

# Welcome to Spectrum Generations

Dear Spectrum Generations Volunteer,

Thank you for choosing to volunteer with Spectrum Generations! Since 1972, volunteers have been a valuable resource for helping older and disabled adults' live independent healthy lives. Spectrum Generations is a respected, mission driven team of friendly, well-trained employees and volunteers who serve thousands of people, across all generations. We serve the counties of Kennebec, Knox, Lincoln, Somerset, Sagadahoc, Waldo, as well as the towns of Harpswell and Brunswick.

We are pleased to welcome you to our team of volunteers. We firmly believe our volunteers play a vital role in achieving our organization's mission and are crucial in the success of our programs. We hope you find your volunteer experience with us to be a fun and rewarding one.

The information provided in this welcome packet will give you additional information about our organization, it will include details about the roles and responsibilities of our volunteers. Should you have any questions please contact your supervisor or myself.

Welcome aboard, we are glad you are joining us!

Sincerely,

*Stacey Forkey*

Stacey Forkey

Volunteer Coordinator

Spectrum Generations

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## Our Mission

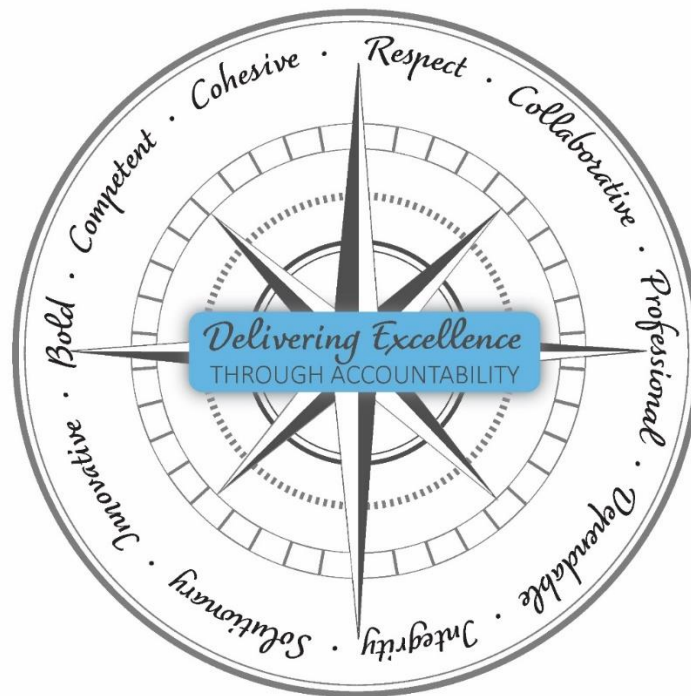
To promote and advance the well-being and independence of older and disabled adults, with the support of their care partners, to live in the community of their choice.

## Our Vision

To be an important and influential community partner, serving older and disabled adults and their care partners, by providing full access to both information and a network of services and supports that addresses social needs, facilitates informed decision making, and enables their most meaningful participation in all aspects of life.

## Core Values

Our core values guide us in all that we do: how we treat others, how we conduct ourselves, and how we work together with each other, our community partners, our supporters, and our clients.



## **Policies and Procedures**

**Policies stated in this handbook are subject to change at the sole discretion of Spectrum Generations.**

The achievement of the goals of this agency is best served by the active participation of citizens of the community. To this end, the agency accepts and encourages the involvement of volunteers at all levels of the agency and within all appropriate programs and activities.

All Spectrum Generations personnel policies are designed for both employees and volunteers and are established in full conformity with all applicable Federal, State, and local laws and regulations. If any such law or regulation changes, these policies will be re-revised accordingly at the earliest opportunity. The agency reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy.

### **Standards of Conduct**

Volunteers are viewed as a valuable resource to this agency, its staff, and its consumers. As an agency, we have the responsibility to extend the right to give volunteers meaningful assignments, the right to be treated as equal co-workers, the right to effective supervision, the right to full involvement and participation, and the right to get recognition for work well done.

As a volunteer you have a responsibility to the agency, its staff, and to your co-volunteers to adhere to certain standards of behavior and professional conduct. The purpose of these standards is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary.

We expect each volunteer to act in a mature, professional manner and to always extend maximum respect in all interactions while representing Spectrum Generations. If you have any questions concerning any standard of conduct or any of the activities listed below, please see your volunteer supervisor.

Volunteers have the responsibility for engaging in appropriate business conduct, and to report any activity which they, in good faith, believe may be a violation of any applicable law, rule or practice. All individuals associated with Spectrum Generations including employees, trustees, and consultants are expected to be knowledgeable about and provide services in a manner that will maintain compliance with all laws, regulations, and policies.

As a volunteer at Spectrum Generations, you are asked to look for situation which could be neglect, abuse, or exploitation of older consumers.

#### **Signs and symptoms of elder abuse can include:**

- Injuries such as bruises, cuts, or broken bones
- Malnourishment or weight loss
- Poor hygiene
- Symptoms of anxiety, depression, or confusion

- Unexplained transactions or loss of money
- Withdrawal from family members or friends

If you suspect the situation, please report to your direct supervisor as soon as possible.

All volunteers working at Spectrum Generations will interact with the consumers, visitors, other volunteers, and employees with:

- Kindness, compassion, and understanding
- Professionalism
- Respect and curtesy towards others
- Dignity and discretion

The agency accepts the service of all volunteers with the understanding that such service is at the sole discretion of the agency. Volunteers agree that the agency may at any time, for whatever reason, decide to terminate the volunteer's relationship with the agency. Furthermore, the volunteer may at any time, for whatever reason, decide to sever ties as a volunteer with Spectrum Generations.

## **Probationary Period**

All volunteer placements shall initially be done on a trial period of 30 days. At the end of this period a second interview of the volunteer shall be conducted, at which point either the volunteer or agency staff may request a re-assignment of the volunteer to a different position or may determine the unsuitability of the volunteer for a position within the agency.

## **Ethical Behavior**

By accepting a volunteer position at Spectrum Generations, volunteers agree to exhibit the highest standards of ethical behavior and business practices in their activities at and on behalf of Spectrum Generations. Volunteers agree to conduct Spectrum Generations business with integrity and honesty. Engaging in unethical conduct to achieve results is strictly prohibited. Personal and public conduct, as it reflects on Spectrum Generations, is expected to meet the same high standards of professionalism, integrity, honesty, and discretion. These standards of personal and public conduct shall also be observed during break times and otherwise, on the grounds of Spectrum Generations, in company vehicles, and at off-site agency or business-related events.

## **Influence Wielding**

Spectrum Generations volunteers may not use their work position to unduly influence events outside of the organization for personal gain. Spectrum Generations volunteers should not threaten to remove work – related business as a bargaining tool for personal gain. Volunteers may not accept gifts or services in exchange for influence from consumers, vendors, or any other associate doing business with Spectrum Generations.

## **Conflict of Interest**

All volunteers must disclose all actual and potential conflicts of interest including family relationships, to avoid any impropriety and the appearance of impropriety which might arise.

Each conflict of interest will be evaluated on its merits and if warranted precautions will be instituted to ensure the disclosed conflict does not interfere with the ethical operations of Spectrum Generations. Such precautions may include, but not limited to reassignment or termination of the volunteer.

## **Communication with Consumers**

Volunteers are expected to respond promptly, thoroughly, and courteously to consumer inquiries, issues or complaints. Volunteers are to communicate accurately, truthfully and in good faith concerning events that are related to Spectrum Generations.

## **Legal Relationships with Consumers**

Volunteers of Spectrum Generations shall not accept appointment as guardian or conservator for any consumer nor as personal representative or trustee in a consumer's will or knowingly be named as a beneficiary under a consumer's will, insurance policy or trust agreement.

## **Confidentiality of Consumer Information**

It is the intent of Spectrum Generations to protect the confidentiality and security of all aspects of the organization. Our consumers entrust Spectrum Generations with important personal information. The nature of this relationship requires careful maintenance of confidentiality in all our communications.

It is essential for Spectrum Generations volunteers to scrupulously protect the consumer's right to privacy and confidentiality of their personal and clinical records. This privacy includes accommodations, medical treatment, written and telephone communications, personal care, visits, and meetings of families' health care information. Information that relates to a consumer's physical, mental or behavioral condition, personal or family medical history, medical treatment or the health care provided to that consumer. All written documentation regarding a consumer's condition, which is recorded by licensed staff, must be based on personal knowledge.

### **Volunteers will:**

- Comply with state and federal laws governing the confidentiality of health care information
- Not read any confidential consumer information unless authorized to do so
- Not discuss any aspect of consumers care or condition, unless directly pertinent, and only with duly authorized personnel only to the extent necessary
- Not discuss the condition of any consumer with family members or others
- Not copy, distribute and/or remove any consumers information unless directly authorized to do so

- Treat employee and volunteer matters in strict confidence; discussions and access to documents will occur on a need-to-know basis, and only to the extent necessary. Maintain employee and volunteer confidentiality in the same manner as listed above for consumers
- Never discuss confidential information in public places or where it can be overheard
- Never discuss confidential information outside of Spectrum Generations
- Assure that information disclosed is only given by duly authorized personnel
- Assure that information disclosed to community organizations, newspapers, radio, and TV will only be given through Spectrum Generations CEO, Director of Community Engagement, or others duly authorized.

Breaches in this communication and confidentiality policy are grounds for disciplinary action up to and including termination.

State and/or federal laws may bring civil penalty, fine, and/or imprisonment for anyone convicted of unlawful disclosure of consumer information.

## **Confidentiality of Spectrum Generations' Business Information**

Spectrum Generations takes precautions to avoid inadvertent or inappropriate disclosures of confidential or privileged information, records, or documents.

This policy applies to all types of information, whether electronic, hard copied, archived, or oral. Volunteers who are working in our system will share confidential information only with individuals who are authorized to receive such information, and who have a legitimate need to know the information.

Volunteers may not give confidential or proprietary business information to unauthorized persons, such as competitors, suppliers, or outside contractors, without proper authorization. This includes, but is not limited to, financial information, consumer information, employee information, computer data, computer programs, policies or procedures.

Volunteers at Spectrum Generations will maintain and protect the confidentiality of all information handled by the organization and other information even after termination of volunteers. It is the policy of Spectrum Generations that each new volunteer shall agree to and sign a nondisclosure agreement.

Failure to maintain confidentiality may result in termination of the volunteer's relationship with the agency or other corrective action.

## **Passwords and Security**

Spectrum Generations volunteers will protect and maintain the confidentiality and integrity of information used to access our buildings and systems, including but not limited to keys, ID badges, passwords, and other security codes. Spectrum Generations recognizes that everyone is responsible for the actions resulting from the use of their passwords.

## **Clients and Relatives as Volunteers**

Agency clients may be accepted as volunteers, where such service does not constitute an obstruction to or conflict with provision of services to the client or to others. Relatives of clients may also serve as clients but will not be placed in a position of direct service or relationship to members of their family who are receiving services.

## **Gifts, Gratuities, and Kickbacks**

Spectrum Generations, its employees, and volunteers may not solicit personal gifts, services, or entertainment of any kind from consumers or other individuals doing business with Spectrum Generations. In addition, Spectrum Generations prohibits its employees and volunteers from accepting gifts and gratuities from consumers, healthcare practitioners and/or other individuals doing business with Spectrum Generations.

Under no circumstances may an employee or volunteer accept money or gifts from a consumer or a consumer's family member. Occasionally, you may find a consumer or his/her family member insisting you accept money or some other gift. Express your appreciation to the consumer/consumers family member and explain that Spectrum Generations policy makes it impossible for you to accept. Always seek the advice of your immediate Supervisor in any related matters. Note: this does not include flower arrangements, fruit baskets, or similar gestures of thanks, which are sent to a group of employees or volunteers from family members.

## **Consumer Rights**

It is understood and agreed that consumers are to be treated with dignity, respect, and sensitivity always, regardless of how they may treat other persons who work in or visit Spectrum Generations.

It is understood and agreed, that the consumers of Spectrum Generations have all rights set forth in the regulations pertaining to patients' rights as provided by laws and as promulgated by the State of Maine Department of Health and Human Services, the Center of Medicare, and Maine Care Services, HIPPA and Spectrum Generations policy. This includes meeting the Americans with disabilities Act (ADA) regulations i.e., providing language and hearing interpreted (when requested and with advance notice) to enable consumer and community member to attend and participant in Spectrum Generations programs.

It is understood and agreed that all employees are responsible to uphold these rights and report any alleged violations of these as required by regulation.

Spectrum Generations has the absolute right to investigate complaints and issues related to abuse and/or neglect of care, including, but not limited to, the interviewing of all employees who may be involved or may have knowledge relevant to the issue and will report any incidents and/or findings to appropriate regulatory authorities.

## **Interpersonal Workplace Behaviors**

It is the policy of Spectrum Generations to establish a constructive, cooperative, and harmonious relationship with and between employees, volunteers, and our consumers to promote effective service and quality work life.

In an organization like Spectrum Generations, there are issues that arise which relate to how individuals in the organization deal with one another. Not every situation can be addressed in a policy. The Spectrum Generations goal, however, is to treat one another with respect, dignity, professionalism, compassion and to be courteous no matter what the situation. Each volunteer of Spectrum Generations must feel free to raise concerns about compliance issues and their workplace environment without fear of harassment and/or retaliation.

## **Gossip and Harassment**

Spectrum Generations always expects volunteers to treat each other with respect. Spectrum Generations will not tolerate any type of harassment or violence in the workplace. Volunteers must not participate in conduct such as malicious gossip, intimidation, threatening behavior, or harassment at any time.

Failure to adhere to this policy may result in termination of the volunteer's relationship with the agency or other corrective action.

## **No Solicitation/No Selling**

To prevent disruptions and interference with Spectrum Generations business, solicitation for any purpose is prohibited. Solicitation may include distribution of literature and or selling of merchandise at Spectrum Generations.

## **Safe Work Practices**

Safety is everyone's concern, and prevention of injury to employees, co-workers, consumers, and volunteers is of prime importance. Spectrum Generations is committed to providing a safe and healthy working environment.

It is the responsibility of each volunteer to perform their duties in a manner that assures maximum safety to self and others, to encourage safe work practices with others, to assist in keeping equipment and work areas in safe condition and to promptly notify Supervisors of any fire or safety hazards.

Weapons are not allowed on Spectrum Generations property or in Spectrum Generations vehicles. Weapons include, but are not limited to, loaded firearms, unloaded firearms, knives, explosives, ammunition, and other weapons, except as specifically authorized and limited by Maine law. The only exception would be a uniformed law enforcement officer who will be permitted to enter the premises with their weapon.

If a volunteer has a valid permit to carry a concealed firearm, they may keep that firearm in their personal vehicle so long as the vehicle is locked, and the firearm is not visible. Spectrum Generations may request a



volunteer provide a copy of any applicable permit to carry a concealed firearm and confirm that the permit applies to the volunteer's firearm at any time.

## **Incident Reports**

Unanticipated incidents and injuries occasionally occur. The following guidelines were developed to assure the accurate and appropriate documentation of consumer and/or volunteer incidents at Spectrum Generations.

An incident is any happening that is not consistent with Spectrum Generations routine operation. It can be an accident or a situation that might result in an accident.

A volunteer should immediately report all incidents witnessed or in which they are involved to their Supervisor.

The Supervisor or Department Head will inform the Human Resources Director and/or designee and will thoroughly investigate all incidents to include initiating and following up on appropriate corrective action. ***See your Supervisor for incident report forms.***

## **Physical Property and Safety**

Spectrum Generations is committed to providing a safe and healthy working environment, therefore, makes every effort to comply with relevant Federal and State occupational health and safety laws. The agency works to develop operations, procedures, and programs most conducive to such an environment.

All Spectrum Generations volunteers are expected to work diligently to maintain safe, healthy working conditions and to adhere to proper operating practices and procedures designed to prevent injuries and illnesses.

## **Access to Agency Property and Materials**

As appropriate, volunteers shall have access to agency property and materials necessary to fulfill their duties and shall receive training in the operation of any equipment. Property and materials shall be utilized only when directly required for agency purposes. This policy includes access to and use of agency vehicles for the purposes of agency business only.

## **Proper Use of Spectrum Generations Property and Assets**

Spectrum Generations assets are intended for use to benefit the organization. These assets include, but are not limited to equipment, furniture, office supplies, computer equipment and software, data and information, and organization funds. Volunteers of Spectrum Generations have the responsibility to protect these assets and to ensure that they are used for company purposes.

## **Insurance**

Liability and accident insurance are provided for all volunteers engaged in agency business. Volunteers are encouraged to consult with their own insurance agents regarding the extension of their personal insurance to

include community volunteer work. Specific information regarding such insurance is available from the Volunteer Coordinator.

## **Use of Spectrum Generations Vehicles**

The use of Spectrum Generations vehicles for non-official travel, or for personal purposes is prohibited.

All volunteers are required to complete the vehicle operating training and policy review prior to using a Spectrum Generations vehicle. It is the policy of Spectrum Generations to require new volunteers to submit a current valid driver's license and verification of a safe driving record if driving is a requirement of their position.

### **Expectations while driving:**

- Seat belts must be worn during Spectrum Generations travel both in Spectrum Generations-owned and privately-owned vehicles.
- Volunteers must abide by all state and local ordinances and laws regarding the operation of the vehicle, including but not limited to registration, licensing, and insurance; cellular phone usage; and seat belt and other safety laws.
- There will be no reimbursement for items of a personal nature.
- Emergency purchases of equipment or supplies must be supported by receipts.
- Necessary miscellaneous expenses not enumerated above that are incurred by the traveler in connection with the transaction of official business are allowed only when the necessity and nature of the expense are clearly, fully, and satisfactorily documented.

## **Phones**

A telephone conversation is very often the first contact the public has with the Spectrum Generations. Good telephone manners help to assure the public that Spectrum Generations is interested in capably serving them. You can help maintain this confidence by following this procedure:

- Answer promptly and pleasantly.
- Identify your department and yourself by name.
- Speak clearly and concisely.
- Give only information that you are authorized to give and be sure it is correct.
- If you cannot furnish the information requested, explain why not, and transfer the call in a courteous manner to the appropriate person.

Volunteers who have access to agency telephones are to make limited personal telephone calls while on duty. Personal use of agency telephones and agency owned cellular telephones for long-distance and toll calls must be authorized by your supervisor or are otherwise not permitted. Volunteers should practice discretion in using agency telephones when making local personal calls and may be required to reimburse Spectrum Generations for any charges resulting from their personal use of the telephone.

Personal phone usage shall not interfere with job duties and services. Cell phones (or any other photographic device) may be used to photograph consumers, staff, volunteers, or visitors for the sole purpose of promoting center activities and programs. **Proper releases must be signed for the use of any photographs.**

## Computer and Equipment Use

Use of computers and e-mail is for Spectrum Generations business purposes and is limited to authorized employees, volunteers, vendors, and contractors. Authorized users are responsible to maintain the security of their accounts and their login passwords.

It is prohibited and ethically wrong for individuals to access, attempt to access or view files or programs for which they do not have specific authorization. Actions which intentionally disrupt, delay, delete, or endanger another person's work or the agency's operations are also prohibited. Moreover, our clients and consumers expect. We must make every effort to guarantee all their information and communications are treated in the utmost confidence and are not subject to unauthorized distribution, whether intentional or unintentional.

Spectrum Generations has the right to review, audit, intercept and disclose contents of any files stored on its systems and any communications sent over its electronic devices as Spectrum Generations may deem necessary for the protection of client and other privileged information and communications, prevention of liability, avoidance of misuse of and potential damage to the systems, and system use.

Misuses of e-mail, voice mail, facsimile, and computer systems can be considered misappropriation of corporate resources. Personal, limited use of Spectrum Generations computers and Spectrum Generations computer systems should not interfere with assigned tasks. Employees should have no expectation of privacy in any personal use of Spectrum Generations computers and computer systems, including accessing personal web-mail accounts through company equipment. Spectrum Generations expressly prohibits the misapplication or misuse of any software on any computer owned or operated by Spectrum Generations, or of any Internet-based software or service which Spectrum Generations subscribe to. Spectrum Generations will purchase the necessary software licenses for Spectrum Generations employees and volunteers to carry out legitimate authorized work-related tasks.

### Examples of misuse include the following:

- Obscene, profane, or offensive material transmitted over any company communication system
- Messages, jokes, forms, or any other communications which violate the Spectrum Generations harassment policy, nondiscrimination policy, ethical behavior policy, any other Spectrum Generations policy, or create an intimidating or hostile work environment
- Breaking into the system or unauthorized use of a password/mailbox
- Broadcasting unsolicited personal views on social, political, religious, or other non-business-related matters
- Solicitation to buy or sell goods or services
- Dissemination or printing of copyrighted materials, including articles and software, in violation of copy-right laws
- Sending, receiving, printing or otherwise disseminating proprietary data, trade secrets or other confidential information of Spectrum Generations in violation of company policy or proprietary agreements
- Sending, receiving, printing or otherwise disseminating any protected consumer information

- Operating a business, soliciting money for personal gain, or searching for jobs outside Spectrum Generations
- Sending chain letters
- Gambling or engaging in any other activity in violation of local, state, or federal law.

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

Spectrum Generations its employees and volunteers will maintain a drug-free workplace, including the prohibition of unlawful manufacture, distribution, dispensation, possession or use of a controlled substance in the workplace or any location and company vehicles where an employee or volunteer is in transit to, performing work, or rendering services on behalf of Spectrum Generations.

Any illegal substance found will be turned over to the appropriate law enforcement agency and may result in criminal prosecution.

Any volunteer who is the subject of an investigation or is charged with a criminal state or federal drug statute violation occurring on the job or in the workplace, must notify their supervisor within twenty-four hours after first becoming aware of such investigation or charge.

Any volunteer convicted of a criminal state or federal drug statute violation occurring on or off the job or in the workplace must notify their supervisor within twenty-four hours after such conviction. Spectrum Generations reserves the right to immediately discharge any volunteer based on the conviction and/or failure to report any conviction.

## **Tobacco-Free Workplace**

Use of all tobacco and nicotine products, including non-regulated nicotine products and or smoke free simulation devices (except for those approved and regulated as medicine, example: patch, gum, etc.) will be prohibited within all Spectrum Generations buildings, vehicles, and grounds.

All employees, volunteers and visitors are required to observe and promote compliance with the tobacco-free policy. Employees, volunteers, consumers, and visitors are expected to be good neighbors and to refrain from using tobacco products on neighboring business or residential properties.

Spectrum Generations is dedicated to promoting a safe and healthy environment that protects all persons from adverse health effects. The well-being of our employees, volunteers and consumers is important, not only for the individual, but for the organization.

## **Re-Assignment**

The needs of the agency, the work performance of the volunteer, or a request from a volunteer may require the re-assignment of a volunteer to a new volunteer position.

Volunteers may be requested by supervisory staff to change positions within the agency, however, are not required to accept service in this new position. If a volunteer refuses this reassignment, they may instead seek a different volunteer assignment within the agency or may retire from volunteer service.

Volunteers who are re-assigned or who request re-assignment, to a new position shall be interviewed for that position and shall receive all appropriate orientation and training for that position before they begin work. In addition, any screening procedures appropriate for that specific position must be completed, even if the volunteer has already been working with the agency.

Program staff are responsible for informing the Volunteer Coordinator of the need for re-assignments and both are responsible for the smooth transition of any volunteer to a new assignment.

## **Professional Services**

Volunteers shall not perform professional services for which certification or licensing is required unless currently certified or licensed to do so. A copy of such certificate or license should be maintained by the Human Resources Department.

## **Attendance**

Due to the nature of the services provided by Spectrum Generations, an exceptional record of attendance, promptness and dependability is desired of all volunteers already scheduled for that day.

Unscheduled absences may be taken when the volunteer is incapacitated by sickness, injury, or disability or other unavoidable emergencies. In such instances it is expected that volunteers contact their supervisor of the need for the time off as soon as it is possible and practical.

Volunteers may be encouraged to find a substitute for any upcoming absences which might be filled by another volunteer. Such substitution should only be taken following consultation with a supervisor and care should be taken to find a substitute who is qualified for the position. Substitutes may only be recruited from those who are currently enrolled as volunteers with the agency. If you know of a suitable substitute who is not currently an enrolled volunteer, please connect them to the Volunteer Coordinator to initiate process.

## **Leave of Absence**

At the discretion of the supervisor, leaves of absence may be granted to volunteers. Program staff granting a leave of absence are to inform the Volunteer Coordinator. Leave of absences that are for more than 180 days will require the affected volunteer to re-apply as a volunteer in the agency and be subject to the screening processes.

## **Timesheets**

When required, individual volunteers are responsible for the accurate completion and timely submission of timesheets that document the number of hours they have provided to the agency. This is helpful when staff needs to report volunteer hours to regulatory and funding agencies.

## Holidays

There are eleven holidays recognized by Spectrum Generations:

- New Year's Day
- Martin Luther King Jr. Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Indigenous People Day
- Veteran's Day
- Thanksgiving Day
- The day after Thanksgiving
- Christmas Day

Volunteers are not expected to work on the holidays. The only exception to this may be Adult Day Community Support Services which stays open on certain holidays in support of community need. Please notify your volunteer supervisor if you will be away during any additional holidays or times to assist in scheduling. See Holiday Schedule for specific dates of Holiday Closures.

## Inclement Weather

You are expected to exercise reasonable judgment regarding your work, family, and personal obligations. Spectrum Generations does not normally close the office because of snow or other inclement weather. If due to inclement weather, you believe it would be unsafe for you to travel to your volunteer site, at your regularly scheduled time, it is your responsibility to notify your supervisor as soon as possible of your late arrival.

Because of the need for consumer and volunteer travel, two of our programs, the Adult Day Community Support Services, and the Nutrition Programs, may be closed or have a delay start due to inclement weather.

Volunteers should contact centers for updates of programs when weather is an issue. Please always remember, your safety is important. If you are wondering if your place of volunteerism is open for the day, you may call 1-800-639-1553 and you will hear a message of any closings or delayed openings. You may also find announcements on WBZ News.

## Personal Appearance, Dress and Demeanor

Spectrum Generations Dress Code was developed to:

- Promote safety and infection control
- Enhance a positive and professional public image for Spectrum Generations
- Lend credibility to one's volunteer position

Spectrum Generations regards volunteers as its representatives to the public and as role models for its consumers and other clients. It is expected that volunteers will exercise good judgment as to what constitutes proper dress and good grooming. In general, the appearance of volunteers is expected to meet the safety and professional requirements of the position each holds but should nonetheless be neat and professional, as working conditions permit.

Articles of clothing with printed words or symbols that are sexually explicit or suggestive, portray or support use of drugs or alcohol, or that demean any person or group based on age, political view, ethnic background, disability, national origin, race, sex, or sexual preference are prohibited.

Volunteers are asked to conduct themselves at all times in a way that best represents themselves and the agency. Volunteers failing to adhere to proper agency standards with respect to appearance, dress and demeanor are subject to disciplinary action.

The following are descriptions of acceptable and unacceptable volunteer attire.

Acceptable:

- Clothing will be clean and in good repair, with overall appearance appropriate for the environment.
- Clean, safe shoes that are appropriate to the job functions.
- Personal protective equipment required for a particular job or procedure is required to be worn.
- Long hair is required to be tied back or secured in some fashion for those working in nutrition and direct care.
- Short, clean, fingernails are required for nutrition and direct care staff.
- Good personal hygiene that doesn't offend others.

Unacceptable:

- Strongly scented perfume and after-shave
- Tight fitting clothes
- Low cut tops
- See-through clothes
- Poor personal hygiene

If you need assistance in obtaining proper attire to meet these standards, please speak with your local volunteer liaison to receive the proper referral.

## **Representation of the Agency**

Prior to any action or statement which might significantly affect or obligate the agency, volunteers are required to seek prior consultation and approval from the Volunteer Coordinator. These actions may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations. The Volunteer Coordinator will coordinate with the Community Engagement Officer and/or Chief Financial Officer on behalf of the volunteer seeking permission.

Volunteers are only authorized to act as representatives of the agency as specifically indicated within their job duties and only to the extent of such written specifications unless they have received permission to act otherwise by the Volunteer Coordinator.

## **Continuing Education**

Just as staff, volunteers should attempt to improve their levels of skill during their terms of service. Additional training and educational opportunities should be made available to volunteers during their connection with the agency. This continuing education may include both additional information on performance of their current volunteer assignment as well as more general information and might be provided either by the agency or by assisting the volunteer to participate in educational programs provided by other groups.

## **Conference Attendance**

Volunteers are authorized to attend conferences and meetings which are relevant to their volunteer assignments, including both those of the agency and of other organization. Prior approval from the volunteer's supervisor should be obtained before attending any conference or meeting if attendance will interfere with the volunteer's work schedule or if reimbursement of expenses is sought.

## **Volunteers as Volunteer Supervisors**

A volunteer may act as a supervisor of other volunteers, provided that the supervising volunteer is under the direct supervision of a paid staff member.

## **Reimbursement of Expenses**

Volunteers are eligible for reimbursement of reasonable expenses incurred while undertaking business for the agency. The Volunteer Coordinator shall distribute information to all volunteers regarding specific reimbursable items. Prior approval must be sought for any major expenditure.

## **Recognition**

Volunteer recognition events will be conducted in both December and April to highlight and reward the contribution of volunteers to the agency. Program staff and the Volunteer Coordinator will be responsible for these events. Volunteers will be consulted and involved to develop an appropriate format for the event.

Additionally, a Volunteer of the Year will be chosen to be recognized at our Annual Recognition.

Periodically volunteers may be nominated for local, state-wide, and national recognition of their service to the community. Program staff, with the assistance of the Volunteer Coordinator and Community Engagement department, are encouraged to submit such nominations.

## **Dismissal of a Volunteer**

Volunteers who do not adhere to the rules and procedures of the agency or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with supervisory staff. Prior to dismissal of a volunteer, staff should seek the consultation and assistance of the Volunteer Coordinator.



Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property or misuse of agency equipment or materials, abuse or mistreatment of clients or co-workers, failure to abide by agency policies and procedures, failure to meet physical or mental standards of performance, failure to satisfactorily perform assigned duties and other violations of policy as identified in the Volunteer Handbook.

**Please Take Notes and Ask Questions:**