

Literacy Council of Frederick County, Inc. (LCFC)

Volunteer Policies and Procedures¹

Record Management

The LCFC office maintains records on each volunteer throughout the organization. Records may include dates of volunteer service, positions held, duties performed, training attended, and awards/recognition received. Volunteer records are confidential. Volunteers are responsible for submitting and updating information contained in their files to the LCFC office.

Attendance and Time

Volunteer attendance is important to the operation of the LCFC. Volunteers should notify their student, in the case of a tutor, or the person overseeing the activity or event they are to participate in if they are unable to be present as scheduled.

Volunteers are responsible for submitting their volunteer time each month by completing the Individual or Group Progress Report found at www.frederickliteracy.org, or by calling, writing, or emailing the coordinator or office.

Change of Placement

Volunteers may request a change in placement at any time. Tutors may request another student by contacting their coordinator. If they wish to change programs and have not completed the training for that program, they will receive the training prior to the new placement. If the volunteer wishes to volunteer in a totally different capacity, they will receive any necessary orientation or training.

Service Requirement

Volunteer tutors are asked to commit to a minimum of one year of service. We request that if the volunteer cannot make that commitment, they tell the LCFC so that an appropriate short term assignment can be made.

Leave of Absence

Tutors should notify their coordinator, as well as their student, prior to any extended absence. Office staff should notify the Office Manager.

Training

Volunteer tutors receive training prior to assignment of a student unless they have previous equivalent training. Other volunteers receive orientation or training as appropriate for their volunteer position.

Recognition

Volunteers will be recognized at the Annual Meeting for hours served, beginning with 100 hours. Some longtime volunteers are recognized for years served.

Conduct

Volunteers are expected to follow rules of conduct that will protect the interest and safety of all volunteers, students, staff, and the LCFC.

Smoking

The LCFC is a smoke free facility.

Drug-Free Environment

LCFC provides a drug-free, healthy, and safe environment. While on LCFC premises and while conducting LCFC-related activities off LCFC premises, a volunteer may not use, possess, distribute, sell or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted during volunteer service only if it does not impair a volunteer's ability to perform the essential functions of the volunteer position effectively and in a safe manner that does not endanger other individuals in the workplace. Volunteers must advise their supervisor if they are taking any prescription or over-the-counter drug which could adversely affect safety or performance.

Safety and Liability

LCFC aims to provide a safe and healthy environment for all volunteers. If a volunteer is injured in the course of the volunteer's service, it is important that the volunteer notify his or her coordinator immediately. Volunteers should also submit an incident report to the LCFC office.

LCFC's general liability coverage, with some limitations and exclusions, protects volunteer workers for covered injury or damage that results from activities or service that volunteers conduct or perform at LCFC's direction and within the scope of their duties for LCFC. LCFC's general liability coverage does not provide coverage to volunteers themselves for liabilities they may have incurred for their actions. Volunteers must sign a release absolving LCFC of liability for any injury, loss, or damage to the volunteer during the course of their volunteer activities on behalf of LCFC.

Reimbursement of Expenses

Volunteers may be eligible for reimbursement of pre-approved, actual out-of-pocket expenses. Office staff and tutors working with students for more than two hours may request parking reimbursement for time over two hours. (The initial two hours may be paid by validating your library parking ticket.) Preapproved purchases for the LCFC will also be reimbursed. A request for reimbursement form, along with the receipt for the purchase, must be submitted promptly to the treasurer, but no later than six months.

Emergency Closings

It is the policy of the LCFC that the office will be closed for inclement weather when the Frederick County Public Schools are closed. In some instances, if the Office Manager determines that driving is safe, the office may be open when the schools are closed. Volunteers should call before traveling to the office to verify that it is open.

Safety and Security

LCFC desires to provide a safe volunteer environment. Volunteers are responsible for using the following common-sense suggestions to help ensure a safe environment.

- Be aware of any unknown person who comes into your area. If you are tutoring at the LCFC when the office is closed, be sure who you are admitting before opening the door.
- Never leave your purse, wallet, or other valuable items unattended and in plain sight.

LCFC is not responsible for lost or stolen personal property. LCFC will not reimburse a volunteer for any personal property which disappears from a volunteer site.

Use of Literacy Council of Frederick County Property

Telephones—Telephones are for business purposes. Personal phone calls should be kept to a minimum and should not interfere with volunteer service. In addition, personal long distance calls should not be made.

Computer Usage—LCFC provides computers, e-mail, and Internet access to assist office and administrative volunteers in performing their duties. Computers, e-mail and Internet access should be used only for business related purposes. Personal business should not be conducted during volunteer time. LCFC also provides a computer for tutors to use in teaching their students, and it should be used for that purpose only.

Copier—LCFC provides a copier which may be used by staff and tutors for LCFC business and copying of teaching materials. It should not be used for personal copying.

Teaching Materials and Equipment—LCFC provides a library of materials for use by our tutors. These materials should be used only by LCFC volunteers for teaching their students.

Return of Property

Volunteers are responsible for LCFC property which includes all materials, files, keys, passwords, or any other written or electronic information issued to volunteers or in volunteers' possession or control. All LCFC property must be returned on or before your last day. LCFC may take all actions deemed appropriate to recover or protect its property. Teaching materials should be returned promptly when the tutor is finished using them, even if they are still tutoring the student, so the materials can be used by others.

Sexual Harassment in the Workplace

LCFC is committed to providing volunteers with an environment that is free from discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, ethnicity, age, religion, sexual orientation, disability, personal appearance, or any other legally protected characteristic will not be tolerated. LCFC encourages volunteers to bring any incidents of sexual harassment to the immediate attention of a direct supervisor, coordinator, or board member.

Conflict of Interest

LCFC is judged, in large part, by the individual and collective performance of its volunteers. LCFC must recognize the importance of a volunteer's duty to LCFC, and to its members and supporters, to act in a manner that merits public trust and confidence.

Each volunteer must act in all matters in a manner that will safeguard the reputation and integrity of LCFC and will preserve and strengthen public confidence in LCFC activities. Likewise, volunteers must refrain from engaging in any transaction in which personal interests conflict, potentially conflict or appear to conflict with those of LCFC.

An actual or potential conflict of interest occurs when a volunteer is in a position to influence a decision that may result in a personal gain for yourself or for a relative as a result of LCFC's business dealings. For the purposes of this policy, a relative is a person who is related by blood or marriage, or whose relationship with the volunteer is similar to that of persons who are related by blood or marriage.

The Literacy Council reserves the right to select volunteers, including tutors, who we believe have the background consistent with the mission and values of the Literacy Council of Frederick County. All volunteers are subject to the approval of the board of directors.

Participation in any activity prohibited by this Policy can result in the termination of volunteer service. Some conflict of interest situations are easily identifiable, whereas others are more subtle. Some of the more common situations pertaining to volunteers rise to the potential conflicts set out below. This list is illustrative only and should not be regarded as all-inclusive:

Accepting Payment or Gifts: No volunteer shall accept payment of any kind (including gifts, cash, discounts, concessions, services or other similar item or benefits) for services rendered as part of his or her volunteer service. This includes payment for speaking engagements or for participation in workshops or similar activities.

Improper Influence: Any volunteer, or close relative, should not, when acting on his or her own behalf or when acting on behalf of another person, business or organization, attempt to influence LCFC's position on any issue, matter or transaction nor participate in any discussions pertaining to a related organization.

Inside Information: Inside information should not be used either for the purposes of gaining advantage for one's self, a close relative, or another organization or for any other purpose not specifically approved by LCFC.

Competing with LCFC: No volunteer shall prevent or hinder LCFC from lawfully competing with others or divert business or personnel from LCFC.

Political Activities: Volunteers are encouraged to take an active interest and to participate in the political and governmental process. However, except for registered lobbyists and others authorized to act on behalf of LCFC, volunteers participating do so as individuals and not as representatives of LCFC. To avoid any inference of support or sponsorship by LCFC, a volunteer must never represent that his or her political donation, endorsement or other political activity was made or engaged in with the approval, or on behalf, of LCFC. Likewise, volunteers must not engage in political activities during their volunteer service on behalf of LCFC.

The Making of Statements: No volunteer shall use LCFC stationery or any title of LCFC or refer to LCFC or misidentify him or herself as an employee thereof in connection with any matter as to which he or she is not authorized as a representative of LCFC and to express an opinion on its behalf.

Initial Volunteer Policies and Procedures adopted November 14, 2011, revised November 2016 by the Board of Directors of the Literacy Council of Frederick County, Inc.

¹Adapted from the National Wildlife Federation Volunteer Policies and Procedures

Updated November 2016