



## **Racine Kenosha Community Action Agency, Inc. Volunteer Policies**

### **Confidentiality Policy**

Any and all information learned while visiting or volunteering in RKCAA buildings and at agency events, must be kept strictly confidential. RKCAA volunteers must follow Wisconsin State Law concerning confidentiality and must safeguard information gathered about RKCAA program participants or service recipients. Revealing such information to others will result in termination of volunteer services to RKCAA. Details regarding expectations will be covered during the volunteer orientation session. RKCAA volunteers will sign a confidentiality agreement statement upon entrance into the program.

### **Child/Adult Abuse and Neglect**

RKCAA programs are concerned about the abuse and neglect of any child and/or adult. A child and/or adult victim of abuse is one who is in serious danger of physical, mental, sexual or emotional injury. A child and/or adult victim of neglect is a child and/or adult without necessary food, clothing, shelter, medical care or supervision. RKCAA does not make judgments as to the state of abuse or neglect of a child and/or adult. However, it is necessary that volunteers immediately report any suspected case to their supervisor.

### **Alcohol & Drug Free Zone**

The use of alcohol, illegal drugs and smoking, is strictly prohibited in all RKCAA buildings and at all agency events. This includes at all times in the offices, kitchens, parent centers, meeting rooms, hallways and property premises. Smoking is not allowed outside of any Head Start buildings.

### **Weapons Free Zone**

RKCAA provides a workplace that is safe and free from all threatening, intimidating and violent conduct. The agency specifically prohibits the possessions of weapons while on agency property or from carrying a weapon while performing duties for the agency off the agency's premises.

## **Communication Policy**

All communication systems used at RKCAA, such as computers, telephones, cell phones, fax, voicemail, on-line computer services and e-mail, are to be used for conducting agency business. The agency's communication systems are not totally private and confidential. Even though most systems are password-protected, it is still possible for others to access the systems you are using.

Employees are instructed on the proper use of the communication systems used at RKCAA for both internal and external business communications. All agency communication systems and the information maintained on these systems are considered the sole property of the agency. As the property of the agency, RKCAA has the right to intercept, monitor, copy, review and download any communications or files created or maintained on these systems. Employees should have no expectation of privacy when using any of these systems.

RKCAA prohibits certain types of communication on our various systems. Prohibited communication includes, but is not limited to, offensive language and disruptive, illegal, harassing, insulting or non-agency related or time-consuming messages. Further, using the company's systems for personal social networking purposes, such as blogging, Facebook, MySpace, instant messaging, texting, twitting, etc., are prohibited on the agency's systems at anytime. Inappropriate use of any agency communication system will be grounds for disciplinary action, up to and including termination of employment.

Systems' messages should be treated as confidential by all employees. Employees who attempt to access other persons' Systems without prior employer approval will be considered to have violated this practice.

### **Responsibility**

The ultimate responsibility for assuring correct use of the e-mail, voice mail, Internet access, and online Systems belongs with every user. The Agency supervisors and management are formally responsible for assuring that users understand and respect the Agency's Systems and communications practices.

## **Dress Code**

It is the policy of the RKCAA to maintain high standards in personal appearance, dress and hygiene. It is important that you present a well-groomed appearance at all times to promote a favorable image of RKCAA. Appropriate attire for the workplace is expected in order to support a safe, productive and comfortable work environment.

- Volunteers are expected to dress in a professional manner. When choosing clothing for the workplace, if there is any doubt regarding appropriateness, assume that it is not.
- Supervisors may request that a volunteer leave the work site if they are improperly groomed and dressed. Details will be covered during the volunteer orientation session.

## **Volunteer Rights & Responsibilities**

- You will attend an orientation session at which time you will learn about RKCAA and the program in which you will serve.
- You are part of a team and will receive the mutual respect of other team members.
- You have the right to the same working conditions as RKCAA staff doing similar tasks.
- You will receive feedback on your work, including areas of strength and areas that may need improvement.
- You will attend on the times and dates to which you have committed to. If you cannot attend, you are to call prior to your start time and inform your immediate supervisor.
- You have the responsibility to respect program participants, staff and other volunteers.
- You have the responsibility to adhere to program policies and regulations.
- You have the responsibility to be open to suggestions and direction, and ask for specific expectations.
- A file on your volunteer application and activities will be kept strictly confidential and maintained in the RKCAA Human Resource Department.

***I affirm that I have received, read and understand the RKCAA Volunteer Policies. I have been given the opportunity to ask questions and I am aware that should I need additional guidance, I will contact my immediate supervisor. I understand that I must follow the identified policies during my volunteer services with RKCAA.***

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

Supervisor Signature: \_\_\_\_\_

*Reasonable accommodations, upon request to Human Resources, may be made for a person with a disability as outlined in the Americans with Disabilities Act.*

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