involved.

- If a third party is needed, the Volunteer Coordinator is to be informed and involved. Under no circumstances shall differences be made public or involve other members of the organization.
- If the grievance is in regard to the Volunteer Coordinator, the Executive Director should be contacted.

Disciplinary Practices

The following guidelines may be used in some instances at the sole discretion of (Nonprofit name):

Step 1: Oral warning with documentation in the personnel file

Step 2: Written warning to individual and copy to personnel file

Step 3: Termination/Dismissal

These guidelines are based on cumulative infractions, regardless of whether the infraction is of the same general nature as a previous warning. The use of these disciplinary practices in no way alters the fact that your volunteering with (Nonprofit name) is “at-will.”

Dismissal

Dismissal of a volunteer is a serious consideration. Before a volunteer is dismissed, attempts to reconcile the situation will be made including a meeting between staff and volunteer involved, the Community Engagement Coordinator and, if appropriate, the Executive Director. Dismissal of a volunteer may take place if a volunteer is unreliable, irresponsible, disruptive, demonstrates inappropriate behavior, or fails to adhere to the policies and procedures of (Nonprofit name).

Driver Safety Policy

The safety and well-being of our volunteers is of critical importance to the organization. We therefore each have a responsibility to not only protect ourselves when on the road but also do our part to protect those around us. Volunteers who are required to drive on nonprofit business at any time will be expected to consistently follow all the procedures below.

- All volunteers are expected to wear seat belts at all times while in a moving vehicle being used for (Nonprofit name) business, whether they are the driver or a passenger.
- Use of handheld cell phones, whether personal or business-owned, while behind the wheel of a moving vehicle being used on (Nonprofit name) business is strictly prohibited.
- Although use of cell phones under any circumstances is strongly discouraged while driving, the use of hands-free technology may be warranted in unusual or emergency circumstances
- Engaging in other distracting including, but not limited to, eating, putting on makeup, reading or changing radio stations or music, is also strongly discouraged while driving, even when in slow-moving traffic.
- Use of alcohol, drugs or other substances, including certain over-the-counter cold or allergy medications that in any way impair driving ability, is prohibited.

- All volunteers are expected to follow all driving laws and safety rules such as adherence to posted speed limits and directional signs, use of turn signals and avoidance of confrontational or offensive behavior while driving.
- Volunteers should never allow anyone to ride in any part of the vehicle not specifically intended for passenger use and/or any seat that does not include a working seat belt.
- Volunteers must promptly report any accidents to local law enforcement as well as to _____ and/or Executive Director.
- Volunteers are also expected to report any moving or parking violations received while driving on nonprofit business and/or in nonprofit vehicles
- Failure to adhere to these procedures may result in disciplinary action.

You will be asked to sign a Confidentiality Agreement. By signing this document, you acknowledge that you agree to refrain from the unauthorized use or disclosure of any proprietary or client information.

Emergency Evacuation Program

In the event that the emergency fire alarm system is activated, all volunteers are to evacuate the building by following the procedures below.

All volunteers should exit the building by way of the nearest exit. [Describe where exits are here.](#)

Once outside the building, walk to the corner of _____. The Executive Director or Volunteer Coordinator will ensure that everyone got out of the building and will provide further instructions.

Evaluation

Evaluation of volunteer performance will be conducted periodically through staff feedback, site visits, written documentation, or other processes. This helps (Nonprofit name) ensure that each volunteer has been properly assigned, whether volunteers have been adequately trained, whether volunteer skills are most effectively matched to assignment and allows for evaluation of volunteer program effectiveness.

Ending Your Volunteer Service

You may resign from your volunteer service with the organization at any time. We request that you notify the _____ ideally two weeks prior to your departure and request that you complete the Exit Interview process.

Volunteer Task Descriptions

In this section, if you have volunteer positions that exist and continue regularly, add a title and one paragraph of a description for each.

Your Logo Here:

VOLUNTEER HANDBOOK ACKNOWLEDGEMENT

I, _____ have received and read the (Nonprofit name) Volunteer Handbook. I have had the opportunity to ask any questions I have regarding the contents of the handbook.

Print Name

Signature of Volunteer

Date

Your Logo Here:

VOLUNTEER CONFIDENTIALITY STATEMENT

I agree to hold in confidence all information I become privy to regarding clients and donors of (Nonprofit name). I will not remove from the office of (Nonprofit name) any electronic or written records, or copies thereof, without express permission of (Nonprofit name) or (Nonprofit name)'s client or donor. I accept full responsibility for maintaining the confidential nature of all records, client and donor contacts and information marked confidential.

I understand that I am personally responsible and fully liable for any violation of this agreement.

Volunteer Signature Date

Print Name

(Nonprofit name) Representative Signature Date

(Nonprofit name) DRIVER POLICY

Volunteers assigned to driving duties (“drivers”) must at all times meet the following criteria:

- Drivers must have a current, valid driver’s license for the state of (); and
- Drivers must maintain a clean driving record, i.e., must remain insurable under (Nonprofit name)’s liability insurance policy.

Any volunteer driving a (Nonprofit name) vehicle or driving on (Nonprofit name) business must observe all safety, traffic, and criminal laws of this state. No driver may consume alcohol or illegal drugs while driving a (Nonprofit name) vehicle, while driving on (Nonprofit name) business, while in a (Nonprofit name) vehicle, or prior to the volunteer’s shift if such consumption would result in a detectable amount of alcohol or illegal drugs being present in the volunteer’s system while on duty. In addition, no driver may consume or use any substance, regardless of legality or prescription status, if by so doing, the driver’s ability to safely operate a motor vehicle and carry out other work-related duties would be impaired or diminished. No driver may pick up or transport other volunteers while in a (Nonprofit name) vehicle or on (Nonprofit name) business, unless there is a work-related need to do so. Any illegal, dangerous, or other conduct while driving that would tend to place the lives or property of others at risk is prohibited.

Anything a driver does in connection with the operation of motor vehicles can affect that driver’s fitness for duty or insurability as a driver. Regardless of fault, circumstance, on or off-duty status, time, or place, any driver who receives a traffic citation from or is arrested by a law enforcement officer, or who is involved in any kind of accident while driving, must inform the _____ or Executive Director about the incident immediately or as soon as possible thereafter. Any penalty, fine, imprisonment, fee, or other adverse action imposed by a court in connection with such an incident must be reported immediately to the _____ or Executive Director. In both of the above situations, the matter will be reported to the (Nonprofit name) insurance carrier so that a prompt decision on continued coverage of the volunteer can be made. The driver involved in an accident or cited by a law enforcement official for violating a motor vehicle law must turn over any documentation relating to such incident as soon as possible to the _____ or Executive Director, and must cooperate fully with (Nonprofit name) in verifying the information with other parties involved and with law enforcement authorities. While parking tickets will not affect a driver’s insurability, any parking ticket issued on a vehicle that is being used for (Nonprofit name) business should be reported to _____ or Executive Director at the earliest possible opportunity.

Any volunteer who violates any part of this policy, or who becomes uninsurable as a driver, will be subject to reassignment and/or disciplinary action, up to and possibly including termination from (Nonprofit name). All volunteers with driving duties must sign this agreement:

I have read and understand (Nonprofit name) Driver Policy, and I agree, in the event that I am ever found to be uninsurable, or that I lack a clean driving record or a valid and current driver’s license, that if necessary, I will accept an alternative assignment.

Volunteer Printed Name

Volunteer’s Signature

Date