



Volunteer Handbook

ORIENTATION MATERIALS
VOLUNTEER SERVICES



Dear Volunteer,

On behalf of our entire staff, I would like to personally welcome you to Volunteers of America Oregon. We are so pleased you are bringing your skills, experience and commitment to nurture, uplift, and empower the most vulnerable people in our community. You are joining a team that helped more than 19,000 children, adults, and seniors to change their lives and realize their potential last year.

Please take some time to read through the important information in this Volunteer Handbook. In it, you will find details about our agency history, and programs, Volunteer Services policies and procedures, and the support and opportunities available to you as a VOA Oregon volunteer. We strive to uphold our core values of non-discrimination, open communications, and continuous improvement. Just as you are committed to serving others, VOA Oregon is committed to helping you succeed in your position. If you have any questions, please feel free to contact your direct supervisor or Volunteer Services.

Again, welcome. We're so glad you're here.

Sincerely yours,

A handwritten signature in black ink that reads "Kay Toran". The signature is written in a cursive, flowing style.

Kay D. Toran
President/CEO

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Volunteers of America
Oregon is an independent
501(c)(3) charitable
organization registered
within the state of Oregon
that provides human
services to populations
in need.

EIN: 93-0395591

Helping America's most vulnerable®

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Volunteers of America Oregon History

Volunteers of America was founded by social reform activists Ballington and Maud Booth in 1896. They envisioned a movement dedicated to “reaching and uplifting” the American people. On behalf of the organization, the Booths pledged to “go wherever we are needed and do whatever comes to hand.” This declaration has guided Volunteers of America’s outreach efforts ever since.

Captain Thompson led the efforts for Volunteers of American in Oregon, beginning his work in the late 1800’s. As the Oregon affiliate began establishing its headquarters, the focus of work was providing spiritual services, holiday season programming, and relief departments which provided clothing and support to those in need.

In the early 1900’s, Captain Jessie Starks took command of the Oregon Post and continued to grow the services provided to the community. In our early years, we focused on helping women and children through the Young Women’s House, our first day nursery, and Mothers’ and Childrens’ home. These sites provided housing for low wage and unemployed workers, vocational and industrial classes, and childcare for working, single mothers.

At this time, Maud Booth started the Prison League, which offered support to prison inmates through spiritual and emotional aid, acting as parole advisors, and assisting recently released prisoners.

By the mid-1900’s Volunteers of America Oregon (VOA Oregon) had added several new services and expanded sites for women and children. We began serving senior citizens, providing health clinics, drop-in centers, and a community for the populations we served to receive support. We also offered treatment services and opened the first VOA Oregon Thrift Store.

In 1999, Kay Toran became the new President of VOA Oregon and has guided the organization into the 21st century. With Kay’s leadership we have continued to grow our services that create communities centered on wellness.

Today, our services still center around that same calling that the Booths pledged in 1896. Our work has and continues to be focused on supporting individuals and families by meeting them where they are. VOA Oregon commits to creating vibrant, diverse, and compassionate communities where every member is valued, every home is safe, and every life is self-determined.

Our Story

Volunteers of America is one of the nation's largest, established comprehensive human services organizations with 16,000 mission-driven professionals, dedicated to helping those in need rebuild their lives and reach their full potential. Founded in 1896, the nonprofit has programs in 46 states, the District of Columbia, and Puerto Rico, serving more than 1.5 million people a year.

At VOA Oregon, we specialize in family safety, substance use, behavioral health, and reentry from the criminal justice system. For 125 years, we have been empowering individuals, families, and communities in Oregon including the aging population, young people, men and women returning from prison, people with disabilities, domestic violence survivors, and those recovering from addictions. Our work touches the mind, body, heart – and ultimately the spirit – of those we serve, integrating our deep compassion with highly effective programs and services.

Our Name, “Volunteers”

When Volunteers of America was founded in 1896, “volunteer” referred to anyone who served others as a vocation through a commitment to a mission. Today, we are still staffed by mission-driven professionals working to empower individuals and build thriving communities.

Mission, Vision, and Values

Our Mission:

To enhance lives by promoting self-determination, building strong communities, and standing for social justice.

Our Vision:

Volunteers of America Oregon is a leader in creating vibrant, compassionate communities where every member is valued, every home is safe, and every life is self-determined.

Our Values:

- High quality of service to our community
- Ethical communications
- Diversity, inclusivity, and equity
- Partnerships, collaborations, and innovative solutions
- Compassion and acceptance

Leadership Team

Kay Toran, President/CEO & Board Member

As the President and CEO of Volunteers of America Oregon, Kay Toran provides overall leadership and strategic direction. Kay joined the organization in July 1999 after serving six years as the state Director of Oregon's child protective services agency. She also served under Governor Victor Atiyeh as both an assistant to the Governor and the Director of Oregon's Affirmative Action office. Kay graduated from University of Portland with a BA in Sociology/Psychology and went on to earn her Master of Social Work degree from Portland State University. She currently serves on Providence Health and Services' Oregon Community Ministry Board and on the Board of Regents of the University of Portland.

Jim Ravelli, Interim Chief Financial Officer & Board Member

Jim Ravelli was the Vice President of Operations for University of Portland until his retirement on March 31, 2022. He has a Bachelor of Science degree in engineering from Arizona State University and an Executive Master's in Public Administration from University of Washington.

Christie D'Angelo, Development Director

Christie D'Angelo joined VOA Oregon as the Development Director in May 2021. Prior to VOA Oregon, Christie worked for the Alzheimer's Association, California Southland Chapter, in Los Angeles as the lead fundraiser on the development team. Christie's previous experience also includes managing all fundraising events for the Glaucoma Research Foundation in San Francisco. Before making her way out west, Christie initially developed her career on the east coast, working largely in the nonprofit space, with a particular focus on event management, fundraising, community relations, strategic partnerships, and public relations. She also handled event management for Arnold & Porter, an international law firm in Washington, DC with one of the world's leading pro-bono programs. Christie holds a BA in Communications from the University of Maryland, College Park.

Mike Wiebe, Human Resources Director

Mike Wiebe joined VOA Oregon as the Human Resources Director in February 2020. Prior to VOA Oregon, Mike worked for Fred Meyer and their parent company Kroger throughout Oregon and Texas in leadership roles for nearly 15 years and a local not-for-profit in the sustainability field. Mike has a BS from Portland State University and a MA from Concordia University, St. Paul, in Human Resources Management.

Pam Kelly, Division Director for Treatment and Prevention Services

Pam has a Bachelors degree in Psychology, a Masters degree in Management and Public Administration, and a Masters degree in Social Work. She completed a post-master's training and certification program in Marital & Family Therapy and is a certified chemical dependency counselor. Ms. Kelly has worked in the field of chemical dependency, mental health, family therapy, and offender rehabilitation for the past 20 years. She has broad experience in developing and managing social service programs serving these populations. Her experience includes serving as the Treatment Director for the Broward County Division of Alcohol and Drug Abuse Services (Fort Lauderdale, Florida), directing the Dual-Diagnosis Adolescent Unit (Charter Ridge Hospital, Lexington, Kentucky), and serving as the Program Director for the Women's Residential Center at VOA Oregon, treating high-risk, dually-diagnosed offenders.

Elizabeth Sherman, Division Director of Children and Family Programs

Elizabeth Sherman has led services for families at VOA Oregon for over 19 years. She managed programs for families with Child Welfare involvement, strengthening parenting and facilitating reunification. She has also directed our partnership with Home Forward Public Housing to prevent substance abuse and promote healthy lifestyles and academic success among youth and families at five sites. She has a BA in Early Childhood Education and is a Certified Prevention Specialist.

VOA Oregon Programs

Our comprehensive programs focus on four main areas: family safety, substance use, behavioral health, and reentry from the criminal justice system. Although not all programs are able to host volunteers, your awareness of our programs and services makes you an informed ambassador for our community work.

Outpatient Services

Drug Court: Provides alcohol and drug treatment services to individuals who are on probation for property offenses.

Holistic Outpatient Experience (HOPE): No referral necessary, welcomes adults 18 and over. We connect you and your family members with supportive services across VOA Oregon. We offer support to individuals with or without legal involvement. There is always HOPE.

Home Base Recovery (HBR): This addictions treatment program provides housing and a high level of daily structured activities including group and individual treatment mentoring and appointments with VOA Oregon counselors, as well as attendance in community recovery support groups.

Interpersonal Recovery: We work with individuals to address both drug and alcohol use along with abusive, controlling patterns. We help them learn new skills, become accountable, and change behaviors.

Moving Forward: Coordinates a supportive team with housing, mentors, employment, family, and treatment services provided in connection with parole and probation services. Justice Reinvestment Program (JRP) is a second chance for individuals to stay in our community.

Problem Gambling: This program offers a wide range of outpatient counseling options, including individual, couples, family, and group counseling. We provide counseling for people with gambling issues and for family members of people who gamble.

Reentry Enhancement Coordination (REC): Closes gaps in services for those transitioning from prison back to the community. Serves men and women with severe addictions who completed treatment during their incarceration and who will benefit from assistance in securing housing, treatment, and employment after release.

Treatment Readiness: Seeks to engage and motivate individuals at Inverness Jail to increase their readiness to engage in treatment upon release. Utilizes evidenced-based practices and curricula designed to engage people and create relationships before release to reduce their risk to re-offend.

Adults, Children, and Families

Community Monitoring Program: A partnership with Multnomah County Juvenile Justice to provide supervision and support to the youth who would otherwise be held in detention. CMP monitors youth, both in-person and electronically, with GPS (Global Positioning System) units.

Family Relief Nursery: A prevention and intervention program that provides essential services at no cost, helping families establish safe, stable home environments. Services include parent education, therapeutic classrooms, home visitation, and other wrap-around services as a part of our early childhood programming. Serves families with children ages 6 weeks through 5 years old in Multnomah County.

Home Free Domestic Violence: Our transitional and emergency services provide survivor-centered support designed to prevent victims from having to return to abusive homes. We also support survivors by providing legal advocacy, advocacy in a health care setting, and at DHS.

Prevention Services: Our goal is to create healthy and happy communities that are safe for everyone. We have services providing workshops and resources including alcohol and drug prevention, gambling prevention, healthy relationships, and afterschool programming for children and young people.

Whispering Pines Senior Village: Our senior apartment community in Estacada, Oregon is a certified wildlife habitat that provides independent living units, amenities, and community activities such as fitness and cognition building programs.

Residential Treatment

Couch Street: Provides affordable housing for single women and female-headed family households involved in the corrections system who are in recovery from chemical dependency and who may be at risk of homelessness following successful completion of treatment.

Men's Residential Center: This one-year chemical dependency and cognitive restructuring program utilizes therapeutic community, evidence-based practices, and compassionate accountability to provide our clients with the opportunity to make the choices to engage in recovery both from their disease of chemical dependency and from their criminal lifestyle/harmful thinking patterns.

Al Forthan Scholarship: The scholarship honors Al Forthan, the first alumnus to become a counselor at the Men's Residential Center and is awarded to Oregon high school seniors whose families are affected by addiction and poverty.

Women's Residential Center: This substance use disorder treatment center provides a holistic, trauma-informed, evidence-based inpatient treatment, continuing care services, and transitional housing to women who are experiencing substance use/mental health issues and a variety of serious and unique life challenges.

Drop-In Child Care

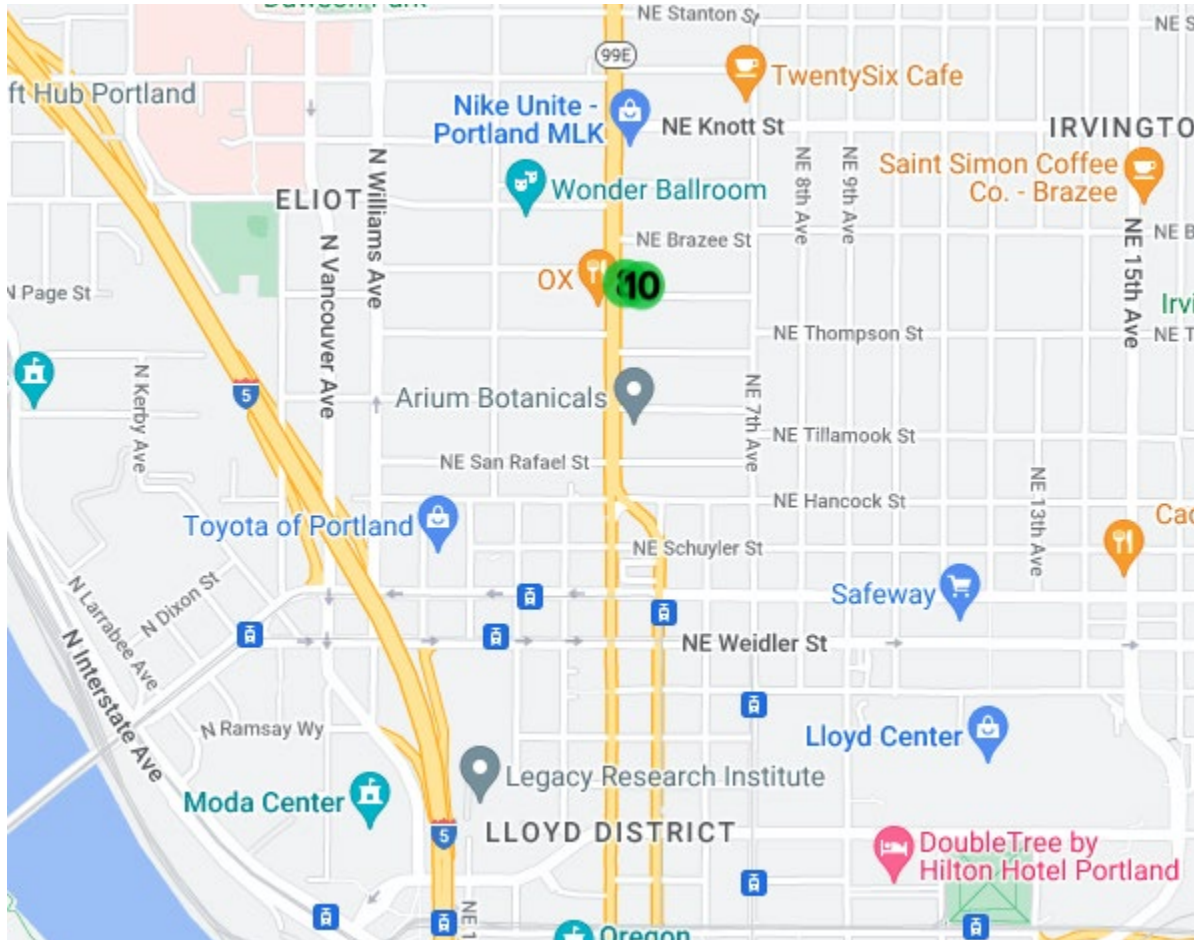
CourtCare: A fully staffed and certified childcare center at the Multnomah County Courthouse. It offers a safe, supportive environment and a full range of enriching, age appropriate activities for children to enjoy for the duration of their parent's involvement in court.

My Little Waiting Room®: A unique service at Providence Medical Centers where children can spend time in a safe, friendly, and compassionate environment, while their parents and guardians can attend medical appointments and procedures or visit family members in the hospital.

VOA Oregon Program Sites

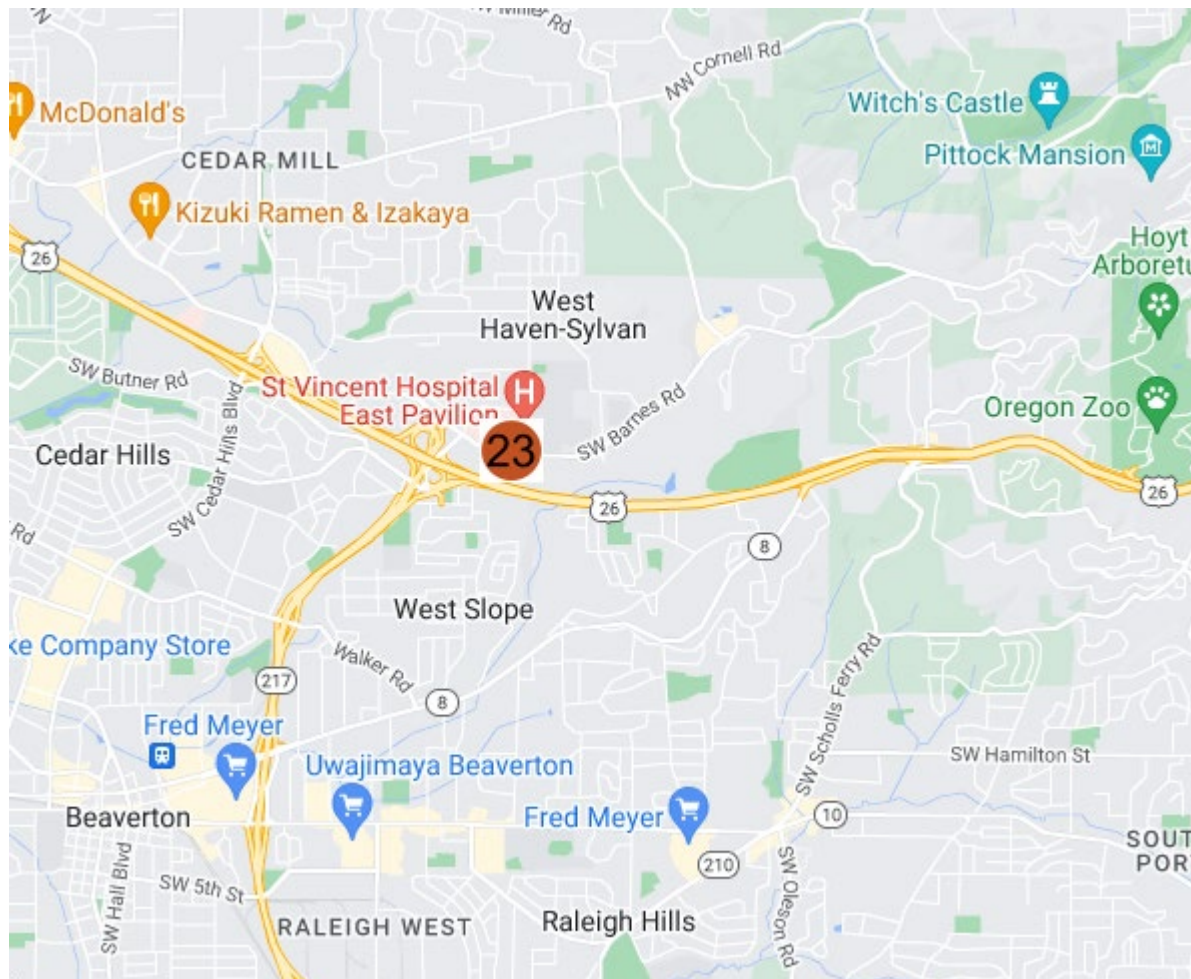
North Portland Locations

10: Men's Residential Center



Beaverton-Tigard Locations

23: My Little Waiting Room (Providence St. Vincent – Drop-In Childcare)



Northeast Locations

14: Home Base Recovery – Outpatient Services

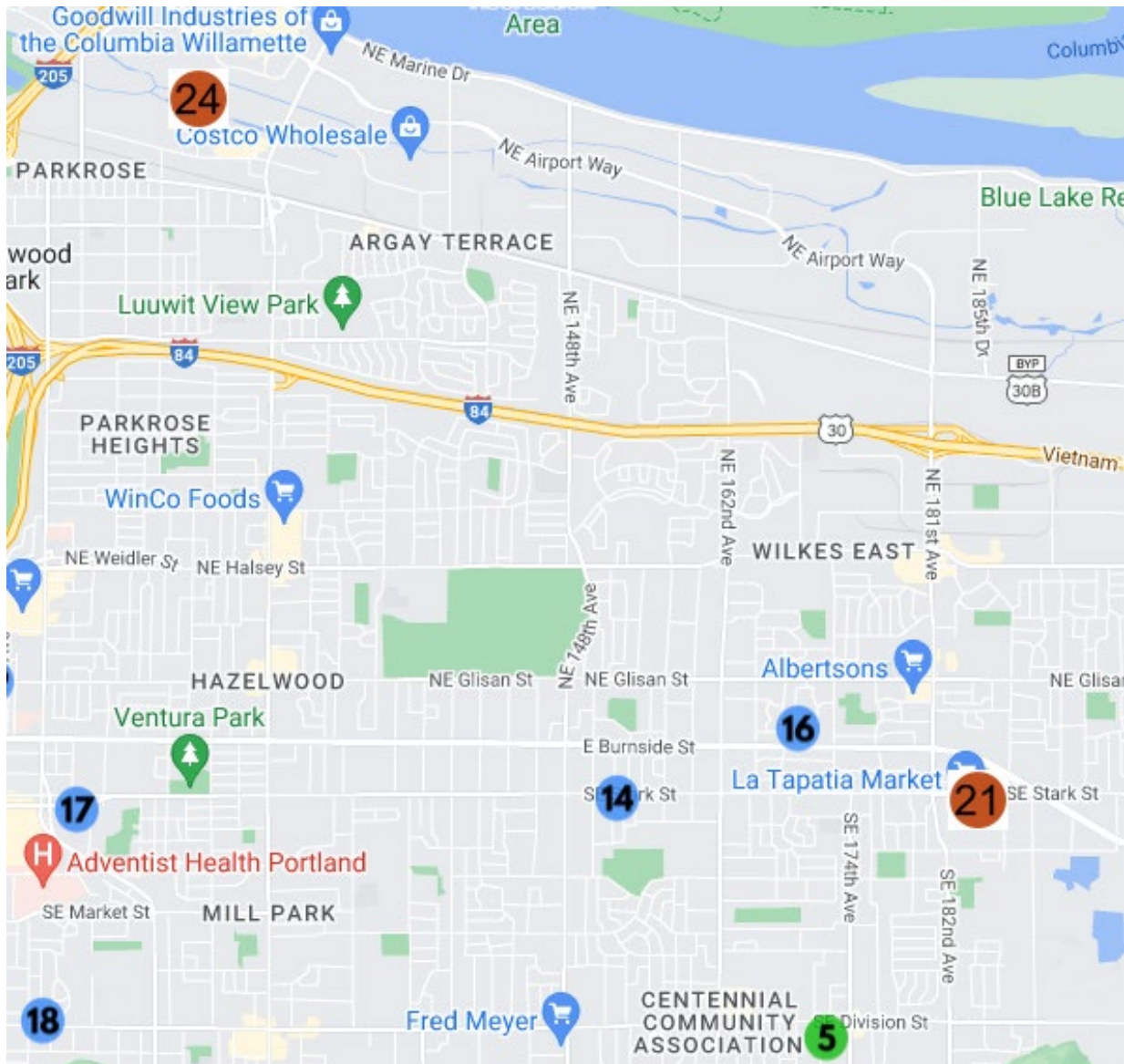
16: Latino Homebase Recovery – Outpatient Services

17: Outpatient Services SE Washington

18: Outpatient Services SE Division

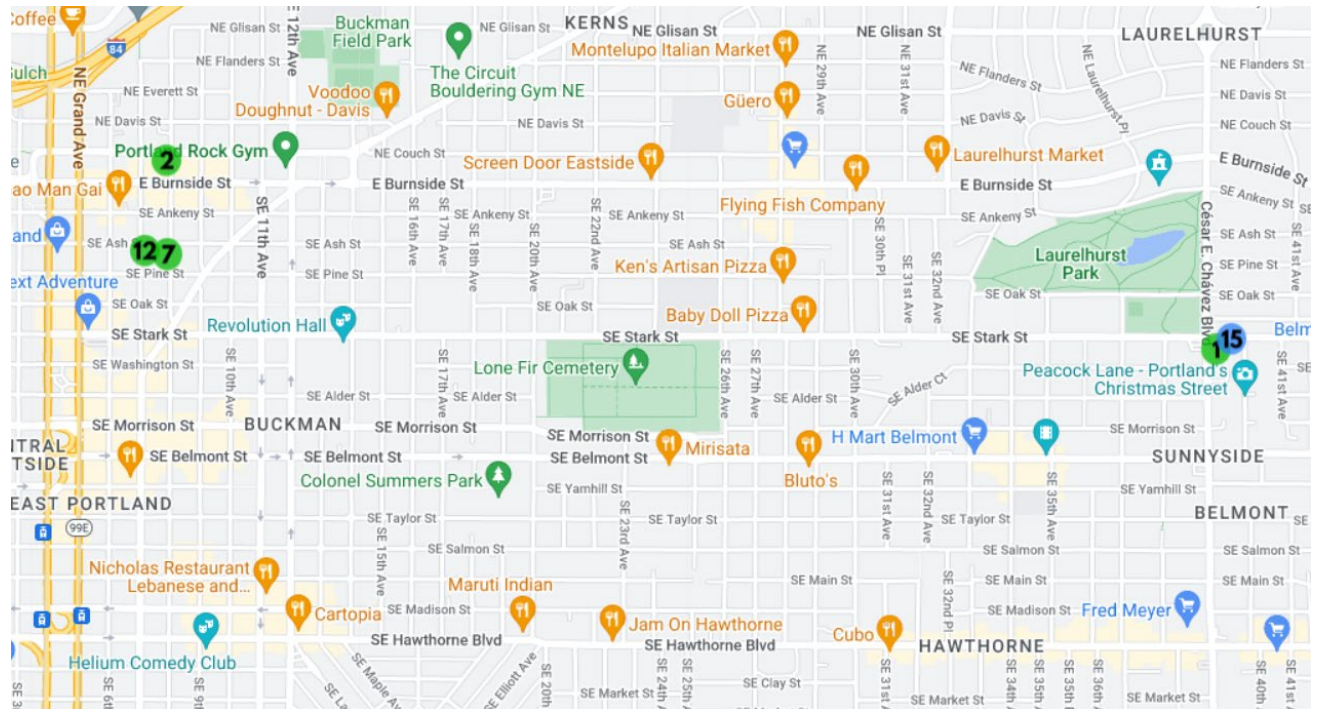
21: Court Care (Multnomah County Courthouse – Drop-In Childcare)

24: Treatment Readiness Program (Inverness Jail) – ART



Southeast Locations

- 1: Administration Offices
- 2: Couch Street Housing
- 7: Women's Residential Center, Lloyd Cottage
- 12: Women's Residential Center
- 15: Home Free Domestic Violence



Volunteers Supporting VOA Oregon

Our committed and innovative volunteers and interns contribute thousands of hours of long-term support for our clients and services each year. The work you do plays a vital role in the delivery of services at the program you have chosen.

One advantage of volunteering with VOA Oregon is the tremendous variety of volunteer opportunities available at our programs, which cover a broad spectrum of social services. Once you are placed and oriented at any of our programs, you have easy access to other volunteer opportunities throughout our agency:

Children and Family volunteers currently support Home Free Domestic Violence Services by working as Crisis Hotline Advocates answering confidential hotline numbers and working in the Restraining Order Room at the Multnomah County Courthouse. Classroom Assistants in the Family Relief Nursery's therapeutic programs provide one-on-one support to at-risk children.

Outpatient Services and Residential Treatment volunteers serve in counseling, nursing, and Naturopathic Physician internships. Volunteers support our Men's and Women's Residential Center by staffing the front desk, doing kitchen work, and leading groups.

Skilled volunteers bring professional skills to client trainings, project management, program consultation & evaluation, outreach, and more. A committed group of volunteers in our administrative office also support Accounting, Development, and Volunteer Services with operations, marketing, fundraising, and special projects. These positions serve multiple programs and can provide you with a sense of VOA Oregon's collaborative spirit.

Volunteer Services also organizes one-time groups to assist with agency-wide fundraising events, program special occasions, landscaping, and more.

More Volunteer Opportunities

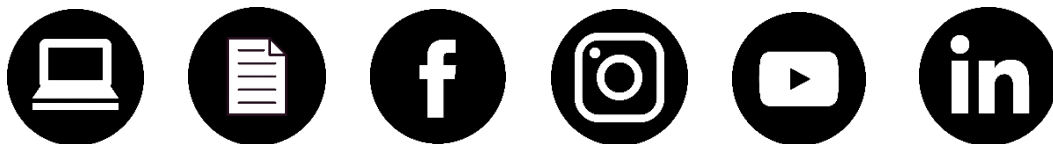
For additional information on volunteer opportunities, contact Volunteer Services at volunteer@voaor.org or visit our website: www.voaor.org/volunteer.

Being an Ambassador

In addition to the vital service work you engage in, you play an important role in our reputation as an organization. The location of Volunteer Services within our Development Department reflects a core philosophy that volunteers are the very best ambassadors of our vital work. Your commitment to and enthusiasm for our services are the best way for our wider community to learn about the positive impact we make in the lives of our clients every day, and to become inspired to join our cause. Most of our volunteers find us through word of mouth, so invite a friend to orientation!

We are committed, therefore, to providing you with the information you need to talk about the work you do at your program. And to answer questions from friends, family, and co-workers about the role VOA Oregon plays in the health and vitality of our community. It is also our highest priority to ensure that your experience with us is a positive one. Do not hesitate to contact Volunteer Services with any questions or concerns that program staff are unable to address.

Stay connected with us



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Like us on Facebook: www.facebook.com/voaor/

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Watch our videos on YouTube: www.youtube.com/user/voaor

Follow us on LinkedIn: www.linkedin.com/company/volunteers-of-america-oregon/

Volunteer Services Statement of Philosophy

Now that you have completed a volunteer application and attended orientation, you will be connected with the program that interests you. Program staff will contact you for a tour and visit where you get the chance to ask questions and learn more. If you both decide it is a good fit and want to move forward, Volunteer Services will run a background check. If your background check passes, program staff will train you and schedule you for your first shift.

As you volunteer with VOA Oregon, you will report directly to a program staff member on site. S/he is there to provide you with training, guidance and ongoing support. Please do not hesitate to contact the Volunteer Services Director, Camille McDaniel with any concerns, to join a one-time volunteer project or explore volunteering for other programs. Email volunteer@voaor.org or call 503-595-2009. We are here to support you!

Communications

Although staff at your program have developed ways to ensure you have the training and feedback you need for a satisfying experience, here are some ways that Volunteer Services will support you:

Quarterly VOA Oregon Newsletter containing news related to VOA programs and services.

Recognition enables staff to offer gratitude for the tremendous support volunteers offer across the agency.

Evaluation relies on your feedback through check-ins and surveys to assess the effectiveness of our agency-wide and program-specific strengths and areas for improvement.

If you wish to opt out of these communications, simply mark the boxes provided on your application or contact Volunteer Services.

Reporting Hours of Service

One of the ways we represent the value of your service is through reporting the number of hours you contribute. The specific way in which your hours are tracked will be explained to you by your Program Volunteer Coordinator at your site orientation. All programs submit monthly reports to the Volunteer Services Manager regarding the positions volunteers filled and their hourly total for the month.

Your diligent support of this process will enable us to demonstrate and recognize your valuable contribution to VOA Oregon's mission.

Volunteer Rights & Responsibilities

A volunteer has the right:

To expect that his/her time will be used wisely.

To have a mutually agreed upon written volunteer position that has clear expectations, responsibilities, duties, supervision, and time commitment.

To be provided appropriate workspace, equipment, orientation, training, feedback, and supervision for the position he/she accepts.

To be informed how his/her position supports the mission and goals.

To have his/her ideas and suggestions heard and be involved in the planning of his/her work.

To be informed of policies, procedures, and benefits associated with the position.

To say “no” to volunteer positions that she/he is not interested in filling.

To be considered for greater responsibilities, special assignments, transfers and a variety of experiences.

To have an inclusive work environment that is respectful of all people, including those served, paid staff and volunteers.

To be respected as a team member with other staff and volunteers to achieve common goals.

To feel valued and be recognized for his/her contributions.

A volunteer has the responsibility:

To support and be loyal to the mission, goals and philosophy of Volunteers of America and the specific program in which he/she is working.

To be an effective Volunteers of America representative with the public.

To be open and honest regarding his/her intent, goals, interests, and skills.

To carry out position responsibilities to the best of his/her ability.

To accept guidance and direction from his/her supervisor and other team members.

To be open to feedback and offer assistance in correcting problems or misunderstandings.

To participate in orientation, training or meetings that are required or encouraged.

To complete records or reports on time.

To follow the agency's policies and procedures.

To ask questions and to ask for help if unclear or unsure how to proceed with an assignment.

To respect the confidentiality of the organization, the people served, and other staff and volunteers.

To discuss problems, concerns and suggestions with his/her supervisor or the Volunteer Services.

To be punctual and reliable, notifying his/her supervisor of absences as far in advance as possible.

To demonstrate professional, respectful behavior at all times, including when faced with challenging situations.

To be cooperative and treat others with respect at all times, maintaining good working relationships.

Volunteer Policies

Definition of “Volunteer”

A Volunteer is a person volunteering time and services without any present or future expectation of payment of any kind. This is not an employment relationship and the volunteer is under no obligation to provide time, duties or resources other than what he or she chooses to freely provide.

This definition refers to anyone providing service who is not on Volunteers of America Oregon’s payroll, regardless of compensation they may receive elsewhere. This includes court-mandated, skilled, one-time, and national service volunteers, as well as interns, and support staff accompanying student groups or volunteers with disabilities.

The Development Team will make a case-by-case determination regarding the distinction between in-kind donation of professional services and skilled volunteering, and report the contribution accordingly.

Volunteer Conduct

To ensure orderly operations and provide the best possible work environment, Volunteers of America Oregon expects volunteers to follow rules of conduct that will protect the interests and safety of all employees/volunteers and the organization.

Examples of unacceptable conduct include but are not limited to:

- Conduct unbecoming an employee, which is illegal, unethical, insubordinate, disrespectful, or otherwise, impairs job performance or causes discredit to the organization.
- Discourteous, discriminatory, harassing or abusive treatment of clients/customers, other employees or the public.
- Insubordination.
- Unwillingness to accept supervisory feedback.
- Deception in securing a volunteer position, including but not limited to, falsification of volunteer application or resume.
- Dishonesty or theft or inappropriate removal or possession of Volunteers of America Oregon property.

- Abuse, damage to or waste of Volunteers of America Oregon equipment or property, unauthorized use of supplies or vehicles and loss of organization funds due to negligence.
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs while on Volunteers of America Oregon premises, while on duty, regardless of location or while operating employer-owned or employer-leased vehicles or equipment.
- Unauthorized or excessive absences, tardiness or abuse of leave privileges.
- Falsification of organization records, to include timekeeping and expense reports.
- Failure to maintain confidentiality of information or failure to safeguard proprietary information.
- Failure to report the misconduct or unethical behavior of another employee.
- Failure to abide by policies or directions.
- Failure to cooperate in an internal investigation.
- Fighting or threatening violence in the workplace.
- Boisterous or disruptive activity in the workplace.
- Negligence or improper conduct leading to damage of the property of Volunteers of America Oregon, a customer, volunteer, or employee.
- Violation of safety or health rules, including smoking (in non-designated areas) on Volunteers of America Oregon premises.
- Sexual or other unlawful or unwelcome harassment.
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace.
- Unsatisfactory performance or conduct.
- Use of a company credit card for personal expenses, even if reimbursed.

Professional Client/Staff/Volunteer Relationships

Volunteers must maintain a professional relationship within the program. Volunteers should not engage in personal associations with clients and discourage any attempts on the part of clients to develop such relationships. Program Volunteer Coordinators will orient volunteers with regard to specific program policies related to boundaries and the program- determined code of ethics. Volunteers may not be directly supervised by someone they have had a relationship with prior to becoming a VOA volunteer.

Confidentiality of Information

Each volunteer must observe strict confidentiality in the safeguarding of all confidential business information as well as personal information pertaining to clients, clients' families and other employees and volunteers.

Volunteers are required to sign a Statement of Confidentiality. Volunteers who improperly use or disclose confidential business/client and intellectual properties information may be dismissed from their service, even if they do not actually benefit from the disclosed information.

Ethical Communication

Volunteers of America Oregon is committed to practicing ethical communication as we engage with clients, staff, volunteers, partners, contributors, vendors and our constituents in pursuit of our mission.

Ethical Communication is an open, direct and honest process that empowers individuals and groups to share ideas, thoughts, feelings and concerns in a solution-focused manner. It is balanced, respectful and clear with sensitivity to individual differences.

In alignment with the principles of Continuous Improvement, the agency has adopted this model as a core value in order to:

- Promote integrity
- Address bias, prejudice, power differences and indirect communication
- Support our method for conflict resolution
- Guide the process for structured professional development and feedback
- Encourage open dialogue and creative exchange of ideas
- Build community

Any volunteer who believes he or she has experienced an act of discrimination must promptly report the matter to his or her supervisor, Volunteer Services, or Human Resources.

Diversity Policy

Volunteers of America Oregon is an organization that recognizes, respects, understands, accepts, and values people from diverse cultures, lifestyles, and backgrounds. This includes but is not limited to age, ethnicity, sexual orientation, expression of gender identity, race, religious belief, socio-economic class, source of legal income, disabling

conditions, and geographic origin. Volunteers of America Oregon will build upon the diversity of our clients, employees, volunteers, partnerships, financial supporters, and Board members to improve and strengthen our organization as we strive for excellence.

Sexual and Other Unlawful Harassment

Volunteers of America Oregon is committed to providing a work environment that is free of discrimination and unlawful harassment. Volunteers of America Oregon prohibits sexual harassment in the workplace. This includes, but is not limited to, repeated offensive, unwelcome sexual flirtations, advances, propositions, continued or repeated verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual and the display in the workplace of sexually suggestive objects or pictures.

Discriminatory treatment, which is based upon an individual employee's race, ethnicity, age, religion or other legally protected characteristic, is also strictly prohibited.

Any volunteer who has experienced or who is aware of an incident of sexual or other unlawful harassment must promptly report the matter to his or her supervisor. If the supervisor is unavailable or if the volunteer believes it would be inappropriate to contact the supervisor, the volunteer should immediately contact Human Resources. Volunteers of America Oregon maintains confidentiality in these investigations to the extent feasible and consistent with an effective investigation and resolution.

Workplace Violence Prevention

Volunteers of America Oregon is committed to preventing workplace violence and to maintaining a safe work environment. Volunteers of America Oregon has adopted the following guidelines to deal with intimidation, harassment, or other threats of, or actual violence that may occur during business hours or on its premises.

All employees, clients, visitors, and volunteers should be treated with courtesy and respect at all times. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of Volunteers of America Oregon without proper authorization. All suspicious individuals or activities should also be reported as soon as possible to a supervisor.

Conduct that threatens, intimidates, or coerces another employee, client, visitor, or volunteer will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's race, age, color, religion, sex, national origin, ethnicity, sexual orientation, expression of gender identity, socioeconomic status, source of legal income, geographic origin, political affiliation, marital status, disability, or any other category protected by federal, state, or local law.

All threats of violence or actual violence, both direct and indirect, should be reported as soon as possible to the immediate supervisor or any other member of management. This includes threats by employees and volunteers, as well as threats by customers, vendors, solicitors or other members of the public. When reporting a threat of violence, a volunteer should be as specific and detailed as possible.

Volunteers of America Oregon will promptly and thoroughly investigate all reports of threats of violence, actual violence, and suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical.

Volunteers of America Oregon encourages volunteers to bring their disputes or differences with other employees or volunteers to the attention of their supervisors or Human Resources before the situation escalates into potential violence. Volunteers of America Oregon is committed to assisting in the resolution of disputes.

Whistleblower Policy

It is the responsibility of all directors, officers, employees, and volunteers to comply with the VOA Oregon Code of Ethics, corporate policies, and all laws and regulations applicable to VOA Oregon's operations and to report violations or suspected violations of corporate policies, the Code of Ethics, or laws or regulations applicable to the organization in accordance with this Whistleblower Policy.

VOA Oregon has established a Code of Ethics that requires all directors, officers, employees, and volunteers of VOA Oregon to observe the highest possible standards of conduct reflective of the work that we do. The Code requires each of us not only to comply with all applicable laws and regulations but also to conduct ourselves with openness, forthrightness, and honesty in dealing with all people and organizations, to treat individuals with dignity and respect, to exercise prudent stewardship of all VOA Oregon resources, and to strive always to avoid even the appearance of impropriety.

This Whistleblower Policy is intended to enforce the Code of Ethics by encouraging and enabling volunteers and others to raise serious concerns within the organization regarding suspected violations of corporate policies, the Code of Ethics, or laws or regulations, and to protect from retaliation those employees and others who, in good faith, raise such concerns.

It is the responsibility of all directors, officers, employees and volunteers to comply with Organization policies and to report violations or suspected violations in accordance with this Whistleblower Policy.

No director, officer, employee, or volunteer who in good faith reports a violation of Organization policy shall suffer harassment, retaliation or adverse consequence. Any director, officer, employee, or volunteer who retaliates against someone who has

reported a violation in good faith is subject to discipline up to and including termination of employment.

VOA Oregon practices an open door policy and suggests that employees and volunteers share their questions, concerns, suggestions or complaints with someone who can address them properly. In most cases, an employee's supervisor is in the best position to address an area of concern. However, if you are not comfortable speaking with your supervisor or you are not satisfied with your supervisor's response, you are encouraged to speak with Volunteer Services, the Human Resources Department or anyone in management whom you are comfortable in approaching. Supervisors and managers are required to report suspected violations of Organization policy to the Organization's Compliance Officer, who has specific and exclusive responsibility to investigate all reported violations. All employees, volunteers, directors and officers may direct concerns regarding suspected unethical, inappropriate, or illegal conduct to any of the following:

- Any member of the Volunteer Services staff
- Any member of the Human Resources staff
- Any member of management
- The 800 number hotline: 1-800-862-8482
- The Compliance Officer - CFO

Reports received through the 800 number hotline will also be forwarded to the Compliance Officer, who has specific responsibility to investigate all reported violations. Complaints involving or implicating the Compliance Officer shall be reported to the Chief Executive Officer.

Volunteer Criminal History Check Policy

Volunteers of America Oregon conducts criminal history checks on volunteers at the time of hire if required by their position description. The Agency supports and believes in the rehabilitation process.

To this end, volunteers with a criminal history, that are now committed to promoting a pro-social and crime-free lifestyle, will be considered for volunteer position on a case-by-case basis, with the volunteer's written consent.

Volunteers must immediately report any charge or conviction of a felony or misdemeanor to their supervisor. A conviction of a felony or misdemeanor will not necessarily disqualify a volunteer from service in their chosen position. However, failure by a volunteer to report any charge or conviction of a felony or misdemeanor may result in a termination of their service.

Safety

Volunteers of America Oregon, is committed to providing a safe and healthful work environment for its employees, volunteers, clients and visitors. Some of the best safety improvement ideas come from employees and volunteers. The Safety Committee has the responsibility for implementing, administering, monitoring and evaluating the safety program. Those with ideas, concerns or suggestions for improved safety in the workplace are encouraged to raise them with their supervisor and/or Human Resources. All reports and concerns about workplace safety issues may be brought forward without fear of reprisal.

Each volunteer is expected to obey safety rules and exercise caution in all work activities. Volunteers must immediately report any unsafe condition to the appropriate supervisor.

Required forms must be completed and approved by the supervisor in the case of accidents that result in injury. Regardless of how insignificant the injury may appear; volunteers must immediately notify their supervisor and/or Human Resources.

Driver's Policy

The purpose of this policy is to ensure the safety of volunteers who drive their personal vehicles for agency business. Vehicle accidents are costly to our agency, but more importantly, they may result in injury to you or others. It is the driver's responsibility to operate the vehicle in a safe manner and to drive defensively to prevent injuries and property damage. As such, VOAOR endorses all applicable state motor vehicle regulations relating to driver responsibility. VOAOR expects each driver to drive in a safe and courteous manner pursuant to the following safety rules. The attitude you take when behind the wheel is the single most important factor in driving safely.

Driving for agency business* is not permitted as a volunteer unless your position description specifies driving responsibilities.

Agency vehicles are to be driven by authorized employees only. Volunteers are not permitted to drive agency vehicles.

Volunteers must have a valid and current Driver's License and a personal vehicle with current auto insurance while on company business.

Any volunteer who has a driver's license revoked or suspended shall notify their Program Director and Human Resources by the next business day following revocation or suspension, and ***immediately discontinue operation of personal vehicle for agency business****.

Drivers must report all ticket violations received while driving a personal vehicle on agency business*, within 72 hours to the Program Director and Human Resources.

**Agency business is defined as driving at the direction, or for the benefit, of VOAOR. It does not include normal commuting to and from a volunteer assignment.*

A volunteer driving a non agency-owned vehicle while on Volunteers of America Oregon business, whether carrying passengers or not, is accepting personal financial responsibility for collision and liability insurance and expenses in the event of an accident. Insurance industry standards are that vehicle liability and collision insurance always “follows the vehicle ownership”.

Volunteers of America Oregon employees, volunteers, etc. who will be conducting agency-business must carry liability insurance as required by Oregon State Law (minimum limits of \$25,000/50,000/100,000) and must provide proof of insurance to the Human Resources Department prior to using personal vehicles for agency business. Collision insurance is also the responsibility of the owner of the vehicle, and collision damages will not be reimbursed by Volunteers of America Oregon or the insurance carrier.

Smoking Policy

In keeping with Volunteers of America Oregon’s intent to provide a safe and healthful work environment and to comply fully with state and local laws, smoking in the workplace, except in designated areas, is prohibited. Smoking in agency vehicles is also prohibited. This policy applies to all employees, volunteers, clients, and visitors.

Drug & Alcohol Policy

It is the desire of Volunteers of America Oregon to provide a drug-free, healthy, and safe workplace and to comply with all applicable laws. To promote this goal, volunteers are required to report for service in an appropriate mental and physical condition to perform their positions in a satisfactory manner.

Volunteers must not report for work, be on Volunteers of America Oregon’s premises or represent Volunteers of America Oregon while under the influence of controlled substances or illegal drugs, or while impaired by alcohol or marijuana. Accordingly, any use, possession, distribution, manufacture, purchase, transfer or sale of controlled substances or illegal drugs (including the improper use of prescription drugs) is prohibited. Volunteers of America Oregon also strictly prohibits the use of, being under the influence of, or being impaired by alcohol, marijuana, illegal drugs, controlled substances or prescribed medication while operating a vehicle for work or any Volunteers of America Oregon business. Violation of this policy may lead to corrective action up to and including termination. Such violation may also have legal consequences.

Volunteers may use medications prescribed by an authorized medical provider for the current use of the person in possession. Volunteers of America Oregon may determine if the drug produces actual impairment on the job and may require the employee to obtain medical clearance from the medical provider to continue work while using such drug. Working under the influence of any such drug that, in the sole opinion of Volunteers of America Oregon, produces actual impairment on the job, is strictly prohibited

Personal Appearance and Belongings

Personal appearance of a volunteer has an influence upon the impressions formed by visitors to our facilities and offices. In general, attire should be neat and appropriate to the position. The Program Director has the authority to determine what is appropriate for the program and position.

Attendance and Punctuality

To maintain a safe and productive work environment, Volunteers of America Oregon requires employees to be reliable and punctual in reporting to work as scheduled. Absenteeism and tardiness places a burden on other employees and compromises Volunteers of America Oregon's ability to provide quality services.

In the rare instance when a volunteer cannot avoid being late to work or is unable to work as scheduled, he or she must notify the supervisor directly as soon as possible in advance of the anticipated lateness or absence. Please see your supervisor for specific information on timesheets and program specific policies.

Inclement Weather

A delayed opening, early release or closure of a program can only be authorized by the President/CEO or their designee. In such instances, volunteers will be notified as soon as possible by their respective supervisors.

Political Activities

Although Volunteers of America Oregon supports the private participation by employees in the elective process, federal tax law requires that Volunteers of America Oregon prohibit the use of its resources in partisan political activity. The following guidelines apply:

Volunteers may not use Volunteers of America Oregon telephones, stationery, supplies, equipment or any other Volunteers of America Oregon resources to support any political candidate or for any other partisan political objective;

Volunteers may not, in privately supporting or opposing any political candidate or partisan political objective, identify with Volunteers of America Oregon or attempt to use their position within the organization to gain credibility for political purposes;

Volunteers may not, while on the job, engage in any type of partisan political activity, including but not limited to wearing political buttons or other insignia.

Workplace Solicitation

Volunteers of America Oregon, recognizes that volunteers may have many interests in events and organizations outside the workplace. However, solicitation or distributing literature concerning these activities during working time is prohibited. Examples of impermissible forms of solicitation unrelated to Volunteers of America Oregon include:

The collection of money, goods, or gifts for community groups, schools, religious groups, political groups, or charitable groups other than Volunteers of America Oregon.

- The sale of goods, services, or subscriptions outside the scope of official Volunteers of America Oregon business.
- The circulation of petitions.
- The solicitation of memberships, fees, or dues.

Internet and Electronic Mail

Volunteers accessing the Internet are representing the organization. It is required that the use of Volunteers of America Oregon P.C. hardware, software and communication features be limited to Volunteers of America Oregon work-related transactions.

The Internet cannot be used for personal gain or advancement of individual views. Solicitation of non-organization business, or any use of the Internet for personal gain is strictly prohibited. Use of the Internet must not disrupt the operation of the organization network or the networks of other users, nor interfere with productivity.

Each volunteer is responsible for the content of all text, audio or images that he or she places or sends over the Internet or e-mail system. Fraudulent, harassing or obscene messages are prohibited. All messages must have the sender's name attached. No messages will be transmitted under an assumed name. Users may not attempt to obscure the origin of any message. Information should not violate or infringe upon the rights of others. No abusive, profane or offensive language can be transmitted through the system.

To prevent computer viruses from being transmitted through the systems, there will be no unauthorized downloading of any software from the Internet. All software downloads will be done through the MIS Department.

Copyrighted materials belonging to entities other than Volunteers of America Oregon may not be transmitted by staff members on the Internet. One copy of copyrighted material may be downloaded for personal use in research with assistance from the MIS Department. Users are not permitted to copy, transfer, rename, add or delete information or programs belonging to other users unless given express permission to do so by the owner. Failure to observe copyright or license agreements may result in disciplinary action from the organization or legal action by the copyright owner.

The electronic mail system hardware is company property. Additionally, all messages composed, sent, or received on the electronic mail system are and remain the property of the company. They are not the private property of any employee.

Telephone Use

Personal calls may be made on Volunteers of America Oregon phones provided they are brief, infrequent and do not interfere with the needs of the organization. Personal use of the telephone for long-distance and toll calls is not permitted.

Mailroom, Photocopying and Facsimiles

Equipment including photocopier and business equipment is to be used for business purposes only. Volunteers of America Oregon equipment may not be used to create or forward any offensive or disruptive messages.

Equipment essential in accomplishing position duties is often expensive and may be difficult to replace. When using property, volunteers are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards and guidelines.

Volunteers should notify their supervisor if any equipment, machines or tools appear to be damaged, defective or in need of repair. Prompt reporting of damages, defects and the need for repairs could prevent deterioration of equipment and possible injury.

Use of Personal Computers, Personal Equipment and Tools

Volunteers of America Oregon volunteers may occasionally use their personally-owned computers, personal equipment and/or tools in their positions with Volunteers of America Oregon, either at home or on site. Volunteers of America Oregon does not take responsibility for wear and tear due to usage, damage or loss to personally-owned computers, or other personal equipment or tools. Thus, if a personally owned computer or other equipment needs repair, or is damaged, lost or stolen, Volunteers of America Oregon will not cover the expense. Also, the risk of virus contamination for both

Volunteers of America Oregon and personal computers and data disks may increase as more outside equipment is used.

Volunteer Warning and Dismissal

Unprofessional, inappropriate or unsafe behavior (refer to policies) are grounds for warning and/or dismissal. Supervisors reserve the right to dismiss a volunteer at any point in the tenure at their discretion, regardless of the suggested steps below:

Forewarning/Notice: If the volunteer policies are violated, the volunteer will receive a verbal warning. The unacceptable performance or behavior will be documented and the volunteer will be counseled on appropriate work performance and the volunteer position description will be reviewed. A check-in date will be calendared as a follow-up to the verbal warning to see how performance or behavior has improved.

Investigation: Failure to conform to the quality standard after the first verbal warning becomes grounds for termination of service. Appropriate investigation of the volunteer's performance will be conducted including, if necessary, testimony from staff or other volunteers. The volunteer may be suspended while investigating the situation.

Dismissal: If the decision of dismissal is made, the volunteer and supervisor will meet in private and the final decision will be documented.

Volunteer Problem Resolution Policy

Volunteers of America Oregon is committed to providing the best possible working conditions for its volunteers. Part of this commitment is encouraging an open and frank atmosphere in which problems, complaints, suggestions or questions receive a timely response. A problem resolution procedure has been established whereby general complaints, complaints of harassment, or discrimination, or difference of opinion, or dissatisfaction can be resolved amicably, satisfactorily, and quickly. This policy supplements our policies prohibiting discrimination and harassment. No volunteer will be penalized, formally or informally, for voicing a complaint with VOAOR in a reasonable, business-like manner or for using the problem resolution procedure.

1. A volunteer should first and always address complaints verbally to his or her supervisor. If the volunteer does not believe the complaint has been addressed in a satisfactory manner, he or she should submit the complaint in writing to his or her supervisor.
2. If a satisfactory resolution has not been achieved, the volunteer should present a written statement of the complaint to the Volunteer Services Manager, unless the Volunteer Services Manager is the subject of the complaint. In that event, the written complaint should be submitted to the Director of Development and Communications.
3. Upon receipt of the complaint, the Volunteer Services Manager will investigate the matter. This will include speaking directly to the volunteer about the complaint, and reviewing the details of the situation with HR and the Director of Development and Communications, as needed.
4. Except in extraordinary circumstances, every effort will be made to respond to the written complaint within 10 days after its receipt.

Retaliation against any volunteer who brings a complaint is strictly prohibited by Volunteers of America Oregon and will subject the retaliator to discipline up to and including discharge.

Volunteer Forms

The forms presented to you during volunteer orientation and screening assist us in making the best placements that benefit our programs, staff, and volunteers. Following is a brief overview of the purpose and content of each form. Copies are kept by program staff to support and document your service and electronically by Volunteer Services, so they can be accessed as needed. Only authorized staff and volunteers have access to the database for data entry and reporting purposes.

Application

The Volunteer Application includes sections to gather necessary contact information, assist with placement, and obtain an agreement regarding the application process. The contact information you provide on the application will be used by the agency for periodic program and agency updates, unless you indicate that you prefer not to be contacted. You may contact Volunteer Services at any time if you would like to be included or excluded from these communications. Please do include your emergency contact information. Some programs may request references of you prior to placement.

Criminal History Authorization

Most of our volunteer positions require background check clearance due to the volunteer's access to vulnerable clients and confidential information. This process is initiated when program staff contact Volunteer Services to say you would like to work together. It also requires staff to verify your photo

ID, and may include an on-line application and fingerprinting. Any criminal history information reported is kept confidential for your protection, so please do not disclose until asked.

Confidentiality Agreement

Demonstrates your understanding of VOA Oregon's Confidentiality policy and obtains your agreement to uphold it for the safety of our agency and clients.

Photo-Video Waiver

Obtains permission to use photo or video footage of you or your family members to promote VOA Oregon's programs and services.

Receipt of Handbook

Reflects that you have been oriented to VOA Oregon and your role as a volunteer. Please familiarize yourself with the contents of this Volunteer Handbook and ask any questions you may have before signing.

Resources

Volunteer Services

3910 SE Stark St.
Portland, OR 97214
(503) 595-2009
volunteer@voaor.org

Human Resources

(503) 595-2005

Development Director

(503) 595-2006

VOA Oregon

- Website: www.voaor.org
- Program Tours: Contact Volunteer Services

VOA National

- Website: www.voa.org

Volunteer Resources & Trends

- Hands On Portland: www.handsonportland.org
- Volunteer Match: www.volunteermatch.org
- Oregon Volunteers Commission for Voluntary Action & Service:
www.oregonvolunteers.org
- Corporation for National & Community Service:
www.nationalserviceresources.org