Volunteering is the ultimate exercise in democracy. You can vote in elections once a year, but when you volunteer, you vote every day about the kind of community you want to live in.

- Unknown
We’re so happy you’re on our team!

Welcome to Lifelong! For more than 30 years, volunteers have played a vital role in helping us provide quality care and services to our clients. By volunteering, you’ll not only help our community, but also strengthen our workplace and promote community involvement.

We strive to provide opportunities for community members to volunteer in an engaging, hands-on environment and learn about the issues facing those who are affected by chronic illnesses.

This guide will help you have the best possible experience as a volunteer. It answers frequently asked questions and provides information about the agency, our clients, and your role. Your Volunteer Lead can answer most of your other questions, but please feel free to contact the Volunteer Services’ office any time you need assistance.

Thank you for volunteering! I’m thrilled you chose to be a member of the Lifelong team—you’re already one step closer to making a difference in the community.

Sincerely,

Lifelong
Lifelong is the leading community health organization that serves people with chronic illnesses in Western Washington. We believe all people have a right to a roof over their head, healthy food to eat, and access to affordable healthcare. Lifelong delivers food, housing, and health services; and collaborates with community organizations on the prevention and care of chronic disease. Simply put — we make health work.

A Little Bit About Us

When a person is living with a chronic illness and faced with financial hardship, getting healthy can be an overwhelming task. This struggle affects people in every corner of our community — from ambitious youth, eager to start college but struggling to come to terms with their illness to seniors dealing with hunger and isolation.

Until they get back on their feet, we advocate to make sure the amazing people we serve receive what many of us take for granted — food, shelter, insurance, even human interaction.

We’re good at what we do—we have been at it for 30 years after all. With our recent combination with Evergreen Wellness Advocates, we are now able to serve 6,500 people living with chronic illness across Washington State.

Here’s how we help:

- For people living with a chronic illness such as HIV, a nutritious meal can make a huge difference in the struggle for wellness. Our FOOD program, Chicken Soup Brigade, provides nourishment to our clients through its grocery and meal program.

- When chronically ill people have a stable, safe place to live, they have a significantly better chance at improving their health. At Lifelong, we provide a variety of HOUSING options to create stable living situations for our clients.

- The HEALTH of our clients is our number one priority. We help our clients get on insurance plans so they can get the care they need. We also focus on HIV prevention and education outreach, and work hard to ensure that funding for programs is maintained at the State and Federal levels.
Individual Volunteer Process

1. **Complete Online Application**
   All volunteers must complete a volunteer application prior to volunteering with Lifelong. The application is used to establish permanent information and will be confidential and archived after the volunteer’s time at Lifelong has ended. Applications may be found at lifelong.org/volunteer.

2. **Attend Orientation**
   General Volunteer Orientations are held once a week. With the exception of special events volunteers and one-time groups, all volunteers are required to attend an orientation prior to the start of their service.

3. **Pass Background Check**
   Background checks are conducted on all prospective volunteers seeking placement with Lifelong. Depending on the essential duties noted for the position, background checks include criminal history. Information obtained through a background check is considered confidential and will be handled in accordance with laws governing confidential employee information. We will provide you with a copy of your background check upon request.

4. **Begin Volunteering**
   Once a volunteer is cleared, they can begin their first shift at Lifelong!

   To place volunteers we consider the interests, skills and availability shared on applications. Based on these parameters and our knowledge of current needs we work to place you in the best possible opportunity. Sometimes a phone or in person interview is required for an opportunity to ensure it will be a good match.

   Here are some things we consider when placing a volunteer:
   - **Skills** — Certain positions require specific skills, education or certifications.
   - **Availability** — Placement into a specific role requires that the potential volunteer is available on the day and time of the activity. Many roles require a minimum three month commitment.
   - **Age** — Each job description has age requirements listed. Anyone under the age of 18 must have a signed Parental Consent Form from their parent/guardian stating they can volunteer.

Volunteer Placement of Minors
Lifelong allows the volunteer placement of individuals between 14-17 years of age. Anyone under the age of 14 must be accompanied.
Groups, Families, and One-Time Special Events
Throughout the year Lifelong hosts groups to help in our kitchen, warehouse, and to staff one-time special events. Volunteers follow the steps below. If they have volunteered in the past, they should contact the Volunteer Department prior to submitting an application.

Here are some things we consider when scheduling groups:

- **Group Size**
  15 people is the maximum we can accommodate for most opportunities. Larger group opportunities are limited to special events throughout the year.

- **Make-up of Group:** Youth or school groups should be ages 12+ and require 1 adult chaperone for every 6 students.

- **Timeframe:** Most opportunities are during weekday, daytime hours; and Saturdays in the kitchen.

Group Volunteer Process

1. **Talk with Volunteer Services Staff**
   Volunteer Services will contact the group leader to discuss details and potential projects. We cannot guarantee placement of groups, this initial conversation is to gauge whether we can accommodate your requests.

2. **Placement**
   If there is an opening in the schedule and the needs of the program can accommodate the groups’ size then we will work on placing the group.

3. **Complete a Group Application**
   Once a day/time has been decided, group leaders will complete the Group Application. It is usually not necessary for each group member to submit an application form; one individual representing the group may enroll for the entire group. Group leaders and members are not required to attend an orientation. If the group is working directly with Lifelong clients, all adults will need to complete the paper group application authorizing Lifelong to run a background study.

4. **Connect with Site Supervisor**
   Volunteer Services will connect the group leader with the Program Volunteer Lead, and the Volunteer Department will provide the leader with site-specific information: locations, directions, special instructions, project details, etc.
Court Mandated Community Service

POLICY
Court Mandated community service volunteers will be accepted at Lifelong. Those individuals needing to complete community service will only be placed in non-client facing placements. Volunteer Services will keep all files confidential.

PROCEDURES
The Volunteer Department will interview all prospective community service volunteers and determine eligibility on an individual basis. Some offenses will automatically disqualify a potential volunteer from completing their hours with Lifelong (i.e. crimes against persons). The Volunteer Department may contact the potential community service volunteer’s probation officer to verify all information. Lifelong retains the sole authority to accept or reject requests.

Court mandated community service volunteers will not serve in client contact positions or positions with access to money. The Volunteer Department will be responsible for placement of community service volunteers within the agency. Information about the volunteer is provided to staff on a need-to-know basis. Program Volunteer Leads have the authority to terminate court mandated community service volunteers for cause and should contact the Volunteer Department prior to doing so.

Volunteers required to complete hours are responsible for the following:

- Ensuring they are meeting the guidelines of their ordered community service, as well as conveying those guidelines to the Volunteer Program.
- Ensuring the appropriate paperwork is sent from the courts to the Volunteer Department.
- Tracking hours worked by signing in/out at the VicTouch computers.
- Notifying the Volunteer Department when paperwork is to be submitted on behalf of the volunteer and must give 48 hour notice to the Volunteer Department for completion of such paperwork.

Court mandated community service volunteers must complete all volunteer paperwork and attend a General Volunteer Orientation. Under special circumstances, a one-on-one orientation with a Volunteer Department staff member may be substituted. Two unexcused absences are allowed during the course of their service with Lifelong. If the volunteer exceeds two unexcused absences, they will be terminated. All court mandated community service volunteers will comply with confidentiality guidelines regarding the privacy rights of all direct or indirect participants of Lifelong and are expected to work within the Volunteer Policies and Procedures Manual as presented during volunteer orientation. Court mandated community service volunteers must attend meetings and/or training sessions as requested by Lifelong.
# Volunteer Lead Contact List

<table>
<thead>
<tr>
<th>Department</th>
<th>Contact</th>
<th>Telephone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteer Department</td>
<td>Robyn Rodrigue</td>
<td>206-957-1607</td>
<td><a href="mailto:robynr@lifelong.org">robynr@lifelong.org</a></td>
</tr>
<tr>
<td></td>
<td>Beth Wright</td>
<td>206-957-1635</td>
<td><a href="mailto:volunteer@lifelong.org">volunteer@lifelong.org</a></td>
</tr>
<tr>
<td>Chicken Soup Brigade</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kitchen</td>
<td>Kelsey Sunshine</td>
<td>206-957-1668</td>
<td><a href="mailto:sunshine@lifelong.org">sunshine@lifelong.org</a></td>
</tr>
<tr>
<td>Warehouse</td>
<td>Zeke Miller</td>
<td>206-957-1667</td>
<td><a href="mailto:zekem@lifelong.org">zekem@lifelong.org</a></td>
</tr>
<tr>
<td>Pick-up Center</td>
<td>Briana Bee</td>
<td>206-957-1743</td>
<td><a href="mailto:brianab@lifelong.org">brianab@lifelong.org</a></td>
</tr>
<tr>
<td>Food Delivery</td>
<td>Jacob Sperati</td>
<td>206-957-1631</td>
<td><a href="mailto:Jacobs@lifelong.org">Jacobs@lifelong.org</a></td>
</tr>
<tr>
<td>Nutrition Team</td>
<td>Maureen Lilly</td>
<td>206-957-1698</td>
<td><a href="mailto:maureenl@lifelong.org">maureenl@lifelong.org</a></td>
</tr>
<tr>
<td>Food Drives &amp; Gleaning</td>
<td>Zeke Miller</td>
<td>206-957-1667</td>
<td><a href="mailto:zekem@lifelong.org">zekem@lifelong.org</a></td>
</tr>
<tr>
<td>Pike Front Desk</td>
<td>David Worthen</td>
<td>206-957-1600</td>
<td><a href="mailto:davidw@lifelong.org">davidw@lifelong.org</a></td>
</tr>
<tr>
<td>Thrift Store</td>
<td>Dylan Austin</td>
<td>206-329-5792</td>
<td><a href="mailto:volunteer@lifelongthrift.com">volunteer@lifelongthrift.com</a></td>
</tr>
<tr>
<td>HEYO Youth Outreach</td>
<td>Jackie Sanders</td>
<td>206-957-1750</td>
<td><a href="mailto:jackies@lifelong.org">jackies@lifelong.org</a></td>
</tr>
<tr>
<td>Case Management</td>
<td>Warren Leyh</td>
<td>206-957-1609</td>
<td><a href="mailto:warrenl@lifelong.org">warrenl@lifelong.org</a></td>
</tr>
<tr>
<td>Dental Program</td>
<td>Caila Nickerson</td>
<td>206-957-1715</td>
<td><a href="mailto:cailan@lifelong.org">cailan@lifelong.org</a></td>
</tr>
<tr>
<td>Development</td>
<td>Sage Fitzpatrick</td>
<td>206-957-1742</td>
<td><a href="mailto:sagef@lifelong.org">sagef@lifelong.org</a></td>
</tr>
<tr>
<td>EHIP Insurance</td>
<td>Jon Choy</td>
<td>206-957-1670</td>
<td><a href="mailto:jonc@lifelong.org">jonc@lifelong.org</a></td>
</tr>
<tr>
<td>Special Events</td>
<td>Jeremy Orbe</td>
<td>206-957-1693</td>
<td><a href="mailto:jeremyo@lifelong.org">jeremyo@lifelong.org</a></td>
</tr>
</tbody>
</table>
Lifelong Campus Maps

Chicken Soup Brigade Meal Production Center
210 S. Lucile Street, Seattle (Georgetown)

Chic ken Soup Brigade Pick-up Center
1161 11th Avenue, Seattle (Capitol Hill)

Client Services Building
1016 E. Pike Street, Seattle (Capitol Hill)
Signing up for Volunteer Shifts – Using Volgistics

Lifelong uses the online volunteer portal VicNet to help us improve and streamline the volunteer experience here at Lifelong. Through VicNet you will be able to update your contact information, see your upcoming volunteer schedule or sign up for available shifts all through the online volunteer portal, VicNet. If you need to cancel or want to add a shift, you update your schedule on VicNet, which will then alert the Program Volunteer Lead and the Volunteer Department.

All volunteers have access to this portal and can log-on from any Internet-connected device. The link to VicNet is located in the Current Volunteers section of the Lifelong website www.lifelong.org/volunteer

Your log-in name is your email address.

Your password is the one selected upon application—if you do not know your password, you can contact the Volunteer Department at volunteer@lifelong.org to have it reset for you.

To sign up for a shift, click on the “My Schedule” Tab. Days that have a “Help Wanted Flag” means that there is an open shift waiting for you to sign up! Click on the “Schedule me” button to reserve your spot. An email will be sent to the Program Volunteer Lead and the Volunteer Department alerting us. Likewise, if you need to remove yourself from a shift, click on the date you will not be able to come and then click on the 'Remove Me' button. An email will alert the Program Volunteer Lead and the Volunteer Department that you will not be coming in and open up the shift for another volunteer.
Frequently Asked Questions

I sent in a Volunteer Application...now what?
We are so excited to have you join the Lifelong volunteer family! When filling out an application, you will have picked a day and time to attend orientation. Upon applying you will receive instructions on where orientation is located. Once a volunteer attends a General Volunteer Orientation, Volunteer Services will work on assigning you for your first shift.

What happens on my first day of volunteering at Lifelong?
Please go to the address listed on your confirmation email. When you enter the doors, ask for the Program Volunteer Lead that was on the confirmation email. The Program Volunteer Lead will show you where to sign in/out, give you a tour, and give you a brief training before you start your first shift.

Where can I park when I drive to Lifelong’s buildings?
Lifelong has a limited amount of space available for volunteer and visitor parking. We encourage our volunteers to use other modes of transportation when available. Lifelong cannot be held responsible for tickets or towing fees which may occur due to improper parking.

What do I do if Lifelong is closed and I am scheduled to volunteer?
If Lifelong is closed or will be opening late due to bad weather, the main outgoing message for Lifelong (206-957-1600) will be changed by 7:00a.m. The message will notify both staff and the community of the closure or delayed opening. Lifelong does close on major holidays. Please check with your Program Volunteer Lead about holiday schedules. You will also receive an email from the Volunteer Department regarding holiday closings.

Do I get compensated or reimbursed for my volunteering?
Individuals accepting any position as volunteers will not be compensated for their work. In addition, volunteers will not receive reimbursement for mileage, parking, supplies or anything purchased without prior authorization of the Program Volunteer Lead and/or the Volunteer Department. Lifelong cannot not pay any fines, tickets, towing or any other bills received while doing volunteer work.

Help! There’s an emergency? How do I get out of a Lifelong building?
In case of an emergency evacuation, please follow your Program Volunteer Lead. Exit routes are posted throughout Lifelong’s buildings. If the emergency calls to exit the building, proceed in an orderly fashion to a meeting point with your Program Volunteer Lead.
How can I identify that I’m a volunteer?
All on-site volunteers are required to wear volunteer name badges while volunteering. This ensures a safe and secure work environment, and helps staff and volunteers learn names and faces. Badges will be available at each sign-in station. If you are unsure where to go, ask your Program Volunteer Lead.

What should I wear when volunteering at Lifelong?
In general, Lifelong endorses a business casual model of dressing. Employee and volunteer dress and grooming are encouraged to be relaxed, yet neat and clean. Lifelong is not responsible for providing appropriate clothing or shoes, both of which must be worn at all times anywhere within the agency.

Some programs have specific dress requirements. For instance:

- For health and safety reasons, if volunteering in the kitchen, warehouse, or thrift store, volunteers should wear closed-toe shoes (no heels), shirts with sleeves (no tube tops, tank tops, strapless shirts/dresses, etc), fingertip length shorts/skirts, and prepare for varying temperature climates during the year. Large or dangling jewelry must be removed and hair should be pulled back and away from the face. The kitchen provides aprons and hair/head covering.
- Staff and volunteers working with clients outside of the agency will NOT wear Lifelong clothing or identifying items such as hats, t-shirts, jackets or any other clothing which mentions Lifelong, Chicken Soup Brigade, Northwest AIDS Foundation, Seattle AIDS Walk or HIV/AIDS.
- Special events volunteers will be notified about dress requirements prior to the event.

Can I bring my cat Mittens or my dog Latte to volunteer with me?
Pets are prohibited on-site at Lifelong. Service animals are the only animals allowed on the Lifelong premises. Service animals are animals that are individually trained to perform tasks for people with disabilities such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure, or performing other special tasks. Service animals are working animals, not pets. Service animals must be kept at arm's length and under control at all times or they will no longer be considered service animals and will not be permitted at Lifelong. Staff and volunteers are not allowed to bring pets to our off site volunteer opportunities such as special events and fundraisers, Care to Shop, and youth outreach.

Uh-oh... there’s a problem
When working with so many moving parts and people, something may not go according to plan. Stay calm and alert the Program Volunteer Lead immediately. They will create an Incident Report and send it to the Volunteer Department, who will then follow up with you to make sure everything’s okay. Still don’t feel right about the situation once everything settled down? Reach out to the Volunteer Department and let us know what happened. Our number is 206-957-1607.
I'm sick, should I still volunteer?
Because we serve clients with compromised immune systems and chronic conditions, we ask that volunteers do not report for their shift if they are sick. Please call your program supervisor to let them know you will not be able attend your shift. If they do not answer, please leave a message.

Volunteers working in programs with client contact are provided with training in infection control guidelines and procedures and other appropriate training as determined by the various programs. For the safety and health of all of our volunteers, staff and clients, Lifelong encourages all volunteers to get an annual flu vaccination and TB test.

Do you keep a record of my volunteer hours?
Volunteers are required to record all of their volunteer hours with Lifelong to allow us to best understand the impact of everyone’s efforts for the outcome of Lifelong programs. All off-site volunteer hours must also be recorded via checking in with their Program Volunteer Lead, who will report hours to the Volunteer Department.

- For some volunteer programs, there will be a sign-in log. Enter your name and start time at the beginning of the shift and the time out at the end of your volunteer shift.
- For some volunteer sites, you will record your hours using VicTouch. An email detailing how to use VicTouch will be sent to those volunteers.

Can I promote Lifelong to my friends on Social Media?
Lifelong is all about sharing – meals, smiles, and what's going on. We’re on Facebook, Instagram, and Twitter!

We encourage you to post, tweet, share, and hashtag your experience volunteering at Lifelong! Check in on Facebook when you start a shift (Chicken Soup Brigade, the location is Lifelong’s Meal Production Center); post a picture of you volunteering and tag Lifelong.

- Our Twitter handle is @Lifelong_WA (underscore)
- Our Instagram account is @LifelongWA
- Our Facebook is facebook.com/LifelongAIDSAlliance

REMINDER!
For those of you who may interact directly with clients, whether by delivering food & meals or working at the Pick-Up Center, you can never include clients in the photo. Make sure they are not in the background. Only photos of you, Lifelong staff, and your volunteer colleagues (providing they are OK with that!) are allowed.
Volunteer Conduct

Lifelong strives to create a welcoming and inclusive community to all who are a part of our programs – whether walking through our doors or receiving meals delivered directly to clients. We would not be able to do the work that we do without our volunteers. We ask that all volunteers adhere to the following conduct when volunteering with Lifelong.

Confidentiality

Lifelong fully supports the right to privacy of individuals requesting assistance from and/or utilizing any services of Lifelong and people contributing time and/or money. Strictest confidentiality will be maintained at all times on the part of all staff and volunteers pertaining to any information related to clients, employees, volunteers, donors, service providers and the operations of Lifelong. Certain Lifelong programs may require that particular volunteer information be shared with partner organizations whose clients receive support from Lifelong volunteers. Volunteers will be notified of this requirement prior to volunteering with the program and all parties involved will adhere to the strictest level of confidentiality in managing volunteer information.

- Volunteers are not to discuss clients, other volunteers, donors or other service providers by name or any other characteristic by which a client, volunteer, donor or service provider could be identified, with anyone.
- Volunteers are also expected not to disclose any confidential business or employee/volunteer information obtained in the normal course of their duties regarding the operations of Lifelong or its staff members. Such confidential information includes, but is not limited to compensation information, medical information, financial information and/or legal documents.
- Refrain from wearing Lifelong paraphernalia when working with a client outside of Lifelong.
- Refrain from greeting or acknowledging clients outside of Lifelong unless greeted or acknowledged by the client first.
- Enter only designated volunteer areas while on the Lifelong campus as a volunteer.
- Volunteers are not to bring any additional friends or family with them while they volunteer in a regular weekly shift for confidentiality reasons. All friends and family must first go through the application and screening process and attend the volunteer orientation before they can volunteer in a weekly shift.

Improper or unauthorized disclosure of confidential information may result in disciplinary action, up to and including, termination from volunteering and/or legal action.

Conflict of Interest

Volunteers are expected to avoid engaging in any action that might appear to have a conflict of interest with the business of Lifelong. A conflict of interest arises when an activity limits a volunteer’s ability to act in an ethical or responsible manner as in the following examples:

- Conducting business on behalf of Lifelong with relatives, domestic partners and family members or using Lifelong facilities or equipment for personal financial gain.
• Accepting payments, commissions, tips, or rewards from clients, other volunteers, vendors, events guests, or any other person doing business with Lifelong (volunteers can accept non-monetary gifts as long as the value does not exceed $20).
• Borrowing money from or lending money to employees, clients and/or volunteers.
• Engaging in practices which violates any federal, state or local law or violates any regulation which Lifelong is subject to.
• Revealing or misusing any confidential information proprietary to Lifelong.
• The employment or utilization of clients or volunteers for personal favors outside of a formal business or contract relationship.
• A volunteer engaged in any activity that has created a conflict of interest will be subject to disciplinary action up to, and including, termination and legal action, if appropriate.

Drug Free Workplace
Lifelong is committed to maintaining a drug-free workplace to comply with the Drug-Free Workplace Act of 1988. Our agency values the health and wellness of its employees/volunteers and views substance abuse as detracting from both the health of its employees/volunteers and the productivity of the organization.
Lifelong’s policy is to prohibit the illegal possession, use, distribution, or sales of controlled substances by Lifelong employees/volunteers.
At certain Lifelong events, alcohol may be present but volunteers are not permitted to consume alcohol at any time during their volunteer shift.
Should a volunteer appear intoxicated and/or exhibit poor behavior relative to an office setting, such as slurred speech, bloodshot eyes, smell of alcohol on breath, sleeping, unable to perform duties, the volunteer may be asked to leave the premises. Violations of this policy will result in disciplinary action up to and including termination of volunteer status.

Weapons Free Environment
Lifelong values the health and well-being of our staff, volunteers, clients and visitors. No weapons of any kind (guns, knives, etc.) are allowed in any agency building, on the agency grounds, in any client home or while working with a client or at any agency function. Violations will result in disciplinary action up to, and including, termination and criminal processing, if appropriate.

Professionalism
Lifelong is a place of employment, and thus we expect our volunteers and staff to adhere to a code of professional ethics, and to conduct themselves in a professional demeanor while working both on- and off-site. We want all clients, volunteers, donors, shoppers, events guests, and any other community members coming into contact with Lifelong to be treated with utmost dignity and respect.
• Lifelong is a place free of discrimination based on age, race, creed, color, national origin, ancestry, sex, sexual orientation, gender identity, physical or mental disability, marital status, religious or spiritual affiliation, political affiliation, or military status.
• Refrain from imposing religious or political beliefs on a client, staff, donor, volunteer, or anyone who is contacting or coming into Lifelong. Lifelong is a 501(c)(3) tax-exempt non-profit organization, and we are prohibited from participating in any campaign activity for or against political candidates, parties, or ballot measures.
• Due to the nature of sexually transmitted diseases and HIV/AIDS, Lifelong has frank and open discussions about sex. It is ok to speak about how STD’s are transmitted; however it is not ok to speak about your own personal sex life or use language or make jokes with sexual innuendos.

• Volunteers are not to do any task which is outside the scope of their volunteer job description. Should you encounter this, simply state that you are “not authorized to perform that task” and if a problem or question arises or you are unsure, please contact your Program Coordinator or the Volunteer Department.

• Volunteers are to adhere to any specific procedures in place within your volunteer area or as instructed by your Program Coordinator or Lifelong staff members.

• Refrain from using your cell phone for texting, phone calls, Facebook, browsing the Internet, playing games, etc. while volunteering. You may use your cell phone before or after your volunteer shift or while on a break.

• Volunteers are expected to complete the volunteer time commitment required by their chosen volunteer program. They are also asked to notify their program coordinators if they are unable to report for their shift or unable to continue volunteering.

• Volunteers who are clients receiving food through Chicken Soup Brigade may not pack their own bags or get their own meals from the refrigerators and must instead have another volunteer or staff member get their food for them.

Workplace Violence Prohibited

Lifelong is committed to creating and maintaining an environment that is free from verbal or physical intimidation, as well as acts or threats of violent behavior. This hostile conduct undermines our ability to serve clients and erodes the environment that is necessary to support our values as an organization. In order to promote and support a workplace where dignity and respect are observed and expected, Lifelong will not tolerate any acts of intimidation, threats, bullying or other violent behavior.

Safety and security in the workplace are the responsibility of every member of the Lifelong community. This policy applies not only to acts against other volunteers, but also to acts against other individuals, including but not limited to, clients, employees, vendors, customers and others. Any volunteer who is subjected to, witnesses, or has knowledge of actions that could be perceived as violent behavior, or has reason to believe that such actions may occur, is expected to report the situation to their Program Lead and/or the Volunteer Department as soon as possible. The Program Manager and/or the Volunteer Department may choose to involve the Human Resources Department at this point.

Harassment Prohibited

Lifelong seeks to ensure that all employees, volunteers, board members, contractors, and others work in an atmosphere where there is respect for human dignity. Consistent with this expectation for respect, Lifelong has implemented policies that safeguard members of its community and provide for freedom from harassment, intimidation, and discrimination. Everyone associated with Lifelong is expected to behave in a way that fosters a professional and respectful working environment.

All employees, volunteers, board members, contractors and others working at Lifelong are responsible for supporting and adhering to this policy. No one should tolerate inappropriate behavior. Any incident of harassment (including sexual harassment), discrimination or
intimidation must be reported as outlined in the Complaint and Investigation Procedure.

Harassment is any oral, written, visual, physical or other form of conduct that denigrates, seeks to intimidate or coerce, discriminates against, or shows hostility toward any person on the basis of race, gender, sexual orientation, gender identity, religion, creed, national origin, age, political affiliation, union membership or activity, HIV status, disability, pregnancy, marital or veteran status, or any other protected status. While the following types of specific behavior may not necessarily constitute unlawful harassment, they are prohibited at LLAA because they may give rise to misunderstandings and are unprofessional: slurs, graffiti, negative stereotyping, racial, ethnic or religious epithets, and written or graphic material that may demonstrate hostility to an individual or group.

Sexual Harassment
Sexual harassment is conduct that undermines the integrity of the workplace and the integrity of the individual. It is not Lifelong’s intent to regulate social interaction or relationships freely entered into by its volunteers, but rather to eliminate conduct that creates an abusive or hostile work environment. Everyone must be allowed to work in an environment that fosters diversity and respect, and is free from unsolicited and unwelcome sexual overtones. Sexual harassment hurts morale, interferes with work performance, and adversely impacts our service to clients. Furthermore, sexual harassment is a form of sex discrimination and is an unlawful work practice.

This policy applies to all interactions between employees, supervisors, managers, clients, volunteers, customers, vendors, etc. All complaints of sexual harassment will be investigated and resolved promptly. Any volunteer found to be engaging in sexual harassment is in violation of this policy and the law, and may be subject to disciplinary action up to and including termination.

Definitions
Sexual Harassment: A form of discrimination. It is behavior that is unwelcome or unwanted sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual’s volunteer status.
- Submission to or rejection of such conduct by an individual is used as the basis for employment or volunteer assignment decisions affecting that individual.
- Behavior has the purpose or effect of unreasonably interfering with an individual’s work performance creating an intimidating, hostile or offensive work environment. The terms “intimidating”, “hostile” and “offensive” include conduct which has the effect of causing humiliation, embarrassment, or discomfort.
- Sexual harassment can be verbal, physical, or visual, and subtle or obvious. It can also include conduct that is not sexual in nature, but is gender-related. Sexual harassment includes harassment of the same or opposite sex.

Examples of sexual harassment include, but are not limited to, the following types of behavior:

- Unwelcome sexual advances, such as requests for dates or proposition for sexual favors;
- Repeated, one-sided attention in the form of requests for dates, love letters, telephone
calls, emails or gifts;
• Verbal or written conduct, such as making or using derogatory comments, epithets, slurs, teasing and jokes of a sexual nature, or discussing sexual experiences;
• Visual or physical conduct, such as leering, making sexual gestures, or displaying or sending sexually suggestive pictures or objects (excluding educational posters or objects provided by Lifelong);
• Verbal, written or physical conduct directed at the characteristics of a person’s real or perceived sexual orientation or gender identity, such as negative name calling or imitating mannerisms;
• Making or threatening reprisals, or changing performance expectations after an individual has turned down a sexual advance;
• Spreading rumors related to an individual’s alleged sexual activities;
• Sexually degrading comments used to describe an individual;
• Unwelcome physical contact, such as pinching, grabbing, patting, touching, brushing, hugging, assault, rape, or impeding or blocking movements.

**Sexual Relations with Clients, Volunteers or Staff Members**

Lifelong does not intend to unnecessarily regulate social interactions freely entered into by consenting adults. The only prohibitions and restrictions delineated in this policy apply to situations that violate established standards of professional ethics.

The following ethical standards apply to all regular full-time, part-time, or contract Employees, and any volunteers acting in a leadership capacity including training, facilitating, etc., for Lifelong:

• Employees/volunteers may not engage in sexual activity with any client, volunteer, or education program participant with whom they have a direct, professional relationship.
• Employees/volunteers may not engage in sexual activity with any other employee, client, volunteer, or education program participant with whom they have a direct managerial/subordinate relationship.

**Issues Resolution Policy**

Lifelong strives to be fair and consistent in all policies and procedures. If a volunteer questions the appropriateness of a process, please consult with the Volunteer Program for clarification, counseling or advice first. Volunteers are expected to make every effort to resolve differences with peers and/or program leads before continuing the process to the next level. The process will not progress unless there has been a demonstrated effort for direct resolution except in the case of mitigating circumstances such as sexual harassment from a program lead.

If all efforts have failed to work out the issue, the volunteer is encouraged to take the concern to the next highest level of authority as follows:

1. Volunteer Manager
2. Manager or Director of Program.
3. Chief Operating Officer

Any volunteer whose conflict has gone beyond step #2 should write a letter to the Chief Operating Officer stating the difficulties and the previous attempts to resolve the issue(s).
**Volunteer Misconduct and Disciplinary Procedure**

Lifelong retains the right to discipline and terminate volunteers from their current placement or from volunteering at Lifelong when policy and procedures are not followed. Volunteer misconduct and disciplinary issues are reviewed on an individual basis and the Volunteer Department makes final decisions.

Volunteers found in violation of any of the policies and procedures will be assessed. The Program Volunteer Lead and Volunteer Department will ask questions regarding the events. Depending on the severity of the misconduct, actions may be taken. The possible actions may include, but are not limited to, change of placement, limitations of placement, suspension from volunteering for a period not to exceed one year and/or termination from Lifelong. Volunteers are urged to follow the grievance procedure spelled out in the Issues Resolution section if the result seems unfair.

Serious problems occasionally make it necessary to dismiss an individual from an assignment or from Lifelong. Any action to dismiss a volunteer will receive careful, detailed and confidential consideration.

A volunteer may be dismissed from the agency for any of the following reasons: violation of program policies, inappropriate behavior with a client, staff member or other volunteers, unauthorized published public representation of duties, training, activities and accomplishment as a Lifelong volunteer, violation of Volunteer Confidentiality Statement, theft of property or money and/or if it becomes evident the best interests of the client, volunteer and/or Lifelong are not being served.

Volunteers who are found in violation of the policies will be:

1. Immediately removed from their current placement
2. Asked to meet with Volunteer Department and Program Volunteer Lead, if applicable
3. Given reasons for the termination in writing
4. Ineligible to volunteer at Lifelong (either for a specified time period or permanently)

**Equal Opportunity Practices**

Lifelong recognizes the importance and value of a culturally diverse volunteer pool and is committed to a policy of equal opportunity. Every volunteer has the right to work in an environment free from all forms of unlawful discrimination.

Placement decisions, including but not limited to, recruitment, placing, training, upgrading, transfer, termination, and all other terms and conditions of placement will not be made on the basis of age, race, creed, color, national origin, ancestry, sex, physical or mental disability, marital status, sexual orientation, gender identity, religious or spiritual affiliation, political affiliation, or military status. All volunteer-related decisions are based solely on relevant criteria including training, experience, suitability, and the needs of Lifelong and its clients.

In accordance with local, state and federal laws, any actions deemed discriminatory will be subject to disciplinary action up to and including termination.

The policy is to treat each of its volunteers with dignity and respect. In support of these policies, Lifelong does not tolerate harassment against any staff member, client, volunteer or applicant by any other staff member, client or volunteer, regardless of position or status, on the basis of sex, marital status, race, color, creed, age, religion, national origin, sexual orientation or disability.
Americans with Disabilities Act (ADA)
Lifelong complies fully with the ADA and applicable state and local laws prohibiting discrimination in employment against qualified individuals with disabilities. In accordance with these laws, Lifelong provides reasonable accommodation for individuals with disabilities.

Any volunteer who has a disability covered by the ADA can make a request for reasonable accommodation through his/her program lead, the Volunteer Department or the Human Resources Department. A reasonable accommodation includes any action to enable a volunteer to perform the essential functions of his/her position, but which does not result in an undue hardship to the organization or pose a direct threat to the health and safety of any volunteers or employees including the individual requesting the accommodation.

Upon making a request for accommodation, the Human Resources Department will determine the feasibility of the accommodation request. Factors examined when considering the request include, but are not limited to, the nature and cost of the accommodation, the impact on the operations of Lifelong and the financial resources available.

Any employee/volunteer reporting to work under the influence of drugs or alcohol may be subject to suspension without pay, or referral for testing, or termination, or other action as deemed appropriate by management.

Alcoholic beverages may be served at agency business, events, or social functions only as authorized by the Chief Executive Officer. In such instances, employees/volunteers who are working the event and acting as official representatives of Lifelong must receive prior approval from the Chief Executive Officer before partaking of any alcoholic beverages.

Alcoholic beverages are not to be consumed on the premises of Lifelong during a volunteer shift.
Have questions about volunteering?
Feel free to contact Volunteer Services

Robyn Rodrigue
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Beth Wright
Volunteer Program Assistant
bethw@lifelong.org