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## **Welcome to the Center of Concern!**

The Center of Concern (COC) welcomes you as a volunteer, and hopes your association with the COC will be a mutually satisfying experience. You are joining the ranks of the many who have worked to support and grow the mission of the Center of Concern. Volunteers have always played an important role in the development, growth, and day-to-day workings of our agency.

As you serve with your time, talents, and energy, we hope you will know that this important gift will permanently benefit our entire community.

This handbook will provide information to help you get started. Please read it carefully, and let us know if you have any questions.

We look forward to having you on our team! Thank you for volunteering and helping provide the best services to our clients.

**The mission of the Center of Concern is to provide housing solutions, support services and counseling for seniors, disabled and others in need, enabling them to live with dignity and independence.**

## **Volunteer Overview**

Your primary contact will be the Center of Concern's Volunteer Coordinator. All volunteers receive hands on training by our staff, which includes the responsibilities you will be performing as well as familiarization with the Center's programs and staffing. The time commitment ranges from one to two days a week to an occasional morning or afternoon. Whatever time you can give the Center is most appreciated. We will work with you to make volunteering a possibility.

## **Benefits for Volunteers**

Many of our volunteers tell us that their biggest reward comes from helping others. Our volunteer programs offer many benefits including:

- Serving as an active and vital member of your community
- Making new friends and being of service to others
- Supporting the staff so they have more time to provide service to their clients
- An opportunity to brush up on old skills and gain new ones

- Reducing taxpayer expense by supporting a volunteer-based entity in place of a government funded program

### **Volunteer Rights**

Volunteers are viewed as the most valuable resource of the Center of Concern, its staff, and its clients. You will:

- Be given tasks that use and develop your education, talent and skills
- Be given adequate information and training to carry out your assignment
- Receive guidance and supervision by a staff member
- Be able to freely discuss problems, ask questions, or make suggestions
- Have a written job description and have a designated place to work

Volunteers have the right to be given meaningful assignments and the right to effective supervision. In return, volunteers shall agree to perform their duties to the best of their abilities.

### **Volunteer Responsibilities**

As a volunteer, your schedule in many cases is flexible, but you must be prepared to fulfill your volunteer commitments:

- To accept only assignments you feel you can reasonably complete
- To learn about the Center of Concern's programs
- To accept the guidance and direction the agency volunteer coordinator and/or staff supervisor
- To participate in any training required by the agency
- To respect confidentiality
- To be punctual
- To be alert, sober, and drug free while volunteering
- Report your volunteer hours

### **Volunteer Policies**

#### **NON-DISCRIMINATION AND ANTI-HARASSMENT POLICY**

#### **Equal Employment Opportunity**

The Center is proud to be an equal opportunity employer. It is our policy to provide equal employment and volunteer opportunities to all qualified applicants and employees without regard to their race, color, religion, sex, sexual orientation, marital status, age, national origin, disability, handicap, citizenship, veteran status, or on any other basis prohibited by law.

We make reasonable accommodations when necessary for all employees and volunteers and/or applicants with disabilities or handicaps, provided the individual is otherwise qualified to perform the essential functions of the job. Such individuals are encouraged to discuss their need for a reasonable accommodation with the Executive Director.

If you feel that you have been discriminated against in any respect, you should immediately bring the matter to the attention of management through the complaint procedure contained in this Handbook, or by approaching any member of management with whom you would feel comfortable discussing your complaint.

### **Our Policy Against Harassment**

We believe that our employees and volunteers should be able to work in an atmosphere free from all forms of harassment. Therefore, it is our policy to prohibit all types of harassment, including but not limited to harassment based on: sex, sexual orientation, race, color, religion, national origin, age, disability, handicap, citizenship, marital status, veteran status or any other basis prohibited by law. This policy extends to each and every level of our operations. Accordingly, harassment, whether by a fellow employee, volunteer, client, guest, or a member of management, will not be tolerated. Activities of this nature are unlawful and serve no legitimate purpose; they have a disruptive effect on your ability to perform your job and they undermine the integrity of the employment relationship.

Harassment is verbal or physical conduct relating to an individual's sex, sexual orientation, race, color, religion, national origin, age, disability, citizenship, marital status, veteran status or other protected status when this conduct: (a) has the purpose or effect of creating an intimidating, hostile or offensive working environment; (b) has the purpose or effect of unreasonably interfering with an individual's work performance; or (c) otherwise adversely affects an individual's employment opportunities. Some examples of conduct that may constitute prohibited harassment include: slurs, jokes, cartoons, stereotypes, statements, etc. based upon sex, sexual orientation, race, color, religion, national origin, age, disability, citizenship, marital status, veteran status or any other basis prohibited by law.

Specifically, acts considered to constitute **SEXUAL HARASSMENT** include, but are not limited to, unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when: (a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; (b) an individual's submission to or rejection of such conduct is used as a basis for an employment decision affecting that individual; or (c) the purpose or the effect of such conduct is to substantially interfere with the affected individual's work performance or to create an intimidating, hostile or offensive work environment. Some examples of unwelcome behavior that can be construed as sexual harassment include, but are not limited to: sexual advances; propositions; sexually suggestive gestures; sexual jokes; off-color language; vulgar language; touching; physical assault; possessing, distributing or posting sexually explicit or suggestive magazines, pictures, posters, objects or material; derogatory comments about gender; references to a person's body parts, requests for sexual activity; and/or sexually explicit conversation.

Although the above defines "unlawful" harassment, it is also a violation of this policy to commit or engage in any unprofessional or inappropriate conduct based on any protected characteristic, whether or not such conduct rises to the level of "unlawful" harassment.

We take allegations of harassment very seriously. If you believe that you are the victim of harassment by anyone (including supervisors, volunteers, co-workers, clients or visitors), you should do the following:

1. If possible, document or otherwise record each incident of alleged harassment, including the date, time, place, what was said or done, and the surrounding circumstances.
2. If you are comfortable doing so, clearly and directly communicate to the offending individual that his/her conduct is unwelcome, and request that the offensive behavior stop.
3. At the same time, you should immediately bring the matter to the attention of your supervisor. If your supervisor is somehow involved in the harassment, or if you are uncomfortable talking to him or her, you should report this matter to any other member of management or directly to the Executive Director.
4. You may also report incidents of harassment directly to the Board of Directors.

Managers and supervisors **must** report immediately to the Executive Director any incidents that they hear about or observe that may constitute a violation of this policy.

### **Open Door Policy**

It is the policy of The Center that all employees and volunteers be treated fairly and equitably. A volunteer who has a problem, question or complaint, may utilize the Open Door Policy. The general process is as follows:

1. Most job-related problems can and should be resolved directly between the volunteer and immediate supervisor.
2. If the problem cannot be resolved with the supervisor, the volunteer should schedule a session to review the issue with the Volunteer Coordinator.
3. The Volunteer Coordinator will conduct a full examination of the facts and a decision shall be communicated to the volunteer.

### **Searches and Investigations**

Our Center policies and work rules include prohibitions on various types of misconduct, such as theft, possession of weapons, violation of our drug and alcohol policy, and health and safety violations. These policies and rules exist for the protection of our employees, volunteers, our clients, The Center, and others with whom we do business and have contact, including members of the public. We are also subject to health and safety requirements imposed by various laws. In order to make sure that our policies and rules are being followed, it is necessary that we investigate possible violations of our policies, and inspect Center premises and items on Center premises.

Accordingly, The Center reserves the right, when it determines it is appropriate, to conduct searches of persons (including volunteers) and their personal belongings on Center of Concern property, including desks, lockers, cars, packages, toolkits, bags and briefcases, as well as voice mail, computers, and computer software, e-mail, files, storage and other media. (Volunteers are reminded that desks, lockers, telephones, voicemail, tools, personal computers and computer media and other items supplied by The Center are and remain Center of Concern property.) Failure or

refusal to consent to a search when requested by The Center of Concern, or failure to cooperate fully in any investigation, may result in discipline, up to and including immediate discharge of your Volunteer duties.

### **Use of Computer Equipment and Software**

Our computer system is a critical part of our operations. For both legal and practical reasons, it is essential that we carefully preserve the integrity of our system.

We comply with all applicable hardware and software copyright, licensing and other laws, agreements and regulations. In order to insure compliance with the law, and to protect our system from damage from computer viruses and other causes, we have established certain policies which all employees must follow:

- Volunteers are not permitted to take or transmit any original or copy of any software from The Center of Concern, without express advance permission from the Executive Director.
- No software can be brought into or transmitted to The Center for use on our system without express advance permission from the Executive Director.
- The Center's hardware and software cannot be used for any personal purposes without express advance permission from the Executive Director.
- The Center's hardware and software cannot be used for any personal purposes without express advance permission from the Executive Director.
- All passwords, password procedures (including confidentiality), and e-mail policies and procedures must be strictly honored.
- When using The Center's computers and/or the internet for any purpose, do not use derogatory, inappropriate and/or non-professional language or communications, including but not limited to profanity, slander, obscenity, sexual harassment, etc. Use of Center computers or the internet for an inappropriate purpose or to harass or personally attack other individuals is expressly prohibited.

Violations of this policy will result in discipline, up to and including discharge of your volunteer duties, as well as possible legal action to recover any damages The Center of Concern may suffer.

### **Use of E-Mail and Voice Mail**

Our e-mail and voice mail systems are significant to our purpose and our relationships with our clients. For reasons of integrity and security, and the protection of important interests, we have adopted a comprehensive policy regarding the use of e-mail and voice mail.

1. The e-mail and voice mail systems provided for your use are the exclusive property of The Center. Anything generated by the use of either of these systems is the property of The Center, even when created through the use of a personal password. Users should understand that electronic communications may be saved to the computer back-up system and may continue to exist even though the user deletes them from his/her own computer.

2. You are to access and use only the e-mail and voice mail accounts assigned to you. You are responsible for the security of the e-mail and voice mail accounts assigned to you, and you must protect your accounts, using a secure password for each account. Please do not disclose your password(s) to others within The Center except on a need-to-know basis. Passwords are not to be disclosed to anyone outside The Center.

3. Unless you have specific authorization, you are not to:
- a. Access another's e-mail or voice mail;
  - b. Listen to or publish e-mail or voice mail message(s) contained in e-mail or voice mail accounts assigned to another person;
  - c. Forward Center or customer generated e-mail messages to anyone outside The Center of Concern;
  - d. Copy, retrieve, modify or forward copyrighted materials.

4. Do not defame, publish or announce derogatory information to or about another person at The Center of Concern, The Center and/or its clients through the use of The Center's e-mail and/or voice mail system(s).

5. During working time, The Center's e-mail and voice mail systems are to be used for business purposes and in a professional manner only. Personal use of e-mail should be confined to non-working time, and then only with the permission of a supervisor. When using The Center's e-mail and/or voice mail system(s) (including your password) for any purpose, do not use derogatory, inappropriate and/or non-professional language or communications, including but not limited to profanity, slander, obscenity, sexual harassment, etc. Use of e-mail or voice mail for an inappropriate purpose or to harass or personally attack other individuals is expressly prohibited.

6. Use of The Center's e-mail and/or voice mail system(s) in a manner which is a violation of local, state or federal law will be considered a violation of this policy.

7. If someone else gains access to your e-mail and/or voice mail account(s) with your knowledge and permission, and uses either account in violation of this policy, you will be held responsible for said violation(s). Therefore, if you feel that someone has obtained access to your password, you should immediately inform your supervisor and the network administrator.

8. You must not send e-mail messages containing confidential information or discussing confidential matters without (a) first assuring that the recipient's computer is secure so that the message cannot be retrieved by unauthorized persons, and (b) including the following in the message: "CONFIDENTIAL: This message contains confidential and/or privileged information and must not be transmitted, copied or forwarded to any other person."

9. Because of the limited storage space in our voice mail, and because e-mail messages are not convenient for individuals who are out of the building, you must be selective about the medium used for particular messages. As a general rule, informational messages which are not urgent or which include lengthy information should be sent via e-mail. In contrast, voice mail should be used when out of the building, or when an urgent response is necessary, or when the information transmitted is

not lengthy.

10. The Center reserves the right to monitor your e-mail and/or voice mail account(s) at any time to make sure that you are complying with this policy and The Center reserves the right to revoke your access to its e-mail and/or voice mail systems, or discipline you, with or without notice, at any time, for any violation of this policy.

11. Electronic media and services should not be used in a manner that is likely to cause network congestion or significantly hamper the ability of other people to access and use the systems. When it is necessary to retain voluminous or lengthy voice-mail or e-mail messages, you should save them into some other format (hard copy, hard disk, floppy disk, etc.) and delete them from the voice-mail and e-mail systems.

12. While client information is and should remain privileged and confidential, you should not have any expectation of privacy with respect to messages or files sent, received, or stored in The Center's e-mail or voice-mail systems. The Center reserves the right to access all such communications for reasons including, but not limited to, (a) system administration and maintenance, (b) when there is an urgent business reason, (c) to ensure compliance with this policy, and (d) as required to comply with a court order or other legal obligation to produce records or information. (Remember, even if material is erased or deleted from these electronic systems, it can often be reconstructed and retrieved; assume, therefore, that every message you create might become public information).

Use of the e-mail and/or voice-mail systems will be deemed to constitute the volunteer's consent to comply with this policy and recognition that any such messages may be monitored or recorded.

### **Code of Conduct/Whistle-blower**

The Center is committed to maintaining the highest standards of conduct and ethical behavior and to promoting a working environment that values respect, fairness, and integrity. All employees, board members, and volunteers shall act with honesty, integrity, and openness in all their dealings as representatives for The Center. Failure to uphold these standards will result in disciplinary action including possible termination of employment, dismissal from the board or volunteer duties and possible civil and criminal prosecution.

Employees, board members, consultants, and volunteers are encouraged to report suspected fraudulent or dishonest conduct (i.e. to act as a whistle-blower). Any concerns about such conduct should be reported to the Executive Director or a member of the Board of Director, reports may be made anonymously. The Center will investigate any suspected fraudulent or dishonest use or misuse of The Center's resources or property by employees, board members, consultants, or volunteers.

The Center will ensure that whistle-blowers are protected from retaliation to the full extent possible. Names shall be held in confidence unless disclosure is required for the investigation or if disciplinary or legal action is taken. Additionally, no adverse actions, including threats of physical harm, loss of job, punitive work assignments, or impact on salary or fees, will be taken against a whistle-blower who, in good faith, reports activity they believe to be fraudulent or dishonest.

Whistle-blowers who believe they have been retaliated against may file a written complaint with the Executive Director or any member of the Board of Directors. Any complaint of retaliation will be promptly investigated and appropriate corrective actions taken if the allegations are substantiated.

### **No Solicitation/No Distribution**

To avoid annoyance to our employees and interference with our operations, no employee or volunteer is permitted to distribute literature or solicit other employees for any purpose on Center premises during working time. Center premises include all areas where employees perform their assigned work tasks. Working time includes the time during which any of the employees involved are actually scheduled to work, and does not include scheduled rest periods, meal breaks and other specified times when employees are not expected to be working.

Employees and volunteers may not distribute literature of any kind in working areas. However, during non- working time, employees may distribute literature in non-working areas (such as the lunchroom), provided undue litter does not result.

### **Workplace Violence**

The Center seeks to provide a workplace for all of our employees and volunteers that is free from recognized hazards or threats that are causing, or likely to cause, physical harm or threats of physical harm. Therefore, we have adopted the following policy regarding violence in the workplace:

1. The Center will not tolerate violence in the workplace. This applies to all employees, volunteers, clients, and visitors.
2. All employees and volunteers are expected to conduct themselves in a manner that will maintain a workplace that is free of violence or threat of violence.
3. This policy is intended to cover any behavior that constitutes violence or threat of violence including, but not limited to, the following:
  - a. Physical fighting, including pushing, shoving, hitting or in any way deliberately hurting a co-worker, customer, vendor or visitor; or
  - b. Destruction or sabotage of personal or Center property; or
  - c. A verbal or written statement that indicates intent to hurt a co-worker, customer, vendor or visitor; or
  - d. Belligerent conduct, including swearing and persistent loud, angry statements made to or in the presence of a co-worker, customer, vendor or visitor.
4. You are encouraged to report to your supervisor, or to any other manager or supervisor, any threats you see, hear or know about. All reports will be investigated. Reprisals will not be tolerated against an individual who reports an incident or who participates in the investigation of an incident.
5. To the greatest extent possible, confidentiality will be maintained for all employees and volunteers who report incidents. If you choose to report anonymously, you may prepare a detailed

written account of the incident(s) and submit it to the Executive Director.

6. The Center recognizes that there are many areas of stress that surround us both at work and at home. In an effort to try to reduce potential areas of stress at work, the following rules should be observed:

- a. While control over access may be difficult, it is not impossible. If employees or volunteers notice suspicious individuals or persons with no discernible business interest, ask them who they are and what their business is or report them to your supervisor.
- b. Make a note of anyone suspicious in the parking area. If you are uncomfortable walking out to your car alone, ask someone to accompany you.
- c. If confronted with someone carrying a weapon, try to remain calm, alert others to the situation, stay out of harm's way and inform the police.

7. Report all threatening or abusive telephone calls. Bomb threats must be communicated immediately to your supervisor who will follow-up with a call to the police.

8. The Center will take any and all action that is necessary – including legal prosecution – to assure that our workplace is and remains violence-free.

### **Age Limitation**

Volunteers under the age of 18 must have the written consent of a parent or guardian before volunteering and be accompanied by a parent or guardian in some cases.

### **Placement**

Volunteer interest along with the agency needs must be weighed in the interview process to insure the best match possible. When possible, the volunteer will have the final say in determining which volunteer position best fits his/her needs based on availability and the needs of the Center of Concern.

### **Volunteer Hours**

It is vital that you record and report your volunteer hours by phone, letter, email, or on our website (<http://centerofconcern.org/volunteer>). The number of volunteer hours donated to the Center of Concern is important to document the time and energy you give the Center of Concern.

### **Absences**

Please keep in mind that when you make a commitment to volunteer as a Friendly Visitor, your senior client will be looking forward to your visits and expecting your arrival. However, if you are feeling ill or your plans have changed, please call your senior and reschedule your visit with as much notice as possible.

As an Office Volunteer, the staff is counting on you. Similarly, if you are unable to come on your designated day, please call the Volunteer Coordinator with as much notice as possible.

## **Volunteer Protection Act of 1977**

If a volunteer is involved in an accident while carrying out the volunteer assignment, you may be protected under certain circumstances from liability under the Volunteer Protection Act of 1977.

## **Orientation, Training, and Supervision**

All volunteers are supervised by the Volunteer Coordinator. Volunteers will be trained one-on-one by the appropriate staff working with the particular program or service.

## **Volunteer Performance Problems**

The following are considered to be serious violations and are grounds for cancellation of volunteer duties:

- Falsifying reports, records, or expenses
- Sharing clients' confidential information
- Negligent or willful damage of property
- Theft
- Willfully endangering the safety of others
- Working under the influence of intoxicants

## **Appearance and Working Environment**

While we respect your individuality, your neat appearance is important to our ability to maintain a professional atmosphere and leave a favorable impression with our customers and visitors. Of course, although it is difficult to describe appropriate and acceptable business attire within a very rapidly changing world of fashion, we expect you to use good judgment in this area. Your clothing should be tasteful, clean, neat, and appropriate for your duties. Clothing with obscene or inappropriate language will not be tolerated.

## **Safety Rules**

We work hard to have a clean, comfortable and safe working environment for all of our employees and volunteers. We expect you to properly maintain Center property and individual work areas. You are responsible for working and conducting yourself in a safe manner to help promote your safety and the safety of your fellow employees. You are expected to read, learn and comply with the following safety rules, as well as all rules issued in the future:

1. Immediately report any equipment that needs repair, or any safety or health hazard, or any violation of our safety rules, to your supervisor or the Volunteer Coordinator.
2. Immediately report any accident, injury, or illness, irrespective of its size or significance, to your supervisor/Volunteer Coordinator or the Executive Director. (This includes any injury to any individual, where you witnessed or were involved in the injury or accident.)
3. Do not use or operate Center of Concern machinery or equipment without first

being trained how to use it and without receiving prior permission from your supervisor. If permission is obtained, use the machinery or equipment properly and carefully.

4. Know the location of all exits and fire extinguishers in your area.
5. Do not obstruct fire-fighting equipment, aisles, or fire exits.
6. Practice good housekeeping. Keep your work area, neighboring areas, and aisles clean and accessible every day.
7. Do not engage in horseplay, practical jokes, or other conduct which may be hazardous to you or your fellow employees.
8. Walk; do not run, on Center property.
9. Do not attempt to lift or push objects which are too heavy for you.
10. Keep hands and foreign objects away from moving machinery.
11. Sit squarely and firmly in chairs that roll or tilt.
12. Keep file and desk drawers closed when not in use.
13. Do not overload electrical outlets.
14. Never empty a hot item into a waste basket or open receptacle.
15. Immediately report all unsafe acts to your supervisor.
16. Use common sense, and think safety first!

## **Confidentiality**

Many of us at The Center are entrusted with confidential client information. We all depend on each other to be trustworthy, honest individuals, with the ethical responsibility of treating our client affairs with the highest degree of confidentiality. The future well-being of The Center upon which we all rely, and the job security and success of each one of us, depend upon all of us honoring our duty of confidentiality.

For these reasons, we all need to remember that such things as client and donor information, employment information, interoffice communications, payroll, and any information in your computer, just to name a few, are confidential and must not be distributed or removed from your particular work area or equipment. Everyone who works at The Center is required to abide by this policy, which reflects legal requirements as well as ethical standards.

Precautions to be observed for electronic and computer systems, including the use of passwords and the safeguarding of data, are described elsewhere in this handbook. With respect to information in hard copy:

- Avoid, whenever possible, the removal of reports, files, etc. from our buildings.
- Keep confidential information in secure locations, such as locked cabinets or file rooms.
- Use care when disposing of confidential reports. Certain information requires shredding or retention.

For the protection of all of us whose livelihood depends upon The Center, everyone is expected not to disclose confidential information to anyone outside The Center, either during employment, or after employment with us ends. This includes any proprietary or confidential information or business secret

of The Center, pertaining to such matters as the operations of The Center, or of any of its clients; client lists or client personal information; or any of The Center's client lists. Anyone who leaves employment at The Center for any reason is expected to promptly turnover to The Center any and all notes, plans, computer files, employee lists or other records, client lists or other records, and reproductions of any of these things, which relate in any way to The Center's operations, employee files or records, or any of the items described in this policy.

### **The Center Drug and Alcohol Policy**

We maintain a strong commitment to programs that promote safety in the workplace, and employee health and well-being. While we hope that all employees and volunteers with a substance abuse problem will voluntarily submit to available treatment, certain guidelines must be set to cover instances where employees do not acknowledge their problems and seek help or instances where employees engage in prohibited conduct while on Center business or premises. Therefore, in an effort to maintain the high standards of health and safety to which we are committed, we have defined our policy and rules of acceptable conduct in this sensitive area.

There are a number of good reasons for this policy. An employee or volunteer who is under the influence of drugs and/or alcohol poses a serious threat to his or her own safety and the safety of others. Also, a person cannot do his or her job properly while working under the influence of drugs or alcohol. Your personal protection, the protection of others and the quality of your work are very important to all of us. Equally important is the fact that the use of certain drugs and narcotics is unlawful.

(Note: The use of the term "drug" in this policy refers to both legal and illegal controlled substances unless the legal use is pursuant to the instruction of a medical professional licensed to prescribe or advise individuals on the use of drugs who has been informed of the employee's job duties and has advised that the substance does not adversely affect the employee's ability to safely perform his or her job. The term "drug" also includes, but is not limited to, marijuana, cocaine, PCP, heroin, morphine, amphetamines, and barbiturates.)

1. The use, sale, purchase, manufacture, distribution, dispensation, transfer, possession or presence in one's system of non-prescribed drugs, controlled substances, or alcohol, is prohibited on Center premises, and is cause for immediate discharge. At Center-approved or business-related functions or meetings during which alcohol is served, moderate consumption is allowed (so long as the individual does not drive afterwards), but reasonable standards of conduct must be maintained.
2. Employees and volunteers are prohibited from being at work with any detectable<sup>1</sup> amount of alcohol or drug in their system. Any employee violating this prohibition will be subject to disciplinary action up to and including immediate discharge of volunteer duties.
3. Employees and volunteers must not perform safety-sensitive duties if they are aware of any medical condition or have used alcohol or a drug (including prescribed medicine) that may adversely affect their ability to

perform such duties or that may affect safety, employees, or the public.

4. The Center reserves the right to inspect packages, bags, briefcases, desks, lockers, automobiles, etc., where there is a reasonable belief that illegal drugs or alcohol may be present on Center property. Employee and volunteers' failure to cooperate with an investigation may result in disciplinary action, including but not limited to immediate discharge.
5. An employee or volunteer suspected of being under the influence of a controlled substance, or an employee who is involved in an on-the-job accident which results in property damage or which requires medical treatment, may be required to take a medically approved test(s), to be given by authorized medical personnel, to determine whether The Center's drug and alcohol policy has been violated.
6. An employee or volunteer's refusal to submit to a drug and/or alcohol test may result in disciplinary action, up to and including immediate discharge. Refusal includes refusing to report immediately to the testing location upon request, refusal to sign a medical test authorization form as required by The Center, refusal to provide specimens unless medically incapable of doing so, and/or attempts to falsify or interfere with the testing process, including failure to comply with instructions or attempting to substitute, dilute, or otherwise change specimens to be tested. Employee or volunteer consent to testing under this policy will not act as a waiver of disciplinary action, up to and including termination.
7. An employee or volunteer may be disciplined (up to and including discharge) for violation of The Center's drug and alcohol policy, in the absence of a test, based on other evidence, including but not limited to observed conduct and symptoms.
8. Employees and volunteers who are arrested and convicted for off-the-job drug-related activity may be considered to be in violation of this policy. In deciding what action to take, The Center will consider the nature of the charges, the employee or volunteer's present job assignment, the employee's record with The Center, the impact of the employee or volunteer's conviction on The Center and any other factor The Center may deem relevant.
9. Additionally, employees and volunteers shall notify The Center of any criminal drug statute conviction no later than five (5) days after such conviction. Any employee/Volunteer who is so convicted will be considered to be in violation of this policy and subject to appropriate sanctions, including discharge of volunteer duties.

## **General Policies**

### **Background Checks**

A criminal records background check is required for all volunteer assignments, and every volunteer must pass this check prior to their assignment.

### **Professional Services**

Volunteers shall not complete duties requiring certification or licensing unless currently certified. A copy of certification or licensing must be maintained by the Volunteer Coordinator.

### **Gun Policy**

Volunteers may not at any time while in the COC office or at a client's residence, possess or use any weapon, including but not limited to guns.

### **Tax Deductible Expenses**

Volunteers should consult with their tax advisor regarding possible deductions and may wish to keep a personal record of deductible expenses.

### **Emergency Plan**

Emergencies don't happen very often, but when they do it is important to act calmly, quickly, and properly. To do this, a well thought-out plan is needed. To get help quickly, dial 911.

### **Office Hours**

Monday – Thursday	9:00 a.m. – 4:30 p.m.
Friday	9:00 a.m. – 12:00 noon
Saturday/Evenings	By appointment
Sunday	Closed

### **Holidays**

New Year's Day  
Presidents Day  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day  
Friday after Thanksgiving  
Christmas Eve  
Christmas Day  
Afternoon of New Year's Eve Day

Thank you for your willingness to volunteer at the Center of Concern!