



ECA Volunteer Handbook

I. Introduction

A. Mission

The purpose of the Eastburg Community Alliance (**ECA**) is to educate, promote and develop awareness of the citizenry of the area to the business, recreational and educational opportunities in East Stroudsburg Borough through organization (encouraging cooperation and building leadership in the business community); promotion (creating a positive image for businesses by promoting the Borough as an exciting place to live, learn, shop and invest); design (improving the appearance of the business district); and to receive, administer and distribute funds in connection with any activities related to the above purposes. The ECA is a 501(c)(3) non-profit corporation.

B. Volunteer/Staff Relations

Volunteers are critical to the success of the ECA and are essential to the organization's day-to-day operations. Volunteers and paid staff are considered partners in implementing the mission and programs of the organization, each with complementary roles to play. Designated staff can be expected to provide orientation, training, supervision, and feedback to volunteers.

A volunteer is anyone who, without compensation or the expectation of compensation, performs a task at the direction of and on behalf of the organization.

C. Equal Opportunity Policy

ECA maintains a strong policy of equal volunteer opportunity. We recruit, accept, train, promote and dismiss volunteers on the basis of personal competence and position performance, without regard to race, creed, color, religion, sex, sexual orientation, age, marital status or handicap.

II. Volunteer Rights and Responsibilities

Volunteers are viewed as a valuable resource to this organization, its staff, and its clients. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated fairly, the right to effective supervision, the right to full involvement and participation, and the right to recognition for work done. In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the goals and procedures of the agency.

III. Volunteer Program Procedures/ Development

A. Application Form

Permission granted for use by nonprofit organization members of the association. Prospective volunteers are required to complete an application form for consideration in the volunteer program.

B. Interviewing/Screening

Prior to being assigned or appointed to a position, all volunteers will be interviewed to ascertain their suitability for, and interest in, a position. The interview will offer the opportunity to learn more about the prospective volunteer, and give the prospective volunteer the opportunity to learn more about the organization. Volunteers will also be given the opportunity to ask any questions they may have about the position. Background



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and reference checks may also be required for volunteer positions within the ECA.

C. Orientation and Training

All volunteers will receive a general orientation on the nature and purpose of the agency, all pertinent policies and procedures, and to the work to which the volunteer has been assigned. Volunteers will receive specific training to provide them with the information and skills necessary to perform their volunteer assignment.

All volunteers will have a position description for the work they perform on behalf of the ECA.

D. Supervision

Every volunteer will have a clearly identified supervisor who will be responsible for support and direction. The supervisor will be responsible for the management and guidance of the work of the volunteer and shall be available to the volunteer for consultation and assistance.

E. Feedback and Evaluation

Volunteers shall receive periodic evaluations to review their work and progress. Evaluations will include an examination of the volunteer's performance of position responsibilities and a discussion of any suggestions the volunteer may have concerning the position or volunteer program.

F. Recognition and Opportunities for Advancement

Volunteer service is very valuable to the ECA, and we will recognize volunteers on both an informal and formal level. An annual volunteer recognition event will be conducted to highlight and reward the contribution of volunteers to the organization.

Exemplary volunteers will be made aware of other volunteer opportunities available for which they may be interested in participating, and will be given opportunity for advancement for other volunteer positions.

G. Volunteer Record Keeping System

A system of records will be maintained on each volunteer with the organization. The record will include volunteer application, volunteer agreement, emergency information, immunization record (where applicable), dates of service, position held, duties performed and evaluation of work.

H. Scheduled Volunteer Time/ Record of Volunteer Hours

A volunteer sign-in form will be present at each volunteer program or event, and volunteers should sign in and out each time they work on any project.

Volunteers must be accountable to uphold their commitments to volunteer at established times/places.

IV. Volunteer Conduct

A. Job Description

A position description will be specifically defined for each volunteer or group of volunteers. Each volunteer will receive a copy his/her position description during the orientation program.

B. Standard of Conduct

The lasting impression that volunteers make on those they serve and work with reflects directly on all staff, volunteers and board members of the ECA. All words and deeds



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should help build our volunteer program and its reputation for quality.

C. Absenteeism

Volunteers should do their best to be present and on time for each event or activity for which they are scheduled. If you know that you will be late or absent, please contact the person in charge of the event or your supervisor at least 24 hours before you are expected to come or as soon as possible so that alternate plans can be made.

D. Grievance Procedure

Volunteers and staff are expected to act professionally and in accordance with their position descriptions. Should a volunteer have a grievance concerning their work environment, they should report it promptly to the Volunteer Coordinator or the Executive Director. Every effort will be made to achieve speedy and effective resolution, and all complaints will be treated confidentially. (Confidentially may not be guaranteed for complaints involving sexual harassment or child abuse).

E. Discontinuation of Volunteer Service

If you wish to leave your volunteer service for any reason, please contact the Volunteer Coordinator so that appropriate arrangements can be made. As a volunteer, you have the right to terminate your volunteer service for any reason. ECA reserves the same right.

F. Media Conduct

Please be careful not to represent yourself as a spokesperson or representative for the organization under any circumstances without prior approval. Only the board president and executive director serve as spokespeople for the ECA.

G. Alcohol/Drugs

When participating in the ECA activities, volunteers are prohibited from purchasing, transferring, using or possessing illicit drugs, alcohol, or prescription drugs in any way that is illegal. Implementing this policy provides a drug and alcohol free work place in order to ensure a safe, healthy, and productive environment for all volunteers and employees. If caught or suspected of breaking this policy, disciplinary actions up to and including termination will result.

H. Harassment Policy

Volunteering should be an enjoyable experience. Harassment is not only illegal, but it also creates uncomfortable conditions and unpleasant experience for everyone involved. Any volunteer who feels harassed should speak to his/her volunteer supervisor or the executive director in attempt to reach a solution.

I. Dress Code

When volunteers are working on behalf of the ECA, each individual serves as a visible representative of our organization. Please be sure that your dress reflects a clean and neat appearance. Also, when engaging in volunteer service for the ECA, you always wear your ECA-issued name badge.

J. Confidentiality

As a volunteer at ECA, you may have access to confidential information (information regarding medical treatment or diagnosis, financial information regarding contractual arrangements or other transactions, information regarding homes or income of clients, information about convictions or allegations of arrests or abuse). Volunteers must ensure



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that the agency's official board approved confidentiality policy is followed. Volunteers are required to sign the confidentiality policy receipt form prior to beginning their volunteer service.

K. Conflict of Interest

It is the policy of the ECA to avoid potential and actual conflicts of interest in all of our efforts. ECA abides by a board approved conflict of interest policy. Volunteers will receive a copy of this policy at their initial orientation. Certain volunteers with significant independent decision making authority may be asked to complete and sign a conflict of interest statement at their initial orientation and annually thereafter.

L. Partisanship

While working on behalf of the ECA, 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.

M. Proselytizing

ECA's program participants, staff and volunteers hold a variety of political, social, religious, and personal beliefs. Volunteers must be respectful of the views and opinions held by others with whom they come in contact while volunteering with the organization. Unless instructed to do so as part of the organization's mission and program, volunteers must refrain from advocating or proselytizing for the specific political, social, and/or religious beliefs in these situations.

N. Change of Placement

If you wish to seek a change in your volunteer position or placement, please see the Volunteer Coordinator or your supervisor. Assignment to a new volunteer position may require additional screening, background checks, training, and application acceptance.

O. Reimbursement of Expenses

In certain situations, volunteers may be eligible for reimbursement of actual out of pocket expenses. Such expenses must be pre-approved by the volunteer's supervisor or the Volunteer Coordinator.

V. Safety and Liability

A. Safety

Although we do our best to provide safe conditions for our volunteers, we count on volunteers to be the best protector of their own personal safety. Volunteers should always be aware of where they are and what they are doing. Volunteers should pay particular attention to safety instructions and proper equipment use. Volunteers should speak up if they have a safety concern and report any injuries to the person in charge as soon as possible.

B. Legal Liability

Volunteers are concerned about their personal liability arising from their service for the agency. When a volunteer acts as a representative of the agency, acting on the agency's behalf and with its authority and within the scope of the volunteer's duties, the agency may be held vicariously liable for the actions of the volunteer. However, liability is based upon the personal acts of a person so the volunteer may also be liable for his or her actions.



Option 1: Waiver

All volunteers are required to sign a waiver and release of liability before serving the agency. By signing the waiver, volunteers agree to assume the risk of any accident or injury to person or property, which may sustain in connection with your participation with the ECA. In addition, volunteers agree to release and discharge the ECA and any of its directors, officers, employees, partners, affiliates and successors from any and all liability or responsibility for any such accident or injury.

Option 2: Insurance Coverage

ECA will provide commercial general liability insurance for volunteers and staff, while they serve as agents of the ECA. Volunteers must be working under the supervision and control of the ECA to be covered. The commercial general liability policy provides (or does not provide) medical expense payments for any injuries suffered by a volunteer. The agency has (or does not have) a medical expense policy to cover any accidental injuries suffered by a volunteer.

When ECA assigns a volunteer to drive a vehicle that ECA owns, leases, or rents in the name of the agency, the volunteer is covered by the ECA's business auto liability insurance. When volunteers drive their own vehicle or some other vehicle not owned, leased or rented by the ECA, ECA'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.

The ECA 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 to determine what coverages are available for claims arising from their volunteer activities.

C. Certificate of Ability

Any potential volunteer who indicates that they are under the care of a physician for any physical or psychological ailment which might impede their ability to work may be asked to present a certificate from the physician as to their ability to satisfactorily and safely perform their duties. Any volunteer who, after accepting an assignment with the organization, enters a course of treatment which might adversely impact upon the performance of their volunteer duties should consult with the Volunteer Coordinator.