



VOLUNTEER MANUAL

OUR MISSION: Building One Community's ("B1C"'s) mission is to advance the successful integration of immigrants and their families.

We are very pleased that you have decided to join our team! As a volunteer, you will play a critical role in the success of Building One Community, and your actions will reflect directly on the quality of our work and our commitment to excellence.

These volunteer policies set the tone and framework for our daily efforts and it is important that you read, understand, and comply with them. By volunteering, you agree to comply with and be bound by the following terms of the Volunteer Manual. Please review them carefully. If you do not agree to these terms, you should not volunteer with us.

1. Fair & Equal Treatment

Building One Community will make all decisions regarding recruitment and supervision of volunteers without regard to ancestry, race, genetics, color, marital status, sex, religion, creed, age, disability, national origin, sexual orientation, gender identity or any other classification protected by federal, state, or local law.

2. Volunteer Expectations

Volunteers are expected to work as team members with B1C staff and other volunteers with the following expectations:

- All B1C volunteers regularly working at our physical facility need to be fully vaccinated by November 15, 2021.
- Attend orientation and training sessions as required to carry out assigned tasks.
- Be punctual and dependable for volunteer assignments. If you cannot make an assignment, make sure your supervisor is informed in a timely manner.
- Accurately log each volunteer assignment by using the volunteer check in and check out kiosk at B1C or logging your service hours online. Attendance records are vital to accurate program analysis and successful foundation grant awards.
- Perform volunteer tasks to the best of your abilities.
- Maintain open communications with your supervisor (program staff or the Volunteer Director).
- Utilize opportunities to provide and obtain feedback about your volunteer experience.

3. Volunteer/Participant Relations:

Program participants rely greatly on volunteers for a successful program experience. While these relationships are critical, boundaries must be respected by adhering to the following guidelines:

- Be friendly and professional in all dealings with participants, B1C staff, and other volunteers.
- Be helpful and positive, but respect each other's boundaries. Some participants are shy at first, but will develop a relationship of respect and friendliness over time. Be conscious of cultural differences.
- Respect the program participant's right to privacy by not asking personal information, including but not limited to, immigration legal status, marital status, or health details (including COVID 19 vaccination status).
- Communicate with participants only via email; do not communicate via text or WhatsApp.
- Conduct volunteer activities only at B1C or approved locations. If a volunteer and participant interact outside the B1C facility it is not considered a B1C volunteer opportunity.
- Do not loan or give money to participants.
- Do not employ participants except through the formal hiring site process.
- Do not offer or accept to drive a B1C participant in your personal vehicle.
- If a participant is in need of services outside the scope of your volunteer opportunity, please refer them to your supervisor (program staff or the Volunteer Director).

Volunteers who do not abide by the B1C rules of Volunteer/Participant Relations may be subject to disciplinary action, including the termination of the volunteer relationship with B1C.

Further information on this topic will be provided during volunteer training. If you have questions on how to handle a participant request or interaction, please contact the appropriate program staff or the Volunteer Director.

4. Confidentiality

The confidentiality of B1C and its program participants must be respected. No unauthorized disclosure or the organization's proprietary information or confidential participant information is permitted. Unless such information is public, it must be kept strictly confidential and used only for the purposes for which it was intended and disclosed to other personnel at Building One Community.

5. Representing Building One Community

B1C expects that volunteers will be good ambassadors to the community and help our mission by promoting a favorable image of B1C, including through social media channels. Unless specifically authorized by the Executive Director, no volunteer is authorized to speak on behalf of B1C to members of the media or other outside organizations and individuals.

6. Works for Hire

Volunteers acknowledge that all works of authorship performed for B1C are subject to B1C's direction and control and that such works constitute a work for hire pursuant to Title 17, United States Code, Sections 101 and 201(b).

All propriety property developed, created, invented, devised, conceived or discovered by Volunteers that is subject to copyright or other protections are explicitly considered by B1C volunteers and B1C to be "works made for hire" and the property of B1C.

B1C shall be considered the author of any and all works resulting from volunteering work under the U.S. Copyright laws. These works for hire shall be the exclusive property of B1C. Consistent with volunteers' recognition of B1C's complete ownership rights in the materials, Volunteers agree not to use said proprietary information or any part of it for the benefit of any party other than B1C.

7. General Conduct

The organization expects that all volunteers will use good judgment and show consideration for participants, staff and fellow volunteers by following these rules of conduct:

- Conduct yourself in a manner suitable for an office environment; maintain clean and orderly work areas and respect the rights of other staff, volunteers and participants
- Wear neat and professional attire to volunteer assignments.
- Do not make unnecessary use of personal phones or computers during volunteer assignments.
- Do not engage in solicitation or distribute unauthorized non-B1C material while on B1C premises.
- Do not destroy or deface B1C property or anyone's personal property.
- Do not smoke (including electronic forms) while at B1C facilities.
- Do not sell, use, dispense or possess alcohol or alcoholic beverages while on B1C premises.
- Do not sell, use, dispense or possess illegal drugs, controlled substances or related material while on B1C premises.

Volunteers who do not abide by the B1C Rules of General Conduct may be subject to disciplinary action, including the termination of the volunteer relationship with B1C.

8. Remote Volunteering

Volunteers who conduct volunteer assignments via Zoom or a similar conferencing tool from a remote location (including their homes) should follow the above volunteer policies as if they were at a B1C facility, for the duration of the session or assignment.