

VOLUNTEER PROGRAM POLICIES

Volunteer/ Employee Relations

Volunteers are essential to the organization's mission of sharing the love of Christ by helping our neighbors in need. A volunteer is any non-employee individual who, without compensation or the expectation of compensation, performs a task at the direction of and on behalf of the organization. Volunteers and paid employees are considered partners in implementing the mission and programs of New Hope Ministries, each with complementary roles to play. Designated employees will provide orientation, training, and supervision to volunteers. Volunteers that assist with one-time events and special activities will have orientation and training specific to the one-time event or special activity.

Equal Opportunity Policy

New Hope Ministries maintains a strong policy of equal volunteer opportunity. We recruit, accept, train, promote and dismiss volunteers on the basis of personal competence and position performance, without regard to race creed, color, religion, sex, sexual orientation, age, marital status or handicap. New Hope Ministries will not tolerate acts deemed to constitute discrimination or harassment.

New Hope Ministries desires to also create equal opportunities for volunteers to participate in the programs we provide. While we are a religious organization, religious profession or participation is neither a requirement nor disqualification for serving as a volunteer, notwithstanding that certain volunteer roles may carry requirements for delivering spiritually oriented services and may require profession of the Christian faith and agreement with our statement of faith. Volunteers are welcome to discuss religion and respectfully share about their faith, and it should be understood that we do not require any type of religious participation to receive any of our services.

New Hope recognizes that all people have gifts to offer. People who receive, or have received services from New Hope are considered eligible candidates for volunteering. There should be a separation between an individual's role as a guest or service recipient and that of a volunteer. Said differently, if a person is here to receive help, they should do so without shame or embarrassment. If someone is here to volunteer, they should do so without expectation of benefit. If a current or former volunteer would find themselves in a position of needing New Hope's services, they are free to do so. We will do everything we can to respect the volunteer's privacy.

VOLUNTEER RIGHTS AND RESPONSIBILITIES

Volunteers are a valuable resource to New Hope Ministries. Volunteers shall be extended the right to be given meaningful positions, the right to be treated fairly, the right to a safe work environment, the right to effective supervision and support, the right to full involvement and participation, and the right of recognition for work done. In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the goals and procedures of the agency.

VOLUNTEER PROGRAM PROCEDURES

Application Form and Criminal Background Screening: Prospective volunteers are required to complete an application form for consideration for the volunteer program. Applications may be completed on line, in writing, or in person with staff assistance. Please refer to our procedure of special requirements for minors serving as volunteers. Applications for volunteering are available on New Hope's website at www.nhm-pa.org or in person at any of our locations. As a part of the volunteer application process, the Volunteer Coordinator will perform a criminal background check. New Hope Ministries is bound by state laws regarding background checks, and seeks to provide a safe environment for all. The following guidelines will guide background check requirements and those with a criminal history serving as volunteers.

1. Episodic volunteers may be accepted without having to complete a criminal history. These volunteers will only be able to serve in non-sensitive positions and will not be permitted direct contact with children in our programs.
2. Those individuals who appear on the Megan's Law or state sex offender registry will not be able to serve in any capacity as a volunteer with New Hope Ministries.
3. The presence of a criminal history is not a disqualification for service, but may limit the roles a volunteer is able to perform, particularly when it involves handling cash, confidential information, or contact with children. Evaluations will be handled with sensitivity and decisions will be made on a case by case basis.
4. Applicants are encouraged to share criminal history on their volunteer application. Those seeking community service documentation will be treated with kindness and their privacy will be respected, but they should disclose this requirement at the time they are applying to volunteer.
5. Any volunteer who is applying for a role that involves direct contact with children will also be required, per state law, to complete a Child Abuse Clearance and if necessary, an FBI Clearance. New Hope will assist volunteer candidates with all of these checks and will help with payment if that is a limiting factor for the volunteer. Please see New Hope's Background Checks Procedure for more information.
6. Background Checks will be considered valid for a period of five years. Volunteers are required to inform the agency's Volunteer Coordinator of any arrests or convictions after a background check has been received.

Interviewing, Orientation, and Training: All volunteers will be interviewed to ascertain their suitability for and interest in a volunteer position. The interview will offer the opportunity to learn more about the prospective volunteer, and give the prospective volunteer the opportunity to learn more about the organization and available positions. All volunteers will receive a general orientation to the nature and purpose of the agency, use of our volunteer management software, and pertinent policies and procedures, including safety and confidentiality training. Volunteers will also receive a copy of our volunteer handbook as well as specific training to provide them with the information and skills necessary to perform their volunteer position.

Job Description: Each volunteer position in the organization is given a description of duties and qualifications. This job description is provided as a useful guide to tasks which the volunteer may be asked to perform and will serve as a basis of orientation, supervision, and feedback.

Supervision: Every volunteer will have a clearly identified staff supervisor who will be responsible for support and direction. The supervisor will be responsible for guidance of the work of the volunteer, and shall be available to the volunteer for consultation and assistance. At times, a senior volunteer may serve this function, but there will always be an employee with ultimate responsibility for the volunteer.

Feedback and Evaluation: Our desire is to help volunteers to fit well into the roles they perform. Volunteers shall receive informal feedback regarding their performance and progress. Volunteer input will be sought and is greatly appreciated as we are always seeking ways to deliver the best experience possible to our volunteers and guests.

Volunteer Records: A system of records will be maintained on each volunteer with the organization. The record will include volunteer application, photo release and confidentiality agreements, preferred and emergency contact information, any applicable clearance documents, and hours of service performed. Access to these records will be restricted to New Hope employees with a compelling need for access. These records are open to inspection by the volunteer upon request. Volunteers should contact the volunteer coordinator for assistance.

Scheduled Volunteer Time/ Record of Volunteer Hours: A volunteer sign-in process (usually electronic) will be present at work locations, and volunteers should sign in and out each time they work. A non-electronic process will also be available.

VOLUNTEER CONDUCT

Standard of Conduct: The lasting impression that volunteers make on those we serve and serve with, reflects directly on all of New Hope Ministries. Our words and deeds should help build one another up and support the reputation of the agency. All volunteers and employees are expected to act professionally and in accordance with their position descriptions.

Attendance: As with any staff, volunteers should do their best to be present and on time for each event or activity for which they have committed. When volunteers know that they will be late or absent, they are requested to contact the person(s) in charge of the event or their supervisor at least 24 hours before they are expected to come or as soon as possible so that alternate plans can be made.

Grievance Procedure: When volunteers have a grievance or concern regarding their volunteer service or their work environment, they should report it promptly. This especially pertains to safety concerns. Every

effort will be made to achieve speedy and effective resolution, and all complaints will be treated confidentially (Confidentially may not be guaranteed for complaints involving sexual harassment or child abuse). A copy of our Grievance Process is available on the organizational website and upon request.

Discontinuation of Volunteer Service: If volunteers wish to leave volunteer service for any reason, it is requested that they contact the Volunteer Coordinator so that appropriate arrangements can be made. We would value the opportunity to learn from our volunteers' experiences with the organization so we can improve the experience of future volunteers. Volunteers have the right to terminate their volunteer service for any reason. New Hope Ministries reserves the same right.

Media Conduct: Volunteers should be careful not to represent themselves as a spokesperson or representative for the organization under any circumstances without prior approval. Media opportunities should be directed to the Executive Director or the Director of Development.

Alcohol/Drugs: When participating in New Hope Ministries' activities, volunteers are prohibited from purchasing, transferring, using or possessing illicit drugs, alcohol, or prescription drugs in any way that is illegal or creates an unsafe condition. This policy is intended to promote a drug and alcohol-free work place in order to ensure a safe, healthy, and productive environment for all.

Harassment and Discrimination Policy: Volunteering should be an enjoyable experience. Harassment and Discrimination are not only illegal, but also create uncomfortable conditions and unpleasant experience for everyone involved. Any volunteer who feels they have been harassed or discriminated against should speak to his/her volunteer supervisor, volunteer coordinator, or the Executive Director in an attempt to reach a solution.

Dress Code: When volunteers are working on behalf of New Hope Ministries, each individual serves as a visible representative of our organization. Please be sure that your dress reflects a clean and neat appearance. Volunteers are also asked to wear clothing that is appropriate to their duties for their own safety and protection. Also, when engaging in volunteer service for New Hope Ministries, volunteers are requested to wear their name tags.

Confidentiality: As a volunteer at New Hope Ministries, you may have access to confidential information regarding guests. Volunteers must ensure that the agency's official board approved confidentiality policy is followed. Volunteers are required to sign a confidentiality agreement prior to beginning their volunteer service as part of the volunteer application process.

Conflict of Interest: It is the policy of New Hope Ministries to avoid potential and actual conflicts of interest in all of our efforts. New Hope Ministries abides by the board approved conflict of interest policy. Volunteers will receive this information during the orientation process.

Partisanship: While working on behalf of New Hope Ministries, volunteers must never present partisan information (supporting or endorsing political parties or candidates for office) during their volunteer service in accordance with our organization's 501(c)(3) status.

Proselytizing: New Hope Ministries program participants, staff and volunteers hold a variety of political, social, religious, and personal beliefs. Volunteers must be respectful of the views and opinions held by others with whom they come in contact while volunteering with the organization. Volunteers are welcome to discuss religion and respectfully share about their faith, and it should be understood that we do not require any type of religious participation to receive any of our services.

Change of Placement: If you wish to seek a change in your volunteer position or placement, please see your assigned staff leader or contact our volunteer coordinator. Assignment to a new volunteer position may require additional screening, background checks, or training.

Reimbursement of Expenses: In certain situations, volunteers may be eligible for reimbursement of actual out of pocket expenses. Such expenses must be pre-approved by the volunteer's supervisor.

Reporting Misconduct/Whistleblower Protection: Any Volunteer associated with the organization with information about known or suspected financial improprieties or misuse of the organization's resources, or other ethical problems is encouraged to report their concerns to the agency Compliance Officer. All efforts will be made to protect the confidentiality of those who report improprieties and choose to do so anonymously. However, in certain situations, legal requirements make it impossible to keep the individual's identity confidential.

In accordance with the Sarbanes-Oxley Act, no retaliatory organizational action will be taken against those who report truthful information, even if the person incorrectly believes that a violation has occurred, about the commission or possible commission of any federal offense to a "law enforcement officer," even if the person incorrectly believes that a violation has occurred. The phrase "law enforcement officer" is defined by the Sarbanes-Oxley Act as including any "officer or employee of the Federal Government . . . authorized under law to engage in or supervise the prevention, detection, investigation, or prosecution of an offense."

SAFETY AND LIABILITY

Safety: Although New Hope Ministries does its best to provide safe conditions for volunteers, it counts on volunteers to be the best protector of their own personal safety. Volunteers should always be aware of where they are and what they are doing. Volunteers should pay particular attention to safety instructions

and proper equipment use. Volunteers should speak up if they have a safety concern and report any injuries to the person in charge as soon as possible.

Mandated Reporting and Child Safety: Because of New Hope's role as a provider of social services to children and families, our staff are considered mandated reporters and are required to report any instances of child abuse. Any volunteers in roles that require direct contact with children (Defined by PA state law as "The care, supervision, guidance or control of children and routine interaction with children) would also meet the definition of being a mandated reporter. New Hope will provide training to its volunteers who are considered mandated reporters. This training is available to any other volunteers. Because of our commitment to the safety of children, we would ask volunteers not to engage in contact with children which meets the definition of direct contact unless they have completed their child abuse clearances, mandated reporter training, and have been authorized to do so by New Hope staff. New Hope practices the 3-person rule meaning that no person has solo interaction with a child. There should always be a second approved adult present when child contact takes place. If anyone suspects a child may be the victim of abuse, we expect that there would be immediate notification to the supervising staff member.

Liability: New Hope Ministries provides accident insurance to volunteers while they serve as agents of New Hope Ministries. Volunteers must be working under the supervision and control of New Hope Ministries to be covered. Specific coverages available under this policy will be defined by the insurance policy under effect at the time of requested coverage. This policy may be withdrawn or modified at the sole discretion of New Hope Ministries and is not a guarantee of any benefit. Members of the New Hope Ministries' board of directors are covered by Director's and Officers' liability insurance.

1. **Driving:** When New Hope Ministries assigns a volunteer to drive a vehicle that New Hope Ministries owns, leases, or rents, the volunteer is covered by New Hope Ministries' motor vehicle liability insurance. When volunteers drive their own vehicles or some other vehicle not owned, leased or rented by the New Hope Ministries liability and physical damage insurance does not apply.
2. **Certificate of Ability:** Potential volunteers who indicate that they are under the care of a physician for any physical or psychological ailment that might impede their ability to work may be asked to present a certificate from their physician(s) as to their ability to satisfactorily and safely perform their duties. Any volunteer who, after accepting a position with the organization, enters a course of treatment that might adversely impact the performance of volunteer duties should consult with the Volunteer Coordinator.

Inclusive Workplace: Inclusive work environments are made up of individuals of diversity; different races, sex, ethnicities, gender identities, ages, sexual orientation, and disabilities. Inclusion promotes collaboration, creativity, and sharing of knowledge amongst staff, volunteers, and interns.

Volunteer Intern Guidelines: New Hope Ministries welcomes the participation of unpaid interns from a variety of academic programs, who seek to fulfill academic requirements and gain needed professional experience. While any students are welcome to participate at New Hope in a regular volunteer capacity, in order to be considered as an intern, the following criteria must be met:

1. The student must be enrolled a bona fide academic program.
2. Interns must complete a volunteer application and required background checks per any other volunteer. All standards of conduct expected of any volunteer will apply to interns.
3. Every intern must have a designated staff supervisor and there must be a contact person at the students' academic institution.
4. Requirements for the internship must be clearly agreed to in writing including requirements for specific experiences, supervision, supervisor qualifications.
5. New Hope may limit the number of interns that can be accepted in a given semester based on its ability to provide a quality learning experience for each student.
6. Each approved intern will receive an orientation to the agency, regular supervision, and training in the roles they will be performing.

New Hope Ministries follows the Classification of Unpaid Volunteer Interns criteria under the Fair Labor Standards Act (FLSA). In order to engage unpaid interns, organization's internships must satisfy all the following criteria to be exempt from the FLSA:

1. The intern should receive trainings that are academically educational or are congruent with vocational school.
2. The training should be for the benefit the intern.
3. The intern works under close supervision or observation and does not replace a regular employee.
4. The employer should not receive "immediate advantage" from the intern's work and sometimes the actions of the intern may impact "normal operations" of the organization.
5. A job is not a guarantee at the end of the internship.
6. Both the employer and intern understand and agree that the internship is unpaid.

(Source: INTERNS: A Basic Resource Guide for Employers, p. 21)