

witf Volunteer Policy Manual

Effective January 1, 2013

Since 1964, **witf** has been a valued source of trusted news and information, quality entertainment, thoughtful discussion and lifelong learning, educating and inspiring as many as 2 million people across Central Pennsylvania every year. 2014 marks 50 years of service to the region.

To achieve the goals of **witf**, our mission is best served by the active participation of citizens of the community. To this end, the organization accepts and encourages the involvement of volunteers within all appropriate programs and activities.

Volunteers are viewed as a valuable resource to **witf**, and its staff. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated as equal participants, the right to effective management, 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 values, goals, and procedures of **witf**.

Age Requirements - Volunteers that are younger than age 18 must have the written consent of a parent or legal guardian prior to volunteering, unless they are volunteering as part of a school group, in which case it is the faculty advisor's responsibility to obtain parental consent for each volunteer. The volunteer services assigned to a minor shall be performed in a non-hazardous environment and should comply with all appropriate legal requirements.

Application Process - All volunteer positions require the completion of the standard volunteer application and confidentiality statement, providing appropriate references, and acknowledging receipt

and understanding of this Volunteer Policy Manual. These are then submitted to the Development Outreach Specialist who is in charge of managing our volunteers.

All volunteers working with **witf** will be required to obtain a criminal background check, and any who come in contact with minors while volunteering (such as community outreach events or public tours of our facilities,) will be required to obtain a PA child abuse history clearance, or provide proof that they have been cleared through such applications, perhaps from employment situations. If such proof cannot be provided, or if the volunteer's application is denied, more suitable volunteer opportunities such as Radio/Smart Talk phone screening, or administrative assistance opportunities may be offered and arranged. Any denial will be discussed confidentially with the volunteer, but it is the responsibility of that volunteer to contact any agency directly, not through **witf**, to discuss errors with the results of the clearance application.

In some cases, volunteers may additionally be required to complete interviews with the **witf** Development Outreach Specialist and/or other **witf** staff members before volunteering may begin.

Communication Procedures – Many of **witf**'s volunteer opportunities occur outside of normal business hours (8am-5pm). Therefore, when such a volunteer opportunity is scheduled, all volunteers will be provided with specific details about the opportunity and its location, as well as contact information for an “after hours” contact person, usually the Development Outreach Coordinator or individual acting on their behalf, in the event of an emergency or to notify that manager that changes would occur to their previously scheduled shift.

Confidentiality - Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information

involves an employee, volunteer, donor, or other person, or involves the overall business of the organization. Failure to maintain confidentiality may result in termination of the volunteer's relationship with **witf**, or other corrective and/or legal action.

Dress Code - During business hours or when representing **witf**, you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards. This is particularly true if your job involves dealing with customers or visitors in person. The Development Outreach Specialist is responsible for establishing a reasonable dress code appropriate to the job you perform. Consult the Development Outreach Specialist if you have questions as to what constitutes appropriate appearance. Where necessary, reasonable accommodation may be made to a person with a disability.

Company Vehicle Operation – In the rare event that a volunteer would be required to utilize one of the vehicles owned by **witf** in the course of their duties for volunteer opportunities, a valid driver's license must be presented to the Development Outreach Specialist, and a driver history will be requested from the Department of Transportation in the volunteer's licensing state to provide proof that they may safely operate the vehicle. The vehicle will be reserved by the Development Outreach Specialist for the volunteer and keys to the vehicle provided to the volunteer for the duration of the opportunity only.

Multimedia Usage - **witf** is authorized to use, in whole or in part, any volunteer's name, likeness, image, voice, biography, or interview in connection with their volunteer activities, in all manner and media, as **witf** shall determine in its sole discretion. **witf** shall own all right, title, and interest, to be used and disposed of throughout the world in perpetuity without limitation as **witf** shall determine its sole

discretion. If a volunteer prefers to not have their image, name, etc., included in **witf** publications (such as the Volunteer Newsletter, brochures, website, etc.) they must submit a written request to the Development Outreach Specialist in advance of beginning their volunteer assignment.