



Volunteer Policies, Guidelines and Expectations



GOODWILL · EASTER SEALS
MINNESOTA

MORE THAN A STORE ... WE PREPARE FOR WORK

Thank you for volunteering with Goodwill/Easter Seals Minnesota

Please read all policies listed below. When you sign your volunteer application, you are agreeing to abide by these policies while volunteering with Goodwill/Easter Seals. Failure to abide by these policies may result in dismissal.

Expectations

- Voluntary participation: I acknowledge that I have voluntarily applied to Goodwill/Easter Seals Volunteer program. I understand that as a volunteer, I will not be paid for my services.
- Minimum age for volunteers is 16 years old.
- Customers, staff, donors, program participants and other volunteers should be treated with respect at all times. All volunteers will respect Goodwill/Easter Seals staff members and stay on task while volunteering.

POLICIES

Apparel

- Wear comfortable, closed-toe shoes and appropriate clothing (no inappropriate verbiage or photos). Hats are not allowed, unless medically or culturally required.
- You may be asked to dress appropriately for your volunteer activity. A volunteer badge and apron will be provided to you in the Goodwill stores. Please display this badge visibly while volunteering.
- Please do not bring cell phones, headphones, purses or backpacks to your volunteer site. Incoming personal calls are to be for emergencies only.

Prevention of abuse of participants

Goodwill/Easter Seals' employees and volunteers are expected to protect the welfare of those who seek our services (participants). Any person actively enrolled in a Goodwill/Easter Seals' program must be protected from abuse and exploitation by all employees and volunteers. Employees and volunteers should use their work-related skills only for purposes consistent with their job responsibilities and should be concerned at all times with the best interests of the participants.

Employees and volunteers should not at any time, while on or off the job:

- Have, seek or request any kind of personal relationship, including a sexual relationship or sexual contact, with a participant
- Have or seek a personal or business relationship or contact with a participant
- Have any additional contact with a participant that could adversely affect the participant or reflect discredit on Goodwill/Easter Seals

Some of our participants are vulnerable adults. A vulnerable adult is any person 18 years old or older who is unable to provide his or her own protection or care without assistance or is unlikely to report abuse or neglect because of mental, physical, or emotional status. This policy also applies to any participant that is under the age of 18.

Goodwill/Easter Seals' employees and volunteers are required to report immediately any evidence of suspected abuse, neglect or exploitation of a participant to their immediate supervisor, a case manager or the Human Resources Department. If employees or volunteers make a report of suspected abuse in good faith, they cannot be reprimanded, held liable, or punished unless they intentionally filed a false report.

Failure to comply with this policy may result in corrective action, up to and including termination.

Confidentiality

Volunteers may have access to other employee, participant, contributor, volunteer, customer or Goodwill/Easter Seals' proprietary information. This includes, but is not limited to, data relating to employees or to existing, past or future participants, volunteers, donors or customers, and data or devices that give the organization a competitive advantage, such as marketing strategies, technological innovations, contribution files, computer software, lists and directories, and strategic plans and ideas developed for Goodwill/Easter Seals.

Volunteers have a responsibility to keep such information confidential both during and after their employment at Goodwill/Easter Seals and not use it for their own or others' benefit. Volunteers are expected to safeguard confidential and proprietary information from illegal or unauthorized disclosure to other organizations (including competitors), government institutions, the media and private parties. This includes disclosure to family, friends, and acquaintances. Goodwill/Easter Seals may take action to protect its interests in the event unauthorized disclosure occurs.

Goodwill/Easter Seals limits employee possession or use of cameras, camera phones, tape recorders or other recording devices in the workplace as a preventative step believed necessary to secure employee privacy, trade secrets and other business information. Authorization may be granted when a specific business purpose will be served. Volunteers should discuss needs for recording devices with their supervisor prior to use.

Drug and alcohol

Consuming alcoholic beverages and/or drug use will not be tolerated. No substance use is permitted on Goodwill/Easter Seals property at any time. No exceptions. It is prohibited to be under the influence or possession of alcohol or illegal drugs while performing tasks for Goodwill/Easter Seals, or while at an organizational job site or facility. Smoking is allowed in designated areas only. You must be 18 years of age or older to consume tobacco products.

Harassment-free environment

Goodwill/Easter Seals seeks to provide a positive and productive work environment. To that end, Goodwill/Easter Seals is committed to providing an environment that is free of discrimination and harassment, and to provide a means of dealing with such incidents should they occur.

Discrimination and/or harassment, in any form, will not be tolerated at Goodwill/Easter Seals. This includes discrimination and/or harassment based upon a person's race, color, creed, religion, national origin, sex, marital status, status with regard to public assistance, membership or activity in a local commission, disability, sexual orientation or age. If, after appropriate investigation, discrimination and/or harassment is found to have occurred, the initiator will be subject to appropriate disciplinary action, depending on the circumstances, up to and including termination.

Discrimination/harassment is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/ her race, color, creed, religion, national origin, sex, marital status, status with regard to public assistance, veteran/military status, membership or activity in a local commission, disability, sexual orientation, or age. Some examples are: using improper, profane, offensive language, telling inappropriate jokes or making false or malicious statements about employees, participants, volunteers or Goodwill/Easter Seals.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature which contribute to creating an intimidating, hostile, or offensive work environment. Some examples are: unwanted sexual comments, flirtations, propositions, suggestions or invitations to social events or unwanted and unnecessary touching, or using Goodwill/Easter Seals computers for internet searching of sexual content.

Discrimination and/or harassment, in any form, will not be tolerated at Goodwill/Easter Seals. If you believe that you have been harassed, or if you observe suspected harassment of someone else, you should report the conduct to your direct supervisor. Make prompt and accurate reports of harassment and provide as much information as possible so that the organization can properly and thoroughly investigate the report.

All complaints of discrimination and/or harassment will be examined impartially without prejudice and without malice toward the reporting party regardless of the status of the person accused. Goodwill/Easter Seals prohibits any retaliation against anyone who reports possible harassment or assists in an investigation of possible harassment.

Liability insurance

Volunteers referred by the court system are covered under the State of Minnesota's volunteer accident insurance policy. Contact your case worker for details. Volunteers are covered by Goodwill/Easter Seals' liability insurance policy which provides for protection, subject to the policy limits. Conditions of coverage are covered in a brochure available to all volunteers. If you are injured while volunteering at Goodwill/Easter Seals, notify a supervisor or manager immediately. An accident or injury report form must be completed by the injured party within 24 hours of the injury and submitted to their manager.

Orientation and training

On your first day, ask for the manager-on-duty or other Goodwill/Easter Seals staff. This person will give you an orientation and any necessary training materials. The orientation session does count toward any required volunteer hours.

Safety

When performing your assigned task, follow safety procedures. If you become aware of a potential hazard, immediately notify a supervisor. Personal protective items are available upon request. Goodwill/Easter Seals is dedicated to providing a safe work environment for all.

Timesheet

If you are going to be late or absent from your scheduled volunteer time, please contact the manager-on-duty at the volunteer site. When volunteering an eight-hour day, you will be allowed two 15-minute breaks and a half-hour lunch break. Any more than that will be taken out of the total amount of hours you have volunteered. Also, your half-hour lunch break is not considered part of your volunteer hours. Volunteers should work out their schedule with their supervisor, report to work site at scheduled time, and sign in and out on time card in the presence of a supervisor to ensure accurate recording of hours. All volunteers will be given a copy of their volunteer time sheet when volunteer hours are completed or if requested.

Shopping policy It is Goodwill/Easter Seals' intent to ensure a uniform purchasing policy is followed throughout the company. All volunteers can assist in this effort by following these guidelines:

Volunteers may shop/purchase before or after scheduled volunteer times. Stashing, holding or shopping while volunteering is not permitted. You are welcome to shop any of our stores outside of your scheduled volunteering time.

- Volunteers cannot purchase store items until they have been displayed on the sales floor for at least two hours.
- All purchases must be locked in the office or removed from the store immediately with the exception of large items (furniture, etc.) or other items normally held for the general public.
- Volunteers receive no discounts or special prices other than those for the general purchasing public.
- Volunteers, just like staff, must inform the cashier that they are a volunteer and their purchases must be rung up by the authorized supervisory staff.
- Volunteers must enter and exit as the general public when shopping. Volunteers are not allowed in a processing area when they are not scheduled to work.
- Theft or assisting with theft of merchandise will not be tolerated.

Individuals cannot price, stock or set aside items they are interested in purchasing.

Volunteers are subject to retail bag checks.

Required volunteers

Persons who have been convicted of one of the following crimes within the last seven years are not eligible to complete their community service requirements with Goodwill/Easter Seals:

1. Any sexual or predatory offenses (excluding prostitution).
2. Violence toward another person: assault, domestic violence, rape, etc.
3. Any kind of theft: robbery, misappropriation of funds, embezzlement, fraud, misuse of public funds, etc.

Persons convicted of a felony level offence are allowed to volunteer with us as long as their crime(s) do not fall under the categories listed above.

Volunteers are responsible for ensuring their probation officer/county official/person referring receive all necessary paperwork regarding completion of community service hours.

ADULT MODEL PUBLICITY RELEASE

I hereby consent that any narratives, depictions, pictures, film, photographs, audio-visual or sound recordings or testimonials of me made by Goodwill/Easter Seals Minnesota or its respective employees and agents may be used by Goodwill/Easter Seals, and those acting with its permission, for the purpose of illustrations, broadcast, or testimonial shared with the general public in connection with any work of Goodwill/ Easter Seals. I assign to Goodwill/Easter Seals all of my rights to these materials.

I understand that these materials made by Goodwill/Easter Seals, its employees and agents are owned by Goodwill/Easter Seals and that they may copyright them. I will allow Goodwill/Easter Seals, their respective employees and agents, and those acting with Goodwill/Easter Seals' permission, to use my protected health information, as defined under 45 C.F.R. 164.501, for the purpose of illustration, broadcast, or testimonial in connection with the work of Goodwill/Easter Seals and to release this information to the general public. I understand that these materials may be published on Goodwill/Easter Seals' network of Web sites and this may disclose my personal and protected health information online. Goodwill/Easter Seals does not need to submit these materials to me for further approval. I understand that these materials may be modified and that Goodwill/Easter Seals may decide not to use them. I acknowledge that the rights described above are granted to Goodwill/Easter Seals on an irrevocable and unlimited basis without any compensation or payment being made for any current or future use. I understand that my consent is voluntary, and that I may revoke my consent to allow Goodwill/Easter Seals to release my protected health information if it has not already been disclosed. To revoke my consent, I must notify Goodwill/Easter Seals in writing. I understand and agree that once Goodwill/Easter Seals, its respective employees and agents, and those acting with its permission, disclose my protected health information, this information may no longer be protected by the Health Insurance Portability and Accountability Act of 1996. This release and authorization expires 10 years from the date on the volunteer application.

In consideration of the volunteer opportunity provided to me through my participation in this program, I hereby agree that I, my assignees, heirs, guardians and legal representatives, will not make a claim against Goodwill/Easter Seals or any of its affiliated organizations, or either of their officers or directors collectively or individually, or any of the volunteer workers for any injury, loss or damage to me or my property, that may arise or result from my participation in the program.

I further consent to the unrestricted use by Goodwill/Easter Seals and/or persons authorized by them of any photographs, recordings, interviews, videotapes, motion pictures, or similar recording of me related to my participation in the program. If you do not want your picture used, please note this in the "other comments" section of your volunteer application.