**PCA Policy and Procedures Agreement**

Welcome to the Phoenix Center at Auraria! We are excited to have you on board as part of our team. We value our volunteers, interns, and student staff immensely, and truly could not have a successful organization without them.

Please take some time to consider the following factors. After reviewing these, if you determine that you would still like to commit to volunteering/interning/working with The Phoenix Center at Auraria, please initial after each commitment and sign at the bottom. Please contact the Director with any questions or concerns.

1. All staff and volunteers are expected to notify their supervisor(s) if at any time they are unable to fulfill their duties or need to alter their schedules, for whatever reason. Notification should be given at least one week prior in writing (except in the case of an emergency or alternate agreement) to the scheduled activity the staff/volunteer will miss so alternate arrangements can be made for replacements. Upon approval by their supervisor, staff/volunteers are responsible for inputting their approved absence or schedule change into the shared calendar. Repeated absence from previously scheduled events or office hours, may result in formal action; \_\_\_\_\_\_
2. Volunteers and staff must wear appropriate attire - attire that they would not work out or sleep in – any time they are representing the PCA including when they are in the office but not technically “on the clock”; \_\_\_\_\_\_
3. All volunteers/staff must maintain a high level of professionalism, ethical communications, and represent the services of the Center in a positive manner; \_\_\_\_\_\_
4. Volunteers/staff must commit to the PCA’s overall commitment to a positive, empowering, and collaborative workspace. Volunteers/staff will receive two warnings regarding contribution to any unsatisfactory environment and offered extra training before formal action is taken; \_\_\_\_\_\_\_\_\_\_
5. Maintaining confidentiality is critical to your role at the PCA. Under no circumstance should you discuss confidential information in a public place where conversations might be overheard or with anyone other than PCA staff members. Those who are found to have violated confidentiality will have their employment terminated immediately; \_\_\_\_\_\_
6. Be sure to give out only correct, factual information. Do not guess about information. If you do not know the answer to a factual question, be honest and say so. Offer to find out (e.g. check with the appropriate resource) and get back to them. Follow up within 48 hours as requested; \_\_\_\_\_\_
7. *Non-Proselytization Policy:* The Phoenix Center at Auraria (PCA) does not allow any of its volunteers or staff from proselytizing while participating in services or activities related to their work associated with the PCA. Staff and volunteers should refrain from any statements and/or behavior that would be construed as inducing parties to convert one’s faith or any reference made to a person’s religious belief and/or practice. The PCA does not condone the practice of witnessing and or the sharing of one’s faith while engaged in activities or services provided by PCA. Any staff or volunteers violating this policy shall be subject to termination: \_\_\_\_\_\_\_\_
8. *Non-Discrimination Policy:* Any staff member employed, volunteering or interning at the Phoenix Center at Auraria will adhere to a strict policy of no discrimination. PCA prohibits discrimination on the basis of race, color, national origin, age, religion, ability, sexual orientation, gender, gender identity, marital status, political identity, and veteran status in any aspect of the access to our services or treatment of clients in our programs and activities, or in employment and application for employment; \_\_\_\_\_\_
9. Under no circumstances should volunteers or staff give out the personal phone numbers, work hours, or addresses of themselves, any office staff members, fellow VPEs, or volunteers to clients or campus partners without prior authorization; \_\_\_\_\_\_
10. Unless specifically described otherwise, your role is not one of an advocate or counselor. All crisis or short term advocacy needs should be referred to the Victim Services Coordinator and/or the 24/7 PCA Helpline. Counseling needs should be referred to one of the counseling centers on campus or in the community; \_\_\_\_\_\_
11. The Office uses a team approach to provide the highest quality of prevention education across the Auraria Campus. Volunteers/staff are required to work with all other PCA volunteers/staff in order to provide effective services. Frequent and open communication among members is essential. Gossip will not be tolerated. One warning regarding disrespectful communications between or amongst staff will be given before more formal action is taken; \_\_\_\_\_\_\_\_\_
12. Volunteers and staff must treat all team members with respect, compassion, and integrity at all times; \_\_\_\_\_\_
13. Occasionally volunteers and/or staff may be asked by friends, classmates, and/or newspapers to comment on recent incidents involving the campus community. Do not share even general information with anyone who is not a staff member. If a member of the news media approaches you, refer him/her to the your supervisor(s). \_\_\_\_\_\_

*Employees and volunteers are “at will”. In addition to specific corrective actions detailed above, any violation of the above guidelines may result in dismissal from the PCA subject to approval by the and Director.*

*I agree to honor the above guidelines.*

Signature: Date

Supervisor Signature: Date