

Importance of Volunteers

The agency utilizes volunteers to enhance the delivery of services to NRCA participants and to assist the agency in building capacity to serve the community.

Volunteer hours serve as match hours for NRCA grants.

Volunteer and intern terminology is used interchangeably.



Who is a volunteer?

Volunteers cannot be paid for time worked.

Volunteers/interns must sign in each time you volunteer.

Volunteers may serve on Boards or Advisory Councils.

Internship and service learning opportunities are available for students.

Volunteers/interns may include their experience on their resume and future job applications.

Under Age 18 Volunteers

There are restrictions for volunteers under 18 years of age.

Supportive Environment

It is NRCA's policy to treat all volunteers/interns without regard to any individual's gender/gender identity, race, religion, pregnancy, childbirth or related medical conditions, national origin, age, marital status, political affiliation, creed or color, or disability.

We foster relationships so that clients are always respected.

Requirements

At the beginning of an assignment, the supervisor will orient the volunteer to the volunteer's responsibilities.

Volunteers/interns should not hesitate to approach their supervisor for assistance, if a situation arises about which the volunteer/intern is unsure, even after training.

All volunteer services require a signed volunteer/ intern agreement form.

Volunteers should sign the Publicity Release Form before names or other information may be released to the media.

INTERN Requirements

Only certain program supervisors are authorized to approve intern placements. Intern training plan must be completed for all intern placements.

Criminal record check is required for all interns.

An arrest, pending conviction or conviction of certain crimes or a pending or founded abuse or neglect investigation may prohibit volunteer eligibility.

Health Evaluation - Regular Head Start volunteers and interns are required to have a Tb test and every two years.

Dress Code - As a representative of NRCA, volunteers/interns must maintain a clean, safe and modest appearance. Clothing must be neat and clean, covering undergarments completely. Volunteers/interns must check with their supervisor for appropriate clothing and shoes for their position.

Volunteer Expenses:

Volunteers/interns may be provided reimbursement for expenses with prior approval of staff. Not all NRCA programs reimburse volunteer expenses.

A volunteer **MUST** complete a W-9 form for reimbursement of expenses. NRCA cannot issue payment without form.

When using a privately-owned vehicle, mileage reimbursement is provided at the established agency rate for compensation for gasoline mileage, wear and tear and insurance costs. NRCA is not responsible for any damage to volunteers/interns' cars while on agency business.

Volunteers/interns are responsible for paying any fines they incur while performing volunteer services.

Reporting Abuse and Neglect

Volunteers/interns must report to the local Department of Social Services any suspicion of child or adult abuse or neglect encountered while volunteering within twenty-four (24) hours even if someone makes a statement of suspicion.

Volunteers/interns must immediately  inform the NRCA staff supervising volunteers of the report.

Volunteer Drivers

Before driving for NRCA business, any volunteer/intern driver is required to provide: date of birth, driver's license number, authorization for DMV driving record, and proof of vehicle insurance liability coverage.

Any questionable driving record will be reviewed by NRCA's insurance company to determine eligibility for driving for NRCA.

When driving a personal vehicle, the volunteer/intern's insurance is primary and NRCA's is secondary.

Defensive driver training is required, with costs paid by NRCA .

Any driver convicted of a moving violation while driving an agency vehicle will be relieved of driving duties.

Confidential Information Policy

Volunteers/interns may have access to participants' information of a personal and sensitive nature. NEVER SHARE information about children or families with ANYONE other than NRCA staff.

Confidentiality is of utmost importance always!

Volunteers of NRCA must agree to keep information confidential, *even after a volunteer leaves NRCA service.*

A Publicity Release Form must be signed by clients before pictures can be taken.

NRCA Tobacco & Alcohol Policy



NRCA is a tobacco-free environment for staff, children, and participants. This policy covers the use of *any* tobacco product and applies to volunteers and participants of NRCA.

There is no smoking or tobacco use, including vaping, at any NRCA facility or NRCA vehicles at any time.

NRCA volunteers may not consume, sell, handle or serve alcoholic beverages or tobacco products while working or representing NRCA.

Drug-Free Workplace Policy

Volunteers/interns must not be impaired in their ability to perform assigned duties in a safe, productive, and healthy manner.

This policy also applies to off-site lunch periods or breaks.

All volunteers are required to notify NRCA of any criminal drug statute conviction immediately after such conviction. Such a conviction will warrant termination of volunteer service.

If a volunteer driver is involved in an accident, the volunteer will be required to undergo urine and breath testing.

Volunteer Health and Safety



Volunteers and Interns are to observe all safety and health rules and use care to prevent accidents.

- Observe all hazard warnings and no smoking signs
- Use all safety equipment required for the assignment, including wearing appropriate personal protective equipment for eyes, face or hands.

- Know the location of fire/safety exits and evacuation procedures
- Refrain from running, fighting, horseplay or distracting others.
- Report any unsafe items to the closest NRCA staff member immediately.

If a volunteer/intern is injured during volunteer service, regardless of the severity of the injury, the volunteer must immediately notify the supervisor.



NRCA prohibits firearms and weapons of any sort, contraband, illegal drugs, or alcohol at its facilities, temporary work sites, vehicles or in volunteer's personal vehicle while on agency property.

Volunteers/interns should consult their NRCA staff supervisor for hazardous materials training at their site.

Volunteer Insurance

NRCA maintains a secondary insurance policy for volunteer/interns when performing NRCA activities. The volunteer/intern's personal insurance policy is primary.

Insurance claim responsibility will be determined by the agency's insurance provider.

Accidents involving a personal auto will be handled primarily by the individual's personal auto insurance provider.

NRCA Property

NRCA supplies and equipment, including copy machines and postage, are for NRCA use only.

NRCA reserves ownership of all agency property.

Volunteer's Personal Property

We encourage you to leave valuable personal belongings in your vehicle during your time of volunteer or internship service at NRCA. NRCA is not responsible for lost, broken or stolen items and may not be covered under NRCA insurance.

All personal property brought onto NRCA's property may be inspected for the purpose of enforcing NRCA policies.

Conflict of Interest Policy

A volunteer must disclose, to the best of their knowledge, any personal or interest benefiting themselves or a family member.

Identifying a conflict or relationship does not necessarily mean there is a problem. By identifying conflicts and relationships, volunteers permit NRCA's Board and

management to make an informed judgement to address issues through appropriate action or safeguards.

Fundraising and Solicitation

All fundraising efforts to benefit NRCA sponsored by outside organizations must be approved by a member of NRCA Senior Management.

NRCA staff must be present at all fundraising events.

All funds raised will be used for the purpose for which they were raised, and within a reasonable timeframe.

All promotional materials to be used in fundraising campaigns must include the logo of NRCA and approved by the Program Director.

Fundraisers shall adhere to agency policies related to the handling of cash receipts.

Code of Conduct

Volunteers and Interns are expected to conduct themselves in a professional manner always.

NRCA does not tolerate misconduct.

Examples of misconduct include, but are not limited to: discriminatory behavior or harassment, failure to report arrest or criminal conviction, dishonesty in any form, abusive or profane language, fighting or threatening to harm another person, or possession of a weapon.

Inquiries from the media must be referred to the CEO (540-633-5133, ext. 416).

If you disagree with a procedure or a directive from staff, wait until an appropriate time to discuss it with the staff, not in the presence of others.

Pictures and Videos

Some children do not have permission to appear in any social media or marketing materials. We ask volunteers/interns to get permission before taking any video or pictures.

Harassment Prohibited

NRCA will not tolerate sexual or other unlawful harassment.

Sexual harassment may include unwelcome sexual advances or requests for sexual favors; either verbal or physical nature. Any volunteer who engages in harassing conduct is subject to termination of service.

Volunteers who believe that they have been harassed during their service should immediately notify their supervisor or NRCA's HR Manager at the administrative office (540-633-5133, ext. 454).



VOLUNTEER/INTERN POLICIES



Volunteers do not necessarily have the time; they just have the heart.

~Elizabeth Andrew

Tips For Volunteers

- Inform your NRCA staff who supervise volunteers of the day and time you want to volunteer. *If you can't make it, call the staff so they will not continue to expect you.*
- If you have any questions or need help, immediately ASK FOR HELP, especially if there is an immediate threat of danger to a child or adult.
- We truly appreciate your help.
- [Sign your In-Kind sheet and plan to come another day!](#)

As approved by Board of Directors March 15, 2018

Volunteer Agreement Form

Volunteer:

Please sign and return THIS PAGE to the NRCA Staff who supervises volunteer upon receipt and review of NRCA Volunteer/Intern Policies.

CERTIFICATION:

By my signature below, I acknowledge:

- I have received a copy of the NRCA Volunteer/Intern Policies.
- I have read the Volunteer/Intern Policies and understand the contents and agree to abide by these policies.
- I volunteer my services to New River Community Action (NRCA), and understand the right of NRCA program participants to have their personal information held in confidence. In the performance of my duties as an NRCA volunteer/intern, I agree to observe this right of confidentiality, and understand that any violation thereof may result in my removal from volunteer service.

Conflict of Interest - ✓ whichever applies:

To the best of my knowledge, assistance to NRCA clients will NOT result in a personal or interest, benefiting me or my family members (as listed in policies).

OR

As a volunteer, I acknowledge that the provision of assistance to NRCA clients may result in a conflict of interest. Please list possible conflict(s) of interest:

_____.

I understand that I am a volunteer of NRCA and failure to follow these policies may cause my termination from volunteer service.

Print Name

Signature of Volunteer/Intern

Date

NRCA Staff:

I have trained the above-listed volunteer/intern to perform volunteer service that may bring them into contact with confidential information, children and incapacitated adults. I have reviewed NRCA's Volunteer/Intern Policies with the above volunteer/intern.

Print Name

Signature of Volunteer/Intern

Date

Instructions to NRCA Staff: Keep signed page in volunteer/intern's file and give a copy to the volunteer/intern.

New River Community Action

Volunteer Publicity Release Form

I give New River Community Action (NRCA) permission to use my name (or underage child, name: _____), quotes, likeness, image, voice, and/or appearance as such may be embodied in any pictures, photos, video recordings, audiotapes, digital images, and the like, [hereinafter "images or recordings"] taken or made on behalf of NRCA.

- I agree that NRCA has complete ownership of such images or recordings, including the entire copyright, and may use them for any purpose consistent with the NRCA mission.
- These uses include, but are not limited to illustrations, bulletins, exhibitions, videos, reprints, reproductions, publications, advertisements, and any promotional or educational materials in any medium now known or later developed, including the Internet.
- I acknowledge that I will not receive any compensation, etc for the use of such images or recordings and hereby release NRCA from any and all claims which arise out of or are in any way connected with such use.
- I understand that I may revoke my consent for publicity about me produced after the date below if I so desire.
- I have read and understood this consent and release.

I give my consent to the above statement.

OR

I do NOT give my consent to the above statement.

Signature or Parent / legal guardian (if a minor age 18 or under)

Print Name

Date

Revocation of Publicity Release Form

I REVOKE my permission for production and use of publicity materials by New River Community Action (NRCA) to use my name, quotes, likeness, image, voice, and/or appearance as such may be embodied in any pictures, photos, video recordings, audiotapes, digital images, and the like, [hereinafter "images or recordings"] taken or made on behalf of NRCA after the date below. These uses include, but are not limited to illustrations, bulletins, exhibitions, videos, reprints, reproductions, publications, advertisements, and any promotional or educational materials in any medium now known or later developed, including the Internet.

I have read and understood this revocation of my consent and release for publicity.

Signature or Parent / legal guardian (if a minor age 18 or under)

Print Name

Date

Instructions to NRCA Staff:

This form must be kept in a secure, confidential location. The files must be in alphabetical order and not be destroyed.