

Volunteer Policies and Procedures

Literacy Council of Washington County Inc (LCWC)
15 Randolph Avenue, Hagerstown MD 21740

Attendance and Time

Volunteer attendance is important to the operation of LCWC. Tutors should notify their student and/or the Office Administrator if they are unable to be present as scheduled. Volunteers are responsible for submitting their volunteer time each month by completing the Tutor Timesheet found at www.literacyofwcmd or by calling, writing or emailing the Office Administrator.

Change of Placement

Volunteers may request a change in placement (new student) at any time by contacting the Office Administrator. 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 and/or training.

Conduct

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

Conflict of Interest

LCWC is judged, in large part, by the individual and collective performance of its volunteers. A volunteer's duty to LCWC and its members and supporters is 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 LCWC and will preserve and strengthen public confidence in LCWC activities. Likewise, volunteers must refrain from engaging in any transaction in which personal interests conflict, potentially conflict, or appear to conflict with those of LCWC. 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 themselves or for a relative as a result of LCWC'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. 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 should not, when acting on his or her own behalf or when acting on behalf of another person, business or organization, attempt to influence LCWC'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 purpose of gaining advantage for one's self or another organization or for any other purpose not specifically approved by LCWC.

Competing with LCWC: No volunteer shall prevent or hinder LCWC from lawfully competing with others. Nor should they divert business or personnel from LCWC.

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 LCWC, volunteers participating do so as individuals and not as representatives of LCWC. To avoid any inference of support or sponsorship by LCWC, 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 LCWC. Likewise, volunteers must not engage in political activities during their volunteer service on behalf of LCWC.

The Making of Statements: No volunteer shall use LCWC stationery or any title of LCWC or refer to LCWC 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 LCWC and to express an opinion on its behalf.

Drug-Free Environment

LCWC provides a drug-free, healthy and safe environment. While on LCWC premises and while conducting LCWC-related activities off 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 the Office Administrator if they are taking any prescription or over-the-counter drug which could adversely affect safety or performance.

Emergency Closings

It is the policy of LCWC that the office will be closed for inclement weather when Trinity Lutheran Church and/or Washington County Public Schools are closed. In some instances, if the Office Administrator determines that driving is safe, the office may be open when schools are closed. Volunteers should call before traveling to the office to verify that it is open.

Leave of Absence

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

Recognition

Volunteers may be recognized at the Annual Meeting for hours served, beginning with 100 hours. Long-term volunteers may be recognized after 3 years of service.

Records Management

The LCWC office maintains records on each volunteer throughout the organization. Records may include, but are not limited to, 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 LCWC office.

Return of Property

Volunteers are responsible for LCWC 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 LCWC property must be returned on or before your last day. LCWC 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.

Safety and Liability

LCWC 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 the Office Administrator immediately. Volunteers should also submit an Incident Report to the LCWC office. LCWC'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 LCWC's direction and within the scope of their duties for LCWC. LCWC'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 LCWC of liability for any injury, loss or damage to the volunteer during the course of their volunteer activities on behalf of LCWC.

Safety and Security

LCWC 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(s) who comes into your area. If you are tutoring at the LCWC when the office or Trinity Lutheran Church 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. LCWC is not responsible for lost or stolen personal property. LCWC will not reimburse a volunteer for any personal property which disappears from a volunteer site.

Service Requirement

Volunteer tutors are asked to commit to a minimum of one (1) year of service. We request that if the volunteer cannot make that commitment, they tell LCWC so that an appropriate short term assignment can be made.

Sexual Harassment in the Workplace

LCWC 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. LCWC encourages volunteers to bring any incidents of sexual harassment to the immediate attention of the Office Administrator or a board member.

Smoking

LCWC is a smoke free facility.

Training

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

Use of LCWC Property

Telephones: The office telephone is 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: LCWC also provides a computer for tutors to use in teaching their students, and it should be used for that purpose only. Computers, email and internet access should be used only for business related purposes. Personal business should not be conducted during volunteer time.

Copier: Trinity Lutheran Church provides a copier which may be used by staff and tutors for LCWC business and copying of teaching materials as long as LCWC provides the paper. It should not be used for personal copying.

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