The Arc of Chester County Volunteer Policy

1. Introduction

Volunteers are vital to The Arc’s ability to fulfill its mission and serve its program participants. This Volunteer Policy is intended to provide guidance, information, and direction to volunteers (each, a “Volunteer”) of The Arc of Chester County (“The Arc”). The Arc, under the authority of laws, regulations, and its Executive Director, reserves the right to change or make exceptions to this Volunteer Policy, in whole or in part, in its sole discretion at any time and for any reason.

a. Mission
The mission of The Arc is to advocate, educate, and provide services to empower individuals with disabilities and their families to enhance the quality of their lives.

b. Volunteer Relationship
A Volunteer is anyone who, without compensation or the expectation of compensation, performs a task at the direction of and on behalf of The Arc. Volunteers are not considered employees of The Arc. Volunteers must be 14 years of age or older, unless accompanied by an adult Volunteer, and/or supervised by at least one employee of The Arc, or as specified for a particular program and/or activity. Volunteers who wish to participate with The Arc as part of a student community service program, academic internship, corporate volunteer program, or other volunteer referral programs must be under a separate agreement in effect with the related program, school, or organization.

c. Equal Opportunity Policy
The Arc maintains a strong policy of equal opportunity for all including Volunteers. The Arc recruits, accepts, trains, promotes and dismisses Volunteers on the basis of personal competence and performance, without regard to race, color, religious creed, sex, sexual preference or national origin, age, marital status, ancestry or disability.

2. Volunteer Rights and Responsibilities

Volunteers must actively perform their duties to the best of their abilities and to remain loyal to the mission of The Arc. This Volunteer Policy is not intended to provide, and does not constitute, a binding contractual or personnel agreement between The Arc and any Volunteer, nor does it create any rights on the part of a Volunteer or obligations on the part of The Arc.
3. Volunteer Program Procedures/Development

a. Application / Interview / Screening
   Prospective Volunteers are required to complete an application form for consideration as a Volunteer. Once a completed application form is received, The Arc will initiate and hold a discussion with the prospective Volunteer, either in person or by phone. The purpose of this discussion is to review the prospective Volunteer’s qualifications, availability, and suitability to perform the applicable Volunteer tasks. The Arc will provide a description of tasks to the potential Volunteer. All prospective Volunteers with The Arc over the age of 18 must complete the Volunteer Application form and when applicable secure and provide required record checks, clearances, FBI Fingerprinting record, Volunteer disclosure form, health records and a valid driver’s license as required by state and federal law, regulation, or The Arc volunteer policy prior to becoming a volunteer.

b. Orientation / Training / Ongoing Processes and Procedures
   Volunteers will receive a general orientation to the nature and purpose of The Arc and its operations, as well as an orientation related to the specific tasks that they are undertaking. Each Volunteer will have a designated contact at The Arc that will be responsible for his/her support and direction. The contact will be responsible for the management and guidance of the work of the Volunteer and shall be reasonably available for consultation and assistance. Volunteers shall receive a periodic feedback on their volunteer service, and assessments as to any further training, or tools that may be needed by The Arc staff responsible for the volunteer. Records will be maintained on each Volunteer with The Arc. Each Volunteer record will include a Volunteer application form, emergency contact information, Volunteer areas of interest, and Volunteer service performed. Volunteer service is very valuable to The Arc and, as such, The Arc will recognize volunteers on both an informal and formal level.

The Arc accepts the services of all Volunteers with the understanding that the length of Volunteer service is at the sole discretion of The Arc. Additionally, a Volunteer may at any time, for whatever reason, decide to end his or her relationship with The Arc. A Volunteer should provide prompt written notice to The Arc of any such a decision to end his or her relationship with The Arc. When possible, The Arc will conduct an exit survey to ascertain reasons for the Volunteer’s departure, and any of his or her suggestions for improvement. If a Volunteer wishes to seek a change in placement, please work with your contact at The Arc. Assignment to a new Volunteer placement may require additional screening, background checks, training, and application acceptance. Volunteers are expected to fulfill their commitments to volunteer at established times/places. Volunteer attendance will be tracked. Volunteers should sign in and out at the front desk per The Arc’s building visitor policy.

In certain situations, Volunteers may be eligible for reimbursement of actual out of pocket expenses. Such expenses must be pre-approved by the Executive Director.
4. Volunteer Conduct

a. General
The Arc will communicate the volunteer responsibilities to each Volunteer or group of Volunteers, as applicable. Volunteers directly represent The Arc during their Volunteer activities and, as such, actions and behaviors of Volunteers should exemplify the high standards held by The Arc and promote the reputation of The Arc for its quality programs. Volunteers are expected to appear and act professionally and in accordance with their position descriptions, including wearing a name badge (if provided by The Arc) while volunteering.
Should a Volunteer have a grievance, he or she should report it promptly to his or her contact at The Arc. The Arc is committed to reaching a speedy and effective resolution and agrees that all complaints will be treated confidentially (though confidentially may not be guaranteed).

Volunteers are prohibited from purchasing, transferring, using, or possessing illicit drugs, alcohol, or prescription drugs in any way that is illegal. Implementing this policy is intended to provide a drug and alcohol-free environment and ensure a safe, healthy, and productive environment for all.

Volunteering should be an enjoyable experience. Harassment is not only illegal, but it can also create uncomfortable conditions and unpleasant experience for everyone involved. Any Volunteer who feels harassed while carrying out the duties of his or her assignment should speak to his or her assigned contact or to the Executive Director of The Arc to reach a resolution.

The Arc requires Volunteers to report violations of policies by other Volunteers or staff, report incidents, and cooperate in any related investigations.

While volunteering for The Arc, Volunteers must never present partisan information (supporting or endorsing political parties or candidates for office) in accordance with our organization’s 501(c)(3) status. Further, Volunteers are expected to recognize that The Arc’s program participants, staff, and Volunteers hold a variety of political, social, religious, and personal beliefs, and to be respectful of the views and opinions of held by others with whom they come in contact while volunteering with the organization.

b. Media Relations
Only the President of the Board of Directors, the Executive Director, or a specifically identified designee of The Arc, may serve as spokespersons for The Arc. Volunteers are not to represent themselves as spokespersons for The Arc to the media under any circumstances unless specifically asked to do so by an authorized representative of The Arc. If a Volunteer is contacted by a media representative regarding The Arc, the Volunteer should direct the media representative to the Executive Director of The Arc.

c. Conflicts of Interest
It is the policy of The Arc to avoid potential and actual conflicts of interest. The Arc abides by a board-approved Conflict of Interest Policy. Certain Volunteers may be asked by The Arc to complete and sign a conflict-of-interest statement. Notwithstanding, all
Volunteers are expected to disclose details of any actual or potential conflict of interest initially, or when a potential or actual conflict of interest arises.

d. **Confidentiality**
   Volunteers may have access to confidential information (e.g., information regarding medical treatment or diagnoses, financial information regarding contractual arrangements or other transactions, information regarding homes or income of program participants, information about convictions or allegations of arrests or abuse, etc.). Volunteers must follow The Arc’s confidentiality policies, copies of which will be made available upon request.

e. **Consent to Publish**
   I hereby give permission for The Arc of Chester County to capture an image or images of my child and/or myself to be reproduced in written or electronic publications for marketing and communication purposes, including but not limited to brochures, newspapers, magazines, videos, The Arc of Chester County website, The Arc of Chester County social media websites, to promote The Arc of Chester County. This Consent to Publish is in effect until I or my authorized agent provides written notice of revocation to all interested parties.

5. **Safety and Liability**

Although The Arc does its best to provide safe conditions for Volunteers, every Volunteer is expected to protect his or her own personal safety. Volunteers should always be aware of where they are and what they are doing. Volunteers should pay attention to safety instructions and proper equipment use. Each Volunteer should speak up with any safety concerns and report any injuries to his or her contact at The Arc, or the person in charge of the applicable activity, immediately.

Any Volunteer who indicates that he or she is under the care of a physician for any condition that may impede his or her ability to perform assigned tasks may be asked by The Arc to present a certificate from the physician. Any Volunteer who, after accepting a Volunteer assignment with the organization, enters a course of treatment which might adversely affect his or her performance of the Volunteer duties should immediately notify his or her contact at The Arc.

6. **Insurance Coverage**

The Arc will provide commercial general liability insurance for Volunteers. Volunteers must be providing service under the direction and control of The Arc to be covered. The commercial general liability policy provides medical expense payments for injuries suffered by a Volunteer. The Arc has a medical expense policy to cover any accidental injuries suffered by a Volunteer.

When The Arc assigns a Volunteer to drive a vehicle that The Arc owns, leases, or rents in the name of the agency, the Volunteer is covered by The Arc’s business auto liability insurance. When Volunteers drive their own vehicle or some other vehicle not owned, leased, or rented by
The Arc, The Arc’s automobile liability and physical damage insurance does not apply. A Volunteer’s personal automobile insurance policy is primary in the event of an accident occurring while a Volunteer is conducting business on behalf of the agency. Prior to driving their own vehicles in connection with an activity through The Arc, Volunteers must provide a copy of their valid vehicle registration and automobile insurance, as well as the page that lists The Arc as a rider. The Arc’s members of the board of directors are covered by Nonprofit Director’s and Officers’ Liability insurance. Volunteers are encouraged to discuss their personal insurance program with their insurance agent(s) to determine what coverage is available for claims arising from their Volunteer activities.

7. Incident Reporting

Incident Management is the collection, classification, and use of incident data to reduce the likelihood of incidents occurring to individuals receiving services. Incidents should be reported during the volunteer time when observed. Incidents are categorized as “Reportable” or “Program Incidents” and though not reportable to the funder or government entity a form must be completed and filed by The Arc staff.

If you witness an incident, it is vital that you report to The Arc designee immediately and write down the pertinent information as soon as possible. You may write it on anything available (napkin, scrap paper, etc.) before the memory fades. The format can be refined at a later date, but as time passes so does the evidence and/or accurate information. You should include the time, location, names of witnesses, and every fact that you heard saw or sensed in any manner.

4/26/2022