

VOLUNTEER HANDBOOK



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Welcome to a wonderful team!

This handbook is your guide and reference to everything about being a volunteer with the United Jewish Council of the East Side (UJC) including role descriptions, policies and procedures that apply to each volunteer position, and your resources, rights and responsibilities as a member of the UJC team. Every volunteer is responsible for learning the details and duties for their role.

Volunteers play a vital part in the success of the United Jewish Council of the East Side (UJC) mission and work. There is important work to be done, and your gifts of time and talent bring invaluable labor, skills, community resources, information, and heart to our community services.

Detailed training for each volunteer role/location is provided in other documents and in-person/on-the-job learning by program staff. We encourage (but do not require) you to learn about other programs to explore the many ways you might like to participate in our community. Feel free to ask any questions, and to share feedback and suggestions.

UJC appreciates all volunteers in all forms. Whether you are an occasional volunteer or ongoing, we understand the power of your involvement and therefore believe in supporting you and other volunteers to ensure a positive, productive experience for both you and the clients and community we serve. UJC strives to make sure all volunteers experience a welcoming space and have comfort, convenience, and connection with the shared goals of our work together.

We welcome you to UJC and thank you for seeing the value of our work and for contributing your valuable time and energy in helping us continue to be a relevant, sustainable, and impactful organization of New York City!

Sincerely,

Dana Donati
Manager of Volunteer Services
ddonati@ujces.org



Your Role as a Volunteer



This handbook has been prepared to provide information about UJC’s policies for volunteers. It is intended as a general guide for you and UJC and is subject to change or modification at any time. Nothing in this handbook constitutes a contract or promise of any right of employment.

There are many benefits to volunteering:

- Explore a career, sharpen skills, gain leadership experience, add to a resume, or try something that is different.
- Help people, show commitment to community, be an agent of change.
- Share professional skills, stay busy, gain knowledge about a community, participate in a team effort, or find new friends.
- A sense of accomplishment, a challenge, a feeling of pride, therapeutic endeavors, fun, academic credit, an escape, or a chance to do what you love the most.
- Either the Manager of Volunteer Services or the volunteer may decide at any point in the onboarding process that it is not a good fit for them at UJC.

Policies and Procedures

Application, Acknowledgement, and Liability

All individual volunteers are required to submit an application (online or hard copy) to find the best fit for role and availability. Before starting any volunteer activity, all volunteers will sign a Volunteer Handbook Acknowledgement and Volunteer Release and Waiver of Liability, which specifically releases photo and video use. If you have not completed either form, please notify the Manager of Volunteer Services.

UJC, in its sole discretion, may also contact references from each volunteer applicant.

Parents or legal guardians of youth volunteers must complete and sign a Parental Guardian Consent Form and Release prior to their child serving with UJC.

General Safety

Volunteers are required to immediately report illness or personal injury obtained while volunteering at UJC to your program supervisor promptly. If needed, UJC staff will call 911 and/or inform your emergency contact(s) as listed.

COVID-19 Safety

UJC is committed to providing a safe and healthy environment for all volunteers and staff members. To this end, UJC has implemented certain safety guidelines. The below guidelines are derived from the recommendations of the Centers for Disease Control (“CDC”), Occupational Safety and Health Act (“OSHA”), and federal and state safety regulations. These guidelines may evolve as CDC, OSHA, federal and state government requirements and recommendations change, but we expect UJC volunteers and staff to

follow all applicable laws and local ordinances and guidance. UJC may change this policy at any time with or without your prior notice.

Monitor your health, and do not volunteer if you have symptoms of COVID-19. If you have travel plans, please inform the Manager of Volunteer Services; you may be asked to postpone volunteering for a certain period of time, upon your return.

Health Screening

Before reporting to any UJC facility, volunteers and staff are required to complete a health screening questionnaire. The questionnaire will ask, among other questions, if you have (a) knowingly been in close or proximate contact in the past 14 days with anyone who has tested positive for COVID-19 or who has or had symptoms of COVID-19; (b) tested positive for COVID-19 in the past 14 days; and/or (c) experienced any symptoms of COVID-19 in the past 14 days. Any volunteer or staff member who fails to complete the health screening and/or answers “Yes” to any of the screening questions, must immediately notify the Manager of Volunteer Services (if a volunteer) or a supervisor (if a staff member), and is prohibited from reporting to any UJC facility.

Suspected or Diagnosed Cases

If you are diagnosed with COVID-19, or are awaiting a diagnosis, or are exhibiting symptoms of the virus, please immediately notify the Manager of Volunteer Services, and your local health department if you have not been treated by a medical professional.

Volunteer Safety Procedures

While volunteering, all volunteers and staff members must:

- Wash your hands often with soap and water for at least 20 seconds or use hand sanitizer with at least 60% alcohol, if soap and water is not available. It's especially important to wash before handling food, after using the restroom, after touching your mask, or after blowing your nose, coughing or sneezing.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Clean and disinfect phones, desks, and frequently touched surfaces, like computers, writing utensils, and other supplies shared with other volunteers and staff members, before and after use.
- Wear a mask over your nose and mouth to protect yourself and others and stop the spread of COVID-19.
- Wear face coverings while in the facilities if social distancing is not possible, such as in communal spaces, while walking around, and while at a desk. Wearing a face mask does not replace the need to practice social distancing.
- Practice social distancing by avoiding large gatherings and maintaining at least 6 feet from others, including fellow volunteers, staff members and visitors, when possible.

Dismissal of Volunteers

UJC has the right to dismiss a volunteer for any reason, including misconduct or inappropriateness as decided by UJC staff.

A moderate incident of misconduct and/or a complaint against a volunteer will result in a confidential conversation/investigation.

Depending on the circumstances, a warning and agreement for the volunteer to correct the behavior may resolve the problem, with the understanding that further incidents/complaints will lead to dismissal.

Any concerns or disagreement with those choices can be submitted in written form and given to the Manager of Volunteer Services.

Code of Conduct

Your conduct and appearance as a volunteer reflect the image of UJC. It is everyone's responsibility to wear appropriate attire, maintain good grooming and personal cleanliness, and behave appropriately when associating them with this organization.

UJC expects the following standards of conduct to be followed by all volunteers and staff:

- Volunteers must be courteous to the public at all times. If a situation develops for which you need assistance, please consult UJC staff.
- Under no circumstances will a volunteer be permitted to use the services of any UJC office, facility, or employee for the procurement of anything for personal use, or be permitted to convert to their personal use any UJC owned material, equipment, or services. A volunteer may not use UJC' name to request and receive special discount privileges or special services from UJC suppliers of materials, equipment, or services, except as authorized by UJC policy. Personal use of UJC telephones and computers must be kept to a minimum and preferably for emergency use only.
- Smoking/vaping is prohibited in all UJC offices and buildings, and in UJC vehicles. Chewing tobacco is also prohibited in offices, buildings, and vehicles.
- Some volunteers and staff may have access to personal and confidential information relating to their service with UJC. This information must be kept strictly confidential and may not be disclosed to anyone except approved UJC personnel. Volunteers and staff are not entitled to use this information for any non-UJC purpose.
- A volunteer may not engage or participate in any partisan activity to promote a particular candidate or one side of a political issue while on duty or representing UJC.
- Volunteers may not be under the influence of controlled substances (unless prescribed by a physician) or alcohol while performing their duties with UJC. Volunteers should not work while under the influence of any medication that impairs judgment or physical ability.
- Volunteers are expected to treat their co-workers with respect and courtesy at all times.

If a conflict arises that cannot be resolved between fellow volunteers or UJC staff, the Manager of Volunteer Services should be informed immediately.

- Volunteers may not harass, disparage, or otherwise show discriminatory preference or behavior toward any individual or group based upon race, religion, cultural background, physical or mental disabilities, age, gender, sexual orientation, or any other protected status as recognized under federal, state, or local law.
- Volunteers must obey all UJC policies, safety, and hygiene regulations.

Do's and Don'ts of Volunteers

Do:

- Respect clients' health, well-being, privacy and property.
- Complete all designated assignments in a manner that enhances the community we serve.
- Perform services according to the highest ethical standards of conduct and comply with all applicable laws.
- Report all privacy concerns immediately to the Manager of Volunteer Services.

Do not:

- Accept any gratuities or tips in exchange for volunteer services.
- Become involved in social or domestic matters of clients you are helping, including elderly individuals.
- Engage in any form of elder or other abuse.
- Bring friends or family to clients' homes while you are volunteering.
- Use abusive, obscene or threatening language.
- Verbally, physically or sexually harass any volunteer, staff, or client.
- Engage in theft of property or information of clients.
- Request unnecessary information from clients, such as medical information, if irrelevant to your volunteer responsibilities.
- Gain or attempt to gain unauthorized access to a client's network or personal information.
- Share client IDs or passwords to electronic systems, without prior authorization.
- Knowingly participate in any false claims or statement made to the government for payment.

Abuse of clients of any kind will not be tolerated and will result in immediate dismissal.

Dress Code

Volunteer dress code is generally casual, but varies according to each program. All volunteers are required to dress appropriately for safety and comfort when working onsite or representing UJC in the public. Some volunteer positions are outdoors, rain or shine, and volunteers should dress appropriately. If there are any problems with dress that is deemed inappropriate or unsafe (for example, not wearing close-toed shoes in food pantries or on deliveries), you may be asked to change clothing or be dismissed from your volunteer duties. In addition, we ask that strong cologne or perfumes be avoided for the comfort of those around you.

Time and Attendance

Volunteers are expected to arrive on time for every scheduled appointment or volunteer hours as arranged by the volunteer and UJC staff. If a volunteer is unable to arrive on time or needs to be absent for the entire duration, that volunteer is required to notify their program manager as soon as possible, preferably 48 hours in advance so staff have enough time to make accommodations. If you cannot reach your program manager, leave a message with the following information:

1. Your name
2. Your volunteer position
3. Reason for your absence
4. A phone number where you may be reached that day

If a volunteer continues to be late or absent for scheduled work times, staff have the right to dismiss the volunteer.

Rights and Responsibilities

You have the right to submit your preference in a specific volunteer position as long as your availability and skill set are a good fit for the needs of the program. UJC will take your preference into consideration when matching volunteers to specific positions. You are permitted to withdraw from service upon 48 hour notice to your program staff and the Manager of Volunteer Services.

If a grievance or dispute arises in relation to your volunteer services, you should attempt to resolve it with the relevant party directly. If unable to resolve the problem, you have the right to make an official complaint within 5 days after the occurrence which gave rise to the grievance. To submit your complaint, please provide written documentation to the Manager of Volunteer Services. Each complaint will be dealt with as deemed appropriate by our procedures for such cases and will be kept on file for future review in case a pattern arises.

You have the right to give constructive, nonaggressive feedback to the Manager of Volunteer Services based on your experience as a volunteer. These suggestions will be used for future assessment of potential changes made to the program you are working with.

You are responsible for notifying the UJC staff about any injury incurred while volunteering with this organization.

Reimbursement

It is UJC's practice to reimburse volunteers for reasonable, pre-approved expenses incurred during the period they are volunteering with UJC in connection with travel and other business on behalf of UJC. Volunteers must obtain advance written approval from the Manager of Volunteer Services and receipts or other appropriate substantiating documentation for all travel and other business expenses incurred.

UJC reserves the right to refuse any expense reimbursement request that is inaccurate, does not include the appropriate substantiating documentation, is submitted late, or otherwise fails to fully comply with UJC's policy, as determined by UJC in its sole discretion.

Confidentiality

Some assignments require a moderate to high degree of confidentiality. Therefore, we ask that you observe the rules set forth by the Manager of Volunteer Services and adhere to the code of conduct relating to confidentiality.

All medical and personal information known as a result of your service with UJC must be kept strictly confidential and may not be disclosed, directly or indirectly, to anyone except approved UJC personnel. Volunteers and staff are not entitled to use this information for any non-UJC purpose.

Do not assume that any information you obtain from UJC's internal network or systems is publicly available. You must protect personal and confidential information with specific administrative, physical, and technical safeguards implemented according to risks and as prescribed by applicable laws, regulations, and standards, including (but not necessarily limited to):

- Discussions. Only discuss confidential information in non-public places.
- Copying/Printing/Faxing/Scanning. Do not scan, copy, or distribute confidential information unless absolutely necessary.
- Mailing. Do not mail confidential information unless absolutely necessary.
- Need to know. Only access, share, or include confidential information in documents, presentations, or other resources when there is a specific need to know.

Youth Volunteering

UJC offers volunteer opportunities that help young people gain knowledge of and appreciation for their community, and also help them build skills for taking on life's challenges. Through engagement of youth in this way, the UJC aims to help cultivate the next generations of community leaders and supporters that will carry forward the legacy of social responsibility.

This section sets forth required procedures for staff and adult volunteer training and other measures to protect youth when implementing the programs.

Applicants who are at least 14 years old may volunteer with food pantries, senior lunch services, and remote or office-based roles with UJC. Volunteers can serve in groups (i.e., classes, service clubs, faith) with adult chaperones (teachers, parents) present as legal guardians, or individually with pre-approved and signed parental permission forms. Adults (staff or volunteers) who are not a volunteer's guardian may never be alone, out of sight, or off-site of the main UJC work area with the minor.

Communication (email, phone) with minors is only allowed regarding UJC duties (screening, onboarding, training, supervision), by the Manager of Volunteer Programs, or if necessary by a UJC staff member directly supervising the volunteers.

UJC staff and adult volunteers are strictly prohibited from socializing and communicating with youth volunteers outside of assigned UJC duties.

Definition of an Intern vs. Volunteer

When the UJC accepts an "intern" it is defined as a high school or college student, or work-training program client, performing a certain number of volunteer hours in exchange for school credits, and/or third-party program requirements – they may not be monetarily compensated if they are receiving academic units for their work.

Internships also generally require additional paperwork such as hours-worked verification, and end-of-semester (or end-of-project) evaluations to be completed by UJC staff and submitted to the university or other agency. The recruitment, intake orientation, and training of interns are overseen by the Manager of Volunteer Services.

Interns are expected to communicate regularly with UJC supervising staff and collaborate with staff to create a schedule that will complete their required hours for the academic/service learning deadline in a reasonable manner.

A successful outcome for the internship is evaluated by supervising UJC staff and the intern as to knowledge and skills acquired while with the agency, and the completion of specific tasks and projects as assigned throughout the internship.

Volunteers and interns adhere to the same policies, procedures, and code of conduct as stated in this handbook.

Departure

Volunteers who leave service with UJC on good terms are generally welcome to return when they become available again. Returning volunteers should contact the Manager of Volunteer Services regarding next steps.

What You Can Expect From UJC



Equal Opportunity

UJC does not discriminate based on race, color, religion, gender, national origin, disability, sexual orientation, age, marital status, social/economical status, or any other criteria protected under federal, state, or local law. We will attempt to accommodate volunteer needs but there may be cases where our capacity cannot fully meet the needs of the volunteer. If this is the case, we will investigate other opportunities that would be a better fit for the volunteer.

Harassment Policies

UJC strictly prohibits and does not tolerate unlawful harassment against volunteers, staff members, or any other covered persons because of race, religion, creed, national origin, ancestry, sex (including pregnancy), gender (including sexual orientation, gender identity and status as a transgender or transsexual individual), age, physical or mental disability, citizenship, genetic information, past, current or prospective service in the uniformed services, or any other characteristic protected under applicable federal, state, or local law.

Sexual Harassment Policies

All UJC volunteers, staff members, other workers and representatives (including visitors) are prohibited from harassing another individual based on that individual's sex or gender (including pregnancy, sexual orientation, gender identity, and status as a transgender or transsexual individual) and regardless of the harasser's sex or gender.

Sexual harassment means any harassment based on someone's sex or gender. UJC will not tolerate any form of sexual harassment, regardless of whether it is:

- Verbal (for example, epithets, derogatory statements, slurs, sexually-related comments or jokes, unwelcome sexual advances or requests for sexual favors).
- Physical (for example, assault or inappropriate physical contact).
- Visual (for example, displaying sexually suggestive posters, cartoons or drawings, sending inappropriate adult-themed gifts, leering or making sexual gestures).
- Online (for example, derogatory statements or sexually suggestive postings in any social media platform including Facebook, Twitter, Instagram, Snapchat, etc.).

This list is illustrative only, and not exhaustive. No form of sexual harassment will be tolerated. Harassment is prohibited both at UJC facilities and any UJC-sponsored or UJC-related events.

Complaint Procedure

If you are subjected to any conduct that you believe violates this policy or witness any such conduct, you must promptly speak to, write or otherwise contact the Manager of Volunteer Services or Executive Director of UJC, ideally within 10 days of the offending conduct. UJC will directly and thoroughly investigate the facts and circumstances of all claims of perceived harassment and will take prompt corrective action, if appropriate. Additionally, any manager or supervisor who observes harassing conduct must report the conduct to the Manager of Volunteer Services or Executive Director of UJC so that an investigation can be made and corrective action taken, if appropriate.

No Retaliation

No one will be subject to, and UJC prohibits, any form of discipline, reprisal, intimidation or retaliation for good faith reporting of incidents of harassment of any kind, pursuing any harassment claim or cooperating in related investigations.

Paid Staff and Volunteers

UJC does not replace paid workers with volunteers. New York law states that organizations cannot replace a paid position with a volunteer. We practice this policy out of respect of both employees and volunteers.

Expectations of Staff

Staff are expected to be respectful to all volunteers and acknowledge their vital contribution to the organization. If a staff person does not treat a volunteer fairly, we ask the volunteer to notify the Manager of Volunteer Services, unless that is the person in question. If a volunteer has an issue with the Manager of Volunteer Services, they can notify the Executive Director of UJC.

Organization Support and Responsibilities

UJC supports volunteers by providing clear expectations, direct supervision and continual awareness of the volunteer's experience. Your program staff and the Manager of Volunteer Services are trained to check in with volunteers to receive updates, feedback and questions to ensure open communication. UJC is responsible for providing training, supplies, supervision and liability coverage for volunteers when acting on behalf of the agency.

Commitment to Volunteers

UJC is committed to creating a positive experience for its volunteers. If you, as a volunteer, are not having a positive experience for whatever reason, please notify the Manager of Volunteer Services. Please see "Communications" section below for contact information for the Manager of Volunteer Services.

Recognition and Appreciation

Across the UJC programs, UJC appreciates and works to recognize volunteers for their services. To learn more about volunteer recognition, or share how you prefer to be recognized for your service, please contact the Manager of Volunteer Services.

Confidentiality

UJC respects the confidentiality of every volunteer. The information you provide in online or paper forms including the application, acknowledgement/liability, and other documents are secured. Personal information you share with staff will be kept confidential to the extent required by applicable law. UJC is not responsible for the actions of other volunteers when you disclose personal information with your peers.

Volunteer Management Software (VMS)

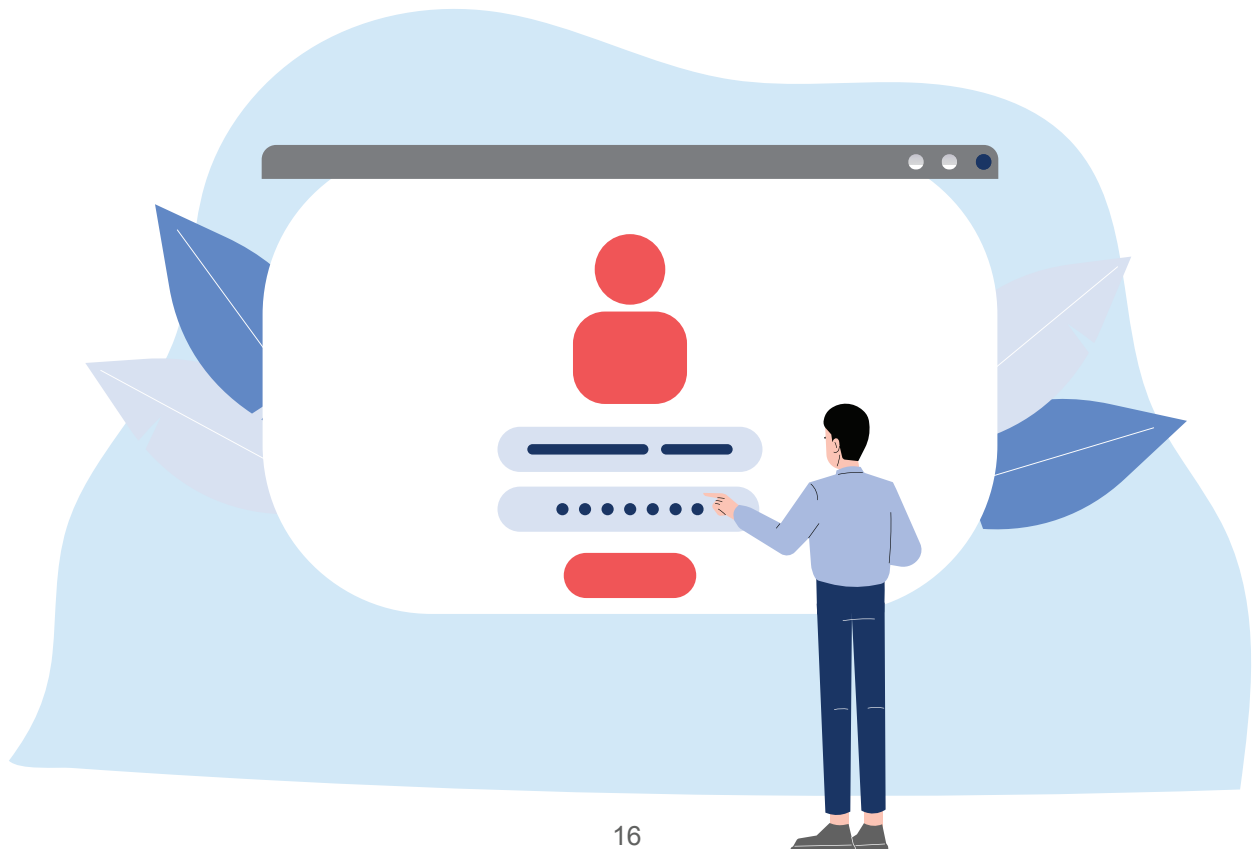


Volunteer Management Software (VMS)

Volunteer Impact™ (by Better Impact) is a cloud hosted Volunteer Management Software (VMS) system and database, with the dataset maintained by the Manager of Volunteer Services. Volunteers may have the option with Volunteer Impact of entering their own hours via the online portal.

The VMS is used to:

- Maintain records of all volunteers and interns (pending, active and inactive).
- Record volunteer hours and placements.
- Schedule volunteers.
- Generate reports on volunteer statistics for use when planning events, creating recognition awards, and for regular reporting to UJC stakeholders.



Volunteer Handbook Acknowledgement



All volunteers are required to sign the Volunteer Handbook Acknowledgement before volunteering. The Acknowledgement is included here in the Volunteer Handbook for awareness. If accepted, volunteer candidates will receive a copy of the Volunteer Handbook Acknowledgement to complete and sign.

Volunteer Handbook Acknowledgement

As a volunteer of the United Jewish Council of the East Side, Inc. (“UJC”), I acknowledge that I received a copy of the UJC Volunteer Handbook (“Handbook”) and that I read it, understood it, and agree to comply with it. I understand that UJC has the maximum discretion permitted by law to interpret, administer, change, modify, or delete the rules, regulations, procedures, and benefits contained in the Handbook at any time with or without notice. No statement or representation by a supervisor or any other staff member, whether oral or written, can supplement or modify this Handbook. Changes can only be made if approved in writing by the Manager of Volunteer Services for UJC. I also understand that any delay or failure by UJC to enforce any rule, regulation, or procedure contained in the Handbook will not constitute a waiver of UJC’s right to do so in the future.

I understand that as a volunteer I will receive no compensation or remuneration for my services and will not be eligible for any employee benefits. I acknowledge that I am not an employee. I understand that neither the Handbook nor any other communication by a management representative or any other staff member, whether oral or written, is intended in any way to create a contract of employment.

**BY SIGNING A VOLUNTEER HANDBOOK ACKNOWLEDGEMENT,
I ACKNOWLEDGE THAT I HAVE READ AND UNDERSTOOD ALL
OF THE TERMS OF THE VOLUNTEER HANDBOOK**



UNITED JEWISH COUNCIL
OF THE EAST SIDE

March 2021