

Mara's Christmas Wish, Inc Volunteer Policies and Procedures

Welcome to Mara's Christmas Wish, Inc!

We are excited that you have decided to become a powerful voice in a needy person's life and we are eager to work with you. We know that you will find your work as a Mara's Christmas Wish Volunteer to be meaningful. We also know that at times the work may be very frustrating.

This handbook is intended to help clarify the policies and procedures for Mara's Christmas Wish volunteers. If you have any questions about it, please ask! We will be asking you to sign a statement indicating you understand and accept these policies.

Communication with Mara's Christmas Wish staff is essential. When should you call us? Call when:

- ◆ you have questions,
- ◆ you are worried or frustrated about some aspect of your volunteering,
- ◆ you want to let us know about a success,

Confidentiality is also essential. You **can** discuss your volunteer efforts with Mara's Christmas Wish staff at any time. Never discuss names or details regarding someone we are assisting. Contact your volunteer supervisor when you need to discuss matters regarding Mara's Christmas Wish or vent your feelings. Refer the media to the **Mara's Christmas Wish Board of Directors or your assigned Volunteer coordinator.**

Conflicts may occasionally occur with your volunteer supervisor regarding the handling of any situation, reporting of information, in reference to those we serve in the community. In this case, you should first talk to your volunteer supervisor. If you are not able to resolve the complaint, the next step is to talk to the Board President.

Conflicts of interest, and the appearance of conflicts of interest, should be avoided. If you had any prior non-Mara's Christmas Wish relationship (s) with anyone involved in any potential Conflict matter, you may not volunteer in a situation if you are related to any parties involved in the matter, if you are employed in a position and/or agency that might result in a conflict of interest with Mara's Christmas Wish, Inc.

Volunteers should be dressed appropriately when participating in any and all Mara's Christmas Wish events or programs. Volunteers should not wear clothes that are revealing or offensive.

Mileage (will or will not be) reimbursed by the program. (If mileage is reimbursed, state under what conditions and at what rate. You may want to consider reimbursing only if it has been pre-approved and if funding is available.)

Safety of volunteers is paramount. If you are concerned about any safety issue, talk to your volunteer supervisor. Take your volunteer supervisor with you if you are nervous. If you feel

threatened at any time, leave immediately. You are not required to share your home telephone number with those we are assisting. Many volunteers instead give the number of the Mara's Christmas Wish staff to anyone who might need to reach them.

Training is essential for all volunteers. Thirty (30) hours of pre-service training are required for all volunteers. **In-service training** enables you to stay current with changes in the Mara's Christmas Wish programs. We have regular meetings for volunteers, from the Mara's Christmas Wish Staff to meet all training requirements. You may need to document all of your training for your volunteer file and give that documentation to your volunteer supervisor.

Visits and contacts with the children may occur regularly. Volunteers shall have at least two volunteers present when dealing with children matters at all time.

Sexual Harassment and all other areas of harassments shall not be tolerated.

Mara's Christmas Wish Inc will not tolerate sexual harassment of its volunteers or those we serve. This means that the following behaviors are grounds for disciplinary action, including termination as a volunteer

- Unwelcome sexual advances.
- Requests for sexual acts or favors.
- Insulting or degrading sexual remarks or conduct directed against another employee or volunteer.
- Threats, demands or suggestions that an employee's or volunteer's work is contingent upon toleration of, or acquiescence to, sexual advances.
- Retaliation against employees or volunteers for complaining about such behaviors.
- Any other unwelcome statements or actions based on sex that are sufficiently severe or pervasive so as to unreasonably interfere with an individual's work performance, or create an intimidating, hostile or offensive working environment.
- Any person who has a complaint of sexual harassment against a Volunteer, a vendor or a person we serve should bring the problem to the attention of Mara's Christmas Wish Staff. Complaints may be raised with any of the following persons:
 1. The Volunteer coordinator
 2. President of the Board of Directors

Mara's Christmas Wish Inc prohibits retaliation against anyone for having raised such a complaint in good faith or cooperating with an investigation of a complaint.

Complaints will be investigated and handled as confidential as possible in the matter described below.

Complaints of sexual harassment will be investigated as promptly as possible. The allegations of the complaint and the identity of the persons involved shall remain confidential, in order to conduct a full and impartial investigation, remedy violations, monitor compliance and administer the policy.

The investigation will include, but will not be limited to, discussion with both parties and witnesses. Where appropriate, a report shall be forwarded to the President of the Board with recommendations concerning remedial action, if necessary. The President of the Board will review the recommendation, determine the corrective action, if any, notify all parties of its decision and implement that decision.

Volunteer records are kept for each volunteer. Your volunteer record contains your application, job description, reference documentation, security check documentation, and training records. You may have access to your entire volunteer record. If you wish to view your volunteer file, ask your volunteer supervisor at least two days prior to viewing it. You will always have the opportunity to review, add to, or correct any information in your volunteer file.

Mara's Christmas Wish, Inc Don'ts

The following **activities are not permitted** by Mara's Christmas Wish volunteers. Any of these actions will lead to dismissal as a volunteer.

- ◆ Breaching confidentiality.
- ◆ Engaging in any action without prior approval of the Mara's Christmas Wish Inc.
- ◆ Violation any policy or procedures of Mara's Christmas Wish, Inc.
- ◆ Failure to attend required volunteer training.
- ◆ Falsification of application or misrepresentation of facts during any screening process.
- ◆ Allegations of child abuse or neglect against the volunteer.
- ◆ Misusing credentials. Use your Mara's Christmas Wish Inc ID only for Identification purposes.
- ◆ Making promises. Never promise anything which is outside your control.

If dismissal of a volunteer is necessary, the volunteer supervisor and the program director have the authority to discharge the volunteer.

I understand and agree to these policies

Signature of volunteer

Date

Volunteer Release and Waiver of Liability Form



SEP

Name: _____ Cell#: _____

Address: _____ E-mail: _____

In what areas are you interested in volunteering? _____

Do you have any special skills or talents that could be utilized? _____

Do you have any allergies, or take medications, or other information that we should know if there's an emergency? _____

Emergency contact person: _____ Cell #: _____

This Release and Waiver of Liability. I, _____ release Mara's Christmas Wish Inc.(MCW), a Nonprofit Incorporation organized and existing under the laws of the State of California and each of its directors, officers, employees, and agents.

The Volunteer desires to provide volunteer services for this nonprofit organization and chooses to engage in activities related to serving as a volunteer.

The Volunteer understands that the scope of his/her relationship with MCW/Nonprofit is limited to a volunteer position and that no compensation is expected in return for services provided by the Volunteer; that MCW/Nonprofit will not provide any benefits traditionally associated with employment to a Volunteer; and that this Volunteer is responsible for his/her own insurance coverage in the event of personal injury or illness as a result of the Volunteer's services to MCW/Nonprofit.

1. Waiver and Release: I, the Volunteer, release and forever discharge and hold harmless MCW/Nonprofit and its successors and assigns from any and all liability, claims, and demands of whatever kind of nature, either in law or in equity, which arise or may hereafter arise from the services I provide to MCW/Nonprofit. I understand and acknowledge that this Release discharges MCW/Nonprofit from any liability or claim that I may have against MCW/Nonprofit with respect to bodily injury, personal injury, illness, death, or property damage that may result from the services I provide to MCW/Nonprofit or occurring while I am providing volunteer services.

2. Insurance: Further I understand that MCW/Nonprofit does not assume any responsibility for or obligation to provide me with financial or other assistance, including but not limited to medical, health, or disability benefits or insurance. I expressly waive any such claim for compensation or liability on the part of Nonprofit beyond what may be offered freely by MCW/Nonprofit in the event of injury or medical expenses incurred by me.

3. Medical Treatment: I hereby Release and forever discharge MCW/Nonprofit from any claim whatsoever which arises or may hereafter arise on account of any first-aid treatment or other medical services rendered in connection with an emergency during my tenure as a Volunteer with MCW Nonprofit.

4. Assumption of Risk: I understand that the services I provide to MCW/Nonprofit may include activities that may be hazardous to me including, but not limited to, Lifting/Reaching/Twisting/Walking/working around hot foods or liquids involving inherently dangerous activities. As a Volunteer, I hereby expressly assume risk of injury or harm from these activities and Release MCW/Nonprofit from all liability. I have read, understand and agree to MCW volunteer policies & procedures, to accept responsibility for my own actions as a Volunteer.

5. Photographic Release: I grant and convey to MCW/Nonprofit all right, title, and interests in any and all photographs, images, video, or audio recordings of me or my likeness or voice made by MCW/Nonprofit in connection with my providing volunteer services to MCW.

6. Other: As a Volunteer, I expressly agree that this Release is intended to be as broad and inclusive as permitted by the laws of the State of California and that this Release shall be governed by and interpreted in accordance with the laws of the State of California. I agree that in the event that any clause or provision of this Release is deemed invalid, the enforceability of the remaining provisions of this Release shall not be affected.

7. By signing below, I express my understanding and intent to enter into this Release and Waiver of Liability willingly and voluntarily.

Print Name & Signature Date

Parent/guardian if under age 18 Date