



EMAN

East Mount Airy Neighbors

Volunteer Handbook

Updated 10/31/2023



Welcome to our community!

Dear Volunteer,

Thank you for becoming an active part of the EMAN community. Volunteers are the heart of our organization, so your success is the center of what we do. Our goal is to provide you with support to make your volunteer experience a great one.

EMAN appreciates the time, talent and dedication given by volunteers, so we will creatively find ways to show our gratitude throughout the year. However, we also believe that the greatest “thanks” we can give to our volunteers is to work transparently and efficiently, so that we may see our vision fulfilled. This handbook was created to help us do just that!

Should you need assistance at any point, please feel free to contact me via phone or email (sierra@eastmountairy.org). We are here to support you...every step of the way.

Warm regards,

Sierra M. Bretz
Executive Director

Introduction

About the Handbook

This handbook summarizes many of EMAN's volunteer policies and procedures, but in no way creates a contractual relationship or employee relationship between you (the volunteer) and EMAN. EMAN may modify, rescind, delete, or add to the provisions of this handbook at any time. If changes are made, we will notify you as soon as possible.

GOALS of the EMAN Volunteer Program

At EMAN, we strive for excellence and judge our outcomes on both our effect on the EMAN community... AND on how we bring a positive experience into each other's lives.

When you volunteer with EMAN, you're giving your community one of the greatest gifts of all — your time. As such, our work must be guided by the golden rule: To treat each other as we ourselves would wish to be treated. This means to operate in compassion and respect for all. This is our goal and our promise to you.



We believe in the beauty of differences. We know that in East Mount Airy, the collective sum of our individual differences, life experiences, knowledge, self-expression, and talent is what makes us unique. We are the fibers of a vibrant tapestry and pieces of a colorful mosaic...most beautiful together.

As an organization, we know we are able to grow and do better together with a diverse community of members and volunteers. We welcome the unique contributions that each of our neighbors can bring, in terms of education, opinions, culture, ethnicity, race, sex, gender identity and expression, class, citizenship, nation of origin, political affiliation, age, languages spoken, veteran's status, religion, sexual orientation, beliefs and varying abilities. Your voice matters at EMAN!

We embrace and celebrate our differences... and welcome ALL.

What You Can Expect From Us



GOOD COMMUNICATION

Through emails, calls, newsletters, and social media, we will keep you updated on EMAN news, happenings in East Mount Airy, and any information pertinent to your volunteer position. Most importantly, we will make sure you know how welcome and appreciated you are...at all times.

AMPLE SUPPORT

Our goal is to be prepared for your arrival and provide you with adequate information, training, and assistance for success in your new role. We will also strive to offer learning and social opportunities, and to match you to interesting and important projects. We will respect your skills and individual needs, and help you make a difference in our community.

YOUR CONTRIBUTIONS WILL BE VALUED

We will strive to provide ongoing feedback and be receptive to your comments and suggestions. We will always value your contribution.

What We Expect of Our Volunteers

EMAN is committed to upholding the highest standards of conduct and service. When you are serving as an EMAN volunteer, we ask that you please do the same. Here are a few service guidelines that we kindly request you follow:

Be warm and casual, but professional. Remember, the first impression you create may be a lasting one.

Be responsible. Service begins and ends with individuals. While you cannot control what others do, you can guarantee the quality of your own volunteer work. Strive to be a positive EMAN role model, and don't be afraid to ask for help.

Be positive. A positive attitude is contagious. Approaching your assignment with enthusiasm and dedication will positively impact members and other volunteers. Some other tips:

- Raise concerns and share ideas in a positive fashion; focus on solutions, not problems.
- Respond positively to complaints; never argue or dismiss someone's point of view.
- Offer additional services and information; add value to each interaction.

Be present. Bring your entire self to projects, tasks, events and/or programs. Your creativity, skills, abilities, gifts, talents, diverse views, knowledge, and wisdom are valued, welcomed, and needed.

Be friendly, courteous, and helpful. Common courtesy goes a long way toward making a favorable impression on our current and potential members, volunteers, donors, staff, and the general public. Smile, practice active listening, and treat each person with kindness, and as an individual.

Be knowledgeable. The public sees you as someone who represents EMAN, and they expect prompt, courteous and accurate responses to their questions and concerns. So, please stay up-to-date on our programs and services by reading our emails, staying connected to social media, and by regularly checking our website.

Be consistent. It may seem like a given, but having volunteers show up for every volunteer assignment, on time, is one of the biggest challenges for nonprofit organizations. Consistency is so very important -- we count on you!

Volunteer Communications

Computer Access

As an important part of our team, we ask the following of you:

- Have regular access to the Internet and a private email address. Email is our main form of communication to share information, such as volunteer instructions, opportunities, and confirmations. If you do not have computer access, we ask that you find a friend or family member who can help you with your communications with the volunteer department. If this is not possible, please speak with EMAN staff.
- Respond to emails from EMAN in a timely manner. We are committed to answering emails our emails within 48 business hours.

Representing EMAN

When you're serving as a volunteer for EMAN, what you say and do reflects on EMAN as a whole. We know volunteers may have a variety of beliefs and values, and we sincerely accept this diversity of thought. But if there is an issue on which EMAN has not taken a position, you should remain neutral on the matter while representing EMAN. Any personal comments you make should be clearly identified as personal comments. Finally, as a volunteer, you are permitted to act as a representative of EMAN, but please do so only to the extent described in your position description.

Media Contact and Public Commentary

Media relations can be complex. For that reason, we ask that, as an EMAN volunteer, you don't speak for EMAN with the media or at public meetings without prior permission from EMAN leadership. Please send all media inquiries and inquiries related to public commentary directly to the EMAN Executive Director. Please note that media inquiries are extremely time-sensitive and should be forwarded as soon as they are received.

Email policy

- All business-related emails sent must include the approved EMAN address and logo.
- No material is to be sent as email that is defamatory, in breach of copyright or confidentiality, or prejudicial to the good standing of EMAN in the community or to its relationship with staff, community partners and any other person or business with whom it has a relationship.
- Email must not contain material that amounts to gossip about colleagues or that could be offensive, demeaning, persistently irritating, threatening, discriminatory, involves the harassment of others, or concerns personal relationships.
- Failure to comply with these instructions is a performance improvement offense and will be investigated. In serious cases, the penalty for breach of policy, or repetition of an offense, may include dismissal.

Volunteer Communications – Social Media

Online communication tools such as social media and blogs are the go-to channels for people who are interested in keeping up with EMAN. For that reason, and because your behavior as a volunteer reflects on EMAN, please use good judgment whenever you contribute to EMAN social media pages. When you are engaging, please keep in mind the following:

- Be transparent: Identify yourself as a volunteer of EMAN.
- Be accurate: Make sure you check your facts before posting.
- Provide resources: Link back to our website whenever you can.
- Be considerate: Please do not use profanity, derogatory language or personal attacks, or engage in any other inappropriate conduct.
- Be real: Do not just copy and paste press releases or website content. Take talking points and put them in your own words. (The one exception is when you are quoting someone or using an official statement.)
- Be professional: Do not allow legitimate online explanation of a position or debate to devolve into personal attacks, fights, or flame wars.
- Protect sensitive information: Protect EMAN's confidential and proprietary information as well as the personal information of others. Get permission to use copyrighted content such as photos or videos, or to cite or reference our supporters, partners or suppliers. Do not disclose or use any confidential or business information about EMAN, such as personal information about volunteers, members, or donors.
- You are encouraged and welcome to use your own social media platforms to help promote EMAN, events, volunteer opportunities, advocacy, outreach and more. However, EMAN volunteers are prohibited from starting any new social media groups or platforms that represent the organization.

Private/Personal Use of Social Media

EMAN understands its volunteers have the right to contribute content to public communications on websites, blogs and business or social networking sites not operated by EMAN. However, inappropriate behavior on such sites has the potential to cause damage to EMAN, as well as its community partners. For this reason, all volunteers of EMAN must agree to refrain from posting, sending, forwarding, or using any inappropriate material including but not limited to material which:

- Is intended to (or could possibly) cause insult, offense, intimidation or humiliation to EMAN or its volunteers, clients and community partners.
- Is defamatory or could adversely affect the image, reputation, or operations of EMAN or its volunteers, clients, and community partners.

Any breach of this policy is a serious matter and may result in the termination of the volunteer assignment.

General Volunteer Policies

During Your Assignment:

- Keep us up to date with your current mailing and email address, phone number, and emergency contact information.
- Stay within the parameters of your volunteer position(s) and assignment(s).
- Understand that all content developed by any volunteer as an EMAN volunteer is the property of EMAN. This includes, but is not limited to, all graphics, web pages, narratives, research, compilations, instructional texts, text, photos, videos, writings, computer programs, spreadsheets, summaries, and recordings. Of course, volunteers will receive appropriate credit for their submissions.
- Grant EMAN rights in all photographic images, video, and audio recordings made during the course of your assignment.
- Return all EMAN property when requested or when your volunteer service ends.

Expenses and insurance

- Cover all your own expenses associated with volunteering for EMAN. In certain instances some expenses will be reimbursed, but you must receive approval in advance, in writing.
- Carry your own insurance coverage. EMAN does not carry health, medical, liability, automobile, worker's compensation, or disability insurance coverage for any volunteer.

Injury procedure

If there is an injury:

- The first priority is medical attention. The injured volunteer or nearest colleague should contact appropriate medical personnel. For a serious injury, call 911 immediately.
- Any volunteer who is injured on the job must report the incident to EMAN. Please return EMAN's Incident report (included in your orientation packet) to: sierra@eastmountairy.org.
- EMAN staff must write an incident report, which will be kept on file at EMAN. This standard report must include:
 - Volunteer/volunteer's name and job details
 - Date of report, and exact date, time and location the injury/incident occurred
 - How the injury/incident happened
 - Details of the injury/illness and the part/s of the body injured
 - Names of any witnesses

Attendance policies

When you commit to a volunteer position, you become a valuable member of our team and play an important role in the success of EMAN's mission. For that reason, we ask that you please do not make a commitment that you may be unable to fulfill.

Cancellations and 'no-shows'

We understand that life happens and you may not always be able to make it to your volunteer shift. If you are not available to complete the volunteer shift(s) for which you have registered, please contact EMAN as soon as possible. If you are unable to volunteer due to unforeseen circumstances, you may take a leave of absence for any period of time.

Volunteer Performance Support

Our goal is to make sure all our volunteers have wonderful, rewarding experiences with EMAN. Because of that, some volunteer positions offer volunteer training, support programs and performance feedback. Performance feedback sessions give us a chance to meet with volunteers one-on-one to review the position description, discuss what's going well, and identify goals and areas for improvement.

However, if as a volunteer you have not acted in EMAN's interests, it may be necessary to end the volunteer relationship.

Causes for release from volunteer service

Potential causes for release from volunteer service include, but are not limited to:

- Failure to adhere to this handbook's standards of conduct, or to policies/procedures.
- Breaking of confidentiality.
- Unreliable attendance or not fulfilling the duties of the volunteer position.
- Theft or dishonesty.
- Failure to represent EMAN in a positive and professional manner.
- Disorderly, disrespectful, or indecent behavior.
- Sabotaging or willfully damaging EMAN's equipment or property.
- Violence or implication of violence; carrying a concealed weapon onto EMAN's premises.
- Possession, use, or sale of controlled substances on EMAN's premises.
- Reporting for volunteer assignment under the influence of drugs or alcohol.

Note that EMAN may, at times, serve alcohol at special events. To represent EMAN at such events and uphold EMAN's reputation for professionalism, volunteers are strongly encouraged to refrain from the consumption of any alcohol.

Grievance procedure

If you have any questions or challenges regarding your volunteer assignment, please bring them to the attention of EMAN staff. Staff will make every effort to provide you with an opportunity to raise your questions in confidence and without fear of reprisal or discrimination. Every effort will be made to investigate in a timely manner and settle the issue on a fair and equitable basis.

Should the volunteer relationship need to end at any point, we will sincerely thank you for your service and release. When the relationship between EMAN and a volunteer is terminated, all property, if any has been issued, must be returned to EMAN.

EMAN Harassment Policy

EMAN is committed to providing an environment that is free from harassment and unlawful discrimination. In accordance with all federal, state, and local laws, EMAN expressly prohibits discrimination or harassment based on education, opinions, culture, ethnicity, race, sex, gender identity and expression, class, citizenship, nation of origin, political affiliation, age, languages spoken, veteran's status, religion, sexual orientation, beliefs, varying abilities, or any other protected classification.

EMAN expressly forbids and will not tolerate any actions (e.g. words, jokes, comments, or gestures) that unreasonably create an intimidating, hostile or offensive environment. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature where:

- Submission to such conduct is made a term or condition of volunteering, either explicitly or implicitly.
- Submission to or rejection of such conduct has the purpose or effect of creating an offensive, hostile, or intimidating work environment.

Anyone engaging in sexual or other unlawful harassment will be subject to release from volunteer service. If you believe you are the victim of harassment or have witnessed harassment of any kind, immediately notify the volunteer department.

EMAN will not tolerate any retaliation, harassment or intimidation of any volunteer who makes a complaint under this policy or who assists in a complaint investigation. Any retaliation, harassment, or intimidation may result in release from volunteer service.

Investigation of reports of harassment will be conducted, and these investigations will be kept as confidential as is practical. Following the investigation, the volunteer who filed the complaint will be informed of the findings and the action taken. If, as a result of the investigation, EMAN determines that an employee or volunteer has engaged in harassment or illegal discrimination in violation of this policy, EMAN will take appropriate corrective measures. Such action may range from counseling to immediate termination of employment, release from volunteer service or possible legal action.

CONFIDENTIALITY AND NONDISCLOSURE POLICY

As a volunteer, you are responsible for maintaining the confidentiality of all proprietary or privileged information of EMAN to which you are exposed while serving as a volunteer. Failure to maintain confidentiality will result in termination of your relationship with EMAN.

When you become a volunteer, you agree and understand that any breach of this confidentiality clause will cause EMAN immediate and irreparable harm. You agree that EMAN is entitled to injunctive relief or a preliminary injunction if this confidentiality clause is breached. You agree that EMAN does not need to post a bond if EMAN asks a court for a temporary injunction or interlocutory injunctive relief. Some volunteer positions may require you to sign a Non-Disclosure Agreement.

CONFLICT OF INTEREST

Outside Interests – Volunteers are expected to avoid involvement in activities that might be construed as a conflict of interest. This includes any outside activity that could negatively affect the independence and objectivity of your judgment, or interfere with the timely and effective performance of your duties and responsibilities, or that could discredit EMAN or conflict or appear to conflict with EMAN’s best interests. The success of EMAN rests on its reputation and the goodwill of its many supporters.

Unless expressly authorized, no outside activity should involve the use of EMAN assets, funds, materials, facilities, time or the services of other EMAN volunteers and employees. Violations of this policy may result in release from volunteer service with EMAN.

Gifts or Gratuities – Volunteers may not accept gifts, gratuities, free trips, personal property, or other items of value from individuals or organizations at any time that would pose a conflict of interest.

ACKNOWLEDGMENT OF RECEIPT

EMAN reserves the right to change or modify any portion of this manual as deemed in the best interests of the organization.

I have received, read, and understand the information contained in this volunteer handbook. I agree to comply with these policies and practices. I further acknowledge that this handbook is a guide and not a contract. Furthermore, I acknowledge that these policies and practices are subject to revisions.

VOLUNTEER’S SIGNATURE

Date

VOLUNTEER’S NAME (printed)