



## **Volunteer Policies Manual**

### ***Welcome from the Executive Director***

Welcome to CAPTAIN Youth and Family Services! I am delighted you have chosen to join our team of dedicated volunteers who work hard every day to make lives and communities stronger through a variety of innovative programs. We take great pride in our ability to help those in need, judiciously using all of the resources at our disposal while carefully preserving the pride and dignity of all who seek our services.

As a volunteer, you will play an integral role in helping CAPTAIN maintain its solid reputation for providing programs and services that enable youth and their families to successfully navigate the rough waters of poverty, homelessness, violence, hunger, substance abuse and family dysfunction. Additionally, you will have the opportunity to work beside an amazing group of other volunteers from the community who cheerfully donate their time and talents in every corner of our organization.

As a new CAPTAIN volunteer, I encourage you to take the time to learn all facets of our organization so you can proudly represent us in the community. From Family Development to CAPTAIN's Treasures, and Homework Help to our Food Pantry, every program and support department contributes equally to the success of CAPTAIN Youth and Family Services.

Please take the time to carefully read this Volunteer Policy and Procedure Manual to familiarize yourself with the policies that help us run an effective and efficient organization.

I hope you find your volunteer experience with CAPTAIN to be fulfilling and rewarding. Enjoy the warm and welcoming culture as you learn the intricacies of your position. Feel free to stop by my office anytime with questions, concerns or creative suggestions. I look forward to working with you.

Best regards,

Sue Catroppa  
Executive Director

**CAPTAIN's Mission: To support and empower youth, adults, and families on their journeys to personal growth and self-sufficiency.**

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We will make our best effort to inform you of any changes in procedures, practices, and policies as they occur. A current copy of this handbook is available on our website at [www.captaincares.org](http://www.captaincares.org).

- Volunteer offers are conditional upon satisfactory completion of the screening process that may include:
  - State Child Abuse Registry Clearance
  - Reference Verification
  - Background Check
  - Driver's License Check and Event Notification through DMV
- CAPTAIN prohibits discrimination against any volunteer or volunteer applicant because of that person's race, color, creed, religion, ancestry, sex, national origin, disability, age, sexual orientation, marital status, or socioeconomic status. A volunteer who believes he or she has been subjected to or becomes aware of a situation involving discrimination or harassment based on the aforementioned characteristics or any other category protected by law is encouraged to immediately notify any director or coordinator with whom he or she feels comfortable.
- In accordance with the Americans with Disabilities Act, with Amendments, and State Human Rights Laws, CAPTAIN does not discriminate against qualified individuals with disabilities who, with or without reasonable accommodation, can perform the essential functions of the volunteer position that such individual holds or desires. The agency will make reasonable accommodations, including modifications of company policy or procedures in appropriate cases for qualified individuals with disabilities, if it can do so without undue hardship.
- All information about individuals/families who are receiving direct services at CAPTAIN shall be held in strictest confidence. Specific counseling or treatment information regarding an individual/family or their situation shall not be released to anyone outside of CAPTAIN staff or appropriate volunteers without specific written consent signed by the client.

The only exceptions to the policy are:

1. In cases where there is a bona fide medical emergency where the life of a client or another is in danger.
2. In cases where there is evidence of child abuse/neglect.
3. In cases where there is an authorized court order of a competent jurisdiction granted after an application showing good cause for the release of information.

All exceptional cases should be discussed with the appropriate CAPTAIN supervisory staff.

- All volunteers are expected to use common sense and to conduct themselves in a professional manner. If a volunteer's supervisor notices an issue which needs to be addressed, that supervisor will meet with the volunteer to review the issue and CAPTAIN's policies. Further action may involve discussion(s) between the volunteer's supervisor, CAPTAIN's Volunteer Coordinator, and/or CAPTAIN's Executive Director. For illustrative purposes only, CAPTAIN has listed the following types of misconduct that may be grounds for corrective action, up to, and including termination of service:

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- Insubordination, failure to follow a supervisor's direction, or other disrespectful conduct or use of offensive language.
- Unauthorized possession, destruction, or misuse of CAPTAIN property or of another volunteer or employee's property.
- Falsifying any CAPTAIN record or report.
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating a vehicle or equipment for employer sponsored functions.
- Volunteering under the influence of alcohol or illegal drugs.
- Possession or use of a weapon (i.e. gun, knife) on CAPTAIN owned or controlled property or while conducting CAPTAIN business.
- Sexual or other unlawful harassment.

These examples are not intended to include all forms of inappropriate conduct. Any questions about appropriate volunteer conduct should be directed to the Volunteer Coordinator.

- CAPTAIN makes every effort to permit all volunteers, male and female, to seek, obtain, and hold a position without being subjected to sexual harassment. Sexual harassment can be defined as unwelcome sexual advances, requests for sexual favors, and other unwelcome verbal or physical conduct of a sexual nature.

Some examples of this type of conduct are:

- Spoken - sexual innuendoes, suggestive comments, jokes of a sexual nature, whistling, graphic commentaries, suggestive or insulting sounds, sexual propositions or threats.
- Unspoken - sexually suggestive objects or pictures, leering or obscene gestures.
- Physical - unwanted physical contact, examples of which include touching, pinching, or brushing against the body.

### Action to Take Against Discrimination and Harassment

A volunteer who believes he or she has been subjected to or becomes aware of a situation involving discrimination or harassment based on race, sex, color, religion, national origin, age, veteran status, military service, the application for military service, military status, sexual orientation, disability, the seeking of workers' compensation benefits, or any other category protected by law is encouraged to immediately notify any director or coordinator with whom he or she feels comfortable.

Any director or coordinator to whom discrimination or harassment is reported, must immediately forward that information to the Executive Director. CAPTAIN will promptly and thoroughly investigate all complaints of discrimination and harassment. If the allegations are substantiated, disciplinary action ranging from counseling to termination will be taken commensurate with the seriousness of the offense.

A complaint of discrimination or harassment, the investigation of it, and any corrective action taken will be treated with as much confidentiality as possible. In addition, CAPTAIN will not permit retaliation of any kind against any volunteer who makes a good faith complaint of discrimination or harassment or who assists in an investigation of a complaint.

CAPTAIN will take corrective action against any volunteer who retaliates against another. Any instance of retaliation should be reported immediately. CAPTAIN will not tolerate false accusations of

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discrimination or harassment made maliciously or recklessly. In such a case, the accuser will be subject to disciplinary action commensurate with the seriousness of the matter.

- If any Board member, employee, or volunteer reasonably believes that some policy, practice, or activity of CAPTAIN is in violation of the law, a written complaint must be filed by that person with the Executive Director within thirty (30) days of witnessing the alleged misconduct or omission. If the Executive Director is implicated in the complaint, the complaint should be directed to the President of the Board of Directors or another member of the Executive Committee. Further information on this policy is available from the Executive Director.
- CAPTAIN intends to provide a drug and alcohol free environment. The unauthorized or unlawful manufacture, distribution, sale, purchase, possession, or use of alcohol, drugs, or other intoxicants on CAPTAIN owned or controlled property or in CAPTAIN owned or leased vehicles is strictly prohibited. In the event a volunteer is required to utilize their personal vehicle for CAPTAIN business, the above policy applies to the use of that vehicle. This policy is in conformance with the Federal Drug-Free Workplace Act of 1988 and other Federal, State and Local Statutes.
- Any motor vehicle used for CAPTAIN business must be duly licensed, insured, safety inspected, and operated by a responsible adult who is over the age of 21, with a valid driver's license. Personal injury protection or medical payment coverage on privately owned or rented vehicles is recommended. Coverage can be provided by driver's personal insurance coverage. CAPTAIN's insurance carrier will make recommendations for levels of coverage that are generally considered acceptable for CAPTAIN activities. CAPTAIN does not assume responsibility for insuring a volunteer's vehicle or other personal possessions. Privately owned or rented vehicles must be equipped with seat belts and car seats as appropriate for each person. Laws pertaining to seat belt usage must be obeyed as per state regulations. All vehicular laws must be obeyed.
- All CAPTAIN staff and volunteers are required to read the attached Youth Protection Policy document. Questions concerning this policy should be directed to the Executive Director.
- Volunteers may be asked to read and agree to program-specific policies related to their area of assistance.

## Volunteer Policies Manual Receipt and Agreement

**Please read the following statements and sign below to indicate your receipt and acknowledgement of the CAPTAIN Youth & Family Services, Inc., Volunteer Policies Manual.**

1. I have received and read a copy of the CAPTAIN Volunteer Policies Manual. I understand that the policies and rules described in it are subject to change at the sole discretion of CAPTAIN at any time.
2. I have received and read a copy of the CAPTAIN Youth Protection Policy.
3. My signature below also indicates that I will stay abreast of any changes in the Volunteer Policies Manual. The current manual is posted online at [www.captaincares.org](http://www.captaincares.org), and is available at CAPTAIN program sites.

\_\_\_\_\_  
Volunteer's Printed Name

\_\_\_\_\_  
Program(s)

\_\_\_\_\_  
Volunteer's Signature

\_\_\_\_\_  
Date

*Please return a signed copy of this agreement to the Main Office. It will be kept in your volunteer file.*

Volunteer Coordinator: \_\_\_\_\_

Date: \_\_\_\_\_