

REACH OF HAYWOOD COUNTY, INC.

FRIENDS OF REACH

VOLUNTEER REQUIREMENTS AND POLICIES

Friends of REACH is the volunteer auxiliary arm of the REACH of Haywood County Board of Directors. (“REACH or REACH BOARD”). It is comprised of the volunteers who provide services to REACH through its client services programs, thrift store and fundraising activities.

The Mission of Friends of REACH is to support and promote REACH of Haywood County by raising awareness of its goals and purpose within the community, and to solicit volunteers to support its services and fundraising.

Volunteers meet as a group at least once a year and are required to meet certain minimum requirements, including:

1. Agreement to follow the policies and of REACH and Friends of REACH.
2. Provide personal contact information, qualifications (if required), and references for some service areas.
3. Annually, review and execute the ***Confidentiality Policy for Employees and Volunteers*** (see Exhibit A).
4. Active participation in the service area(s) of choice, given each individual’s commitment.

POLICIES OF FRIENDS OF REACH

In order to work well with Board and staff and to present REACH in the best possible light, we ask that you adhere to the following policies while on duty as a volunteer.

Qualifications: Volunteers must be at least 16 years of age and enjoy working with people we serve, the public who access our thrift store and members of the community who attend our fundraising events and are sponsors and donors to REACH.

Requirements: All Friends of REACH volunteers will be oriented to the mission of REACH, its scope of services, and understand the expectations of the assignment. Depending on the service area, volunteers may need to complete an orientation or training before their first assignment.

Volunteers must agree to represent REACH in a professional manner and not allow personal views and opinions to conflict with its purpose.

Time commitment and scheduling: We ask each of our volunteers to sign up for as many hours or duties as their other commitments permit. A minimum average will be established by the Board representative or Executive Director who oversees the functional areas

for service. Schedules for service and meetings for fundraising activities will be provided and it is expected that volunteers will meet their commitments. If that is not possible, the volunteer needs to timely contact the appropriate staff or Board member.

Safety: Safety is important to all of us. Volunteers should conduct themselves in a way that promotes safety to themselves, co-workers and clients. Volunteers should never put themselves or others into a situation that makes them fearful or uncomfortable. If you feel uncomfortable, please notify a staff member or Board representative immediately. Any personal injury that occurs while volunteering for REACH should immediately reported to a staff member. ***Volunteers are not covered under the REACH insurance for injury to themselves or their property, such as trucks or other vehicles.***

Limitations on authority: Friends of REACH are volunteers who have no legal or apparent authority to act on behalf of REACH in the following ways:

- Communication with the media – all media publications (print, web, social media) content must be approved by the Executive Director.
- Entering into contracts or financial commitments, such as commitments related to fundraising events (rooms, food, entertainment, purchase of decorations).
- Accepting or receiving cash from third parties such as the purchase of tickets. All purchases shall be by check made payable to REACH of Haywood County. Thrift store employees who are trained and operate the service desks are excepted from this limitation. Purchase of tickets, donations of cash and sponsorships will be done in accordance with the policies established by the Board and Executive Director for that event.
- Data developed by REACH (e.g., donor lists, contact information of staff, Board and volunteers, fundraising event results that is not necessarily subject to the Confidentiality Policy) are not to be shared with anyone outside the organization. Similarly, volunteers may not directly use the information on behalf of themselves or another organization.

Volunteer feedback: REACH encourages volunteers to make suggestions, voice concerns and give ideas about how it fulfills its mission to the community. We are always looking for new ideas from smart, engaged individuals.

We thank you for your service and truly know that REACH could not serve those we do without your help.

Attachments:

Exhibit A – Confidentiality Agreement (must be signed annually by all volunteers)

Exhibit B – Pre-volunteer Contract of Confidentiality (must be signed prior to Crisis Helpline training)

Exhibit C – Volunteer Organizational Chart

Agreement

I have read the Friend's of REACH Volunteer Requirements and Policies. I agree to abide by the requirements of these policies, and to inform my supervisor and/or Board President immediately if I believe any violation (unintentional or otherwise) of the policy has occurred. I understand that violation of this policy will lead to disciplinary action, up to and including, but not limited to termination of my volunteer service with REACH of Haywood County, Inc., and possible legal action.

Signature _____

Name (print) _____

Date _____

Exhibit A

REACH of Haywood County, Inc.

Confidentiality Policy for Employees and Volunteers

This document will define confidentiality requirements for employees and volunteers (including the Board of Directors and their subsidiary committees) of REACH of Haywood County, Inc. (hereinafter “REACH”).

Confidentiality is a basic component of client care and business ethics, and employees and volunteers must do their utmost to keep this trust. Confidential information includes:

- Any personal information about current and former clients, employees, and volunteers.
- All financial data and business records.

All of this information is privileged and confidential, and may not be released or communicated to anyone in any way without authorization from the Executive Director or the President of the Board of Directors. This restriction continues after employment or volunteer service has ended (at which time all non-public documents concerning REACH shall be returned to the Executive Director.)

Employees and volunteers are free to talk about REACH, its programs, and their role in the organization, but not to disclose a client’s name or discuss anything that will make a client’s identity known. This policy is intended to protect you as well as REACH because in extreme cases, violations of this policy also may result in personal liability. All employees and volunteers must also ensure that unauthorized individuals do not overhear confidential discussions nor be able to view confidential documents, even inadvertently.

Agreement

I have read REACH's Confidentiality Policy for Employees and Volunteers. I agree to abide by the requirements of this policy, and inform my supervisor and/or Board President immediately if I believe any violation (unintentional or otherwise) of the policy has occurred. I understand that violation of this policy will lead to disciplinary action, up to and including, but not limited to termination of my service with REACH of Haywood County, Inc., and possible legal action.

Signature _____

Name (print) _____

Date _____

Exhibit B

CONTRACT OF CONFIDENTIALITY

I, _____ (print name), as a potential volunteer with REACH of Haywood, realize the importance and safety of maintaining confidentiality at all times in regards to any connection with current or former clients, shelter location, and staff members associated with REACH in any manner.

I hereby agree to maintain confidentiality at all times. I agree to keep all client contacts, whether written, by telephone, or in-person, confidential. Client information should *only* be shared with REACH staff. I understand that any breach in client confidentiality is grounds for immediate dismissal from REACH and subject to civil action for collection of damages.

Volunteer Signature

Date

REACH Staff/ Witness

Date

Exhibit C Volunteer Organizational Chart

