



VOLUNTEER MANUAL

OUR MISSION STATEMENT: The mission of Building One Community (B1C) is to bring passionate people together to help immigrants and their families succeed.

OUR VOLUNTEER MANUAL: We are very pleased that you have decided to join our team. As a volunteer, you play a critical role in the success of Building One Community. All your actions reflect directly on our organization. The quality of our work and our commitment to excellence are vitally important to our mission. These volunteer policies set the tone and framework for our daily efforts and it is important that you read, understand, and comply with all Building One Community policies.

We look forward to your involvement as a part of the B1C team working to strengthen our community.

OUR POLICY: It is the policy of this organization to provide equal opportunities without regard to race, color, religion, national origin, gender, sexual preference, age or disability.

1. Conduct

The organization expects that all volunteers will use good judgement and show consideration for their clients and co-workers. The rules of conduct apply to all volunteers, clients and employees and include the following:

- Smoking (including electronic) is prohibited throughout our facilities.
- Volunteers are expected to conduct themselves in a manner suitable to a business environment. Unnecessary personal use of phones or computers should be avoided.
- We expect that volunteers will be good ambassadors to the community to help our mission by promoting a favorable image of B1C. Volunteers should be careful in what they say about B1C including through social media communications.
- The destruction or defacing of company or personal property is not permitted.
- All volunteers should be neatly and professionally attired.
- It is critical that confidentiality needs of the organization and our clients be respected. No unauthorized disclosure or the organization's proprietary information or confidential client information is permitted.
- Volunteers are prohibited from engaging in solicitation or distributing unauthorized non-B1C related material while on B1C premises.
- Volunteers are expected to maintain clean and order work areas and respect the rights of other volunteers and clients.
- Volunteer activities should be conducted at B1C or approved locations only.
- Unless B1C staff has specifically requested it, volunteers will not operate a personal vehicle for B1C business or clients. Any client or B1C business transportation will be at the sole risk of the volunteer.
- The Executive Director is responsible for all communication with the media.

2. Expectations

Inherent in the organization's policies and practices is a sincere commitment to the fair and equal treatment of all staff and volunteers. Building One Community will make all decisions regarding recruitment and supervision of volunteers without regard to age, race, color, national origin, religion, sexual orientation, or any other classification protected by federal, state, or local law.

Volunteers are expected to work as team members with B1C staff and other volunteers. Following are specific elements:

- Perform volunteer tasks to the best of your abilities.
- Maintain open communications with your supervisor (generally the Volunteer Manager).
- Always sign-in for every volunteering you do. Attendance is very important to us.
- Utilize opportunities to provide and obtain feedback of your volunteer experience.
- Attend orientations and training as required to carry out assigned tasks.
- Be punctual and have good attendance. If you are going to be absent, make sure your supervisor knows.

3. Client/Volunteer Relations:

Clients rely great on volunteers for B1C services. While these relationships are critical, boundaries must be respected.

- Be friendly and professional in all dealings with clients, the public, and other volunteers.
- Be helpful and positive but respect each other's boundaries. Some clients are shy at first but will develop a relationship of respect and friendliness. Be conscious of cultural differences.
- Respect the client's right to privacy by not asking personal information such as legal status, immigration history, etc.
- Do not loan or give money to clients
- Do not employ clients except through the hiring site formal process
- Unless B1C staff has specifically requested it, do not offer or accept to drive a B1C client to any location (this will be done at your own risk).

4. Confidentiality

It is the duty of every volunteer to respect the confidentiality of B1C information. Unless such information is public, it must be kept strictly confidential and used only for the purposes of which it was intended and disclosed to other personnel at Building One Community.

5. Substance Abuse

Building One Community is committed to maintaining a workplace where the safety and performance of our employees is not compromised by drug and/or alcohol abuse. The use of alcohol or illegal drugs can severely damage the reputation, effectiveness, and moral of Building One Community. The following rules will be enforced uniformly with respect to all employees:

- The sale, use, dispensing, or possession of alcohol or alcoholic beverages on Building One Community's premises is strictly prohibited, including at special events.
- Building One Community maintains a drug free working environment. All volunteers are prohibited from being under the influence of alcohol or illegal drugs during working hours at B1C activities including off-site activities. B1C prohibits the sale, possession, transfer, purchase, use or effects of alcohol, illegal drugs, controlled substance, and relate material.
- Any volunteer engaged in one of such prohibited acts will be subject to appropriate disciplinary action, including termination of volunteer relationship and legal action. Unlawful activities will be reported to appropriate law enforcement officials. Volunteers are encouraged to report problems related to substance abuse to the Executive Directive or their manager.