



The Frederick Center

Volunteer Policies

The mission of The Frederick Center (TFC) is to support, educate, link, organize and provide outreach to the LGBTQ community and its allies.

Volunteers are the means to that mission. Volunteers shall be treated with respect and courtesy and shall be valued for the work they do. Volunteers shall show respect for fellow volunteers, TFC management, and members. Neither the individual nor TFC is bound to continue the volunteer relationship if either the volunteer or TFC, at will, chooses to end the relationship at any time.

1. Code of Business Ethics

The Frederick Center is committed to conducting business with integrity and in accordance with all applicable federal, state and local laws.

Volunteers are expected to act with honesty, integrity and impartiality while representing TFC. Every effort must be made to avoid even the appearance of illegal or unethical conduct.

It is TFC's policy to:

- Prevent and detect any violations of the law and ethical standards
- Respond appropriately to any misconduct

Any known or suspected violations of the law or TFC's policies shall be reported to the Board. Failure to do so may result in disciplinary action or separation.

Volunteers should contact their immediate supervisor to discuss in confidence a situation that raises ethical issue or report an ethical violation. If it is inappropriate to discuss the issue with his or her immediate supervisor, he or she should contact the Program Director, Executive Director or any member of the Board.

2. Confidentiality and Privacy

Discretion is of utmost importance at TFC. Anything seen, heard, read, observed, or already known about a guest or visitor, employee, Board Member, or others affiliated with TFC MUST be kept confidential. Specifically:

- Personnel files and business records are the confidential property of TFC.

- Client/Donor information is confidential and may be shared only at the discretion and direction of TFC and as authorized by the Client/Donor. Mailing lists and the information about Clients/Donors (both present and past), TFC's paid staff, Board members, former staff and volunteers are also confidential and may not be shared without the express written permission of the persons involved unless otherwise required by law.
- Confidential information may not be used for a volunteer's own benefit. Violation of this confidentiality policy will result in immediate termination of the working relationship with a volunteer and may have legal consequences.
- All matters dealing with Volunteers administered by the Executive Director or brought to the Board or its delegate(s) will be kept confidential by the Executive Director, Board members and/or the Board's delegate(s) and records will be maintained separate from the other Board minutes.
- Work product of any volunteer performed as part of their volunteer time at The Frederick Center is proprietary to, and belongs to, The Frederick Center. This includes, but is not limited to, artwork in any media, marketing strategies or data, programs of education or training, internal documents or manuals.

3. Limited Representation

Volunteers represent TFC only in matters specifically granted by their supervisor, Executive Director, or Board. They are not permitted to represent TFC, or appear to represent TFC, in matters not specific to their assignment. Nor are they authorized to commit TFC to any business relationship, financial obligation, or other arrangement with any other individual or organization. When not certain, the volunteer should seek guidance from his / her supervisor.

4. Dress Code - General Appearance Standards for Volunteers

If provided with one, volunteers representing the organization are expected to wear TFC's name badge at all times while in the building. The name badge should clearly indicate volunteer's name and title.

Clothing should be clean, neat, and job appropriate. Shoes should be clean, neat, in good repair and job appropriate. Dresses, skirts, pants, shorts and/or skirts must be an acceptable business length (e.g. no short shorts or super minis).

Dress Code guidelines apply whether volunteers are working at the office or at an off-site TFC event.

The following are examples of clothing inappropriate for general office wear:

- Ripped, cut-off, torn, frayed or stained clothing (even if by design)
- Clothing items that by fabric or design display undergarments

5. Reimbursement of Expenses

Volunteers seeking reimbursement for expenses related to TFC activities will receive reimbursement only under the following circumstances:

- The expense must relate directly to the volunteer's work at TFC or otherwise be directly beneficial to TFC;
- Only expenses that are documented by receipts will be reimbursed;
- **All expenses must be pre-approved by the volunteer's supervisor.**

6. Post Accident Testing

Any volunteer who is involved in a work related accident which involves injury to himself/herself or another employee, volunteer, client/visitor, vendor or that involves damage to TFC property may be required to take a urinalysis sampling for alcohol/drug testing purposes. Such testing shall take place at the medical facility treating the injury. Otherwise, in the case of property damage or incidents not requiring treatment at a medical facility, The Frederick Center reserves the right to request a urine specimen for lab analysis. If TFC requests the testing, it will pay for it.

Any volunteer who refuses to be tested or who tests positive may have their working relationship with The Frederick Center terminated.

7. Computer Use

Unless the volunteer requires a specific machine, volunteers are not to use staff computers. The volunteer should only use computers designated for volunteers.

If there is any damage, viruses, data loss, and/or equipment failure while using a TFC computer, the volunteer is to notify his / her supervisor.

8. Safety Policy

The Frederick Center is committed to creating a safe and healthy environment in which people can have fun, learn, socialize, grow, be supported and find acceptance. As a volunteer, you are bound to uphold the safety policies of TFC. Those policies are detailed in the General Operating Procedures & Policies, and the Participant Policies documents. Bring any violations, or potential violations, to the attention of your supervisor, the Program Coordinator, the Executive Director, or of last resort to the Board Chair.

8.1 Safety of Minors

Unless you have also been approved as a TFC Supervisor of Minors you are never to be alone with an individual minor, other than a minor of which you are the legal guardian. This is whether in the TFC facility or at a TFC-sponsored event. Additionally, you are not to leave an individual minor alone with anyone other than a person that has been approved as a TFC Supervisor of Minors. TFC operates using the “rule of three”, which means there always has to be two unrelated adults with a single minor or multiple minors with an unrelated adult. These policies include any provided transportation. It is the intention of TFC to not only eliminate potential for abuse, but to minimize situations where an abuse accusation could be made. As a volunteer, this is within your realm of responsibility at any program or event you are assigned.

All volunteers should immediately report any behaviors with minors that have potential to be abusive or inappropriate up the supervisory chain: the Program Coordinator, the Executive Director, or directly to any member of the Board of Directors.

9. Disciplinary Action

In order for people to work together effectively, each person must conform to standards of reasonable conduct in order to maintain an orderly, efficient atmosphere. Accordingly, under certain circumstances a volunteer may be disciplined for violation of any policy or work rule set forth by TFC.

The following is a list of serious offenses that might warrant immediate volunteer dismissal and/or potential legal actions. Such actions include, but are not limited to:

- Gross misconduct that jeopardizes the reputation, finances or property of TFC.
- Theft of TFC property.
- Violence or threat of violence while at TFC or on TFC business.
- Failure to show up or contact staff for three volunteer slots in a row.
- Breach of confidentiality of TFC, or of a TFC donor or client.
- Violation of TFC’s policies on Discrimination or Sexual Harassment.
- Insubordination to the directives of a supervisor or the Executive Director.
- Violation of TFC’s policy on Alcohol and Substance Abuse.

10. Dispute Resolution

TFC provides an environment within which volunteers are welcome to express opinions and seek answers to all volunteer-related matters. Conflicts are best resolved in an atmosphere of respect and dialogue.

Whenever a volunteer has a misunderstanding, personal conflict or dispute with an employee, volunteer or supervisor, the individual is encouraged to attempt an informal resolution of the dispute directly with the other party.

Should this prove unsuccessful, the volunteer should seek assistance from their direct supervisor.

If this next level is ineffective or compromised because the conflict is with the individual's immediate supervisor, such individual should address the matter with the Executive Director.

Only if the volunteer has attempted to resolve an issue through and/or with the Executive Director without success, or the issue is with the Executive Director, is the volunteer permitted to approach the Board.

11. At-Will Employment

TFC relies on the generous and tireless efforts of its many volunteers. All volunteers are retained on an at-will basis. Either the volunteer or TFC may cease the working relationship at any time, for any reason, with or without cause or notice. This document shall in no way be interpreted as creating a contract or a written promise of compensated employment or an ongoing volunteer relationship.

12. Searches

TFC reserves the right to conduct searches of any TFC-owned property, at any time, such as offices or lockers. TFC may search a vehicle owned by it and being currently used by a volunteer. Additionally, TFC may ask that police search a vehicle owned by the volunteer that is being used at that time to conduct business on behalf of TFC, regardless of whether the vehicle is on TFC property.

I have received this copy of the TFC's Volunteer Policies. I understand that it is my responsibility to read, understand, and comply with all of the policies contained in this document. The information in this document supersedes any previous versions.

Volunteer Name: _____ Date: _____

Signature _____