

Davis Community Network

Volunteer Manual

Spring 2008

Authored by Rian Graves

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I. Why Volunteer with Davis Community Network?

As a largely volunteer based organization, we are always in need of energetic, skilled volunteers or interns to help with training, web content development, marketing, outreach, hardware and software support, and organizational management. We have various committees and project teams on which to serve, and have positions to fill annually on our Board of Directors.

Skills you can gain as a volunteer:

- improve the existing DCN website and those of other community organizations
- learn how nonprofits raise money
- become versed in different database format
- learn about the internal aspect of how a nonprofit function
- grasp practical knowledge about databases and how they function for a nonprofit
- get to re-structure a website
- attain how to import/export data
- apply text-book learned skills to the real nonprofit world
- contribute to the integration of DCN's database and information services
- understand the integration and customization of the open-source Plone Content Management System

II. History of Davis Community Network

DCN is a 501(c)(3) nonprofit education and community service organization founded in 1993.

DCN is dedicated to helping local people take advantage of and benefit from the new information and communication technologies and services associated with the Internet and media convergence.

DCN maintains the primary Davis community web portal, with easy to find, searchable content and resource links of interest and value to Davis area residents and visitors. It includes government, education, businesses, arts, entertainment, recreation, nonprofits, elections coverage, city aerial photos, a community calendar and numerous DCN hosted personal web sites.

DCN has both formal and informal, technical and public services agreements with City of Davis, City of West Sacramento, Yolo County Elections Office, UC Davis, Virtual Market Enterprises, Yolo County Libraries, Migrant Education, Davis Media Access, other institution and business partners.

DCN contracts with Internet Service Provider (ISP), Omsoft Technologies, to help maintain DCN's Network Operations Center, and to provide DCN subscribers with low cost, high quality Internet access, network services and technical support.

DCN helps local organizations more effectively use the Internet, offering simple to use programs and assistance for developing their online presence, including subsidized email or shell accounts, listservs, disk space, hosting and start-up web pages.

DCN has donated over 100 refurbished used computer systems to area schools, public housing facilities, migrant camps, low income families, and local public access sites.

DCN is using and developing new open source Internet applications, such as Mailman lists, SimpleSite web creation forms, Zope content management tools and a Community Calendar for free use by community groups and nonprofit organizations.

DCN conducts free training sessions, classes and special workshops on topics ranging from Internet for Beginners and Effective Web Design, to Open Source Applications and Wireless & Broadband Security.

DCN established [Yolo Area Regional Network \(YARN\)](#) in 1996, bringing together regional partners to help bridge digital divides in our less-served and in-need neighboring communities.

DCN is helping bring next generation broadband infrastructure and services to this community, having actively participated on the City's Telecommunications Task Force, in preparation for cable franchise renewal.

III. Davis Community Network Committees

DCN has a number of committees working to ensure that our organization can continue to provide Internet tools, resources, and instruction that enable local non-profits and community groups to effectively use the Internet for the public good. If you have a skill that could help DCN better achieve its mission, or simply a desire to be part of a dynamic organization, we welcome you!

- Resource Allocation Committee
This committee works to help local groups to serve their members and the community by providing communication tools that enable the groups to share information about themselves, their services and special projects via the Internet.
For more information: <http://www2.dcn.org/dcn/about/committees/rac>
- Web Team
This committee develops and maintains the DCN Web site and community-serving web applications, like our community calendar. Members of the Web Team also teach classes and provide support to groups using DCN resources.
For more information: <http://www2.dcn.org/dcn/about/committees/web>
- Finance and Fund Development Committee
This team is working to develop both a long term (3-5 year) and short term (9 month) plan for raising money for DCN with short and long term benchmark goals, ranging from exploring fund raising on Second Life, to (re)negotiating contracts, to direct mail (print and email) and web-based strategies.
- Outreach and Promotions Committee
Oversees DCN's outreach, community relations, marketing and promotional efforts.

IV. Read What Our Volunteers Are Saying About DCN!

Being A Part Of An Organization For 13 Years!

“I have been a DCN volunteer for about twenty years. I joined when a grant from UC Davis and Pacific Bell allowed my classroom and the DHS library to be connected to the Internet. (It was the first K-12 connection to the Internet) DCN and UC Davis volunteers gave so much to my students and the school that I realized that it is an organization that is extremely beneficial to the community.

During the time I have been a volunteer, DCN has 'assisted to level the playing field' for many Davis citizens- parents, students, organizations, the Migrant community by providing accounts, classes, the community calendar, etc.

This is an organization that truly helps the community. I am proud to be part of it.”

~Jan Meizel, volunteer since 1992

Be Part Of A Fantastic Team

“My first encounter with DCN was as a school parent looking for an alternative to handle newsletter distribution which was not only rising in costs, but slow in delivery due to a change in bulk mail policy. Thanks in part to the generous resources and effective guidance of DCN, PTA quickly developed a functional, informative and ad-free website. In addition, it was able to start experimenting with a 'new' form of communication via list servers. Today, with DCN's assistance, most local PTAs/PTOs and many school parent groups have a sustainable website and a vibrant network of communication via list servers. It's empowering!

What attracted me to volunteer at DCN, aside from the pleasure of working with some fantastically knowledgeable folks, is to be a part of a team with a strong spirit of volunteerism and civic-mindedness.”

~T. Chang, volunteer since 2001.

Why I Believe In DCN

"I really believe in the mission of DCN and believe that there should be community-based media and community-based technology resources for non-profits and individuals so that technology and the Internet can be built for community building purposes."

~Kari Peterson, volunteer since 1993

You Don't Have To Be A Techie

"You do not have to be a techie to be a valued DCN volunteer. Techies are essential for some of DCN's work but by no means all of it.

I've been a DCN volunteer for about 12 years. The impetus at first was that I had a web project to create and I knew absolutely nothing about the Internet or any of its technologies! So, during a period in DCN's life when it was involved with a UCD grant, I attended a couple of workshops. I love learning new and challenging things especially when they are intrinsically useful.

As time went on, I came to appreciate the value and social significance of what was happening on the Internet and became more active in DCN, for DCN's sake rather than my own. The Davis Community is important to me and I saw that I could be useful in helping the community to understand and use some of the new ways of communicating information."

~Anne Hance, senior citizen volunteer since 1995

V. Board of Directors

Are you interested in gaining skills in nonprofit leadership? Do you care about the future of DCN? If you were able to agree to one of both of those questions, DCN would love to add YOU to its list of board members! We meet the third Tuesday of every month to discuss key executive decisions pertaining to DCN. Come and join us!

Officers

- Kimball Sargeant - President
- Steve McMahon - Vice President
- Jim Frame - Treasurer
- Anne Hance - Secretary

Current Board Members

- Tsui Chang
- Brian Gegan (On leave)
- Rick Guidara
- Russ Hobby
- John Jones
- Jan Meizel
- Robert Nickerson
- Tom Stanionis
- Vicki Suter
- Bev Sykes
- Richard Yamagata

DCN acknowledges and most gratefully thanks past Board Members:

Ronda Adams, Tony Bernhard, Alan Brattesani, Jan Bridge, Jason Coffey, Jon Cook, Marilyn Corcoran, Bill Diemer, Fereidun Feizollahi, Stan Forbes, Joan Gargano, Paul Healey, Ed Henn, Russ Hobby, Autumn Labbe-Renault, Don Martensen, Jack May, Kathleen Mayer, Lynn Maynard, Jean Mecorney, Robert Merrill, Kari Peterson, Esther Polito, Keith Prior, Richard Reid, Jesikah Maria Ross, Don Saylor, Elisabeth Sherwin, Dan Todd, Kevin Wolf

VI. Staff

Sheila Evans, Office Secretary
Rian Graves, Nonprofit Consultant CTC VISTA
Kari Peterson, Nonprofit Strategic Consultant

VII. Polices and Procedures¹

1.1 General Policy on Volunteer Utilization

The goals of the Davis Community Network (DCN) are best attained by the active participation of community members. To this end, the organization accepts and encourages the involvement of volunteers at all levels of the organization and within all appropriate programs and activities. Organization leaders and staff are encouraged to assist in the creation of meaningful and productive roles in which volunteers might serve, and to assist in the recruitment of volunteers from the community.

1.2 Purpose of Volunteer Policies

The purpose of these policies is to provide overall guidance and direction to staff and volunteers engaged in managing and executing the Volunteer Program. These policies are intended for internal management guidance only, and the organization reserves the right to change them at any time. Changes to or exceptions from these policies may be granted by the Volunteer Management Committee chair, and must be obtained in advance and in writing. Issues not specifically covered by these policies will be resolved by the the Volunteer Management Committee chair acting under the direction of the DCN Executive Committee.

1.3 Scope of Volunteer Policies

These policies apply to all non-elected volunteers in programs and projects undertaken by or on behalf of Davis Community Network.

1.4 Role of the Volunteer Management Committee

The productive utilization of volunteers requires a planned and organized effort. The function of the Volunteer Management Committee is to provide a central coordinating point for effective volunteer management within the organization, and to direct and assist staff and volunteer efforts to jointly provide more productive services. The committee also bears responsibility for maintaining liaison with other community programs utilizing volunteers, and for assisting in community-wide efforts to recognize and promote volunteering. The Volunteer Management Committee chair bears primary responsibility for planning effective volunteer utilization, for assisting staff in identifying productive and creative volunteer roles, for recruiting suitable volunteers, and for tracking and evaluating the contributions of volunteers to the organization.

1.5 Definition of Volunteer

¹ Authored by Rian Graves; adapted from *Volunteer Management - Series* Page 8, 1990 by Steve McCurley
<http://www.casnet.org/program-management/volunteer-manage/sample-manage.htm>

A volunteer is anyone who performs a task at the direction of and on behalf of the organization without compensation. A volunteer must be formally accepted and enrolled by Davis Community Network prior to performance of volunteer tasks. Acceptance and enrollment as a volunteer does not confer employee status.

1.6 Special Case Volunteers

The organization may also accept as volunteers those participating in student community service activities, student intern projects, alternative sentencing or diversion programs, corporate volunteer programs, and other volunteer referral programs. In each of these cases, however, a special agreement must be in effect with the organization, school, or program from which the special case volunteers originate. The agreement must identify responsibility for management and care of the volunteers.

1.7 Employees as Volunteers

The organization may accept the services of employees as volunteers. This service is accepted provided that the volunteer service is freely offered by the employee, involves work which is outside the scope of normal staff duties, and is provided outside of usual working hours. Family members of staff may be allowed to volunteer with the organization.

1.8 Clients and Relatives as Volunteers

DCN clients may be accepted as volunteers, where such service does not conflict with the provision of services to the client or to others. Relatives of clients may also be accepted as volunteers.

1.9 Service at the Discretion of the Organization

The organization accepts the service of all volunteers with the understanding that such service is at the sole discretion of the organization. Volunteers agree that the organization may choose to terminate the volunteer's relationship with the organization at any time. The volunteer may choose to sever the volunteer's relationship with the organization at any time.

1.10 Volunteer Rights and Responsibilities

Volunteers are viewed as a valuable resource to the organization, its staff, and its clients. Volunteers have the right to be given meaningful assignments, the right to be treated as co-workers, the right to effective supervision, and the right to recognition for work performed. In return, volunteers agree to perform their duties to the best of their abilities and to remain loyal to the goals and procedures of the organization.

1.11 Scope of Volunteer Involvement

At the discretion of the Executive Director, volunteers may be utilized in all programs and activities of the organization, and may serve at all levels of skill and decision-making. Volunteers should not, however, be utilized to displace any paid employees from their positions.

Volunteer Management Procedures

2.1 Maintenance of Records

A system of records will be maintained for volunteers with the organization, including dates of service, positions held, duties performed, evaluation of work, and awards received. Volunteers and appropriate staff are responsible for submitting appropriate records to the Volunteer Management Committee in a timely and accurate fashion. Volunteer personnel records will be accorded the same confidentiality as staff personnel records.

2.2 Conflict of Interest

A person who is perceived to have a conflict of interest with any activity, program or goal of the organization may be denied enrollment as a volunteer if the nature or circumstances of the conflict warrants denial. The enrolled status of a volunteer who is discovered to have such a conflict may be rescinded at the discretion of the organization.

2.3 Representation of the Organization

Prior to any action or statement which might significantly affect or obligate the organization, volunteers must seek prior consultation and approval from appropriate staff. Examples of relevant actions are: public statements to the press, coalition or lobbying efforts with other organizations, and any agreements involving contractual or financial obligations. Volunteers are authorized to act as representatives of the organization only as described in their job descriptions.

2.4 Confidentiality

Volunteers are responsible for maintaining the confidentiality of privileged information to which they are exposed while serving as a volunteer. Failure to maintain confidentiality may result in termination of the volunteer's relationship with the organization.

2.5 Dress Code

As representatives of the organization, volunteers are responsible for presenting a good image to clients and to the community. Volunteers will dress appropriately for the conditions and performance of their duties.

2.6 Time sheets

Volunteers are responsible for the accurate completion and timely submission of time sheets as directed by the Volunteer Committee chair.

Volunteer Recruitment and Selection

3.1 Position Descriptions

Volunteer staff require a clear, complete, and current description of the duties and responsibilities of the position that they are expected to fill. Prior to any volunteer assignment or recruitment effort, a position description will be developed for each volunteer position. The position description will be given to each accepted volunteer and used in management and evaluation efforts. Position descriptions will be reviewed and updated at least every two years, or whenever the work involved in the position changes substantially. Position descriptions will include a description of the purpose and duties of the position, a designated coordinator and work site, a time frame for the performance of the job, a listing of job qualifications, and a description of job benefits. The Volunteer Management Committee is available to assist staff in the development of volunteer job and position descriptions.

3.2 Staff Requests for Volunteers

Requests for volunteers will be submitted in via the DCN Internal Volunteer Request Form by staff or DCN committee chairs. All parties should understand that the recruitment of volunteers is enhanced by the availability of creative and interesting jobs, and by sufficient advance notice. The requesting entity should be prepared to make effective use of volunteer resources prior to submitting its request.

3.3 Recruitment

Volunteers will actively be recruited by the organization with the intent of broadening and expanding the volunteer involvement of the community. Volunteers will be recruited without regard to gender, handicap, age, race or other condition. The only qualifications for volunteer recruitment will be suitability to perform the specified tasks on behalf of the organization, and freedom from a disqualifying conflict of interest. Volunteers may be recruited either through an interest in specific functions or through a general interest in volunteering that will later be matched with a specific function. Final acceptance of a volunteer will not occur until a written position description has been developed for the volunteer.

3.4 Recruitment of Minors

Volunteers who have not reached the age of majority must have the written consent of a parent or guardian prior to acceptance as a volunteer. The volunteer services assigned to a minor must be performed in a safe environment and must comply with applicable child labor laws.

3.5 Interviewing

Prior to being assigned or appointed to a position, all volunteers will be interviewed to determine their suitability for and interest in the open position. The interview should determine the qualifications of the volunteer and his/her commitment to fulfill the requirements of the position, and should answer any questions that the volunteer might have about the position. Interviews may be conducted in person or by other suitable means.

3.6 Placement

In placing a volunteer in a position, attention will be paid to the interests and capabilities of the volunteer and to the requirements of the volunteer position. Placement will not be made unless the requirements of both the volunteer and the supervising staff can be met.

3.7 Staff Participation in Interviewing and Placement

Staff and/or committee chairs who will be working with the volunteer are encouraged to participate in the design and conduct of the interview. Final assignment of a volunteer should not take place without review by appropriate staff and/or committee chairs with whom the volunteer will be working.

3.8 Acceptance and Appointment

Service as a volunteer with the organization will begin with an official notice of acceptance or appointment to a volunteer position. Notice may be given only by an authorized representative of the organization, usually the Volunteer Management Committee chair. Volunteers may not begin performance of a position until they have been formally accepted for their positions and have completed required screening and documentation. At the time of final acceptance, each volunteer will complete enrollment documentation and will receive a copy of his/her job description and agreement of service with the organization.

3.9 Probationary Period

Volunteer placements will initially be made for a trial period of 30 days. At the end of this period a second interview of the volunteer will be conducted, at which point either the volunteer or organization staff may request a re-assignment of the volunteer to a different position.

3.10 Re-Assignment

A volunteers who is re-assigned to a new position will be interviewed for that position and will receive appropriate orientation and training for that position before they begin work. In addition, screening procedures appropriate for that specific position must be completed prior to commencement of work, even if the volunteer has already been working with the organization.

3.11 Professional Services

Volunteers must not perform professional services for which certification or licensing is required unless currently certified or licensed to do so. A copy of such certificate or license must be maintained by the Volunteer Management Committee.

3.12 Length of Service

All volunteer positions will have a set term of duration. It is recommended that this term be no longer than one year, with an option for renewal upon the agreement of both parties. A volunteer assignment will end at the conclusion of its set term. Volunteers are neither expected nor required to accept further service in a position at the end of their set term, although they may be welcome to do so in many cases. At the end of their set terms, volunteers may seek a different volunteer assignment within the organization, or may retire from volunteer service.

3.13 Leave of Absence

At the discretion of the supervisor, a leave of absence may be granted to a volunteer. A leave of absence will not alter or extend the ending date of the volunteer's term of service.

Volunteer Training and Development

4.1 Orientation

Volunteers will receive a general orientation toward the nature and purpose of the organization, an orientation toward the nature and operation of the program or activity for which they are recruited, and a specific orientation toward the purposes and requirements of the position that they have accepted. The orientation will be supplemented by online resources to which the volunteer can refer for general questions.

4.2 On-the-Job Training

Volunteers will receive specific on-the-job training to provide them with the information and skills necessary to perform their volunteer assignment. The timing and methods for delivery of such training should be appropriate to the complexity and demands of the position and the capabilities of the volunteer.

4.3 Staff Involvement in Orientation and Training

Staff members and/or committee chairs with responsibility for delivery of services should have an active role in the design and delivery of both the orientation and training of volunteers. Those staff who will supervise volunteers will have primary responsibility for design and delivery of on-the-job training to their assigned volunteers.

4.4 Volunteer Involvement in Orientation and Training

Experienced volunteers should be included in the design and delivery of volunteer orientation and training.

4.5 Continuing Education

Volunteers are encouraged to improve their levels of skill during their terms of service. Whenever practical, additional training and educational opportunities should be made available to volunteers during their service with the organization. This continuing education may include additional information on performance of their current volunteer assignment as well as more general information, and might be provided either by DCN or by assisting the volunteer to participate in educational programs provided by other organizations. After the the volunteer's probationary period, the supervising committee chair and/or Volunteer Management Committee chair will work with the volunteer to develop a plan, describing the skills, knowledge and experience the volunteer would like to acquire as a consequence of the volunteer activities, and a plan for how this can be accomplished. On a bi-annual basis, the Volunteer Management Committee chair and the supervising committee chair will conduct a short interview with the volunteer to evaluate progress on the plan and the volunteer's experience with the organization.

4.6 Conference Attendance

Volunteers may be authorized to attend conferences and meetings which are relevant to their volunteer assignments, including both those of the organization and of other organizations. Prior approval from the volunteer's supervisor must be obtained before attending any conference or meeting if attendance will interfere with the volunteer's work schedule or if reimbursement of expenses is desired.

Volunteer Supervision and Evaluation

5.1 Requirement of a Supervisor

Each volunteer who is accepted to a position with the organization must have a clearly-identified supervisor who is responsible for direct management of that volunteer. The supervisor will be responsible for day-to-day management and guidance of the volunteer, and will be available to the volunteer for consultation and assistance.

5.2 Volunteers as Volunteer Supervisors

A volunteer may act as a supervisor of other volunteers.

5.3 Volunteer/Staff Relationships

Volunteers and staff are considered to be partners in implementing the mission and programs of the organization, with each having an equal but complementary role to play. The proper operation of this relationship requires that each partner understand and respect the needs and abilities of the other.

5.4 Acceptance of Volunteers by Staff

Since individual staff are in a better position to determine the requirements of their work and their own abilities, no volunteer will be assigned to work with a staff person without the consent of that staff person. Since volunteers are considered a valuable resource in performing the organization's work, staff are encouraged to seriously consider creative ways in which volunteers might be of service and to consult with the Volunteer Management Committee chair if they need assistance.

5.5 Volunteer Involvement in Staff Evaluation

Assessment of volunteer utilization may be a component of the evaluation of staff who are assigned to work with volunteers. In such cases, supervisors should ask for the input and participation of volunteers in evaluating staff performance.

5.6 Staff Involvement in Volunteer Evaluation

Affected staff should be involved in the evaluation and work assignments of volunteers with whom they are connected.

5.7 Lines of Communication

Volunteers are entitled to all necessary information pertinent to the performance of their work assignments. Accordingly, volunteers should be included in and have access to appropriate memos, materials, and meetings relevant to their work assignments. Primary responsibility for ensuring that the volunteer receives necessary information will rest with the direct supervisor of the volunteer. Lines of communication should operate in both directions, and should exist both formally and informally. Volunteers should be consulted regarding all decisions which would substantially affect the performance of their duties.

5.8 Absenteeism

Volunteers are expected to perform their duties on a regularly scheduled and timely basis. If expecting to be absent from a scheduled duty, volunteers must inform their supervisors as far in advance as possible so that alternative arrangements may be made. Continual absenteeism may result in a review of the volunteer's work assignment or term of service.

5.9 Substitution

In the case of special events, volunteers may be encouraged to find a substitute for any upcoming absences which might be filled by another volunteer. Substitution should only be made following consultation with a supervisor and care should be taken to find a substitute who is qualified for the position. Substitutes may only be recruited from those who are currently enrolled as volunteers with the organization.

5.10 Standards of Performance

Standards of performance will be established for each volunteer position. These standards should list the work to be performed, measurable indicators of work accomplishment, and appropriate time lines for accomplishment. Creation of these standards will be a joint function of staff or committee chair and the volunteer assigned to the position. A copy of the standards will be provided to the volunteer along with a copy of their job description at the beginning of the assignment.

5.11 Evaluations

Volunteers will receive periodic evaluations to review their work. The evaluation session is used to review the performance of the volunteer, to suggest appropriate changes in work style, to seek suggestions from the volunteer on means of enhancing the volunteer's relationship with the organization, to convey appreciation to the volunteer, and to determine the continued interest of the volunteer in serving in the position. Evaluations should include both an examination of the volunteer's performance of position responsibilities and a discussion of any suggestions that the volunteer may have concerning the position or project with which the volunteer is connected. The evaluation session is an opportunity for both the volunteer and the organization to examine and improve their relationship.

5.12 Written Basis for Evaluation

The position description and standards of performance for a volunteer position should form the basis of an evaluation. A written record will be kept of each evaluation session and submitted to the Volunteer Management Committee chair

5.13 Staff Responsibility for Evaluation

Each staff person in a supervisory relationship with a volunteer must schedule and perform periodic evaluations and submit records of the evaluations to the Volunteer Management Committee chair.

5.14 Corrective Action

In appropriate situations, corrective action may be taken following an evaluation. Examples of corrective action include the requirement of additional training, re-assignment of a volunteer to a new position, suspension of the volunteer, or dismissal from volunteer service.

5.15 Dismissal of a Volunteer

Volunteers who do not adhere to the policies and procedures of the organization or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. A volunteer will not be terminated until he or she has had an opportunity to discuss the reasons for dismissal with supervisory staff. Prior to dismissal of a volunteer, staff should seek the consultation and assistance of the Volunteer Management committee chair.

5.16 Reasons for Dismissal

Grounds for dismissal include, but are not limited to, the following: gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property or misuse of organization equipment or materials, abuse or mistreatment of clients or co-workers, failure to abide by organization policies and procedures, failure to meet physical or mental standards of performance, and failure to satisfactorily perform assigned duties.

5.17 Concerns and Grievances

Decisions involving corrective action of a volunteer may be reviewed by the supervisor of the staff member or volunteer proposing the corrective action. If corrective action is taken, the affected volunteer will be informed of the procedures for expressing his/her concern or grievance.

5.18 Notice of Departure or Re-Assignment of a Volunteer

In the event that a volunteer departs the organization, whether voluntarily or involuntarily, or is re-assigned to a new position, it will be the responsibility of the Volunteer Management Committee chair to inform those affected staff and clients that the volunteer is no longer assigned to work with them. In cases of dismissal for cause, this notification should be given in writing and should clearly indicate that any further contact with the volunteer is outside any scope of relationship with the organization.

5.19 Resignation

Volunteers may resign from their volunteer service with the organization at any time. Volunteers who intend to resign are asked to provide advance notice of their departure and a reason for their decision.

5.20 Exit Interviews

Exit interviews should be conducted with volunteers who are leaving their positions. The interview should determine why the volunteer is leaving the position, suggestions the volunteer may have for improving the position, and the possibility of involving the volunteer in some other capacity with the organization.

5.21 Communication with the Volunteer Management Committee

Staff or committee chairs who supervise volunteers are responsible for maintaining regular communication with the Volunteer Management Committee on the status of volunteers, and are responsible for the timely provision of all necessary documentation to the committee. The Volunteer Management Committee chair will be informed immediately of any substantial change in the work or status of a volunteer and should be consulted in advance before any corrective action is taken.

5.22 Evaluation of Organization Volunteer Utilization

The Volunteer Management Committee will conduct an annual evaluation of the utilization of volunteers by the organization. This evaluation will include information gathered from volunteers, staff, and clients.

Volunteer Support and Recognition

6.1 Reimbursement of Expenses

Volunteers will only be reimbursed for expenses pre-approved by the DCN Executive Committee and incurred while undertaking business for the organization. The Volunteer Management Committee chair will distribute information to all volunteers regarding reimbursable items.

6.2 Access to Organization Property and Materials

Volunteers will have access to organization property and materials necessary to fulfill their duties, and will receive training in the operation of appropriate equipment. Property and materials may be used only in accordance with the volunteer job description.

6.3 Insurance

Liability and accident insurance is not provided for volunteers engaged in organization business. Volunteers are encouraged to consult with their own insurance agents regarding the extension of their personal insurance to include community volunteer work.

6.4 Recognition

Volunteer recognition will be conducted to highlight and reward the contribution of volunteers to DCN.

6.5 Informal Recognition

All staff and volunteers responsible for volunteer supervision are encouraged to undertake on-going methods of recognition of volunteer service on a regular basis throughout the year. These methods of informal recognition should range from simple "thank you's" to a concerted effort to include volunteers as full participants in program decision-making and implementation.

6.6 Volunteer Career Paths

Volunteers are encouraged to grow and develop their skills while serving with the organization, and will be assisted through promotion to new volunteer jobs to assume additional and greater responsibilities. If desired by the volunteer, the organization will assist the volunteer in maintaining appropriate records of volunteer experience that may be helpful to the volunteer in future career opportunities.

6.7 Staff Recognition

The Volunteer Management Committee will design a program for recognition of staff who work well with volunteers and will consult with volunteers in identifying award recipients.

VIII. Sexual Harassment Policy

Davis Community Network (DCN) is committed to providing and promoting an atmosphere in which employees and volunteers can realize their maximum potential in the workplace. Toward this end, all staff and volunteers of Davis Community Network must understand that sexual harassment will not be tolerated, and that they are required to abide by the following policy.

A. Sexual Harassment Defined

This policy prohibits “quid pro quo” and “hostile environment” sexual harassment as defined below.

1. Quid Pro Quo Sexual Harassment

Unwelcome sexual advances, requests for sexual favors, and other verbal and physical conduct of a sexual nature by one in a position of power or influence constitutes “quid pro quo sexual harassment” when 1) submission by an individual is made either an explicit or implicit term or condition of employment, or 2) submission to or rejection of such conduct is used as the basis for employment decisions affecting that employee or volunteer. As defined here, “quid pro quo sexual harassment” normally arises in the context of an authority relationship. This relationship may be direct as in the case of a supervisor and subordinate or it may be indirect when the harasser has the power to influence others who have authority over the victim.

2. Hostile Environment Sexual Harassment

Unwelcome sexual advances, requests for sexual favors, and other verbal and physical conduct of a sexual nature constitute “hostile environment sexual harassment” when such conduct is directed toward an individual because of his or her gender and has the purpose or effect of 1) creating an intimidating, hostile, or offensive work or learning environment, or 2) unreasonably interfering with another’s work. Generally, a single sexual joke, offensive epithet, or request for a date does not constitute hostile environment sexual harassment; however, being subjected to such jokes, epithets or requests repeatedly may constitute hostile environment sexual harassment.

In determining whether alleged sexual harassing conduct warrants corrective action, all relevant circumstances, including the context in which the conduct occurred, will be considered. Facts will be judged on the basis of

what is reasonable to persons of ordinary sensitivity and not on the particular sensitivity or reaction of an individual.

B. Reporting of Sexual Harassment Allegations

Persons who believe they have been victims of sexual harassment should report the incident(s) immediately to appropriate administrative officials. Delay in reporting makes it more difficult to establish the facts of a case and may contribute to the repetition of offensive behavior.

1. Confidentiality

Davis Community Network will do everything consistent with enforcement of this policy and with the law to protect the privacy of the individuals involved and to ensure that the complainant and the accused are treated fairly. Information about individual complaints and their disposition is considered confidential and will be shared only on a “need to know” basis.

2. Assurance Against Retaliation

This policy seeks to encourage employees and volunteers to express freely, responsibly, and in an orderly way opinions and feelings about any problem or complaint of sexual harassment. Retaliation against persons who report or provide information about sexual harassment or behavior that might constitute sexual harassment is also strictly prohibited. Any act of reprisal, including internal interference, coercion, and restraint, by a Davis Community Network employee, volunteer, or by one acting on behalf of DCN, violates this policy and will result in appropriate disciplinary action.

This sexual harassment policy shall not, however, be used to bring frivolous or malicious complaints against volunteers and other employees. If a complaint has been made in bad faith, as demonstrated by clear and convincing evidence, disciplinary action may be taken against the person bringing the complaint.

C. Disciplinary Sanctions

A conclusion that sexual harassment has occurred shall subject the offender to appropriate disciplinary action and may result in suspension, discharge, expulsion or dismissal. Sanctions imposed will be determined on the basis of the facts of each case and the extent of harm to the DCN's interests.

Agreement of Policies and Procedures

By signing below, I acknowledge that I have read, understand, and agree to adhere to the policies and procedures of Davis Community Network as they were presented to me on the date indicated below.

Signature

Date

Name (please print)

DCN Release Form²

I understand and agree that as a Davis Community Network (DCN) volunteer, I assume all risk of loss or injury to myself or my property while acting as a DCN volunteer.

I understand and agree that all services performed by me will be performed on a voluntary basis.

I hereby release, discharge and indemnify and hold harmless Davis Community Network and its assigns, successors, agents, staff, officers, board of directors, employees, contractors and representatives from any and all claims, causes of action or demands of any nature of cause whatsoever, including costs and legal fees arising out of, or relating to, my volunteering with Davis Community Network.

We are grateful for your time and interest in volunteering with DCN! Thank you.

Signature

Date

Name (please print)

Emergency Contact Information

****For emergency use only****

Date: _____

Check:

____ Staff

____ Volunteer

Please Print Clearly

Last Name: _____ **First Name:** _____

Middle Initial: _____

Health Insurance and Policy Number: _____

(please include expiry date)

Allergies/Medical Conditions: _____

Family Physician: _____ **Phone Number:** _____

Emergency Contacts:

Name: _____ **Number:** _____

Name: _____ **Number:** _____

Name: _____ **Number:** _____

2 And don't blame us; the lawyers make us do this!