

# LAKEMARY CENTER, INC.

## *Volunteer Handbook*

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Lakemary Center, Inc.

# **MISSION AND VALUES**

## **MISSION**

The mission of Lakemary Center is to provide choices and opportunities for children and adults with special needs to maximize the freedom and control they can bring to their lives.

## **Introduction**

This Volunteer Handbook was prepared for use by all volunteers (i.e., individual, corporate, interns, etc.) within Lakemary Center, Inc. (LMC). It represents a continuation of the efforts of LMC to create positive volunteer relations, and to enhance communication throughout the organization. The guidelines and procedures contained in this manual are one additional step in achieving our goal to continually improve support to individuals serviced at LMC.

Volunteers are responsible for knowing and understanding the information in this Handbook. A complete set of Board policies is available in the Executive Director's office. All volunteering with LMC is at will, and either LMC or its volunteers may end assigned duties at any time for any reason.

The Human Resource Department will be responsible for guideline interpretation within the organization. Any questions regarding the correct interpretation of these guidelines should be referred to the Director of Marketing and Development.

This handbook contains the guidelines in effect at the time of publication. All previously issued handbooks and any inconsistent policies, practices, guidelines, or memoranda are superseded.

LMC, like any organization, needs to keep up to date, meet the demands of individuals served, improve policies, and respond to volunteer suggestions, in order to survive and prosper. An organization without change is an organization without growth or an organization that will not succeed. Because of this, the policies in this Handbook are to be considered as guidelines. Our policies and rules, as explained in this Handbook, may be changed, revised or supplemented from time to time at LMC's option. If and when provisions are changed, every attempt will be made to notify volunteer of changes to this Volunteer Handbook.

Gianna Gariglietti M.Ed, LPC  
President/Chief Executive Officer

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## **ALCOHOL AND DRUG FREE ENVIRONMENT**

To help ensure a safe, healthy, and productive drug-free environment for the volunteers of LMC, employees of LMC, individuals served of LMC, to protect LMC property and assets, maintain favorable public image, and to assure efficient operations, LMC has adopted a policy on drugs, alcohol, and other prohibited items. The enforcement of said policies is in accordance with the Drug-Free Workplace Act of 1988.

LMC strives to provide the highest quality services and at the same time provide a safe and positive environment. In an attempt to accomplish these goals, LMC developed the following procedures regarding drugs and alcohol.

Lakemary has a zero tolerance for reporting to duty under the influence of alcohol and/or drugs. This will result in immediate termination of volunteer status.

## **APPOINTMENT**

Volunteers must complete a Volunteer Application Form. Interviews will be conducted by the Marketing and Development Department. Volunteers will be selected based on previous experience in desired area, interview outcomes, reference checks and back ground results. In addition, volunteers must agree to the terms and conditions of this handbook. The Marketing Department will determine placement based upon the Volunteer's interest, interview outcomes, and needs of LMC.

## **ASSIGNMENTS**

Assignments are based on volunteer interests. Some examples are: scrapbooking, participation in activities and/or field trips, assist staff with day-to-day operations, answering phones, filing, classroom support, on campus recreational activities, teaching basic life skills, grocery shopping, computer assistance, library visits, etc. Volunteers will have an assignment of duty description, which outlines the scope of volunteers responsibilities.

PRTF PROGRAM ONLY. Volunteers are not permitted to have a person served from the PRTF Program for overnight or off-campus visits.

## **BACKGROUND CHECKS**

As LMC is primarily responsible for the provision of comprehensive services to youth and adults who have developmental disabilities, pre-volunteer screening and checking of references are necessary to meet licensing requirements and LMC standards according to licensing authorities. Volunteers, who are selected, must successfully complete required background checks as required by licensing authorities.

In addition, an annual KBI background check is performed on an annual basis for volunteers in the PRTF Program.

Reporting of adverse results may constitute resending the volunteer offer. The individual will be notified of the results.

## **CONFIDENTIALITY/ HEALTH INSURANCE PORTABILITY ACCOUNTABILITY ACT (HIPAA)**

LMC volunteer shall strive to maintain the confidentiality of individuals served and other confidential information in accordance with applicable legal and ethical standards, HIPAA regulations, and LMC's board policy. LMC and its volunteers are in possession of, and have access to, a broad variety of confidential, sensitive, and proprietary information, the inappropriate release of which could be injurious to individuals, and to LMC. Every LMC volunteer has an obligation to actively protect and safeguard confidential, sensitive and proprietary information in a manner designed to prevent the unauthorized disclosure of information.

- A. Individuals Served. All LMC volunteers have an obligation to conduct themselves in accordance with the principle of maintaining the confidentiality of individual served information in accordance with all applicable laws and regulations. Volunteers shall refrain from revealing any personal or confidential information concerning individuals served unless supported by legitimate business or for support service purposes. Individual served information is any form of communication including, but not limited to, written, verbal, electronic, or visual (such as photography and camera phone) identifiable health information. If questions arise regarding an obligation to maintain the confidentiality of information or the appropriateness of releasing information, the volunteer should seek guidance from their supervisor or the LMC Corporate Compliance Officer.
  
- B. Proprietary Information. Information, ideas, and intellectual property assets of LMC are important to organizational success. Information pertaining to LMC's competitive position or business strategies, payment and reimbursement information, and information regarding volunteers or third parties should be protected and shared only with volunteers or employees having a need to know such information in order to perform their assigned responsibilities. Volunteers should exercise care to ensure that intellectual property rights, including trademarks, copyrights, and software, are carefully maintained and managed to preserve and protect its value.
  
- B. Volunteer Actions/Decisions. Personal information relating to volunteers shall be treated as confidential. Volunteer files and similar information shall be maintained in a manner designed to ensure confidentiality in accordance with applicable laws.

Volunteers must read and sign the "Notice of Privacy Practices" form.

## **DEFINITION OF VOULENTEER / INTERN**

A volunteer is anyone who, without financial compensation, or expectation of it, performs duties at the direction of and on behalf of Lakemary Center (LMC).

## **DISCRIMINATION**

LMC is committed to a discrimination-free environment without regard to race, color, religion, pregnancy, sex, national origin, age, physical or mental disability, veteran's status, uniformed service, sexual orientation or other protected characteristic.

LMC has a zero tolerance for discrimination, harassment and retaliation. LMC will ensure that managers and supervisors take positive steps to comply with this policy. They are required to be

aware of potential discrimination situations and quickly resolve any discrimination issues that arise with the assistance of the Director of Human Resources.

LMC has an internal complaint process designed to address and resolve complaints of discrimination, including retaliation and harassment, as quickly as possible. LMC will take appropriate action to prevent discrimination, retaliation, and harassment.

LMC also provides reasonable accommodation to individuals with disabilities and for the religious beliefs of individuals as required by law.

The reporting procedures are under the section titled, Sexual Harassment and Other Harassment.

#### Examples of Prohibited and Legally Dangerous Conduct

LMC recognizes that a determination of whether particular speech or conduct violates the law is determined by many factors, including whether the speech or conduct was offensive to the person who experienced it. HOWEVER, LMC reminds all volunteers that engaging in any of the below listed activities may constitute unacceptable personal conduct without regard to whether it violates state or federal law, and LMC may take disciplinary action up to and including termination for engaging in it.

- Threats of physical violence or harm, displaying items that imply such a threat;
- Slurs, epithets, humiliating and derogatory jokes or comments concerning national origin, ethnicity, race, color, disability, age, religion, creed or gender;
- Off-color, sexually suggestive, sexist or risqué email, stories, jokes, items, songs, personal accounts, or pictures;
- Questioning others about personal matters, including the nature, existence or details of relationships with spouses or lovers, sexual preferences or history;
- Physical touching other than handshakes, including rubbing, hugging, stroking, kissing or grabbing any part of someone else's body or personal items on their body without their consent;
- Sexually aggressive conduct, including ogling, bumping, cornering or touching in any manner the area around (or clothing on) someone's buttocks, upper leg, thigh, crotch, chest or breasts; and

Sexual advances, requests for sexual favors, comments containing sexual language or references with sexual innuendo or implications, obscene gestures.

It is the responsibility of every employee, volunteer, intern, vendor, and any other person(s) interacting with employees, volunteers, interns or vendors who are on duty to conduct himself or herself in a manner that contributes to a workplace environment that is not only free of unlawful workplace harassment but also advances the mission and goals of the organization, and foster a harmonious working environment that encourages all employees or volunteers to perform at their best. LMC recognizes that unprofessional and unacceptable personal conduct affecting the workplace contributes to low morale, absenteeism, turnover and loss of productivity. It also erodes trust and credibility within the team, persons served, and other stakeholders.

## **DRESS CODE**

Volunteers will be required to dress in a manner appropriate to their assigned duties/activities and building location, avoiding extremes in style and fashion. To aid in defining "appropriate" and "extremes", each department has guidelines specific to their business needs. The dress code is designed to project a positive image to our individuals served and the community-at-large. As a general policy, all volunteers will be expected to adhere to the standards listed below, as well as those set forth in departmental dress codes, during working hours:

1. Neat, well-groomed personal appearance.
2. Good personal hygiene on a daily basis.
3. Neat, clean, controlled hair that does not interfere with work or vision.
4. Neat trimmed/moderate style mustache/beard.
5. Tasteful, non-excessive use of cosmetics/jewelry.
6. Clothing must be clean and not frayed (i.e. cut-off shorts, jeans with holes, t-shirts with inappropriate logo and/or statements) will not be worn.
7. Clothing must not be sheer, transparent, unreasonably tight or short, exposing midriff or back, or inappropriately revealing.
8. Artificial nails or extenders will not be excessive in length due to hygiene and safety factors.

Volunteers are responsible for knowing the dress code. To obtain this information, volunteers may contact their supervisor.

#### Additional Dress Code Requirements

Acceptable shoe wear is dependent upon the needs of the department. Direct care volunteers are not allowed to wear backless shoes, sandals, high heels, etc. due to the needs to respond to an emergency situation with an individual. Maintenance volunteers cannot wear these same types of shoes due to safety with equipment operation.

Due to potential safety risks, volunteers assigned to duties with individuals served and/or volunteers who are attending training that requires physical interaction are to minimize their earrings and/or ear jewelry, including but not limited to hanging type earrings. For these safety sensitive positions volunteers shall not wear facial jewelry or dangling earrings.

When involved in an LMC swimming activity, the volunteer must be dressed in conservative, non-sheer, one-piece swimwear. The volunteer wearing inappropriate attire may be verbally counseled by their supervisor and/or required to leave to change into appropriate clothes. Shirts and shoes, as outlined above, are required at all times except when actively involved in an LMC swimming activity.

If in doubt about the appropriateness of any article of clothing, the volunteer should contact one of their supervisory staff and/or Marketing Director. If a volunteer violates the dress code policy and an injury results due to the violation, LMC's worker's compensation carrier may deny coverage.

## **ELIGIBILITY**

The use of volunteers enhances LMC's ability to deliver high quality services to individuals served while providing educational and volunteer opportunities. Volunteers must meet the following minimum requirements to be considered for any volunteer opportunity.

1. Volunteers must be at least 18 years of age, and have no criminal record.
2. Volunteers who desire to transport as part of their assigned duties must be 21 years of age, meet driving requirements, and have no criminal record.

3. Volunteers under the age of 18 must be accompanied by a parent or guardian and both the volunteer and parent/guardian shall have no criminal record.
4. Interns must meet the educational requirements of their related field.
5. Volunteer must complete an application. See attached copy in the back of the handbook.

## HARASSMENT

Refer to the "Sexual Harassment and Other Harassment" section for details.

## INDIVIDUALS SERVED (Abuse, Neglect, & Exploitation, Individuals Rights)

### Abuse, Neglect and Exploitation

Abuse, neglect and/or exploitation may be verbal, psychological, physical, financial and/or sexual.

- Physical abuse is an overt act of aggression against an individual. It is the knowing, intentional, non-accidental use of force aimed at hurting, injuring or destroying a person. Unsupervised seclusion and/or any form of corporal punishment are strictly prohibited.
- Verbal abuse is any degrading or dehumanizing communication used against a person including the use of profanity. Verbal abuse refers to inappropriate and/or profane oral, written, gestured, or technologically produced communication within the person's hearing or viewing distance regardless of the person's age or ability to comprehend. Verbal abuse is strictly prohibited and is a violation of LMC's policies and accreditation standards. Verbal abuse may occur when an individual served is spoken to in an intimidating or degrading tone.
- Sexual abuse is the sexual exploitation of a child or a non-consenting vulnerable adult through such actions as incest, molestation, or assault. It is an attempt to involve a child in sexual activities. It is an attempt to involve a vulnerable adult in sexual activities that they may not fully comprehend, or to which they do not or are not able to give informed consent. Sexual abuse includes sexual genital fondling, or contacting or viewing the genital area other than to assist with required non-sexual bathing, hygiene, changing, and/or diapering. Sexual interaction between volunteers and individuals served is strictly prohibited including inappropriate touching and/or kissing.
- Financial exploitation is any unjust or improper use of a dependent person or their resources for one's own personal profit, advantage or gratification. Coercing an individual served, who is vulnerable, out of money, property, assets, or forcing a person to sign anything having to do with the exploitation of financial assets is financial exploitation. This includes the mismanagement of the individual's funds, including cash, monthly checks, savings, checking accounts, credit cards, property, and/or possessions.
- Neglect is the failure to act responsibly to provide proper and/or sufficient food, adequate clothing, shelter, health care, supervision, safety, or protection from physical and/or social danger. Neglect may persist unnoticed for long periods of time and may result in physical, developmental or emotional harm. Neglect may be physical, psychological, emotional, and/or self-inflicted. Failure to identify needs, provide adequate care, treatment, habilitation, and to protect an individual served from danger and harm constitutes neglect.

LMC has a zero tolerance for non-reporting of abuse, neglect, and/or exploitation. If an LMC volunteer observes or suspects abuse, neglect and/or exploitation, the volunteer is required to report the suspected abuse, neglect and/or exploitation promptly to their supervisor and Risk Manager (PRTF Program) or Coordinator of Service Coordination (Adult Services). In addition, the volunteer reports the suspected abuse, neglect, and/or exploitation to the SRS hotline at (800) 922-5330. A volunteer's failure to report all allegations or interfering with another volunteer's attempt to report suspected abuse, neglect and/or exploitation may result in a class B misdemeanor and will be grounds for dismissal. Copies of documentation regarding an allegation, involving a volunteer, by any supervisory staff, will be forwarded and kept in the Risk Manager's office.

If an LMC volunteer is suspected of abuse, neglect and/or exploitation, the volunteer may be put on immediate suspension and the alleged situation will be investigated. In the event LMC and/or SRS/DFS are satisfied the allegations have merit, the volunteer will be dismissed at that point; otherwise the volunteer will be notified to resume an active volunteer status.

### Rights of Individuals Served

LMC volunteers are responsible for knowing and understanding the rights of individuals served. The following are rights of individuals served, but rights are not limited to these listed:

- a safe, sanitary, and physically adequate residence.
- be respected and treated with dignity as a human being, free from verbal, mental, sexual and physical abuse and/or neglect and/or exploitation.
- not be spoken to in a negatively loud, degrading or demanding tone.
- know what medications have been prescribed for them and why they have been prescribed.
- prompt medical treatment.
- clothing that is fashionable, seasonable, fits properly, is changed daily and properly cleaned and cared for.
- bedrooms which are the brightness they choose, individualized as possible, and in which their personal belongings are secured to the best of LMC's ability.
- a nourishing, well-balanced, and varied diet. Food may not be withheld as punishment, and doing so would generally be considered abusive to an individual served.
- bathe, shower and have personal hygiene needs met at any reasonable time.
- an opportunity to participate in regular physical exercise, community activities, indoor and outdoor recreation programs, and appropriate social functions.
- attend or not to attend religious services.
- written and verbal communication with family and/or friends by writing and receiving mail and making and receiving telephone calls or any other form of available communication medium.
- reasonable visits with family and friends; and to receive encouragement to continue contact with their family when appropriate.
- receive accompaniment from an volunteer, volunteer, parent, guardian, or conservator when deemed necessary.
- exercise civil rights under the Constitution unless declared legally incompetent.
- reasonable, prompt access to current newspapers, magazines, radio, and television programming.
- prompt access to their records, evaluation, care, treatment, and habilitation which is informed according to level of understanding.
- not be the subject of experimental research without their prior written and informed consent or the informed consent of their parent or guardian.
- not be subjected to any hazardous treatment or surgical procedure unless a parent or guardian consents; or unless such treatment or surgical procedure is ordered by a legal court of competent jurisdiction.

- an impartial review prior to hazardous treatment procedures or irreversible surgery, except in cases where emergency procedures are required for the preservation of their life.
- enjoyment of all the above rights regardless of race, color, religion, sex, age, national origin, ancestry, disability, veteran status, marital status, sexual orientation, or any other prohibited basis.
- be spoken to in a respectful and non-threatening tone.

In the PRTF Program, communication with family and/or friends may be directed and/or altered by the child's external social worker.

## **ORIENTATION (NEW VOLUNTEER)**

All new volunteers are required to attend Volunteer Orientation. Volunteer Orientation must be attended prior to volunteering.

## **PROPERTY, EQUIPMENT AND SUPPLIES**

LMC may provide computers, telephones, walkie-talkies, pagers, telephone cards, tools, machinery and other equipment to volunteers for the benefit of its operations. Volunteers should use LMC's equipment, supplies and computer systems, including but not limited to electronic mail (e-mail) messages, for LMC business only. Personal telephone calls should be kept to a minimum. Volunteers are prohibited from using LMC telephones for personal long-distance calls without supervisor authorization.

LMC's telephone and computer systems are the property of LMC and all messages and files may be accessed, changed, disclosed or removed from operation at the discretion of LMC without notification. Volunteers must remain professional and communication must be business related during all communications on LMC walkie talkies.

All voicemails, computer files and documents are LMC records and may be accessed and reviewed by LMC at its discretion at any time. There is to be no display or transmission of inappropriate or sexually related images, messages, cartoons, or any transmission or use of computer messaging or telephone messaging communications that may be construed as harassment or offensive to others. (See policy on "Electronic Mail" for more information.)

Software and/or technology related equipment may only be installed, copied, added to or deleted by the Technology Department or their designee. The Technology Department is not to complete installation or technology related purchases without the written approval from the department director. Volunteers are required to follow all Software License Agreement regulations. Volunteers are expected to use LMC computers for LMC related business only unless other authorization has been approved by the department director. Volunteers are expected not to be playing games on LMC work time.

All business related equipment and/or supplies owned by, purchased by, rewarded to, and/or donated to LMC and/or individuals served, including but not limited to washing machines, home related equipment, medications, food, clothes, toys, furniture, supplies (i.e.: office supplies, cleaning supplies, personal care supplies, food supplies, household supplies, etc.), maintenance equipment, vehicles, and any other business related items, equipment and/or supplies are to be used for individuals served and/or LMC business only.

## **REASONS FOR DISMISSAL**

Possible grounds for dismissal may include, but are not limited to, gross misconduct, insubordination, being under the influence of alcohol or drugs, theft of property or misuse of agency equipment or materials, abuse or mistreatment of clients or co-workers, failure to abide by LMC policies and procedures, failure to meet standards of performance as outlined in the volunteer duty description, and failure to satisfactorily perform assigned duties.

## **REPORT OF INJURY**

Volunteers who sustain an injury or illness arising out of the scope of their assigned duties must report the injury immediately to the Risk Manager.

## **SAFETY AND HEALTH**

LMC strives to maintain a safe and healthy environment for its volunteers. Volunteers are responsible for their safety and the safety of the individuals served. If volunteers are aware of any unsafe conditions on LMC property, they should immediately inform their supervisor so appropriate action can be taken to correct the situation.

To comply with accreditation standards, regulatory requirements, and/or automobile insurance requirements certain health screenings may be required. All volunteers must complete a TB screening and certain assigned duty classifications will require a health assessment screening.

### Airborne Contagious Conditions

A volunteer who knowingly has an airborne contagious condition (i.e., flu, lice, pink eye) that may be highly transmittable through regular activities with individuals served is expected to report their symptoms to their supervisor, and to leave the environment until they are no longer considered contagious.

## **SEXUAL HARASSMENT AND OTHER HARASSMENT**

Sexual harassment may consist of unwelcome sexual advances, request for sexual favors, or other verbal, visual, or physical conduct of a sexual nature when: (1) submission to such conduct is made either explicitly or implicitly a term of condition of an volunteer's assigned duties; (2) submission to or rejection of such conduct by a volunteer is used as the basis for decisions affecting such an individual; or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's assigned duties performance and creating a hostile or abusive environment. Sexual harassment may include continuing to express sexual or social interest after being informed that the interest is unwelcome. Sexual harassment also may include, in addition to unwelcome sexual advances, other offensive statements or conduct of a sexual nature, such as physical touching, hugs, innuendoes, gestures, jokes, teasing, offensive comments, or statements or questions regarding sexual matters.

### **Prohibition of Sexual Harassment and Other Harassments**

LMC strictly prohibits sexual harassment and any other unlawful harassment related to a person's race, color, gender, national origin, ancestry, age, religion, handicap, disability, veteran status, sexual orientation, or any other unlawful factor. This specifically includes, but is not limited to, conduct such as racial or ethnic slurs or other derogatory statements or offensive statements or conduct relating to a person's race, color, gender, national origin, ancestry, age, religion, handicap, disability, veteran status, sexual orientation, or any other unlawful factor.

LMC also expects a higher standard of conduct by our volunteers than merely what is required under the law. All volunteers are expected to refrain from any offensive or inappropriate behavior and to conduct themselves in a professional and respectful manner at all times when in assigned duties or on LMC business.

### **Reporting Procedure**

If a volunteer believes they have been subject to treatment in possible violation of this policy, or if a volunteer has information indicating a fellow volunteer and/or LMC staff has been subject to treatment in possible violation of this policy, they should immediately either: (1) talk to their supervisory staff to try to resolve the issue; or (2) if they prefer, make a report to the Director of Human Resources. A volunteer is required to make a report to the Director of Human Resources if they talk to their supervisory staff and are dissatisfied with their response or action. In addition, a volunteer should make a report to the Director of Human Resources and/or Executive Director if they fear retaliation for talking to their supervisory staff or for any other reason they prefer making a report to the Director of Human Resources and/or Executive Director. LMC will conduct an investigation of any report to the Director of Human Resources and, at the request of the volunteer, maintain confidentiality as much as practical. If warranted by the facts, LMC will take appropriate corrective action. There will be no retaliation against an individual who makes a report under this policy.

LMC will not tolerate any unlawful discrimination, harassment or retaliation against volunteers. Any volunteer who violates this policy will be subject to dismissal.

## **SMOKING**

LMC maintains a smoke- and tobacco-free environment. No smoking or other use of tobacco products (including, but not limited to, cigarettes, pipes, cigars, snuff, or chewing tobacco) is permitted in any part of the buildings, property or in vehicles owned, leased, or rented by the LMC. Volunteers may smoke in their personal vehicles, out of the line of sight of persons served. Cigarette butts or other traces of litter or tobacco use may not be left on the ground or anywhere else on Lakemary property.

Volunteers must also conform to this smoking or tobacco-use procedure when volunteering at a person's served residential site.

All volunteers are expected to abide by this procedure in all respects while volunteering.

All tobacco related products and substances (including but not limited to lighters, matches and other related paraphernalia) are prohibited in the sight of individuals served, individuals served residences, individuals served patios, gazebos, and LMC vehicles. Volunteers who have these substances must keep them retained in a location which is locked and inaccessible to the individuals served. Volunteers are not to sell or distribute tobacco products or related substances to individuals served.

Volunteers are responsible for reporting fire hazards and/or violations to LMC's tobacco free environment policy to their supervisor or to Human Resources. Volunteers should report a fire by activating the fire alarm box in their area or the area of the fire, call 911, and contacting their department Director and/or the Executive Director.

## **SOLICITATION AND DISTRIBUTION**

Volunteers are prohibited from soliciting, collecting contributions or promoting support for any cause or organization during their assigned duties or during the assigned duties of the volunteer(s) at whom such activity is directed

## **SUPERVISION/EVALUATION**

The volunteer will be expected at all times to function within his/her assignment(s) and in accordance with LMC's policies and procedures. The volunteer will be directly accountable to a staff member who will conduct appropriate evaluations. The periodic evaluation will provide the volunteer with appropriate feedback and suggestions from the volunteer on means of enhancing the relationship with LMC. See attached copy in the back of the handbook.

## **TRAINING**

Volunteers must attend Volunteer Orientation within their first 30 days. Depending on the assignment there may be other trainings required (i.e. Driver's Training, Defensive Driving, CPR, First Aid and MANDT or SCM).

## **VEHICLES**

Volunteers must receive approval from their department coordinator and/or director prior to obtaining an LMC driver's license. Volunteers who have or are attempting to obtain a LMC driver's license are responsible for regularly reading and understanding LMC's Transportation Procedure Manual. Volunteers must meet age and experience requirements prescribed by LMC's insurance carrier and the LMC Transportation Procedure Manual. Volunteers must satisfy the written and driving demonstration requirements of the LMC Driving Class prior to receiving an LMC driver's license. If the LMC driving instructor is not satisfied with the volunteer's driving abilities, the volunteer will not be issued an LMC driver's license. A volunteer's department coordinator and/or director may revoke a volunteer's LMC driver's license at any time. This revocation may affect a volunteer's assigned duties. Volunteers should only transport individuals served in LMC vehicles unless otherwise authorized by their department coordinator and/or director. Volunteers should generally use a LMC vehicle when traveling for LMC business. Volunteers are not to use LMC vehicles for personal usage. Volunteers should not use their personal vehicles for LMC business and will not be reimbursed for mileage for this use unless they receive pre-approval from their department director. An approval to use a personal vehicle by a department director for a trip does not provide on-going authorization. LMC will only provide reimbursement to an volunteer requesting mileage reimbursement if the volunteer received appropriate pre-approval and there were not other LMC vehicles accessible for their use. Mileage reimbursement requests must be submitted within one month of when the mileage was incurred. Requests more than one month old will generally be denied payment by LMC. The pre-authorized "per mile" compensation paid by LMC to a volunteer for the use of their personal vehicle in the interest of LMC is considered reimbursement for wear, tear, use, fuel, depreciation, liability and physical damage insurance.

In the event a volunteer receives advance director approval and uses their personal vehicle in the performance of their duties for LMC and physical damage occurs to that vehicle during the time of such use, the following will apply. LMC will review the incident and may reimburse the volunteer if damage, excluding vandalism, is sustained to a volunteer owned vehicle while it is being used in the interest of LMC. The maximum amount paid by LMC will generally be the lesser of:

- the volunteer's physical damage insurance deductible, if insured; or

- the cost to repair damage, with a maximum of \$500 per occurrence.

Volunteers who have an accident involving an LMC vehicle should:

- seek medical attention, if needed, for the driver and/or passengers.
- contact the police department and complete necessary reports.
- immediately contact their department director; in the director's absence, contact the Transportation Coordinator and/or Director of Fiscal Services.
- complete a written report and forward it to the Director of Fiscal Services within 24 hours of the accident; if the volunteer is physically unable to complete the report, their supervisor should be responsible for submitting the report.
- complete any safety sensitive alcohol and/or drug testing required.
- if the LMC vehicle is not at LMC and is in driving condition, an authorized LMC driver should be responsible for returning it to LMC, and the volunteer should not drive another LMC vehicle until they receive authorization from their department director and/or Human Resources.
- the volunteer's supervisor or department director should confirm a meeting date with the Director of Fiscal Services within one week of the accident to review the incident with the volunteer. If it is determined that the volunteer was at fault, the following disciplinary process will generally be utilized.
  - a) If a first accident with a LMC vehicle occurs, that was the result of the volunteer's actions, the volunteer will generally receive verbal counseling, a performance improvement plan, and they may be required to attend a mini-driving course with the Transportation Coordinator, department director or Director of Fiscal Services within two weeks of the accident, and may be required to complete the next available LMC defensive driving course if they have not completed the course within the last 12 months. The level of severity of the accident and carelessness involved may result in further disciplinary action, up to and including dismissal.
  - b) If the volunteer has had a prior accident with an LMC vehicle that was the result of their actions, the volunteer will be verbally counseled, will receive a performance improvement plan, which will generally include a suspension for a minimum of 3 scheduled shifts; may be required to attend a mini-driving course with the Transportation Coordinator, department director or Director of Fiscal Services within two weeks of the accident and will be required to complete the next available LMC defensive driving course. The level of severity of the accident and carelessness involved may result in dismissal.
  - c) If the volunteer has had two prior accidents with a LMC vehicle that was the result of their actions, the volunteer will generally be dismissed from their driving position.

## **VIOLENCE IN THE WORKPLACE**

LMC has a zero tolerance for violence in the workplace and is committed to a safe environment, free of threats, intimidation, disruptive behavior and physical harm. All volunteers share a responsibility to assure the safety of the LMC. Any volunteer engaging in conduct in violation of this policy will be subject to disciplinary action up to and including immediate dismissal.

Any behavior that, in LMC's opinion, raises safety concerns at the workplace may be the basis for an evaluation to determine an volunteer's fitness for duty. LMC may require a fitness-for-duty evaluation when it has a concern regarding an volunteer's potentially violent behavior.

Threats of violence, bodily harm, or physical intimidation by volunteers, as well as actual or implied incidents of violence, will not be tolerated and may result in disciplinary action up to and including dismissal. All such threats will be taken seriously by LMC. Direct or implied threats may be physical or verbal, and may be made in person, over the telephone, in writing or by electronic communication.

The presence of weapons of any kind of LMC property and/or premises will not be tolerated under any circumstances, and will be grounds for immediate dismissal. A weapon includes what normally is associated as weapons (such as firearms and knives) and other instruments based on circumstances, the apparent intent of the users and its potential or actual use.

Any volunteer who believes they, or any other person, have been or may be the subject of violence, threats, or other conduct in violation of this policy, has a responsibility to immediately report the situation to the department director and/or the Director of Human Resources.

The enforcement of this policy will strictly prohibit physical assaults, fighting, threatening comments or conduct, abusive language, intimidation, and the intentional or reckless damage to any property and/or premises of LMC, our volunteers, or third parties by volunteers or outside individuals. Comments or conduct from a volunteer that could be interpreted as intent to do harm to a person or property and/or premises will also be considered a threat.

LMC may also, at its discretion and pursuant to its policy in this regard, perform a background check on any volunteer whose conduct poses safety concerns. Such information may provide a basis for risk assessment.

## **VOLUNTEER SERVICES**

Volunteer opportunities are available throughout LMC. Contact the Human Resource Department for additional information, questions, suggestions, and/or concerns.



## **VOLUNTEER/INTERN ACKNOWLEDGEMENT**

I acknowledge that I have received, read, and understand the policies outlined in this Handbook. I agree to conform to the rules and regulations of LMC as described in the Handbook, which is intended as a guide to LMC policies and procedures. I understand that LMC has the right to change the Handbook without notice. It is understood that future changes in policies and procedures will supersede or eliminate those found in this book. I understand that upon notification of changes, that I will go to [www.lakemaryctr.org](http://www.lakemaryctr.org), click on Employee Login-in, click on Reference Materials link, select the Volunteer Handbook, and read for updated information.

I also understand and agree that the information contained in these materials does not constitute a contract between LMC and myself, and that either I or LMC may terminate our volunteer/intern relationship at any time, with or without cause.

I understand that no manager or representative of LMC, other than the Executive Director, has any authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to the foregoing.

I understand, acknowledge and agree that failure to comply with Lakemary Center, Inc. company policies and procedures are considered to be "gross misconduct" and may result in termination of my volunteer status.

I also understand, acknowledge and agree that LMC has zero tolerance for abuse, neglect, and/or exploitation; sexual harassment and other harassment, discrimination, workplace violence, and for non-reporting of these types of incidents.

By my signature below, I also acknowledge that I have received a copy of the handbook, have been presented with an overview, and agree to read the procedures / guidelines contained in this handbook within one week from the date signed. Should I have questions about specific procedures / guidelines I will seek out the Volunteer Coordinator for clarification

\_\_\_\_\_  
Volunteer/intern Name (please print)

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

\_\_\_\_\_  
Date