



# Volunteer Handbook

*Revised February 2023*

## Table of Contents

<b>Welcome</b>	page 4
Mission Statement	page 4
History	page 4
<b>1. Introduction</b>	page 5
1.1 Notice to Volunteers	page 5
1.2 Change In Policy	page 5
1.3 Recruitment and Selection	page 5
1.4 Orientation	page 5
<b>2. Volunteering</b>	page 5
2.1 Equal Opportunity	page 5-7
2.2 Volunteer Files	page 7
2.3 Volunteer Appraisals	page 7
2.4 Volunteer References	page 7
2.5 Separation from Volunteering	page 8
<b>3. Volunteer Conduct</b>	page 8
3.1 Guidelines for Appropriate Conduct	page 8
3.2 Safe Workplace Policy	page 9
3.3 Volunteer Safety and Health	page 10
3.4 Workplace Accidents	page 10
3.5 Drug Free Workplace Policy	page 11
3.6 Complaint Resolution Procedure	page 11
<b>4. Hours</b>	page 11
4.1 Absenteeism and Tardiness	page 11
4.2 Emergency Office Closing	page 12
<b>5. Operations Policies</b>	page 12
5.1 Appearances	page 12
5.2 Personal Phone Calls and Personal Business	page 12
5.3 Use of Communication System	page 12
5.4 Internet Code of Conduct	page 13-14
5.5 Customer Relations	page 14

5.6 Gifts and Favors	page 15
5.7 Solicitation and Distribution of Literature	page 15
5.8 Weapons	page 15
5.9 Smoke Free Workplace	page 16
5.10 Center Vehicles	page 16
<b>6. Holidays</b>	page 17
<b>7. Volunteer Roles and Responsibilities</b>	page 17
7.1 Requirements for Volunteer Roles	page 17-20
7.2 Background Checks	page 20-21
<b>8. Acknowledgement to the Handbook</b>	page 22

## Welcome

Thank you for volunteering with Wilkinson Center! We hope you agree that you have a great contribution to make and that you will find your volunteerism a rewarding experience. We look forward to the opportunity of working together to better our shared community.

### ***Mission Statement***

Wilkinson Center's mission is to transform the lives of Dallas families by providing pathways to self-sufficiency with dignity and respect. We fulfill that mission by helping families face critical life challenges including food insecurity, lack of education, economic instability, unemployment, and underemployment. Our formula for success is case management, compassionate staff, dedicated volunteers, and effective individualized programming. All of our programs are provided free of charge.

### ***History***

Wilkinson Center, founded in 1982, began as an agency to alleviate hunger in the East Dallas community and has expanded to meet many critical needs of neighborhood families. After seeing a child dig in a dumpster for food, Rev. Clayton Lewis, pastor of the Munger Place United Methodist Church, decided that should never happen in Dallas, and he began assisting families with food and clothing.

Wilkinson Center is a non-profit agency and is named for Ruby Wilkinson, a dedicated volunteer who championed the Center in its early days. Following her death, Ruby's family helped secure Wilkinson Center's beginnings with a generous financial gift. Wilkinson Center became its own non-religious non-profit organization in 1997.

All of Wilkinson Center's programs are geared to work with people in need who desire to create a better life. Wilkinson Center works collaboratively with other agencies, congregations, companies, and other organizations to provide the highest service to our families. We hope that you will find satisfaction and take pride in your contribution.

## **1. Introduction**

A rewarding experience awaits you as a volunteer of Wilkinson Center! We have written this Handbook of Guidelines to answer some of the questions you may have concerning the procedures of Wilkinson Center. Please read it thoroughly and retain it for future reference. Should you have any questions regarding any of the procedures, please ask the Engagement Manager for assistance.

### **1.1 Notice to Volunteers**

This Volunteer Handbook of Guidelines supersedes all previous Wilkinson Center handbooks and policies. In addition, this handbook supersedes all prior management memos to the extent that such memo contradicts a subject or policy covered therein.

### **1.2 Changes in Policy**

The policies in this handbook are subject to change at the sole discretion of Wilkinson Center. We will notify you of these changes in writing or by e-mail. Changes will be effective on dates determined by Wilkinson Center, and you may not rely on guidelines or policies that have been superceded.

### **1.3 Recruitment and Selection**

Volunteer shall be selected based on qualifications, such as experience, knowledge, education, mental and physical skill, or ability necessary to perform the job. Each step of the recruitment and selection process shall be free from any discrimination based on an individual's race, sex, color, religion, national origin, sexual orientation, age, or handicap.

All applicants will be required to complete an application form and agree to a criminal background check when necessary. Applicants who have been convicted of a felony or crime may be excluded from placement in certain volunteer capacities.

### **1.4 Orientation**

Orientation will be provided to all volunteers to ensure that each new person feels welcome and receives adequate information about Wilkinson Center and its policies.

## **2. Volunteerism**

### **2.1 Equal Opportunity and Sexual Harassment Policy**

Wilkinson Center, in recognition of its responsibility to its volunteers, its staff, and the community it serves, provides equal opportunity in volunteerism without regard to sex, sexual

orientation, age, race, religion, national origin, disability, veteran status, or any other status protected by law in all phases of volunteer relations, including recruitment, selection, placement, training, transfer, termination, facilities, and sponsored activities. Wilkinson Center forbids sexual harassment by officers, supervisors, staff, and volunteers in any form, including verbal or physical advances, sexual innuendoes, objectionable and sexually humiliating statements or materials. Wilkinson Center, in recognition of its volunteers, its staff and the community it serves, reaffirms its policy to ensure fair and equal treatment in all its employment practices for all persons.

In carrying out this responsibility, we will:

1. Recruit and train for all volunteer job classifications without regard to race, color, religion, sex, national origin, age, disability, or veteran status of otherwise qualified individuals.
2. Ensure that all other volunteer actions and programs, including but not limited to training, education, social and recreation programs will be administered without regards to race, color, religion, sex, age, national origin, disability, or veteran status.

Derogatory remarks centering on racial, religious, ethnic or sexual characteristics are explicitly forbidden. Sexual harassment is also absolutely forbidden. Sexual harassment is defined as:

Harassment on the basis of sex is a violation of Sec. 703 of Title VII. Unwelcome sexual advances, request for sexual favors or other verbal or physical conduct of a sexual nature constitute sexual harassment when (1) submission to such conduct is made either explicitly a term or condition of an individual's volunteering; (2) submission to or rejection of such conduct is used as a basis for decisions affecting the individual; or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's working performance or creating an intimidating, hostile or offensive volunteer environment.

Any volunteer who feels that they have been or are being harassed, or discriminated against, is encouraged to immediately inform the alleged harasser that the behavior is unwelcome. In most instances, the person is unaware that their conduct is offensive and when so advised can easily and willingly correct the conduct so that it does not reoccur. If the informal discussion with the alleged harasser is unsuccessful in remedying the problem or if such an approach is not possible, the volunteer should immediately report the complained-of conduct to the volunteer coordinator/engagement manager. Also, any volunteer who feels that he or she is the victim of a violation of this policy has a responsibility to promptly report the matter using the following complaint process: Wilkinson Center's Executive Director or any other member of Wilkinson Center's management (including all Board of Directors), as appropriate.

Retaliation of any kind is strictly prohibited against a volunteer who reports a violation or who is involved in an investigation of such a complaint. Any volunteer found to have violated Wilkinson Center's policy might be subject to appropriate disciplinary action, up to and including termination of volunteering at Wilkinson Center, depending on the severity of the offense.

All volunteers are also required by state law to immediately report any suspected child abuse or neglect to Child Protective Services or a law enforcement agency (within 48 hours of the event that caused suspicion). Under state law, any person reporting or assisting in the investigation of reported child abuse or neglect is immune from liability unless the report is made in bad faith with malicious intent.

### ***Investigative Procedure***

Once a complaint is received, Wilkinson Center will begin a prompt and thorough investigation. The investigation may include interviews with all involved persons, including the alleged harasser, and any employee or volunteer who is aware of facts or incidents alleged to have occurred. The confidentiality of all complaints will be maintained to the extent possible while allowing Wilkinson Center to conduct a full and fair investigation. Once the investigation is completed, a determination will be made regarding the validity of the harassment allegations. If it is determined that harassment has occurred, prompt and remedial action will be taken.

### **2.2 Volunteer Files**

Wilkinson Center maintains a personnel file on each volunteer who serves on a regular basis. You may review your personnel file upon request and in the presence of authorized personnel. If you are interested in reviewing your file, contact the Wilkinson Center's Engagement Manager.

To ensure that your personnel file is up-to-date at all times, notify the Engagement Manager of any changes in your name, telephone number, home address, email address, the individuals to notify in case of emergency, and any other important information.

### **2.3 Performance Appraisal**

A written performance evaluation of each volunteer who volunteers on a weekly basis will be performed annually. Appraisals are designed to allow the volunteer to receive feedback about their performance, to evaluate programs, and to share ideas and suggestions. The Engagement Manager will conduct the evaluation, and a copy of the performance appraisal will be placed in the personnel file.

### **2.4 Volunteer References**

All volunteer verification or reference requests are to be referred to the Engagement Manager. Wilkinson Center will normally only release dates of volunteering and cumulative hours.

## **2.5 Separation from Volunteering**

A volunteer may be separated from Wilkinson Center voluntarily or involuntarily by retirement, resignation, lack of work or funding, abandonment, unsatisfactory performance, death, or termination.

### ***Voluntary Resignation***

Any volunteer who decides they can no longer help at Wilkinson Center is asked to notify the Engagement Manager as soon as possible.

### ***Voluntary Exit Interviews***

The Engagement Manager may want to conduct an exit interview to discuss your reasons for leaving and any other impressions that you may have about Wilkinson Center. During the exit interview, you can provide insights into areas for improvement for Wilkinson Center and your specific position.

### ***Return of Center Property***

Any Wilkinson Center property issued to you, such as software, computer equipment, databases, files, keys, parking passes or Wilkinson Center credit card must be returned at the time of your leaving.

## **3. Volunteer Conduct**

### **3.1 Guidelines for Appropriate Conduct**

As a Wilkinson Center team member, you are expected to accept certain responsibilities, follow acceptable business principles in matters of conduct, and exhibit a high degree of integrity at all times. This not only involves sincere respect for the rights and feelings of others, but also demands that volunteers refrain from any behavior that might be harmful to themselves, co-workers, Wilkinson Center, or that might be viewed unfavorably by current or potential clients or by the public at large. Volunteer conduct reflects on the organization. Volunteers are, consequently, encouraged to observe the highest standards of professionalism at all times.

Types of behavior and conduct that Wilkinson Center considers inappropriate include, but are not limited to, the following:

1. Falsifying volunteer or other Wilkinson Center records
2. Violating Wilkinson Center's anti-harassment policy

3. Soliciting or accepting gratuities from customers or clients
4. Excessive, unnecessary, or unauthorized use of Wilkinson Center property and supplies, particularly for personal purposes
5. Reporting to a volunteer shift under the influence of drugs or alcohol, and the illegal manufacture, possession, use, sale, distribution, or transportation of drugs
6. Bringing or using alcoholic beverages on Wilkinson Center property or using alcoholic beverages, except where authorized
7. Fighting or using obscene, abusive, or threatening language or gestures
8. Theft of property from staff, volunteers, clients, or Wilkinson Center
9. Unauthorized possession of firearms on Wilkinson Center premises or while on Wilkinson Center business
10. Disregarding safety or security regulations
11. Insubordination
12. Failing to maintain the confidentiality of Wilkinson Center and/or client information.

Should a volunteer's performance, work habits, overall attitude, conduct, or demeanor become unsatisfactory based on violations of the above or of any other organizational policies, rules, or regulations, the volunteer shall be subject to disciplinary action, up to and including termination of further volunteering. Before or during imposition of any discipline, volunteers may be given an opportunity to relate their version of the incident or problem at issue and provide any explanation or justification they consider relevant.

### **3.2 Safe Workplace Policy**

It is the intent of Wilkinson Center to provide a safe workplace for volunteers and to provide a comfortable and secure atmosphere for clients and others with whom we do business. The Center has zero tolerance for violent acts or threats of violence.

Wilkinson Center expects all volunteers to conduct themselves in a non-threatening, non-abusive manner at all times. No direct, conditional, or veiled threat of harm to any volunteer, employee, or property will be considered acceptable behavior. Acts of violence or intimidation of others will not be tolerated. Any volunteer who commits or threatens to commit a violent act against any person while on Wilkinson Center premises will be subject to immediate discharge. If a volunteer, while engaged in Wilkinson Center business off the premises, commits or threatens to commit a violent act, that volunteer will be subject to immediate discharge.

Volunteers within Wilkinson Center share the responsibility in identification and alleviation of threatening or violent behaviors. Any volunteer who is subjected to or threatened with violence, or who is aware of another individual who has been subjected to or threatened with violence, should immediately report this information to the Engagement Manager or the Executive Director. Volunteers must assume that any threat is serious. If you as an individual feel threatened and need protection, do not hesitate to report the situation. All reports will be carefully investigated, and volunteer confidentiality will be maintained to the fullest extent possible.

### **3.3 Volunteer Safety and Health**

It is the policy of Wilkinson Center to provide its volunteers a safe and healthy workplace and to follow procedures aimed at safeguarding all volunteers. Safety is everyone's responsibility. Responsibilities of the volunteer include:

1. Obeying the safety rules.
2. Following safe job procedures. Not taking short cuts.
3. Keeping work areas clean and free from slipping or tripping hazards.
4. Using prescribed personal protective equipment.
5. Immediately reporting all malfunctions to manager or Engagement Manager.
6. Using care when lifting and carrying objects.
7. Observing restricted areas and all warning signs.
8. Knowing emergency procedures.
9. Reporting unsafe conditions.
10. Promptly reporting every accident and injury.
11. Following the care prescribed by the attending physician when treated for an injury or illness.
12. Failure to observe these guidelines may result in disciplinary action, up to and including termination of your employment.

### **3.4 Workplace Accidents**

No matter how insignificant an injury may seem at the time of occurrence, you should notify the Engagement Manager immediately concerning any workplace accident or injury.

### **3.5 Drug Free Workplace**

It is the policy of Wilkinson Center to maintain a safe, drug-free work environment conducive to effective business operations.

The term "workplace" is defined as Wilkinson Center, any Wilkinson Center-sponsored activity, or any other site for the performance of work for Wilkinson Center. The term "drug" includes all controlled substances as well as illegal inhalants and illegal drugs. Activities prohibited by this policy shall be considered grounds for discipline, including but not limited to suspension or immediate termination of volunteer involvement, if the activities occur in the workplace as defined above.

Prohibited activities under this policy include the unauthorized use of drugs (as defined above) in the workplace, including distribution, possession, or use of a drug or controlled substance as defined in schedules I through V of the Controlled Substances Act, 21 U.S.C. Sec. 812, 21 C.F.R. Sec 1308, and the state and local law of the jurisdiction where the workplace is located,

including, but not by way of limitation, marijuana, opiates (e.g., heroin, morphine), cocaine, phencyclidine (PCP), and amphetamines.

However, the use of prescription drugs, when taken as directed by a duly licensed physician, shall not be a violation of this policy.

### **3.6 Complaint Resolution Procedure**

Misunderstandings or conflicts can arise in any organization. To ensure effective working relations, it is important that such matters be resolved before serious problems develop. Most incidents resolve themselves naturally; however, should a situation persist that you believe is detrimental to your volunteering with Wilkinson Center, you should follow the procedure described here for bringing your complaint to management's attention.

#### **Step One.**

Discussion of the problem with your director manager and/or the Engagement Manager is encouraged as a first step. If, however, you do not believe a discussion with your supervisor is appropriate, you may proceed directly to Step Two.

#### **Step Two.**

If your problem is not resolved after discussion with the Engagement Manager or if you feel discussion with them is inappropriate, you are encouraged to request a meeting with the Executive Director. In an effort to resolve the problem, the Executive Director will consider the facts and may conduct an investigation.

Wilkinson Center does not tolerate any form of retaliation against volunteers availing themselves of this procedure. The procedure should not be construed, however, as preventing, limiting, or delaying Wilkinson Center from taking disciplinary action against any individual, up to and including termination, in circumstances (such as those involving problems of overall performance, conduct, attitude, or demeanor) where Wilkinson Center deems disciplinary action appropriate.

## **4. Hours**

### **4.1 Absenteeism and Tardiness**

Volunteers are asked to let the Engagement Manager if they will be absent or running late. Excessive absenteeism is grounds for termination from volunteering.

## **4.2 Emergency Office Closing**

It is the policy of Wilkinson Center that offices are open during normal working hours in order to provide the service our clients require and expect from us. Wilkinson Center has the sole discretion in determining if the office is to be closed in the event of inclement weather, power or other utility failure, fire, flood, earthquake, or any other emergency.

# **5. Operations Policies**

## **5.1 Appearance**

All volunteers are required to report for work in clean clothing and footwear. All personnel should maintain good grooming and personal hygiene. Clothing which is not acceptable are items that are sloppy or unkempt, halter-tops, bathing suits, tank tops, spaghetti straps, and articles of clothing with inappropriate words or images displayed.

Proper clothing, footwear, and other appropriate safety equipment appropriate to work in your environment should be worn. Proper back lifting techniques are to be practiced. Failure or refusal to wear appropriate safety attire will be a basis for disciplinary action, up to and including termination of volunteer position.

## **5.2 Personal Phone Calls and Personal Business**

During business hours, you are requested to keep personal calls to a minimum. No long distance or toll calls such as directory assistance, other than Wilkinson Center business calls, are to be made from Wilkinson Center telephones. Telephone records are subject to periodic review.

## **5.3 Use of Communication Systems**

It is the intent of Wilkinson Center to provide the communication systems necessary for the conduct of its business. Volunteers are expected to adhere to proper use of all communication systems. These include but are not limited to the Telephone, Electronic Mail (E-Mail), Internet, Voice Mail, Computer Terminals, Modems, and Systems Software. Volunteers are permitted use of Wilkinson Center property and must comply with Wilkinson Center's policies and procedures regarding its use.

The communication systems are owned and operated by Wilkinson Center and are to be used for the business of Wilkinson Center. Volunteers should have no expectation of privacy of any correspondence, messages, or information in the systems.

Wilkinson Center reserves the right to access and disclose all such messages sent for any purpose. All such messages, regardless of content or the intent of the sender, are a form of

Wilkinson Center correspondence, and are subject to the same internal and external regulation, security, and scrutiny as any other organizational correspondence. E-mail communications must be written following customary business communications practices as is used in Wilkinson Center correspondence.

Wilkinson Center's communication systems shall not be used as a forum to promote political causes or an illegal activity. Offensive or improper messages or opinions, transmission of sexually explicit images, messages, cartoons, or other such items, or messages that may be construed as harassment or disparagement of others based on race, national origin, sex, sexual orientation, age, disability, or religion are also prohibited on Wilkinson Center's communication systems.

Any violation of these guidelines may result in disciplinary action, up to and including termination.

#### **5.4 Internet Code of Conduct**

Access to the Internet has been provided for the benefit of Wilkinson Center and its clients. It allows volunteers to connect to information resources around the world. Every volunteer has a responsibility to maintain and enhance the organization's public image, and to use the Internet in a productive manner. To ensure that all volunteers are responsible, productive Internet users and are protecting Wilkinson Center's public image, the following guidelines have been established for using the Internet.

##### ***Acceptable Use of the Internet***

Volunteers accessing the Internet are representing Wilkinson Center. All communications should be for professional reasons. Volunteers are responsible for seeing that the Internet is used in an effective, ethical, and lawful manner. Databases may be accessed for information as needed. E-mail may be used for business contacts.

##### ***Unacceptable Use of the Internet***

The Internet should not be used for personal gain or advancement of individual views. Solicitation of non-Wilkinson Center business, or any use of the Internet for personal gain is prohibited. Use of the Internet must not disrupt the operation of Wilkinson Center's network or the network of other users. It must not interfere with your productivity.

##### ***Communications***

Each volunteer is responsible for the content of all text, audio, or images that they place or send over the Internet. Fraudulent, harassing, or obscene messages are prohibited. All messages communicated on the Internet should have your name attached. No messages will be

transmitted under an assumed name. Users may not attempt to obscure the origin of any message. Information published on the Internet should not violate or infringe upon the rights of others. No abusive, profane, or offensive language may be transmitted through the system. Volunteers who wish to express personal opinions on the Internet are to use non-Wilkinson Center Internet systems.

### ***Software***

To prevent computer viruses from being transmitted through the system, there will be no unauthorized downloading of any software. All software downloads require the approval of the Engagement Manager.

### ***Security***

All messages created, sent, or retrieved over the Internet are the property of Wilkinson Center, and should be considered public information. Wilkinson Center reserves the right to access and monitor all messages and files on the computer system as deemed necessary and appropriate. Internet messages are public communication and are not private. All communications, including text and images, can be disclosed to law enforcement or other third parties without prior consent of the sender or the receiver.

### ***Violations***

Violations of any guidelines listed herein may result in disciplinary action, up to and including immediate termination. If necessary, Wilkinson Center will advise appropriate legal officials of any illegal violations.

## **5.5 Customer Relations**

Wilkinson Center strives to consistently provide customers with a product and service that is of exceptional quality and value.

In order to realize our commitment to excellent customer service, we expect the following from each of our volunteers:

1. Provide courteous service in a prompt and efficient manner.
2. Establish and maintain positive relationships with clients by gaining their trust and respect through professional, honest interaction.
3. Handle complaints quickly and professionally. If you are unable to resolve the complaint to the client's satisfaction, review the situation with your supervisor or the Engagement Manager.
4. Communicate with clients in a professional manner whether in person, over the phone, or via E-mail.
5. Always remember that you represent Wilkinson Center to our clients and our reputation and the client's perception of Wilkinson Center is attributed to each volunteer.

## **5.6 Gifts and Favors**

No volunteer shall solicit or accept for personal use, or for the use of others, any gift, favor, loan, gratuity, reward, promise of future employment, or any other thing of monetary value that might influence, or appear to influence, the judgment or conduct of the volunteer or an employee in the performance of their job.

Volunteers can accept occasional unsolicited courtesy gifts or favors (such as business lunches, tickets to sporting events or cultural events, holiday baskets, flowers, etc.) so long as the gifts or favors have a market value under \$25, are customary in the industry, and do not influence or appear to influence the judgment or conduct of the volunteer or any employee. Please discuss any exceptions to this amount with the Engagement Manager.

Volunteers are not to give, offer, or promise directly or indirectly anything of value to a vendor or potential vendor, financial institution, or potential financial institution with whom Wilkinson Center has or may have a business relationship.

## **5.7 Solicitations and Distribution of Literature**

It is the intent of Wilkinson Center to maintain a proper business environment and prevent interference with work and inconvenience to others from solicitations and/or distribution of literature. Group meetings for solicitation purposes, distributing literature, circulating petitions in work or sales areas is prohibited unless it is approved by the Executive Director as a Wilkinson Center-sponsored event.

## **5.8 Weapons**

It is the intent of Wilkinson Center to provide a safe and secure workplace for volunteers, clients, visitors, and others with whom we do business. Wilkinson Center expressly forbids the possession of firearms on Wilkinson Center property. Wilkinson Center has "zero tolerance" for possession of any type of weapon, firearm, explosive, or ammunition. Wilkinson Center property includes, but is not limited to, all Wilkinson Center facilities, vehicles, and equipment, whether leased or owned by the Wilkinson Center or its clients.

The possession of firearms on Wilkinson Center property may be cause for discipline including immediate termination of your opportunity to volunteer.

Volunteers within Wilkinson Center share the responsibility of identifying violators of this guideline. A volunteer who witnesses or suspects another individual of violating this guideline should immediately report this information to their on-site supervisor.

## 5.9 Smoke Free Workplace

In order to maintain a safe and comfortable working environment, smoking in Wilkinson Center's offices and facilities is not allowed.

## 5.10 Center Vehicles

The following are specific policies related to vehicles leased or owned by Wilkinson Center:

1. Volunteers must be 25 years of age, have a valid driver's license, and be insurable by Wilkinson Center's automobile insurance carrier. Any changes in the status of your driver's license (revocation, suspension, DUI, etc.) must be reported immediately to the Engagement Manager.
2. Obey all traffic laws and speed limits; wear seat belts at all times; maintain a safe speed for road, traffic, and weather conditions; practice defensive driving techniques.
3. Wilkinson Center vehicles will be driven only for transportation to approved destinations and will not be driven for private use unless arrangements have been made in advance.
4. Only authorized employees, volunteers, and clients are permitted to drive or ride in a Wilkinson Center vehicle.
5. Only the driver assigned to the vehicle is authorized to sign for gasoline, oil, etc. All charge receipts must include name and address of the vendor, date of purchase, number of gallons purchased, amount paid, and the license plate number.
6. Alcohol or illegal drugs will not be allowed in a Wilkinson Center vehicle at any time. No driver who has been drinking alcoholic beverages or is under the influence of drugs will be allowed to drive a Wilkinson Center vehicle.
7. Vehicles must be properly maintained and kept clean at all times.
8. Report accidents to management immediately, regardless of perceived damage.

Any damage to a Wilkinson Center vehicle caused by volunteer's carelessness or neglect is the responsibility of the volunteer. In the event of damage, the volunteer assigned to the vehicle will be responsible for expenses up to the current insurance deductible. Any volunteer who misuses a Wilkinson Center vehicle or is no longer insurable by Wilkinson Center's insurance carrier may be subject to dismissal.

## 6. Holidays

Holidays observed by Wilkinson Center each year:

1. New Year's Day - January 1st
2. Martin Luther King, Jr. Day - Third Monday in January
3. Presidents Day - Third Monday in February
4. Good Friday - Friday before Easter Sunday
5. Memorial Day - Last Monday in May
6. Juneteeth - June 19th
7. Independence Day - July 4th
8. Labor Day - First Monday in September
9. Thanksgiving Day - Fourth Thursday in November
10. Day After Thanksgiving
11. Christmas Day - December 25<sup>th</sup>

## 7. Volunteer Roles and Requirements

### 7.1 Requirements for Volunteer Roles:

1. Event volunteers (Fundraisers/Distributions/other 1-day events, including but not limited to: Spirit of Taos, Can Do Luncheon, Shoe Drive and Distribution, Turkey Drive and Distribution, Toy Drive and Distribution)
  - a. All volunteers must sign and date paper form with Photo Release, Confidentiality, Policies, and Emergency Contact Information at the beginning of their volunteer shift.
  - b. All signed forms will be kept by Engagement Manager for a minimum of 3 years.
  - c. All volunteers must sign-in at the start of their volunteer shift either electronically or in paper form.
  - d. All volunteers must wear a Wilkinson Center volunteer name badge during their entire volunteer shift as required.
  - e. All volunteers for the Toy Drive and Distribution who will be serving in the Children's Activity Room must either submit to a background check or have a letter from their employer stating that they had a clear background check upon hire.
  - f. Minimum volunteer age dependent on specific event:
    - Spirit of Taos - minimum age 21
    - Can Do Luncheon - minimum age 16

- Shoe Drive and Distribution, Turkey Drive and Distribution, and Toy Drive and Distribution – minimum age 16 if volunteering alone, 10 if volunteering with parent or group leader (ie, Girl Scouts, Boy Scouts, etc.)
- g. Volunteers under 18 years of age will have a parent or legal guardian complete a permission slip.

## 2. Food Pantry and Pantry2Go Volunteers

- a. All volunteers must sign and date paper form with Photo Release, Confidentiality, Policies, and Emergency Contact Information at the beginning of their first volunteer shift.
- b. All signed forms will be kept by Engagement Manager for a minimum of 3 years.
- c. All volunteers must sign-in at the start of their volunteer shift either electronically or in paper form.
- d. All volunteers must view the volunteer orientation video before their first shift.
- e. All volunteers must wear a Wilkinson Center volunteer name badge during their entire volunteer shift as required.
- f. Volunteers who serve on a weekly basis will need to complete a North Texas Food Bank training 1 time per year.
- g. Minimum volunteer age in the food pantry is 16 years of age if volunteering alone, 10 years of age if volunteering with parent or group leader (ie, Girl Scouts, Boy Scouts, etc.). Minimum volunteer age for Pantry2Go is 18 years old.
- h. Volunteers under 18 years of age will have a parent or legal guardian complete a permission slip.
- i. All food pantry volunteers must wear closed-toed shoes during volunteer shifts.

## 3. Administrative Volunteers

- a. All volunteers must sign and date paper form with Photo Release, Confidentiality, Policies, and Emergency Contact Information at the beginning of their first volunteer shift.
- b. All signed forms will be kept by Engagement Manager for a minimum of 3 years.
- c. All volunteers must sign-in at the start of their volunteer shift either electronically or in paper form.
- d. Administrative volunteers must submit to a background check at the beginning of their volunteer service and annually thereafter.
- e. Volunteers from organized groups (RSVP Senior Corps, etc.) are exempt from background checks and online applications.
- f. Minimum volunteer age for Administrative volunteers is 16 years of age.

#### 4. Adult Education Volunteers

- a. All volunteers must sign and date paper form with Photo Release, Confidentiality, Policies, and Emergency Contact Information at the beginning of their first volunteer shift.
- b. All signed forms will be kept by Engagement Manager for a minimum of 3 years.
- c. All volunteers must sign-in at the start of their volunteer shift either electronically or in paper form
- d. All volunteers must attend orientation session with Engagement Manager or program staff before first volunteer shift.
- e. All volunteers must wear a Wilkinson Center volunteer name badge during their entire volunteer shift as requested.
- f. Adult Education volunteers serving one-on-one with students must submit to a background check at the beginning of their volunteer service and annually thereafter.
- g. Minimum volunteer age for Adult Education volunteers is 18 years of age if volunteering alone. Under 18 may be accepted on a case-by-case basis.

#### 5. Senior Lunch & Learn Volunteers – setting up and cleaning up room

- a. All volunteers must sign and date paper form with Photo Release, Confidentiality, Policies, and Emergency Contact Information at the beginning of their first volunteer shift.
- b. All signed forms will be kept by Engagement Manager for a minimum of 3 years.
- c. All volunteers must sign-in at the start of their volunteer shift either electronically or in paper form.
- d. All volunteers must wear a Wilkinson Center volunteer name badge during their entire volunteer shift as requested.
- e. Minimum volunteer age for setting up the Lunch & Learns is 16 years of age if volunteering alone, 10 year of age if volunteering with parent or group leader (ie, Girl Scouts, Boy Scouts, etc.).
- f. Volunteers under 18 years of age will have a parent or legal guardian complete a permission slip.

#### 6. Guest Speaker – Senior Lunch & Learn, Adult Education, etc.

- a. All volunteers must sign and date paper form with Photo Release, Confidentiality, Policies, and Emergency Contact Information at the beginning of their volunteer shift.
- b. All signed forms will be kept by Engagement Manager for a minimum of 3 years.
- c. Minimum volunteer age is 18 years old.

## 7.2 Background Checks

1. Background checks for Wilkinson Center volunteers will be performed by the third-party organization VeriFYI. These background checks include: National Criminal Background check (covers 42 states), National Database Search for Sex Offenders (covers 50 states), Social Security Verification, and Texas Department of Public Safety (DPS), which is a more in-depth Texas search.
2. The following volunteers are required to have a background check annually:
  - a. Adult Education volunteers who work one-on-one with students
  - b. Administrative volunteers (with the exception of groups such as RSVP)
  - c. Volunteers serving in the Children's Activity Room at the Toy Drive and Distribution or as Santa Claus/elves
3. Wilkinson Center will accept volunteers with a criminal background provided their conviction was nonviolent and nonsexual. For instance, Wilkinson Center will accept DUIs, DWIs, petty theft, traffic violations, vandalism, etc. Wilkinson Center will not accept volunteers with more severe convictions, such as murder, assault, grand larceny, or any sexual crime, such as rape, molestation, and pedophilia.
4. Annual background checks will be run each year for current volunteers as required by this policy and who have not had a background check completed by Wilkinson Center in the previous 6 months.

## 8. Acknowledgment to the Handbook

I acknowledge that I have received Wilkinson Center's Volunteer Handbook ("the Handbook") and understand that violations of the policies contained in the Handbook, including the anti-harassment policy, could result in disciplinary action, up to and including termination.

I further understand that the information contained in the Handbook represents guidelines for Wilkinson Center and that Wilkinson Center reserves the right to modify the Handbook or amend or terminate any policy or procedure at any time.

I further understand that no manager, supervisor or representative of Wilkinson Center, other than the Executive Director, has any authority to enter into any agreement guaranteeing a volunteer position for any specific period of time. I also understand that any such agreement, if made, will not be enforceable unless it is in writing and signed by both parties.

I further understand that if I have any questions about the interpretation or application of any policies contained in the Handbook, I should direct these questions to the Engagement Manager.

Volunteer Signature\_\_\_\_\_

Date\_\_\_\_\_

Name Printed\_\_\_\_\_