



New River  
Community Action  
*Serving Since 1965*

# VOLUNTEER/INTERN SUPERVISOR HANDBOOK



*As revised by Board of Directors  
March 15, 2018*

***Volunteers do not necessarily have the time; they just have the heart.***  
*~Elizabeth Andrew*

# Volunteer/Intern SUPERVISOR Handbook

## I. Importance of Volunteers at NRCA

NRCA was founded on the belief that successful programs require meaningful volunteer/intern participation. NRCA needs volunteers!

The agency utilizes volunteer/interns to enhance the delivery of services to NRCA clients and to assist the agency in building capacity to serve the community.

Volunteer/intern hours also serve as in-kind hours as required by NRCA grants.



## II. Who is a volunteer?

- **Volunteers cannot be paid for time worked.**
- People who receive a stipend or living allowance but are not paid employees are volunteers.
- Volunteer/interns must sign in for each volunteer/intern time period as requested by their supervisor.
- Volunteers and Intern terminology are used interchangeably throughout the handbook.
- The following are considered volunteers (but not limited to):
  - Interns
  - AmeriCorps members
  - Workforce Development/VIEW/SESEP
  - Student service projects
  - Maintenance/grounds volunteers
  - Food Pantry Volunteers
  - Backpack program volunteers
  - Clerical volunteers
  - Janitorial volunteers
  - Volunteer Bus Monitors
  - Board and Advisory Council members
  - Volunteer tax preparers

## III. Under Age 18 Volunteers

Children 14 years of age or older may be engaged in office work.

As a volunteer, no child under 18 years of age shall be permitted to:

- operate any power-driven machine;
- use dangerous or poisonous chemicals;
- participate in excavation, demolition, or roofing operations in any capacity;
- drive or serve as a helper on a truck or commercial vehicle.

## IV. What Volunteer/interns May Do

- Volunteers may serve on the program and jurisdictional Advisory Councils.
- Volunteer/intern opportunities are available for direct service to the community and to individuals in the community.
- Internship and service learning opportunities are available for students.
- Volunteers/Interns may include their volunteer/intern experience on their resume and future job applications.



## V. Supportive Environment

NRCA is committed to establishing a supportive environment for volunteer/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.

- As the NRCA volunteer community has roots in many cultures, we will work to promote respectful, sensitive, and proactive approaches to diversity issues.
- We will treat each volunteer/intern as an individual while reinforcing a sense of belonging to the group.
- We will foster relationships so that clients are respected.

## VI. Requirements

### Orientation

At the beginning of an assignment, the supervisor will orient the volunteer/intern to the volunteer's responsibilities. As volunteers/interns proceed in placement, volunteers/interns should not hesitate to approach their supervisor for assistance, especially if a situation arises about which the volunteer/intern is unsure, even after training.



- I. Introductions
- II. Basic NRCA Information
  - NRCA Mission Statement
  - Staff – Roles and Responsibilities
- III. Schedule/Routine of Day-to-Day Activities
- IV. Volunteer/Intern Policies
- V. Necessary Documents
  - All volunteer/intern services require a signed volunteer/intern agreement form.
  - Documentation of Current TB test, if required.
  - Volunteers/interns must give signed permission on the Publicity Release Form before their names or other personal information may be released to the media. (form is found at the end of this handbook).
- VI. Other Information for volunteers/interns, as applicable
  - Accident Reporting/Insurance coverage
  - Transportation Safety Guidelines
  - Correct Lifting Procedures
  - Confidentiality Policy and Form
  - NRCA Emergency Plan – site specific, including fire drills
  - Disease Prevention (bloodborne pathogens) Policy
  - Dress Code
- VII. Tour of Facility
  - Location/use of First Aid Kits and Fire Extinguishers
  - Hazardous Communication Manual location

## INTERN Requirements

NRCA wants to ensure the success and quality of the experience for both NRCA and the student by providing learning opportunities, advice, and guidance to serve as the foundation for the intern's future workplace experiences.

- Only certain program supervisors are authorized to approve intern placements. No other staff is authorized to accept/approve intern placements.
  - Any Program Director or Coordinator
  - Head Start Specialists
  - Emergency Assistance/Community Service Workers
  - CHIP Family Educator Supervisor CHIP Nurse/Outreach Supervisor
  - Planning Director
  - Communications Specialist
  - VA CARES Case Manager
- Initial contact is usually made by the student. Calls from students will be forwarded to authorizing supervisors (Program Coordinator/ Director/ or Specialist).
- NRCA supervisor shall obtain college placement staff/advisor/professor contact information to obtain written requirements for all parties.
- NRCA supervisor will schedule face-to-face interviews/ informal meeting prior to acceptance of intern. If a student is selected for placement, NRCA authorizing supervisor will review documented requirements for all parties including: time requirements & attendance, program supervision, professional expectations, specific position expectations/ training plan, and responsibilities of each: student, college/university, and New River Community Action.
- The NRCA authorizing supervisor may be required to sign agreement documents, contact college/university, or provide other documents for intern placement.
- The intern will be scheduled to meet with direct supervisor (if different from authorizing supervisor) and is required to complete the INTERN TRAINING PLAN. The Intern training plan must be completed for all intern placements.
- All documents related to intern and placements will be kept in individual confidential direct supervisor files. Documents will be retained then shredded per NRCA Retention Policy.

## Background Check

A state police criminal record check will be conducted on all potential volunteer/interns who will be regularly working with children or incapacitated adults.

- ***Criminal record check is required for all interns.***

Background checks and clearances (originals only) will be required to start an internship. Failure to provide the necessary documents will delay the start of the internship.

Staff supervisor must have the volunteer or intern to complete the Fair Credit Reporting Act *Disclosure to Employment Applicant Regarding Procurement of an Investigative Consumer Report* form with payment and return to the HR Manager for processing. If satisfactory, HR Manager returns form to supervisor for filing and volunteer/intern may begin service. If concerns about the report, HR Manager will notify the Site Supervisor where the volunteer/intern is assigned to discuss.

The decision as to whether the volunteer/intern may continue service will be made by the Program Director. The Program Director will make the decision on an individual basis for volunteer/interns in other assignments based on the seriousness, type, and the time since the incident occurred, where this volunteer/intern is assigned, and the tasks to which a volunteer/intern is assigned.

An arrest, pending conviction or conviction of a certain felony or misdemeanor crimes or a pending or founded child, aged or incapacitated adult abuse or neglect investigation may prohibit volunteer/intern eligibility with NRCA.

Volunteer/interns who have a pending child, aged or incapacitated adult abuse or neglect or criminal investigation initiated at any time during their volunteer/intern service are subject to immediate suspension and/or termination of volunteer/intern service.

### Health Evaluation

Regular volunteer/interns who will be working with children or incapacitated adults are required to have tuberculosis (Tb) test prior to beginning their volunteer/intern work and every two years thereafter.

- Written documentation of Tb test is required.
- Volunteer/interns are asked to have this test done as soon as possible either before volunteering or within 3 days of beginning to volunteer/intern.
- If safety of children or incapacitated adults may be in jeopardy by contact with a volunteer/intern, the volunteer/intern is prohibited from engaging in contact with children or incapacitated adults or participation in the serving of food until a medical professional confirms that any risk has been eliminated or can be reduced to an acceptable level.

### Dress Code

As a representative of NRCA, volunteer/interns must maintain a clean, safe and modest appearance. Clothing must be neat and clean, covering undergarments completely. Shorts that are “Bermuda” length and untorn jeans are acceptable. T-shirts must not have vulgar, suggestive, or culturally insensitive statements. Comfortable closed-toe shoes are strongly encouraged.

- No skin-tight clothing
- Shorts four fingers from knee
- Comfortable unrevealing skirts four fingers from above knee
- Appropriate footwear (*check with your supervisor before wearing flip flops*)
- No spaghetti straps or racer back shirts unless covered by a sweater

It is the supervisor’s responsibility to provide direction for the program and/or position’s specific dress requirements. Supervisors must inform the volunteer/intern if closed-toe or slip resistant soles are required. .

## VII. Volunteer/intern Expenses:

Some volunteer/interns may be provided reimbursement for expenses with the approval of staff. Note: Not all NRCA programs reimburse volunteer/intern expenses.

- Permission for reimbursement must be obtained prior to incurring the expense.
- To request reimbursement of expenses, a volunteer/intern MUST complete a W-9 form.
  - NRCA finance dept. cannot issue payment without the form.
  - Volunteer/intern may submit NRCA request form and W-9 to their volunteer/intern supervisor.
- When a volunteer/intern uses their privately-owned vehicle, mileage reimbursement is provided at the established agency rate as approved by the Board of Directors.
  - This rate is compensation for gasoline mileage, wear and tear and insurance costs associated with the agency use of the vehicle.
  - NRCA is not responsible for any damage to volunteer/interns’ cars while on agency business.

Volunteer/interns will be responsible for paying any fines they incur while performing volunteer/intern services.

The image shows a W-9 form for Artcraft Computer Forms Corp. The form is titled "Request for Taxpayer Identification Number and Certification". It includes the following information:  
- Name: Artcraft Computer Forms Corp.  
- Address: 15950 North Dallas Parkway, Suite 400, Dallas, Texas 75248-6678  
- EIN: 7-1191519101  
- There are checkboxes for "Optional" and "Exempt" status.  
- The form also contains instructions for the taxpayer and the recipient.

## VIII. Reporting Abuse and Neglect



- Volunteer/interns must report immediately to the local Department of Social Services any suspicion of child or adult abuse or neglect encountered while performing their volunteer/intern work. The volunteer/intern must file a report by law within twenty-four (24) hours even if someone makes a statement of suspicion other than the alleged victim. Volunteer/interns must immediately inform the NRCA staff supervising volunteer/interns of the report.

## IX. Volunteer/intern Drivers

Before driving for NRCA business, any volunteer/intern driver is required to provide:

- date of birth,
- driver's license number,
- Division of Motor Vehicles (DMV) driving record information, and
- proof of vehicle insurance liability coverage.

Any questionable driving record will warrant further investigation with NRCA's insurance company to determine full eligibility for volunteer/intern driving.



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

Defensive driver training is also required during the first year and every three years thereafter. NRCA will cover the costs of DMV checks and driver training.

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

## X. Confidential Information Policy

Volunteer/interns may have access to clients' information of a personal and sensitive nature. NEVER SHARE information about children or families with ANYONE other than NRCA staff. Even with staff, it is a need to know basis.

**Confidentiality is of utmost importance at all times!**

All volunteer/interns are required to sign a confidentiality statement (including Clients and community people serving on NRCA committees, council, or board).

Volunteer/interns of NRCA must agree to keep information confidential, *even after a volunteer/intern leaves NRCA service.*



### Handling Confidential Information within NRCA



Volunteer/interns are responsible for maintaining the privacy of any information to which they are exposed while serving as a volunteer/intern, whether this information involves staff, volunteer/interns, clients, or other persons in the overall agency business.

Information regarding clients should not be the subject of casual conversation either inside or outside the department.

- *Computer Use as part of NRCA Volunteer/intern Service*
  - Only NRCA approved, trained volunteer/interns can enter, change, or delete data in NRCA's client database.
  - Confidential information on computers must be kept secure and individuals must have a password to enter the system.



- Client information must not be left on the computer screen when out of their office or for an extended period.
- Agency confidential information shall not be put onto personal home computers.
- Confidential client information that is sent by computer email must be available only to approved staff or approved volunteer/interns.
- **Client Services/Home Visits**
  - *All client records are confidential.* Records must be kept in a locked file cabinet or area inaccessible to anyone other than staff or approved volunteer/intern, and must not be left in an area where other clients or public have access. Records must not be left unattended, i.e. on desks.
  - A current Consent to Exchange Information Form must be on file before information can be exchanged with outside agencies or programs, and then only for the purposes of obtaining services in accordance with the Consent to Exchange Information procedures.
  - A current Consent to Exchange Information for Complaint Resolution Purposes must be on file before information can be exchanged with legislators, agencies, etc., who are assisting the client seeking complaint resolution and before acknowledging that the person is a client
  - Home visit schedules with names of clients are not to be posted in an area where they can be seen by anyone other than staff or approved volunteer/intern.
  - Confidential information that is collected while on a home visit must be kept in a secure/confidential place until filed in the office.
  - Anyone other than NRCA staff accompanying staff on home visits, or involved in confidential conversations, must be approved by clients in advance, and permission must be documented. Non-staff must sign Volunteer/intern Confidentiality Form in advance.
  - Client sign-in sheets must be maintained by staff or approved volunteer/intern, and not placed where people other than staff or approved volunteer/interns have access.
  - Client information (phone numbers, addresses, etc.) must not be kept where it can be accessed by anyone other than staff or approved volunteer/interns.
  - A Publicity Release Form must be signed by clients before pictures can be taken.

## **XI. NRCA Tobacco-free Policy and Procedure**

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

**There will be no smoking or tobacco use at any NRCA facility or NRCA vehicles at any time.**

- There will be no tobacco use in personal vehicles when transporting persons on NRCA authorized business.
- There will be no tobacco use by volunteer/interns when children are present.
- NRCA 's tobacco-free policy also applies to all off-site activities and functions.
  - Field trips, walks, and other off-site activities will be tobacco-free fully possible. Because of the need to maintain a high adult/child ratio during field trips, volunteer/interns will not leave the children for a smoking break.



## **XII. Drug-Free Workplace Policy**

NRCA is dedicated to providing a safe drug-free workplace, and safe and dependable transportation services to the clients served.

It is NRCA's policy to assure that volunteer/interns are not 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 when a volunteer/intern is scheduled to return to work.

All volunteer/interns are required to notify NRCA of any criminal drug statute conviction immediately after such conviction. A felony criminal drug statute conviction will warrant termination of volunteer/intern service.



#### *Post-Accident Testing*

If a volunteer/intern driver is involved in an accident, the volunteer/intern will be required to undergo urine and breath testing. Note: This includes all volunteer/interns that are on-duty in the vehicle(s) whose performance could have contributed to the accident. Following an accident, volunteer/interns will be tested as soon as possible, but not to exceed eight hours for alcohol testing and 32 hours for drug testing. Volunteer/interns involved in an accident must refrain from alcohol following the accident until he/she undergoes a post-accident alcohol test. Volunteer/interns who leave the scene of the accident without justifiable explanation prior to submission to drug and alcohol testing will be considered to have refused the test and their volunteer/intern service will be terminated.

"Prohibited substances" addressed by this policy include the following:

Alcohol Use - Volunteer/interns should not report for duty or remain on duty when his/her ability to perform assigned functions is adversely affected by alcohol or when their breath alcohol concentration is 0.04 or greater. Volunteer/interns shall not use alcohol while on duty. Volunteer/interns shall not use alcohol within four hours of reporting for service.

Illegally Used Controlled Substances or Drugs - Any illegal drug or any substance identified in the Controlled Substance Act (21 U.S. C 812). This includes, but is not limited to: marijuana, amphetamines, opiates, phencyclidine (PCP), and cocaine, as well as any drug not approved for medical use by the U.S. Drug Enforcement Administration or the U.S. Food and Drug Administration. Illegal use includes the use of any illegal drug, misuse of legally prescribed drugs, and use of illegally obtained prescription drugs.

Legal Drugs - A legally prescribed drug means that the individual has a prescription or other written approval from a physician for the use of a drug in the course of medical treatment. The misuse or abuse of legal drugs while performing volunteer/intern service is prohibited.

Manufacture, Trafficking, Possession, and Use - Those who engage in the unlawful manufacture, distribution, dispensing, possession or use of prohibited substances are unable to volunteer/intern for us. Law enforcement is notified, as appropriate, where activity is suspected.

### **XIII. Volunteer/intern Health and Safety**



Volunteers and Interns are to observe all safety and health rules and use care to prevent accidents. To ensure everyone's safety, volunteer/interns must:

- 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 in connection with volunteer/intern service, regardless of the severity of the injury, the volunteer/intern must immediately notify the supervisor.

Any volunteer/intern accident must be reported to the site supervisor. The supervisor must contact the CFO (or Finance Manager in his/her absence) for reporting instructions. **Volunteer/interns should never complete accident forms.** All accounts of the incident/injury must be recorded and required signatures obtained. In some cases, written statements may be requested. If a copy of the incident documentation is requested by the volunteer/intern, it can be provided once the Finance Department staff has reviewed and signed it.



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

2. Volunteers are not allowed to handle any bodily fluids.

If volunteers are required to use hazardous materials, the supervisor will have the volunteers review the policy manual and Safety Data Sheets and sign training sheet. Volunteers should consult the NRCA staff who supervises volunteer/interns if they desire additional information on hazardous materials at their site.



#### **XIV. Volunteer/intern 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.**

#### **XV. NRCA Property**

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

NRCA reserves ownership of all agency property, including, but not limited to locks and keys, documents, computers, computer passwords, desks and cabinets on its facilities or grounds, or temporary work sites and agency vehicles.

Supervisors are responsible for issuing agency property to volunteer/interns and ensuring its return at the proper time.

- Agency property may not be taken home by a volunteer/intern without the consent of the volunteer/intern's supervisor.
- Any individual with custody of agency property is responsible for exercising reasonable and prudent care to ensure that loss or damage does not occur.
- Upon ending volunteer/intern work with NRCA, volunteer/interns must return all NRCA property before or on their last date of volunteer/intern work. Volunteer/interns who do not return agency property will be required to reimburse NRCA for the cost of any unreturned property. Any volunteer/intern reimbursement owed to the volunteer/intern will be applied to the value of the unreturned property

NRCA reserves the right to search any agency property at any time management deems necessary to assure safety and security.

#### **VOLUNTEER/INTERN'S PERSONAL PROPERTY**

- We encourage volunteer/interns to leave valuable personal belongings in their vehicle during the time of volunteer/internship service at NRCA. If volunteer/intern does not drive a car, we can keep their belongings in our office, but we are not responsible for lost, broken or stolen items.
- NRCA is not responsible for personal property of the volunteer/intern while at NRCA locations.
- Personal property is not covered under NRCA insurance policy.
- Volunteer/interns should understand that all personal property brought onto NRCA's property may be inspected for the purpose of enforcing NRCA policies and to protect against theft.

## **XVI. Conflict of Interest Policy**

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

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.

- Family members include any of the following: spouse (wife, husband, or domestic partner), father, mother, brother, sister, son, daughter, grandfather/mother, in-laws and step-relatives (for those relatives already noted), or anyone living in the immediate household.

## **XVII. Fundraising and Solicitation**

- All Fundraising Events must be approved by the Program Director.
- All fundraising efforts to benefit NRCA sponsored by outside organizations (civic groups, fraternities, etc.) must be approved by a member of NRCA Senior Management.
- A NRCA staff person 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.
- **Use of Agency Name on all Fundraising Materials:**  
Letters, brochures, and all materials to be used in fundraising campaigns must include the logo of NRCA. All promotional materials for agency fundraising efforts shall be approved by the Program Director or Program Coordinator.
- Fundraisers shall adhere to agency policies including the agency's financial policies related to the handling of cash receipts.
  - At least one staff person must be present at fundraising events to assume responsibility of monetary donations.
  - The staff person and one additional person should count funds together at the end of the event and both shall sign off on the amount that was counted.
  - The staff person will take possession of all donations at the end of the event and bring the funds along with the signed statement verifying the amount to the Main Office for deposit into the agency's bank account.
  - If the fundraising event falls on a weekend, the staff person will check out a lock box from Finance and keep the funds in a safe place inside the lock box until the next business day and deliver to the Main Office.
- If tickets are being sold for a fundraising event, a tracking form shall be maintained on all tickets given to businesses, organizations, individuals, etc. to sell tickets.
  - A signature should be obtained by a staff person or an authorized volunteer and the volunteer taking possession of tickets.
  - At the end of the sales period, money as well as left over tickets should be collected and verified with the tracking form. Any discrepancies should be reported to the CEO and the CFO.
- Fundraisers shall not exploit a volunteer's position for personal gain. (Personal gain includes acceptance of *personal* gifts, free goods, services, or moneys from persons, organizations, businesses, or corporations making donations or contributions to the agency.)

## **Use of Alcohol and Tobacco**

- *NRCA shall not serve alcohol at any agency sponsored fundraising event.*
- **On NRCA Property:** It is against policy to possess any alcohol or tobacco products on NRCA facilities, as referenced in NRCA Personnel Policies & Volunteer Handbook. For purposes of this policy: "Tobacco use" will include electronic cigarettes, also known as electronic nicotine delivery systems, vaporizers or e-cigarettes.
- **Selling:** NRCA employees or volunteers may not sell, handle or serve alcoholic beverages or tobacco products while working or representing NRCA.
- **Consumption:** NRCA Board members, staff or volunteers attending events in capacity representing NRCA shall not consume any alcoholic beverages or tobacco products during the event.
- **Alcohol at Fundraising activities not on NRCA Property:** NRCA's name shall not be used in the connection with any fundraiser sponsored or produced by another organization if alcohol or tobacco is the primary focus of fundraiser (i.e., beer garden or wine tasting).
  - If another organization sponsors & produces an event *on behalf of* NRCA, then alcohol is acceptable if the sales and consumption is an accent of activity (ie: wine served as part of a dinner or fashion show or included as an item in a silent auction). Any alcoholic beverages must be provided and served by a licensed establishment/organization or catering company that has the appropriate permits and insurance. If alcohol/tobacco is served by establishment/venue as an ongoing part of business then sales may be continued during event as usual. However, if NRCA is given option to remove alcohol/tobacco sales during the NRCA fundraising event, then staff must always choose the option to not have alcohol/tobacco served.
  - Alcohol/Tobacco may be included at annual silent auctions and dinners as fundraisers, at which bottles and/or cases of alcohol or cigar or other tobacco products are donated for use as auction items. These donated products may be used as auction items provided the auction is not held on NRCA property.
- **Purchase:** Under no circumstances may NRCA funds be used to purchase alcoholic beverages or bottles of alcohol or tobacco products.

## **XVIII. Code of Conduct**

Volunteers/interns are expected to behave in a manner that is consistent with our mission, values and goals. All volunteer/interns are expected to conduct themselves in a professional manner at all times.

NRCA does not tolerate misconduct.

Some 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
- Possession of a weapon

Volunteers/interns are not to make any statements on behalf of NRCA to representatives of the press, television or radio, without Program Director and CEO approval. Inquiries from the media must be referred to the CEO.

## PICTURES AND VIDEOS

Some children do not have permission from parents to appear on any social media outlets or marketing materials. Volunteers/interns must get permission to take video or pictures of children.

Volunteers/interns can share posts or pictures that were uploaded to social media by staff.

### ***Harassment Prohibited***

Sexual harassment or any other kind of unlawful harassment in any form is prohibited.

NRCA has a duty to prevent, investigate, and remedy unwelcome sexual conduct that is a term or condition of volunteer/intern service.

NRCA's policy is that the agency does not, and will not tolerate sexual or other unlawful harassment. These policies apply to all NRCA staff and volunteer/interns.

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

Volunteer/interns who believe that they have been sexually or otherwise harassed during their service should immediately notify their supervisor or the agency Human Resources Manager at the main office.

There will be no retaliation against any volunteer/intern who files a complaint under this policy or assists in the investigation of a complaint that has been filed.

## **XIX. Removal from Service**

NRCA reserves the right to terminate a member's volunteer/intern activities if his/her services are no longer wanted for any reason.

**Make sure each volunteer/intern signs an In-Kind sheet and make plans for them to come another day!**

## XX. Volunteer/Intern Agreement Form

**Volunteer/intern:**

Please sign and return THIS PAGE to the NRCA Staff who supervises volunteer/intern 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 clients 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/intern 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 the Volunteer/Intern policies may cause my termination from volunteer/intern service.

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature of Volunteer/intern

\_\_\_\_\_  
Date:

**NRCA Staff:**

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

\_\_\_\_\_  
Print Staff Name

\_\_\_\_\_  
Staff Signature

\_\_\_\_\_  
Date

**Keep signed page in volunteer/intern's file and give a copy to the volunteer/intern.**

## XXI. Volunteer/intern 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/my family 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  
**Parent / legal guardian (if a minor age 18 or under)**

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

**Instructions to NRCA Staff: This form must be kept in a secure confidential location. The files must be in alphabetical order and must not be destroyed.**

### 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 understand this revocation of my consent and release for publicity.

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

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name