

The Salvation Army Augusta Area Command Volunteer Policies

The following are some basic policies that are to be maintained while a Volunteer serves with The Salvation Army Augusta Area Command. These policies are maintained for the safety of our volunteers and clients. Volunteers who choose not to abide by these policies may be asked to leave.

Application Policy

All Volunteers will be required to complete an application prior to serving in any facility owned, rented, operated by or in use by The Salvation Army Augusta Area Command.

Applications are available electronically through the Online Volunteer Portal. Applicants are encouraged to complete their application online in order to conserve resources. However, paper applications are available to those who do not have access to the internet. The application must be completed in its entirety, signed and/or initialed in all designated locations, and reviewed by a designated member of The Salvation Army staff prior to service. This designated member of The Salvation Army Staff will consist of the Volunteer Coordinator or other staff designated by the Volunteer Coordinator.

Applicants who complete the online application will be notified electronically once their application is approved. Applicants who complete a hard copy application will be notified at the primary phone number listed on their application.

The Salvation Army Augusta Area Command reserves the right to reject an applicant based on information provided on an application, refusal to follow policies and procedures, and/or inappropriate behavior that is found to be in violation of the Code of Conduct.

Changes to Personal Information

To ensure that our records are accurate and up-to-date, it is a volunteer's responsibility to update their volunteer profile through the Online Volunteer Portal or notify the Volunteer Coordinator in writing, whenever changing the following:

Personal Information: Name, address, telephone number or e-mail address

Group Contact Information

Emergency contacts: Name, relationship, e-mail address and phone number

Changes to skills, education and training that may affect future volunteer placements.

Volunteer Screening

All Long-Term volunteers are screened using a number of tools including:

Interviews

Applications

Reference Checks

MVR Reports (If Needed)

Background Checks

Territory Division Registry Check

These tools are used to ensure that all volunteers are placed in a volunteer position that best suits their talents and skills, and also allows them to feel like they are making the most impact. These screening tools are also used to ensure the safety of our volunteers, clients, members, staff and others. Some One-Time Volunteer Roles require basic Volunteer Screening. Please direct any questions regarding screening to the Volunteer Coordinator.

Orientations and Training

The Salvation Army believes in giving every volunteer the tools that he or she needs to be successful in their volunteer position and have a positive experience. The number of orientations and training sessions will vary based on the volunteer position.

The initial required training will be listed on the volunteer description, and the volunteer will be made aware of any additional necessary training in writing. All Long-Term Volunteers are required to complete the following prior to their first shift in their Long-Term Role: Volunteer Orientation and Safe From Harm Training. Some events and other activities may require a short orientation on the day of or on a day prior to the volunteer shift. Orientation often covers safety materials and project site tours that include necessary information for all volunteers to be aware of.

We ask that all volunteers complete any training that is requested of them. If a volunteer does not wish to complete the recommended training, it may be necessary to move the volunteer to a position that does not require that training. Many of our training sessions are absolutely necessary to ensure the safety and confidentiality of those we interact with. Failure to complete these training may result in dismissal from the volunteer program.

Volunteer Limitations

While Volunteers are able to assist with many tasks at The Salvation Army there are several tasks a Volunteer should never perform. The following limitations should be observed at all times:

Only Volunteers who have completed Safe From Harm Training administered by The Salvation Army should supervise youth. When supervising Youth, Volunteers should always follow all guidelines laid out by Safe from Harm.

Volunteers should never operate equipment or machinery unless they are trained properly by an authorized staff member and have received expressed permission by management to operate the specific piece of machinery or equipment.

Volunteers should never directly handle cash, checks or other financial tools unless they have received a background check and training on proper procedures.

Volunteers, unless they are on the Approved Drivers List and have received expressed permission, should never operate Salvation Army vehicles.

Violations of these policies can result in up to the Volunteer being asked to leave and dismissal from the Volunteer Program with The Salvation Army Augusta Area Command.

Youth Volunteers

Minors are welcome to serve in many, but not all, of our volunteer opportunities throughout the year with the appropriate permission of a parent or guardian. All minors will need a parent or guardian's signature on their volunteer application prior to participating in any volunteer activities. Certain programs require the minor's parent or guardian to provide direct supervision while the youth is volunteering.

Groups of Minors are also welcome to serve in many of our Group Volunteer Opportunities. Written expressed permission must be obtained by the parents or guardians of all minors via a Group Volunteer Application. Appropriate ratios of supervising adults to youth must also be provided by the Volunteer Group.

Scheduling Policy

Certain programs designate volunteers during specific hours while other roles allow for flexibility in scheduling. All Individuals or Groups of Volunteers must be scheduled for shifts in order to serve unless serving in a long term volunteer position in which flexible hours have been established with the program manager.

It is the responsibility of the volunteer once they have received application approval to ensure that they have been placed on the schedule if required. Any Volunteer who is not on the schedule, and is not a long-term volunteer that is pre-approved for flexible volunteer hours, should be directed to The Salvation Army Augusta Area Command's Online Volunteer Portal. Here they will complete an application and/or access the list of volunteer shifts that are available to them based upon qualifications specific to that individual or group.

Shifts are available on a first-come, first-served basis and are scheduled in advance.

Call In and No-Call, No-Show Policy

We ask that all Volunteers who are not able to complete their scheduled shift access the Online Volunteer Portal to unschedule their shift in the period designated for their program in the Scheduled Activity Description. If a Volunteer does not have access to the internet or needs to cancel a shift within this period we ask that they call The Salvation Army's Volunteer Coordinator.

Excessive call-ins and cancellations may result in The Salvation Army terminating a Volunteer from the Volunteer Program or asking the Volunteer to allow other Volunteers to fill time spots until their personal scheduling conflicts are resolved.

Punctuality and Tardiness Policy

In order to effectively have all tasks completed during an assigned shift, The Salvation Army Augusta Area Command asks that Volunteers arrive early enough to start their shift on time.

For certain Volunteer Tasks, a Volunteer may not be allowed to serve if tardiness results in the volunteer missing important safety information or an orientation. As a result of missing key safety

information or an orientation the volunteer may pose a safety risk to themselves, and/or other volunteers, staff, customers and clients.

Sign-In/Out Policy

All Volunteers, aside from Long-Term Volunteers, are required to sign-in at the start of their shift and sign out at the end of their shift.

Long-Term Volunteers are asked to record their Volunteer Hours directly in their Volunteer Profile along with any requested outputs (if any). Additionally long-term volunteers are asked to review their volunteer hours through the Online Volunteer Portal prior to the last Sunday of each month to ensure that all hours served have been recorded for reporting purposes.

Badges, Aprons and other Supplies

Once a Volunteer has signed in will they be assigned a Volunteer badge and all other necessary supplies to use during their shift. At the end of the Volunteer's last shift each day any badges, aprons or other items issued to the Volunteer must be returned to the designated staff member from the program in which they volunteered.

Long-Term Volunteers should access and return Volunteer Badges to the location designated by their program manager.

Badges, aprons and other supplies provided to the Volunteer are the property of The Salvation Army Augusta Area Command. We ask that all Volunteers practice great care when in the possession of these items and are good stewards of the resources provided to them while serving in our facility so that we might be able to continue to "Do the Most Good" with everything given to The Salvation Army.

Parking

Parking at The Salvation Army facilities or when driving to, from or while volunteering is at the volunteer's own risk. The Salvation Army does not assume liability for theft or damage to personal cars or belongings. We ask that volunteers take the same precautions when parking in our facilities that they would if they parked in any other public area by locking their doors, closing all windows, and keeping valuable possessions out of sight.

Volunteers are asked to park in the area in which employees' park at their assigned volunteer location. This is to ensure that our clients and guests are able to access the facilities.

Dress Code

The dress code for each volunteer will differ based on the area in which he or she serves. For Long-Term Volunteers the dress code is outlined on the volunteer description for the position and can be referenced for questions relating to the appropriate dress of the volunteer. Volunteers will be instructed on what to wear based on the activity by the Volunteer Coordinator or Program Manager in all other instances. Regardless of the volunteer role,

Volunteers should always keep the following in mind when considering clothing:

When using discretion err on the side of conservatism.

Volunteers are expected to be well-groomed and neat.

Inappropriate messages or messages that go against the mission of The Salvation Army are absolutely not allowed.

Volunteers should dress appropriately for weather conditions.

As a courtesy to others, it is requested that volunteers not use excessive lotions, cologne, or perfume.

Volunteers must wear a badge and the appropriate protective wear at all times. Anyone who is not dressed appropriately may be asked to go home. Any questions about appropriate attire can be directed to the Volunteer Coordinator or the Program Manager.

Personal Items Policy

Volunteers are cautioned to be careful to safeguard their personal possessions at all times. The Salvation Army is not responsible for personal losses. In the unfortunate event that a volunteer does sustain a loss of personal property, or finds a lost item, it should be reported to the Volunteer Coordinator and the Program Manager.

Code of Conduct

Volunteers serve as a reflection of The Salvation Army's Program, and as such are expected to represent themselves in a courteous and professional manner at all times. Cursing and/or disrespectful language and behaviors will not be tolerated. Discussion of inappropriate or illegal activities is also prohibited. Violations of this policy will result in the Volunteer being asked to leave and dismissal from the Volunteer Program.

Food and Drinks

Food is not allowed in any area with carpeting. We ask that volunteers utilize designated break areas to enjoy their meals and snacks during scheduled meal and break times. Drinks are allowed in work spaces so long as the beverage container has a secured lid. Drinks without lids should only be consumed in designated break areas. Meals prepared in our soup kitchen should never be taken home or placed in to-go containers.

Housekeeping

Volunteers should keep their work space clean, neat and tidy at all times. We ask that volunteers share the responsibility of keeping workspaces and common spaces as neat, clean and tidy as possible by utilizing trash receptacles, keeping bathrooms neat and clean and seeing that utensils are returned to the Kitchen following use.

Communications Policies

Distribution of Printed Materials

Unless authorized by The Salvation Army, distribution of printed materials for any purpose whatsoever at any time on The Salvation Army property is prohibited. Permission to distribute or post any type of printed material must be approved by the Human Resources Department.

E-Mail, Faxes, Computers and Other Electronic Data

Electronic mail (e-mail), faxes, telephones (including cellular phones issued by the organization for business use), computers, and other electronic devices provided by The Salvation Army are the property of The Salvation Army and are to be used for business purposes. Volunteers should not reveal computer or other electronic passwords to anyone, and should take care to keep them confidential.

Use of e-mail, faxes, telephones, computers, and other electronic devices is subject to all of the policies of The Salvation Army, including "Anti-Harassment", "Anti-Discrimination", "Confidentiality", and "Internet Use".

Internet Use

Care should be used when accessing the internet. The use of the internet is a privilege granted by The Salvation Army, which allows staff and volunteers access to information that is needed to effectively complete their tasks. During meal and break times, employees and volunteers may use the internet for personal use providing the activity does not interfere with the normal operation of the network. Recreational "surfing" of the internet outside of meal or break times or for use of internet for non-position related reasons (outside of meal and break times), is inappropriate.

The Salvation Army deems all pornographic material inappropriate. Anyone using The Salvation Army's Internet connection to search for, download, view or transmit pornographic material will be dismissed from the volunteer program.

In keeping with this policy, the Territorial Information Technology Department has a web-filtering system in place to monitor internet use. Any substantial evidence that a volunteer has engaged in viewing, downloading, or transmitting inappropriate content, or has attempted to do so, will result in disciplinary action and may result in immediate dismissal from the volunteer program.

Notifications

The Salvation Army strives to keep its volunteers well informed. General distribution memos and newsletters (or electronic mail, etc.) are utilized for rapid dissemination of information. It is your responsibility as a volunteer to notify the Volunteer Coordinator of any changes of contact information, so that you can be notified of any new announcements or changes in policies.

Telephones and Personal Cellular Phones

The Salvation Army understands that at times personal phone calls may be necessary. Please try to schedule such calls before or after your volunteer shift, or during a break. If this is not possible please limit your personal call in both time and nature. Cellular phones should be set to silent, vibrate or turned off completely. If there is an emergency, a call may be placed to and from a telephone in your volunteer area.

Requests for Hours Verification

The Salvation Army recognizes that from time-to-time Volunteers may need to be provided with letters in which the number of hours served by a Volunteer is recorded for purposes such as a portfolio, resume, application, etc.

Requests for hours verification must be made in writing either in the form of a letter or e-mail. Requests should include the form in which the verification should be submitted (fax, e-mail, letter, etc.), specifications on how the Volunteer name should be included in the verification, range of dates in which hours were served for the purpose of the requested verification, any other pertinent information that should be included, as well as the contact information to whom the verification should be addressed.

Once a completed request is received, the Volunteer should allow The Salvation Army 5-10 business days for processing.

Grievance Process

The following grievance procedures have been developed to provide an effective way for volunteers to bring problems and issues they need assistance in resolving to the attention of management.

When a volunteer believes a condition or treatment is unjust, inequitable, a hindrance to effective operation or creates a problem, he/she is encouraged to discuss the condition/ treatment with management. Misunderstandings or conflicts can arise in any organization and should be resolved before serious problems develop. Most incidents resolve themselves naturally; however, should a situation persist that the volunteer believes is detrimental to himself/herself or the organization, the volunteer should follow the procedure described below:

Grievances must be filed within thirty (30) days of knowledge of the action/decision, except where there is a potential violation of policy which warrants further review.

Individuals who wish to file a grievance regarding their involuntary ending of their volunteer assignment must do so within five (5) business days of the termination of the volunteer assignment.

No volunteer shall be penalized for properly using the complaint resolution (grievance) process.