



## VOLUNTEER HANDBOOK

October 12, 2010



Dear Millionair Club Volunteer,

Welcome to the Millionair Club Charity! You join an organization with a rich history of helping those less fortunate become self-sufficient. Since 1921, the Millionair Club has been changing lives through jobs.

Through the years our services have expanded, but our philosophy remains the same - dignity in work and charity without embarrassment. We hope you will take pride in upholding this high standard that has been set before us.

Our work here is not always easy. We are often called upon to accomplish difficult tasks with limited resources and our efforts may not always be appreciated. Yet we think you'll find your work at the Millionair Club offers intangible rewards that just aren't available anywhere else. "Changing lives through jobs and support services" is truly a remarkable thing.

In the following pages you will find the answers to many questions about your volunteer service with the Millionair Club. If any questions remain unanswered after reading this manual, be sure to ask your supervisor or the volunteer Administrator.

Jim Miller  
Executive Director

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## **Section 1 – Introduction**

### **1.1 About The Millionair Club Charity**

The Millionair Club was founded on the first Sunday in March in 1921 by Martin Johanson, a local businessman, to provide meals for the hungry and jobs for those out of work. Johanson named the organization the Millionair Club because he said that helping others made him “feel like a million”, and thus he and his supporters called themselves “millionaires.” When incorporation took place in 1923, he eliminated the “e” on “millionaire” so that the public would not think the Millionair Club was an affluent social club.

Martin Johanson believed in providing assistance with kindness and concern and giving “a hand up, not a hand out” to those in need. These two principles provide the basis for The Millionair Club’s services. Although the programs of the Club have grown, our philosophy remains the same—dignity in work and charity without embarrassment.

The Millionair Club is a not-for-profit, tax exempt, 501(c)(3) organization governed by a volunteer Board of Trustees who support the staff in working to maintain the goals of the Millionair Club and responding to the needs of the community.

Since 1921, the Millionair Club has been generously and successfully supported by individuals, groups, and companies who are genuinely concerned with helping others to help themselves. All contributions and donations are tax deductible to the extent the law allows. Services provided include day labor dispatch, meals, access to a hygiene center, and mental health referral. The Millionair Club Charity also partners with the VOSH/Lions Club to provide a free vision clinic and with the Compass Center to provide a shelter in its building at night.

### **1.2 Mission Statement**

Is to assist individuals in need to become self sufficient members of our community by providing support and services encourage self-confidence, dignity and self-reliance and that develop employment skills-all without charge or obligation.

The Millionair Club services include meals, temporary employment, clothing, job search assistance and job training.

The Millionair Club is a unique and independent voluntarily supported service organization, traditionally providing assistance free from government funding and dedicated to all without preference for race, religion, origin, or age or sex, thereby reaffirming the rights of individuality, responsibility, self reliance and freedom inherent in the American work ethic.

### **1.3 Volunteer Program Philosophy Statement**

The Millionair Club Charity believes that its volunteers are individuals who are engaged and passionate about the betterment of their community, contributing time and service to the organization with the intent of carrying out the Millionair Club mission as well as receiving a rewarding, gratifying experience.

At the Millionair Club Charity, volunteers are engaged in every level of service, complementing and enhancing the roles of staff in:

- Providing quality food and service in the open meals program
- Facilitating employment opportunities and placement for Millionair Club Charity clients
- Coordinating and supporting programmatic activities (eye clinic, hygiene center)
- Engaging in business and financial development
- Providing policy and administrative support

The Volunteer Program at the Millionair Club Charity strives to attract and involve a diverse and multi-skilled volunteer workforce because:

- Service participants place special value on the care which skilled and trained volunteers can give- care given willingly in contributed time without expectation of material reward
- Volunteers enable us to draw on a very wide pool of skill, derived from professional and personal experience, which enriches the services we offer
- Volunteers provide an invaluable insight to the needs of the communities in which they live, thus better informing our work

### **1.4 Welcome**

If you are a new member of the Volunteer Program at the Millionair Club we welcome you to our team. We hope your association with the Millionair Club will be mutually beneficial and pleasant. If you have been a volunteer with us for some time, we hope you continue to find satisfaction in your service and take pride in the Millionair Club.

For all volunteers, this handbook is a compilation of policies and procedures (both written and unwritten) that have developed over time. This handbook is intended to reduce any confusion that may arise from unwritten or inconsistent policies and, therefore, supersedes any previous oral or written statements of policies that may be inconsistent with this handbook.

THIS HANDBOOK HAS BEEN PREPARED AS A GUIDE AND REFERENCE FOR ALL VOLUNTEER PROGRAM PARTICIPANTS. THE STATEMENTS, PLANS, POLICIES AND PROCEDURES IN THIS HANDBOOK ARE NOT CONDITIONS OF YOU VOLUNTEER SERVICE AND DO NOT CONSTITUTE A PROMISE OF SPECIFIC TREATMENT IN SPECIFIC SITUATIONS. WE HAVE THE RIGHT TO CHANGE, INTERPRET, DELETE, OR VARY FROM ANY OR ALL PLANS, POLICIES, OR PROCEDURES, OR OTHER STATEMENTS IN THIS HANDBOOK, EXCEPT FOR THE RIGHTS OF THE VOLUNTEER AND THE MILLIONAIR CLUB TO TERMINATE THE RELATIONSHIP AT WILL , AT ANY TIME, WITH OR WITHOUT CAUSE OR PRIOR NOTICE. THE LANGUAGE USED IN THIS HANDBOOK IS NOT INTENDED TO CREATE, NOR DOES IT CONSTITUTE, A CONTRACT BETWEEN THE MILLIONAIR CLUB AND ANY OF ITS VOLUNTEERS. PARTICIPATION IN THE VOLUNTEER PROGRAM WITH THE MILLIONAIR CLUB IS FOR NO SPECIFIED TIME AND MAY BE TERMINATED BY THE MILLIONAIR CLUB OR BY THE VOLUNTEER, AT ANY TIME, FOR ANY REASON (WITH OR WITHOUT CAUSE) WITH OR WITHOUT NOTICE.

This handbook applies only to participants of the Volunteer Program. Throughout this handbook, when the general term “volunteer” is used without further qualification, it refers to persons who have a direct relationship with the Millionair Club through the Volunteer Program and who are classified by the Millionair Club as enrolled in the Volunteer Program for service reporting purposes – regardless of how those persons might be classified in the future by a court, government agency, settlement, or otherwise.

The Millionair Club fully intends to comply with all applicable laws in the various locations where it operates and has attempted to consider those laws in preparing these policies. Even so, if a policy is inconsistent with any applicable law, the Millionair Club will follow the law. If you have questions about a particular location or situation, please contact the Millionair Club Volunteer Administrator.

Spend the time to review and understand this handbook. If you have any questions about this handbook, your volunteer tasks, or any task-related issue, please feel free to ask the Volunteer Administrator.



## **Section 2 – Volunteer Service**

### **2.1 Equal Opportunity**

The Millionair Club believes every volunteer has the right to work in an environment that is free from all forms of unlawful discrimination. Consistent with applicable laws, the Millionair Club makes all decisions involving any aspect of the volunteer relationship without regard to race, color, sex, creed, religion, age, marital status, national origin, citizenship, the presence of any sensory, mental, or physical disability, veteran status, sexual orientation, gender identity, gender expression, or any other status or characteristic protected by applicable local, state, or federal law. Discrimination and/or harassment based on any of those factors are inconsistent with our philosophy of doing business and will not be tolerated. This policy of non-discrimination applies to all aspects of recruiting and securing volunteers.

### **2.2 Disability and Accommodation**

The Millionair Club is committed to ensuring equal opportunity for qualified persons with disabilities in accordance with the Americans with Disabilities Act and other applicable federal, state, and local laws. As provided by those laws, the Millionair Club will provide reasonable accommodations to volunteers with disabilities under certain circumstances. What constitutes a reasonable accommodation and whether one is appropriate is decided on a case-by-case basis. For example, we may be able to adjust your service schedule, transfer you to a vacant position for which you are qualified, modify your service space or the equipment you use, or make other modifications or accommodations that allow you to properly perform the essential functions of your tasks and continue providing volunteer services.

Tell your supervisor or the Volunteer Administrator if you have a disability and you think that you may need a reasonable accommodation. We will treat information about any disability or accommodation as confidential, except to the extent Millionair Club staff members need to know to evaluate your request for an accommodation or to accommodate your disability. You are not required to disclose a disability unless you are seeking an accommodation.

In order to evaluate a request for an accommodation, the Millionair Club may request information from you and/or your health care provider regarding such issues as the nature of any impairment, the limitations resulting from any such impairment, the expected duration of the impairment or limitation, or suggested accommodations.

### **2.3 Unlawful Discrimination and Harassment**

#### **Introduction**

The Millionair Club is committed to providing an environment that is free of unlawful discrimination, unlawful harassment, and unlawful retaliation. Unwelcome actions, words, jokes, or comments based on an individual's sex, race, ethnicity, national origin, age, disability, religion, citizenship, veteran status, sexual orientation, gender identity, gender expression, or any other characteristic protected by applicable law will not be tolerated. We will take appropriate action to resolve complaints of harassment, discrimination, or retaliation promptly, effectively, and as confidential as practicable.

So that each volunteer program participant has a better understanding of the type of behavior that is prohibited, sexual and other prohibited harassment are briefly discussed below.

### **Sexual Harassment**

Sexual harassment is a form of unlawful harassment by members of the same or opposite sex. In general, it involves unwelcome conduct that is of a sexual nature or based on gender.

Sexual harassment may include a range of subtle and not-so-subtle behaviors. Depending on the circumstances, behaviors that constitute sexual harassment may include, but are not limited to, the following: unwanted sexual advances or requests for sexual favors; sexual jokes or innuendo; verbal abuse of a sexual nature; comments about an individual's body, sexual prowess, sexual experience, practice or desires, or sexual deficiencies; leers, whistles, or touches; insults or obscene comments or gestures; display of sexually suggestive objects or pictures; and other physical or verbal conduct or visual material of a sexual nature. The Millionair Club does not tolerate sexual harassment of its volunteers performing tasks while participating in the Volunteer Program, regardless of whether the unwelcome behavior is by other volunteers, staff members, supervisors, managers, vendors, or clients. Conduct prohibited by this policy is unacceptable in the place of volunteer service and in any volunteer service-related setting outside of the Millionair Club, such as program-related trips, meetings, and social events.

### **Other Prohibited Harassment**

Like sexual harassment, we strictly prohibit harassment on the basis of any other characteristic protected by applicable law such as race, ethnicity, national origin, age, disability, religion, citizenship, veteran status, sexual orientation, or political ideology.

Prohibited harassing conduct may include inappropriate jokes or innuendo; epithets, slurs, or negative stereotyping; display of offensive materials; and other physical or verbal conduct or visual material.

Under no circumstances does any manager, supervisor, staff member, volunteer or any other person have any authority to engage in discriminatory, harassing, or retaliating conduct that violates this policy. If anyone claims to have such authority, or you have any questions about whether conduct that you find objectionable is authorized please contact the Volunteer Administrator.

### **Reporting Procedures and Guidelines**

The Millionair Club encourages all volunteers to report any perceived incident of discrimination, harassment, or retaliation, regardless of the offender's identity or position. Anyone who believes that he or she is a victim of such conduct by any supervisor, staff member, vendor, client or fellow volunteer of the Millionair Club should do the following:

- If it is comfortable and practical for you to do so, identify the offensive behavior to the offender and request that it stop.
- If it is not comfortable or practical for you to confront the offender directly, or if you have done so and the behavior is continuing, promptly notify your supervisor or the Volunteer Administrator.

**WE WILL PROMPTLY INVESTIGATE CONCERNS OR COMPLAINTS. WE PROHIBIT RETALIATION FOR REPORTING SUCH CONCERNS OR FOR COOPERATING WITH ANY INVESTIGATION AND WE WILL TAKE STEPS TO PREVENT A COMPLAINING PARTY FROM SUFFERING ANY REPRISALS OR RETALIATION FOR SUCH ACTIVITIES.**

The investigation will be conducted as confidentially as possible, consistent with the need to investigate.

### **Discipline**

If an investigation shows that any supervisor or volunteer has engaged in harassment or discrimination in violation of our policy, the Millionair Club will take appropriate disciplinary action or corrective measures, including, but not limited to training, additional supervision, transfer, change of duties, removal of supervisory responsibilities, suspension, or termination. This list is illustrative only. The Millionair Club, at its sole discretion, will determine the level of disciplinary action or corrective measure that is appropriate in any specific situation. This policy does not create a mandatory step or progressive disciplinary policy and does not in any way alter the Millionair Club's status as an "at-will" institution or create a contract between a volunteer and the Millionair Club with respect to the level of disciplinary action appropriate in any situation.

## **2.4 Medical Examinations**

To assure your safety and ability to perform your tasks, an examination by a licensed health care provider may be requested under certain circumstances. For example, you may be asked for a medical examination when

- You become ill while performing volunteer services
- You suffer an injury while performing volunteer services; or
- You are exposed to toxic materials.

You may be required to have a signed health care provider's release if returning to the Volunteer Program from an injury or illness.

## **2.5 Driving Record**

Volunteers whose service requires operation of a motor vehicle must present and maintain a valid driver's license and a driving record acceptable to our insurer. These volunteers will be asked to submit a copy of their driving record to the Millionair Club from time to time. If your participation in the Volunteer Program requires you to operate a motor vehicle, any changes in your driving record must be reported to the Volunteer Administrator immediately. Failure to do so may result in disciplinary action, including possible dismissal.

## **2.6 Client/Donor Relations**

The success of the Millionair Club depends upon the quality of the relationships between the Millionair Club, our staff, our clients, our donors, our volunteers and the general public. The public's impression of the Millionair Club and its interest and willingness to work with us is greatly formed by the people who serve them. In a sense, regardless of your position, you are the Millionair Club's ambassador. The more goodwill you promote, the more our constituents will respect and appreciate you, the Millionair Club, and the Millionair Club's services.

Here are several things you can do to help give people a good impression of the Millionair Club:

- Act competently and deal with everyone in a courteous and respectful manner;
- Communicate with other volunteers with courtesy and respect at all times;
- Follow up on requests and questions promptly, provide business-like replies to inquiries and requests, and perform all duties in an orderly manner; and
- Take great pride in your service and enjoy doing your very best. Most importantly, have fun!

These are the building blocks for you and the Millionair Club's continued success. Thank you for adding your support.

## **2.7 Hours of Service**

Each volunteer will work with the Volunteer Administrator to define the actual scheduled hours of work.

## **2.8 Rest Breaks and Meal Breaks**

Few volunteer positions involve shifts long enough, but for those which last at least five hours we expect volunteers to take a thirty-minute meal break. Break times will be coordinated with your supervisor.

We also expect volunteers to take at least one fifteen-minute rest break for every four hours of service. Rest breaks should be scheduled unless, due to the nature of the assignment, they can be taken on an informal basis throughout the day.

## **2.9 Termination of Volunteer Service**

While we hope your volunteer experience with us will be long and mutually rewarding, the length of that engagement is not for any fixed term and may be terminated either by you or the Millionair Club, at any time, for any reason (with or without notice or cause).

If you decide to resign from a volunteer commitment to the Millionair Club, we request advanced notice of two weeks when possible. This will allow us to provide uninterrupted service to our clients and support to staff and other volunteers.

## **2.10 Health and Safety**

We strive to provide a safe and healthy work environment for all employees and volunteers. Safety is everyone's responsibility. Please immediately report hazardous or unsafe situations and service-related accidents, injuries, or illnesses to your supervisor.

## **Section 3 – Tracking Practices**

### **3.1 Time and Attendance Records**

It is important that we be able to quantify how valuable volunteers and the volunteer program are to Millionair Club Charity. By tracking volunteer assignments and hours we are able to understand the true costs for our services, and communicate this to our funders.

You are responsible for ensuring that your attendance and all of your service hours are recorded accurately. The Volunteer Administrator and your direct supervisor will provide means for this reporting.

Altering or falsifying your time or attendance records, or completing another volunteer's time and attendance record, unless pre-approved by the Volunteer Administrator (i.e. you are the guardian of a minor volunteer) is prohibited and may result in disciplinary action, up to and including dismissal.

Time and attendance records are property of the Millionair Club and are not to be removed from the premises.

### **3.2 Volunteer Status**

A **Potential Volunteer** is an individual who has inquired about volunteering but has not yet completed the volunteer application process.

A **Provisional Volunteer** is an individual who has completed the application process but has not completed Volunteer Orientation or been accepted into the Volunteer Program.

An **Active Volunteer** is an individual who has been accepted into the Volunteer Program and has a current assignment, whether one-time/limited duration or ongoing.

An **Available Volunteer** is an individual who has been accepted into the Volunteer Program, is in good standing, but has no current assignment.

A **Qualified Volunteer** is an Active Volunteer in an assignment for which a background check is required and has been completed.

A **Group Leader** is an individual who has completed the application process for a group of volunteers, orientation as a leader, has been accepted into the Volunteer Program and has a current assignment.

A **Group Member** is an individual included in a group application that has completed the release/permission form and has a current assignment.

An **Inactive Group Member** is an individual qualified as a group member or leader who is not currently available for or does not have an assignment.

An **Inactive Volunteer** is an individual who has at some time been accepted into the Volunteer Program but is not currently available for placement, has left service (either self-reportedly or without notice) or has been dismissed.

A **Disqualified Volunteer** is an individual who has applied to be a volunteer or accepted into the Volunteer Program but had a negative background report or has a record of some unacceptable behavior who may not be assigned in any volunteer position. They may or may not continue to have other contact with the Millionair Club.

### **3.3 Service Learning and Mandated Service**

**Service Learning:** Educational programs including action inquiry experiences which combine classroom, field and a structured reflection process are considered Service Learning experiences. These often require additional reporting from the Millionair Club to the sponsoring program. Participants in Service Learning are:

- Considered participants in the Volunteer Program of the Millionair Club and are both given the same provisions and subject to the same policies and procedures as other Volunteer Program participants; and
- Responsible for providing any appropriate information and documentation required for the completion of the sponsoring program to the Volunteer Administrator before, during and following Service Learning experience.

**Mandated Service:** Some volunteers are referred to or inquire about volunteerism at the Millionair Club as part of court-appointed community service requirements. The Millionair Club provides reports on such service to the courts. Some assignments may not be available to mandated, depending on the nature of the court appointment.

If Service Learning is also mandated, these participants are generally classified as Service Learning participants.

Participants in Mandated Service are:

- Generally placed under the supervision of a court-appointed supervisor;
- Required to sign-in to service for every assignment and
- Considered participants of the Volunteer Program of the Millionair Club for tracking purposes and are required to have hours served reported to the Volunteer Administrator.

## **Section 4 – Absence and Assigned Shifts**

### **4.1 Attendance and Punctuality**

As an integral addition to the team at the Millionair Club Charity, you are held to the same level of expectation as staff members and clients whom we send on employment assignments. Please report to all volunteer assignments on time and when scheduled. If you will be delayed more than a few minutes or are unable to report to work, you should promptly call the Volunteer Administrator to explain the circumstances. Unless the Volunteer Administrator has agreed to some other schedule, you must call in at the beginning of each scheduled workday if you will be absent. A pattern of tardiness or poor attendance can affect many other people, and may lead to disciplinary action, up to and including ending your volunteer service at MCC.

No show/no call situations are particularly disruptive. Absences from assigned shifts for three or more consecutive assigned shifts without proper notification may be treated as a voluntary resignation from the MCC Volunteer Program.

### **4.2 Leaves of absence**

If you are committed to an on-going volunteer assignment and anticipate an extended period during which you will not be available, but you wish to continue as a MCC volunteer, please inform the Volunteer Administrator of when you need to start and when you hope to return. This will allow us to apply the appropriate volunteer status to your record and remove you from the pool of available volunteers during your leave of absence.

## **Section 5 - Personal Conduct**

### **5.1 Volunteer Behavior**

Certain standards are necessary for the efficient operation of the Millionair Club and for the benefit and protection of the rights and safety of all Millionair Club volunteers, clients, and employees. This section closely follows the staff's Personnel Handbook.

Conduct that interferes with the operations, brings discredit to the Millionair Club, or is offensive to customers, clients, employees or fellow volunteers will not be tolerated whether it occurs on or off Millionair Club time or Millionair Club property. If you have questions about this policy, you should talk to the Volunteer Administrator.

All volunteers are expected to conduct themselves professionally and behave in a manner that is conducive to the efficient operation of the Millionair Club.

### **5.2 Disciplinary Action**

If your performance or behavior is not meeting set expectations or is ineffective in serving the mission of the Millionair Club, a number of steps may be used to address the issues. In most cases, when a problem comes to the attention of your supervisor, the two of you should discuss the issue and decide how to improve the situation. In some cases, your supervisor may simply direct you in a course of action. Regardless, you will be expected to follow through on the course of action that emerges from that discussion.

In all cases and at all times, the level of disciplinary action, including dismissal, is at the Millionair Club's sole discretion.

### **5.3 Personal Appearance**

Your clothing and grooming should be appropriate to the workplace. In some cases, health and safety standards may require special clothing, shoes, or hairstyles. In all cases, you are expected to comply with the Millionair Club's requirements.

### **5.4 Personal Telephone Calls and Mail**

Personal telephone calls should only be made when necessary and should be as brief as possible. Unless it is an emergency, calls should only be made during scheduled breaks. Telephone conversations conducted on Millionair Club premises may be monitored from time to time by the Millionair Club.

The Millionair Club's address should not be used to receive personal mail. All communications, including but not limited to letters, memos, voicemail, and electronic mail is subject to review and inspection by the Millionair Club. In no case should you use Millionair Club stationery or other supplies for personal use.

### **5.5 Personal Property**

The Millionair Club will not assume any responsibility for loss, theft, or damage to personal property, including vehicles, brought to MCC facilities or other location of volunteer service.

The Millionair Club retains the right to inspect all documents, envelopes, packages, etc. brought into or taken off the premises.



## **5.6 Millionair Club Property**

Any desk, office, equipment, workstation, files, computer files, locker, and other tools of the trade are Millionair Club property and we reserve the right to inspect, with or without advance notice, all such Millionair Club property.

You may not put your own lock on Millionair Club property.

## **5.7 Personal Relationships**

Millionair Club volunteers are not permitted to have any kind of social (non-service related) interactions with clients of the Millionair Club. Meaningful relationships are encouraged but we must keep all relationships with clients, staff and other volunteers on a professional level at all times. This policy also prohibits loans; volunteers are not permitted to loan money to anyone considered a client, staff person, or another volunteer. Volunteers who violate this policy may be subject to disciplinary action, up to and including dismissal.

## **5.8 Solicitation**

We desire to conduct our operations in an orderly and efficient manner. We believe our volunteers, employees, clients and customers should have the opportunity to work without interference from persons who are pursuing a purpose not related to our normal business. With this in mind, we have established the following rules:

Except for bona fide Millionair Club purposes, persons who are neither employees nor volunteers are prohibited from coming on Millionair Club premises to solicit, survey, or petition volunteers, employees, clients or customers or to distribute literature or other materials for any purpose at any time. This policy includes charity solicitors, salespersons, union organizers, and any other person with any other form of solicitation or distribution. Furthermore, volunteers are prohibited from distributing any form of literature or other material during working time or in their work areas that is not related to the Millionair Club's business purpose and authorized by the Millionair Club. Volunteers are also prohibited from soliciting volunteers, employees or clients for any cause during their assigned service hours. For this purpose, "service hours" means time when either the soliciting person or the persons who are the object of the solicitation are expected to be actively engaged in their assigned tasks.

## **5.9 Confidential Company Information**

Please note that all volunteers are required to sign and adhere to our Confidentiality Agreement, given to you upon acceptance as a volunteer. If you have any questions about the policy and its scope, please see the Volunteer Administrator.

## **5.10 Security**

Maintaining the security of The Millionair Club buildings and vehicles is the responsibility of every person acting as an agent of the Millionair Club. Develop habits that insure security as a matter of course. For example:

- Always keep cash properly secured. If you are aware that cash is not securely stored, immediately inform the person responsible.
- Know the location of all alarms and fire extinguishers, and familiarize yourself with the proper procedure for using them, should the need arise.

- When you leave the Millionair Club's premises make sure that all entrances are properly locked and secured.

### **5.11 Computer Software and Unauthorized Copying**

The Millionair Club prohibits the illegal duplication of software. Copyright laws are clear on this point. Under federal law, the copyright holder is given certain exclusive rights, including the right to make and distribute copies. It is illegal to make or distribute copies of copyrighted material without authorization from the copyright holder or its licensee unless the copy is made for backup or archival purposes.

The Millionair Club licenses the use of computer software from a variety of outside companies. The Millionair Club does not own this software and therefore does not have the right to reproduce it without the permission of the copyright holder. If you become aware of any unauthorized distribution or copying of software or related documentation within the Millionair Club, notify your supervisor or the Volunteer Administrator immediately.

Any volunteer engaging in the illegal reproduction of software may be subject to civil damages and criminal penalties, including fines and imprisonment. Volunteers who make, acquire, or use unauthorized copies of computer software may also be subject to disciplinary action, up to and including dismissal.

### **5.12 Electronic Mail and Internet Usage**

The electronic (e-mail) system and access to the Internet are property of the Millionair Club that may be available for your use, so long as your use does not interfere with performance of your volunteer assignment, the performance of any other user, or violate any policy, guideline, or standard of the Millionair Club. The Millionair Club may, in its sole discretion, determine how and when the e-mail system and the Internet will be used and for what purposes.

You should honor the password and other security provisions of the e-mail system. You must not use codes or passwords to gain unauthorized access to other volunteers' files, employees' files or to Millionair Club files. You should not provide access to the Millionair Club's e-mail system or any other portion of the computer network to anyone other than employees of the Millionair Club and other authorized users.

Use your good judgment when using the e-mail system or when accessing the Internet. Despite the password and other security provisions, the e-mail system is not confidential or private. Do not transmit or download vulgar or sexually explicit messages or images, or jokes or comments that are inconsistent with the Millionair Club's policies, such as those policies prohibiting discrimination and harassment. For example, avoid jokes or comments aimed at a particular gender, race, religion, disability, sexual orientation, etc.

You may not use the Company access to the Internet to access offensive or inappropriate sites, such as sites displaying pornographic or sexually graphic images. Misuse of the e-mail system or Internet access could lead to disciplinary action, up to and including dismissal.

All records and messages on the Millionair Club's computer systems, including e-mail, are records and property of the Millionair Club in accordance with its current policy. The Millionair Club reserves the right to access, monitor, read, disclose, use, and otherwise deal with any records and messages on its systems in any manner that it chooses. Consequently, you should not use the systems for any information you want to keep personal or private.

### **5.13 Use of Cellular Phones While Driving**

The Millionair Club is committed to promoting driving safety and encourages the safe use of cellular telephones by its volunteers while on Millionair Club business. While the Millionair Club recognizes that volunteers may feel there is a business need to use cellular phones, safety is the first priority. If you need to make a telephone call or communicate by e-mail or text messaging while in a vehicle, find a proper parking space before using the telephone. The Millionair Club discourages volunteers from stopping on the side of the road except for emergencies such as a car accident or a breakdown.

The use of cellular phones is not an assignment requirement for most volunteers. Unless the Millionair Club provides you with a telephone, we will not reimburse you for the cost of using your phone for service-related calls.

Safe cellular phone use is only one part of safe driving. You should also remember that while service-related travelling, you are expected to conduct yourself in a safe and legal manner.

### **5.14 No Smoking**

Smoking is prohibited in the Millionair Club's building or in Millionair Club vehicles. Smoking is only allowed in designated areas outside the Millionair Club's building. If you use the designated smoking area, you are responsible for ensuring that the area is kept neat and that all associated trash (e.g., butts, ash, wrappers) are disposed of properly.

### **5.15 Drug- and Alcohol-Free Workplace Policy**

The Millionair Club is committed to maintaining a drug- and alcohol-free facility to protect against the serious risks posed by the manufacture, distribution, possession, or use of alcohol or controlled substances. Such activity threatens and impairs volunteer health, safety, security, morale, and performance. The Millionair Club will take all reasonable steps to prevent and eliminate the unauthorized use of drugs and alcohol in the workplace.

All volunteers are prohibited from manufacturing, distributing, dispensing, possessing, or using alcohol or any controlled substance in any Millionair Club facility or location of service, while conducting Millionair Club business, or during operating hours. Volunteers are further prohibited from reporting to assignments under the influence of alcohol or while having present any detectable level of controlled substances in their systems. Employees who are taking prescription drugs that may affect their ability to work safely should notify their supervisor or Volunteer Administrator of the possible side effects and obtain permission before beginning the assignment. In such situations, we may require information from the treating health care provider about whether the volunteer is able to perform his or her assignment duties.

Disciplinary action, up to and including dismissal, will be taken against any volunteer who violates this policy. The Millionair Club will deal with each violation in its discretion in accordance with its current policies and practices and the specific circumstances involved. You are encouraged to contact the Volunteer Administrator if you have any questions on this policy.

### **5.16 Preventing Violence During Volunteer Service**

We are committed to providing volunteers with a safe service environment. Therefore, we strictly prohibit threatened or actual violence by our volunteers on our premises or other service location.

Violence in the workplace may be described as verbal or physical threats, intimidation, and/or aggressive physical contact. Prohibited conduct includes, but is not limited, to the following:

- Inflicting or threatening injury or damage to another person's life, health, well-being, family or property;
- Possessing a firearm, explosive or other dangerous weapon on Millionair Club premises or using an object as a weapon;
- Abusing or damaging Millionair Club or the property of other volunteers, employees or clients;
- Using obscene or abusive language or gestures in a threatening manner; or,
- Raising voices in a threatening manner.

Because of the potential for misunderstanding, the Millionair Club also prohibits joking about any of the above conduct.

You are encouraged to be proactive in maintaining a safe working environment by reporting violent or potentially violent behavior. If you observe or experience these types of behavior, please report them immediately to your supervisor, Volunteer Administrator, or call emergency 911, when appropriate. In addition, volunteers working at a remote location who experience actual or threatened violent behavior should report it immediately to the appropriate authorities.

Any volunteer, employee or client who exhibits violence in the workplace may be disciplined, up to and including dismissal. The Millionair Club may also choose to bring formal charges against anyone who endangers its volunteers, employees or clients.

## **Section 6 - Miscellaneous**

### **6.1 Access to the Premises**

At the time you are accepted as a volunteer, you will be advised about the proper entrances and exits for our volunteers. You are expected to abide by these rules at all times. Please note that volunteers are not allowed to enter the Millionair Club property after normal working hours for any reason without the approval of your supervisor or the Volunteer Administrator.

### **6.2 Inclement Weather and Natural Disasters**

Only the Executive Director has the authority to close Millionair Club facilities. If there is a question about whether the facility will remain open, you should call the office in advance of your starting time. If the office is closed, a recorded message will be left on the telephone informing you of the closure and any other necessary information.

If you are reluctant to drive in threatening weather or during a natural disaster, you are encouraged to carpool with others whose vehicles might be better equipped to handle the conditions, or to use public transportation. You are encouraged to make every effort to arrive for your assignment, on time, whenever the facility is open.

If the office is open but you are unable to come for your assignment, you must leave early due to inclement weather or a natural disaster, or the office closes due to inclement weather or a natural disaster, please give your supervisor or Volunteer Administrator as much advance notice as you are able

### **6.3 Holidays**

Holidays observed by the Millionair Club are generally considered non-service days. There are circumstances in which service-related activities will occur on observed holidays. Whether there are volunteer opportunities available on observed holidays is dependent on the nature of your assignment and will be communicated to you by your supervisor or the Volunteer Administrator. Currently observed holidays are as follows, although the Millionair Club Charity may revise this at its discretion.

- New Year's Day
- Martin Luther King, Jr. Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day
- Friday after Thanksgiving Day
- Christmas Day

We ask that you provide your staff supervisor with two weeks notice for any planned changes or absences if you have accepted an ongoing responsibility/assignment. This allows us to determine whether a substitute is needed, as well as time to identify and assign a substitute.

#### **6.4 Volunteer Expense Reimbursement**

The Millionair Club will reimburse some volunteers for pre-approved expenses incurred when participating on behalf of the Millionair Club. A volunteer who incurs such expenses must make a written request for reimbursement to the Volunteer Administrator. All receipts must be submitted with the request. Mileage is reimbursed at the IRS-recommended rate. All expenses must be submitted for reimbursement no later than 60 days after the expense is incurred.

#### **6.5 Complaint Procedures**

We encourage you to bring to our attention any complaints you may have about assignment-related situations during your volunteer experience.

Generally, we encourage you to first bring up any questions or concerns you have about the terms or conditions of volunteer service with your supervisor. He or she is often in the best position to handle the matter effectively.

We recognize that in some cases a question or concern you have may involve your supervisor, and you may be reluctant to discuss the situation with that person. If this is the case or if you are not satisfied with your supervisor's response you may contact the Volunteer Administrator. If you want to discuss something about your supervisor's initial response to you, we ask that you take this next step within seven days of receiving your supervisor's response. If you are still not satisfied with the response you have received, you may address a written complaint to the Executive Director. We ask that this happen within seven days of receiving the last response.

These complaint guidelines are not intended for complaints about harassment, discrimination, or other matters discussed in Sections 2.1, 2.2, or 2.3. For complaints about those issues, follow the guidelines in those sections.

#### **6.6 Innovative Solutions**

We believe the person doing a task or assignment is in the best position to think of more efficient and effective methods of performing that job. If you think of a better way of doing your tasks, or any another task, we encourage you to discuss your idea with your supervisor.

We hope this handbook has answered your questions. We are glad you have joined the Millionair Club and we welcome your contributions.

## **Section 7 – Millionair Club Statement of Commitment to Volunteers**

### **7.1 Statement of Commitment**

The Millionair Club Charity recognizes the contribution of volunteers in assisting staff fulfill the mission of the organization. Towards the continued pursuit of excellence in volunteerism and in support of its volunteers as valued members of our team, the administration makes the following commitment to the volunteer community at the Millionair Club Charity:

1. The Millionair Club Charity will support a Volunteer Resources lead, providing appropriate staffing to manage the Volunteer Program.
2. MCC staff, both professional and support, who are directing volunteers will be oriented to the needs of volunteers. Specifically, all new staff, as part of their orientation, will receive instructions from Volunteer Resources. All staff working with volunteers will receive ongoing education from Volunteer Resources as required.
3. MCC holds in high value the experience of the volunteers, placing emphasis on specialized service placement, training and personal development. MCC provides training for most volunteer positions, the level of training relevant to the position.
4. MCC Staff will play a role in the orientation, directing, evaluation and recognition on volunteers working in their areas.
5. MCC Staff will facilitate a positive environment for volunteers working in their areas. This will involve welcoming them, assisting them, mentoring them when necessary and thanking them regularly for their contributions.
6. MCC Staff working with volunteers will be recognized for their contribution.

**VOLUNTEER HANDBOOK ACKNOWLEDGMENT FORM**

I acknowledge that on the date indicated below, I received a copy of the Millionair Club Charity's volunteer handbook. I acknowledge that I am expected to read and understand the information in the handbook. I also understand I should ask my supervisor or the Volunteer Administrator if I have any questions about anything covered by the handbook.

I also acknowledge that the statements, plans, policies, or procedures in this handbook are not conditions of participation and do not constitute a promise of specific treatment in specific situations. I understand that the Millionair Club has the right to change, interpret, delete, or vary from any or all plans, policies, or procedures, or other statements in this handbook, except for my right and the right of the Millionair Club to terminate the volunteer relationship at will, at any time, with or without cause or prior notice. I understand that the language used in this handbook is not intended to create, nor does it constitute, a contract between the Millionair Club and me. I understand that my service with the Millionair Club is for no specified time and may be terminated by the Millionair Club or by the volunteer, at any time, for any reason (with or without cause) with or without notice.

Volunteer Signature \_\_\_\_\_

Date \_\_\_\_\_

Volunteer Name \_\_\_\_\_

(Please Print)