

# VOLUNTEER HANDBOOK

*You make a living by what you get,  
but you make a life by what you give.*

-WINSTON CHURCHILL

Welcome to 4-C!

4-C is a non-profit early childhood organization serving families, early care professionals and the community. 4-C provides regulated child care referrals, early childhood professional development opportunities, regional YoungStar services, family child care certification, play and learn playgroups, and administers the Child and Adult Care Food Program for family child care providers. The agency is driven by its mission to ensure that every child has access to high quality early care and education through integrated support and expertise.

The early years of a child's life are critical to their development and success later in life. 4-C works hard to make a positive impact on young children, and we could use your help! 4-C is excited to partner with volunteers such as yourself as we work to do what's best for young children. Thank you for helping us strive to advance community investment in children – together we will make a difference!

## VOLUNTEER PROGRAM MISSION STATEMENT

To support 4-C efforts to impact young children, increase community awareness, and provide a fulfilling volunteer experience.

## INCLUSIVITY/NON-DISCRIMINATION STATEMENT

4-C is committed to a diverse volunteer pool and believes this helps the organization maximize its potential.

It is the policy of 4-C to provide equal opportunity in volunteer opportunities to all interested community members. No person shall be discriminated against because of race, color, national origin or ancestry, physical appearance, disability, protected genetic information, religion, sex, gender identity, marital status, familial or parental status, sexual orientation, age, income level or source of income, arrest or conviction record, military participation, less than honorable discharge, student status, political beliefs, or reprisal.

## TYPES OF VOLUNTEERS AT 4-C

### PROJECT VOLUNTEERS

If you are here to help with a specific, short term project, you are a Project Volunteer. You're ready to go, and we will put you right to work.

### ASSISTANT VOLUNTEERS

If you've committed to a regular volunteer shift, in order to help out with an ongoing task, you are an Assistant Volunteer.

### INTERNS

If you are in the process of developing a professional skill and are here to continue your education, you are an Intern. You may even know more than we do about your area, and we can't wait to put your expertise to work.

### GOVERNING VOLUNTEERS

If you support 4-C through a governing role such as the Board of Directors, you are a Governing Volunteer. These volunteers also help enforce and abide by the 4-C Bylaws.

## GETTING STARTED

To provide the best volunteer experience, 4-C has established the following engagement process for volunteer positions:

- All interested volunteers will complete a 4-C volunteer application. Group leaders are asked to complete a brief group application for contact purposes.
- Depending on the position, potential volunteers may be asked to complete the following:
  - Background check
  - Interview
  - Reference checks
  - Time commitment agreement
  - Confidentiality commitment
  - Conflicts of interest agreement
- **Any volunteer who will have direct contact with children must have a background check and at least two positive references.**

## WHILE YOU'RE HERE

As a volunteer at 4-C, you will have two main points of contact: your *Sponsor* and your *Supervisor*. Your *Sponsor* was probably the first person you talked to at 4-C, and that person will continue to keep in touch with you no matter what job you're doing. Your *Supervisor* is the person who knows all about the job you're doing and will be your main day-to-day contact.

Not sure who to talk to? Here's a quick guide.

Questions about your application or other paperwork	Sponsor
Can't make your shift today	Supervisor
Change to a different volunteer job	Sponsor
Have questions or problems with the job	Supervisor
Have problems with your Supervisor	Sponsor

## RECORD KEEPING

4-C tracks volunteer hours for many reasons, including to support requests for funding. Please be sure to record your hours after **every** volunteer shift to help us keep accurate records. Your supervisor will provide a record keeping method appropriate to your position.

## WORK SPACE

Each volunteer will be assigned a work space appropriate to the work being done. Work spaces are likely to be shared and may change from day to day.

## EXPENSES

Volunteers will be reimbursed for actual, reasonable expenses incurred while volunteering. Mileage will be reimbursed at the same rate and under the same conditions as for employees. Commuting to and from the work site is not a reimbursable expense. In most cases, all necessary supplies will be purchased in advance by 4-C; therefore, volunteers must receive supervisor permission to purchase supplies for reimbursement.

## DRESS CODE

On-site volunteers are individually responsible for their general presentation, appearance, and personal hygiene, and have a responsibility to consider how their appearance may be perceived by others. This means that 4-C volunteers should wear clothing that is appropriate to their role and is not likely to be viewed as offensive, revealing, or sexually provocative. If you question the appropriateness of the attire, it probably is not appropriate.

Specific dress code guidelines for working in the 4-C office or at 4-C events:

- Political or otherwise contentious graphics and/or slogans are prohibited.
- Head coverings may only be worn when associated with religious affiliation, or for health and safety reasons while conducting home or group center visits.
- Shorts and skirts may not be higher than mid-thigh length while sitting.
- Clothing must always cover the back and stomach while sitting or standing.
- No visible undergarments are allowed.
- Sweatpants, spandex pants, and jogging suits may not be worn.

- Clothing may not be torn, faded, stained, frayed, or give an unkempt appearance.
- Hair should be clean and professional in appearance.
- Scented products may be worn sparingly. 4-C reserves the right to prohibit use of certain scented products in the event that an employee or volunteer displays a medically-proven allergy to a particular scented product.

Volunteer shifts outside of the 4-C office may have different dress standards. Please check with your Supervisor for specifics.

## CODE OF CONDUCT

### PHOTOS

Volunteers may not take photos of individuals (adults or children) while volunteering without permission from 4-C. 4-C will determine if proper photo releases have been signed before granting permission.

### POLITICAL ACTIVITY

Whenever a volunteer is representing the agency in any capacity, the volunteer is prohibited from engaging in any political activity including, but not limited to, distribution of nomination papers or buttons, or soliciting funds for a candidate.

### GPS USE

GPS units, either 4-C or personally owned, used for business purposes must have the safety feature enabled so that GPS functions may not be changed while driving.

### CELL PHONE USE

All cell phone use while driving is prohibited during business time or for business purposes. Please see the technology policy for more information.

### INSURANCE

All volunteers who drive in the performance of their duties will be required to provide proof of insurance as required by applicable laws.

### COMPANY OWNED AND SUPPLIED DEVICES

A volunteer who uses a 4-C supplied cell phone or similar device is prohibited from using it, hands on or hands free, while driving, whether the business conducted is personal or company-related. In addition, 4-C prohibits volunteer use of personal cell phones or similar devices, either hands on or hands free, while driving for business purposes. These prohibitions include receiving or placing calls, text messaging, surfing the Internet, receiving or responding to email, checking for phone messages, or any other purpose related to your volunteer work, event attended in the name of 4-C, or any other company or personally related activity not named here while driving.

### CELL PHONES OR SIMILAR DEVICES IN THE OFFICE

To ensure the effectiveness of the workplace, all cell phones must be placed on vibrate mode. This includes all cell phone rings, alarms, and alerts.

## SOCIAL MEDIA

Generally these guidelines should be applied to any online medium where information may reflect back on 4-C and current, potential, or previous employees, volunteers, customers, partners, funders, products, or competitors. This social media policy applies to all forms of social media, including but not limited to blogs, Facebook, MySpace, Wikipedia or other wikis, Twitter, LinkedIn, and YouTube. These guidelines apply to any comments volunteers may leave on others' blogs or pages, edits to wikis, responses to tweets, postings on message boards/forums, opinions on online profiles or any product or services that 4-C personnel might author.

Note that these policies and guidelines are not meant to infringe upon a volunteer's ability to exercise their legal rights.

## GUIDELINES FOR INTERACTION ABOUT 4-C ON THE INTERNET

- Personal use of social media must be on a volunteer's non-work time, and all such activities must not interfere with or impact the volunteer's work commitments.
- A volunteer is personally and legally liable for anything he/she writes or presents online. Any post, message, or tweet may become public.
- If a volunteer is developing a Web site or writing a blog that will mention 4-C and/or current, potential, or previous employees, volunteers, customers, partners, funders, products, and competitors, the volunteer must use a disclaimer and identify that the views expressed on the blog or Web site are his/hers alone and do not represent the views of 4-C.
- Unless given advance permission by the Executive Director, a volunteer is not authorized to speak on behalf of 4-C, nor to represent that he/she does so.
- Any 4-C work product generated by a volunteer, including but not limited to trainings, professional development opportunities, reports, donor lists, letters, records, notes, data, marketing materials, photographs, and other documents are the property of 4-C. Volunteers cannot use company logos, trademarks, intellectual property, photos, videos, or other 4-C related media to identify him/herself or in connection with any personal posting, tweet, or message, with or without approval of 4-C. Volunteers are prohibited from reproducing, distributing, selling, and/or publicly displaying 4-C owned property.
- If a volunteer is developing a site or writing a blog that will mention 4-C and/or current, potential, or previous volunteers, customers, partners, funders, products, or competitors; all posts, messages, or tweets, even if positive, must not be misleading.
- The transmission of any confidential or proprietary information about 4-C, without advance permission by the Executive Director, and only then with proper protections to ensure its confidentiality, is prohibited.

- 4-C encourages volunteers to write knowledgeably, accurately, and using appropriate professionalism. Despite disclaimers, a volunteer's Web interaction can result in members of the public forming opinions about 4-C and its current, potential, and previous employees, volunteers, customers, partners, funders, products, and competitors.
- Honor the privacy rights of 4-C's current, potential, and previous volunteers by seeking their permission before writing about or displaying internal agency happenings that might be considered to be a breach of their privacy and confidentiality.
- 4-C volunteers must maintain confidentiality of all issues pertaining to provider, parent/family, and current/former Volunteer files, cases, and circumstances.

#### MEDIA CONTACT IN RESPONSE TO PERSONAL BLOG/WEBSITE

Media contacts about 4-C and its current, potential, and previous employees, volunteers, customers, partners, funders, products, and competitors should be referred for coordination and guidance to the Executive Director. This does not specifically include a volunteer's opinion, writing, and interviews on topics aside from 4-C and its current, potential, and previous employees, volunteers, customers, partners, funders; products; and competitors.

## WEAPONS

### POLICY

Community Coordinated Child Care, Inc. (4-C) is committed to providing a safe and healthy working environment for all of its employees, volunteers, visitors, and community members. As part of that commitment, and subject to state and federal law, 4-C has established a policy prohibiting all firearms or weapons of any type, concealed or unconcealed, on 4-C's property. Even though Wisconsin has enacted a concealed carry law, the right to carry a concealed handgun or other weapon, even though legally obtained, does not apply to employees, volunteers, visitors, community members, or any persons when on 4-C's property.

### APPLICATION OF POLICY

4-C cannot prohibit volunteers from carrying or storing concealed weapons in the volunteer's own vehicle, even if the volunteer parks the vehicle in the 4-C parking lot or uses the vehicle for work purposes. However, 4-C volunteers are prohibited from possessing or carrying weapons while in the course and scope of performing work for 4-C, and, to the extent permissible by law, when they are performing work for 4-C while away from 4-C's property.

This Weapons Policy applies to all 4-C employees, volunteers, visitors, community members, contractors and all other persons on 4-C's property, regardless of whether or not they are licensed to carry a weapon. The only exception to this policy is police officers who are working within the scope of their employment.

"Weapons" include, but are not limited to, firearms (whether loaded or unloaded), knives, billy clubs, tasers, ammunition, explosives and any other device or instrument which, in the manner it is used or intended to be used, could cause death or great bodily harm. 4-C volunteers who have questions about whether an item is covered by this policy should contact the 4-C Business Manager. 4-C volunteers are responsible for making sure that any item in their possession is not prohibited by this policy.

"4-C property" covered by this policy includes, without limitation, all 4-C owned or leased space. This policy also applies to volunteers during the time they are conducting business on behalf of 4-C at a customer's facility or site, any other purpose related to 4-C volunteer work, any event attended in the name of 4-C, or any other company related activity not named here.

Signs detailing the prohibitions contained in this policy shall be posted at each entrance of the 4-C facility.

#### ENFORCEMENT

If any 4-C volunteer has reason to believe that an employee, volunteer, visitor, community member, or other person has a weapon (whether or not concealed) on 4-C's property in violation of this policy, that volunteer is required to report such belief to the 4-C Business Manager. There will be no retaliation against any volunteer who in good faith makes a report of a violation of this policy or who assists in an investigation of such a report.

Upon reasonable suspicion that an individual possesses a weapon in violation of this policy, when feasible, the individual will be requested to remove the weapon from 4-C's property. If the individual refuses to remove the weapon voluntarily, he/she will be asked to leave. If he/she refuses to leave, management will contact law enforcement authorities for assistance.

Individuals and 4-C volunteers authorized in accordance with Wisconsin law may store a concealed weapon in their own vehicle which is driven or parked on 4-C's property.

4-C reserves the right to search the volunteer's desk or other property under the control of the volunteer. 4-C volunteers should not maintain an expectation of privacy as to any property or articles on 4-C's premises, including desk, computers, electronic equipment, etc.

Volunteers who violate this policy may be subject to discipline, up to and including discharge from employment.

#### CONFIDENTIALITY OF RECORDS

All volunteer related records are confidential with access granted only to the immediate supervisor, Executive Director and members of the Executive Committee on a "need to know" basis. A volunteer may see his/her records upon request and may receive a copy of the records through a written request to the Executive Director upon payment of a minimum copying fee. 4-C may verify a volunteer's job title and dates of employment without prior authorization from the volunteer. A volunteer may request in writing that other specific information be provided to an external source.

## GRIEVANCE PROCEDURE

### INTERNAL COMPLAINT PROCEDURE

Any volunteer who believes that he or she has been the subject of discrimination or harassment in the terms and conditions of employment should report the alleged act immediately to his or her supervisor. If, because of the circumstances, a volunteer may prefer to discuss the situation with someone outside of the program area, a volunteer may choose to contact the Executive Director.

### GRIEVANCE STEPS

A grievance is defined as an alleged violation of the terms and conditions of employment. Should either the volunteer or the supervisor, Executive Director or Board of Directors be unavailable within the stated timeframes, the volunteer and the respondents will mutually agree in writing on an extension of time. It is always the volunteer's responsibility to advance the grievance.

In the case of a grievance concerning terms and conditions of employment the procedure shall be as follows:

- 1) Within 30 days of the incident, the volunteer shall present a written statement to his/her immediate supervisor.
- 2) Within 3 days of receiving the grievance, the supervisor will acknowledge receipt to the volunteer and notify the Executive Director.
- 3) An internal review will be conducted according to established procedures.
- 4) Within 30 days the volunteer will be notified in writing of the outcome of the review.

If a volunteer feels that the grievance constitutes illegal activity, the volunteer always has the right to report the issue to outside agencies, whether or not the matter is reported as a grievance within 4-C.

## CONFLICT OF INTEREST

It is in the best interest of 4-C that all volunteers avoid conflicts between the interests of the 4-C on one hand, and personal, professional, and business interests on the other. This includes avoiding potential and actual conflicts of interest, as well as perceptions of conflicts of interest.

The purposes of this policy are to protect the integrity of 4-C's decision-making process; to enable our constituencies to have confidence in our integrity; and to protect the integrity and reputations of volunteers, staff, and board members. Before beginning volunteer work, volunteers must make a full, written disclosure of interests, relationships, and holdings that could potentially result in a conflict of interest.

In the course of meetings or activities, volunteers are expected to disclose any interests in a transaction or decision where they (including their business or other nonprofit affiliations), their family and/or significant other, employer, or close associates may receive a benefit or gain. Depending on the information disclosed, further action may be taken. For example, a volunteer may be excluded from a discussion in which decisions are made.

This policy is intended to supplement good judgment, and volunteers are expected to respect its spirit as well as its wording.