

Volunteers' Information and Handbook

EIN 92-3419406
SPIRIT OF UKRAINE
C h a r i t y F o u n d a t i o n



Volunteer Information & Handbook

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About the Handbook

This handbook is designed to introduce you to the Spirit of Ukraine nonprofit volunteer expectations and to provide a basic overview of the policies and procedures which guides and directs all of us within the Spirit of Ukraine. As a volunteer staff member we extend to you the same right as any other organization with regards to the work environment, necessary job training, supervision, evaluation, and recognition

In return we expect you to honor your commitments to Spirit of Ukraine, respect other staff members and perform your assigned duties to the best of your abilities.

As our organization grows and changes, there will be a need to modify the policies, practices and other information described in this Handbook. When such changes occur, you will be notified by an announcement or update. It is your responsibility to keep your handbook current and to be informed about policies and changes that affect you.

If you have any questions or need any clarification of the information contained in this handbook, please contact the Volunteer Program Coordinator



POLICIES AND PROCEDURES

Attendance and Absenteeism

As a volunteer staff member we depend on you to complete your volunteer obligations. We do understand that from time to time certain situations may arise that prevent you from doing so. Please alert the Volunteer Program Coordinator of any scheduled absences – such as vacation – as far in advance as possible so that an appropriate substitute may be found. In the event of an unscheduled absence – illness or emergency – please alert the Volunteer Program Coordinator as soon as possible, preferably before your scheduled duty begins. If absenteeism becomes excessive your volunteer relationship with Spirit of Ukraine will be reevaluated.

Reviews or Progress Reports

Many volunteers consider volunteer work as transition path to nonprofit employment, or as a great way to develop new professional skills. If you are interested in pursuing this course the Volunteer Program Coordinator will help you establish goals, and will provide progress reports or a review as requested. Your review will be based on Spirit of Ukraine's core values of teamwork, leadership, accomplishment, dedication, and spirit.

Volunteer Personnel Files

Your personnel files are confidential and consist of written documents retained by the Volunteer Program Coordinator. The volunteer's personnel file can be only reviewed by the Volunteer, the Board Chairperson, the Administrator, and the Volunteer Program Coordinator. This file contains basic contact information and records about your volunteer service with Spirit of Ukraine.

Representing Spirit of Ukraine

Volunteers are only authorized to act as a representative of Spirit of Ukraine if specifically tasked with this responsibility in your volunteer job description. Please consult with, and receive permission from, your team members or the Volunteer Coordinator before engaging in any actions which may affect or hold the organization liable including but not limited to: public statements to the press, signing contracts or entering into financial agreements, lobbying or forming partnerships with other organizations



Ending Your Volunteer Service

You may resign from your volunteer service with Spirit of Ukraine at any time. We request that you notify the Volunteer Program Coordinator ideally two weeks prior to your departure and request that you complete the Exit Interview process.

Disciplinary Practices

The following guidelines may be used in some instances at the sole discretion of Spirit of Ukraine:

- Step 1: Oral warning with documentation in the individual's personnel file.
- Step 2: Written warning to individual and copy to personnel file.
- Step 3: Written warning with suspension – documentation to personnel file.
- Step 4: Termination/Dismissal

These guidelines are based on cumulative infractions, regardless of whether the infraction is of the same general nature as a previous warning.

The use of these disciplinary practices in no way alters the fact that your volunteering with Spirit of Ukraine is "at-will".

Problem Solving Procedure

When a group of people work and volunteer together, problems may arise. It is important to all of us that such problems are solved as quickly as possible. Occasionally, however, it may be necessary to investigate certain problems in greater detail. Our problem-solving procedure provides you with the opportunity to have a review of any problem, dispute, or misunderstanding that arise during the course of your volunteering.

Step 1: You may submit a problem in writing to the Volunteer Program Coordinator within three (3) working days after the problem becomes known to you. He/she is interested in the solution of any Spirit of Ukraine problem you, as a member of the team, may have. He/she will attempt to resolve your problem at this initial meeting. If unable to reach a mutually agreed upon settlement, the Volunteer Program Coordinator will investigate the situation further, and within three (3) working days, meet you to give his/her final answer in writing. If you are still not satisfied, then you may request a Step 2 meeting.

Step 2: This step consists of submitting, in writing, the problem to the Chief Services Office (CSO) within three (3) working days of receiving the Step One response. The CSO will schedule a meeting with you and the Volunteer Coordinator as soon as practicable. At this meeting the CSO will attempt to resolve the problem, if he/she is unable to do so, he/she will provide you with a written resolution within three (3) working days. This will be the final determination.

Dismissal

Dismissal of a volunteer is a serious consideration. Before a volunteer is dismissed attempts to reconcile the solution will be made including a meeting between staff and volunteer(s) involved, the Volunteer



Program Coordinator, and, if appropriate, the CSO. Dismissal of a volunteer may take place if a volunteer is unreliable, irresponsible, disruptive, demonstrates inappropriate behavior, or fails to adhere to the policies and procedures of Spirit of Ukraine.

Exit Interview and Exit Checklist Process

We encourage all volunteers to participate in an exit interview before leaving Spirit of Ukraine, regardless of your reason for leaving. You may also request a letter of reference or referral at this time.

The exit interview is your opportunity to communicate your views about the position, your department, management, the operations of the company, and any other relevant information you feel it is important for us to know.

The appropriate persons will contact you to arrange an exit interview and an exit checklist meeting.

Termination procedures are only guidelines and do not constitute a legal contract between Spirit of Ukraine and the volunteer, as arrangement is by mutual consent.

Confidentiality Agreement

Due to the nature of the work you may be doing as a Spirit of Ukraine volunteer, you will be asked to sign a confidentiality agreement. We expect you to abide by Spirit of Ukraine rules and regulations, and by signing this document you acknowledge that you agree to refrain from the unauthorized use or disclosure of any proprietary information.

Policy against Harassment

Spirit of Ukraine is committed to maintaining a work environment free of unlawful harassment. Spirit of Ukraine policy prohibits harassment based on sex (including sexual harassment, gender harassment and harassment due to pregnancy, childbirth or related medical conditions) and harassment based on race, religion, creed, color, national origin or ancestry, physical or mental disability, medical condition, marital status, age, sexual orientation or any other status protected by federal or state law or local ordinance or regulation. All such harassment is unlawful. Spirit of Ukraine's policy applies to all persons involved in the operation of Spirit of Ukraine and prohibits unlawful harassment by any volunteer/ employee of Spirit of Ukraine including supervisors and teammates.

Examples of sexual harassment may include, but are not limited to:

- Physical, unwelcome touching;
- Verbal conduct such as epithets, derogatory jokes or comments, slurs, or unwanted sexual advances, invitations or comments.
- Visual conduct such as derogatory and/or sexually oriented posters, photography, cartoons, drawings or gestures.
- Threats and demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss, and offers of employment benefits in return for sexual favors;
- Inappropriate conduct or comments consistently targeted at only one gender, even if the content is not sexual
- Retaliation for having reported or threatened to report sexual harassment.

This behavior is unacceptable in the workplace itself and in other work-related settings such as business trips and business-related social events.



Immigration Reform and Control Act Policy

Under the terms of the Immigration Reform and Control Act of 1986, all volunteers hired after November 6, 1986 must provide, at the time of hire, proof of their identity and their authorization to travel, study, or work in the United States.

Smoking

In response to state and local laws and building code, we ask that you respect the areas at events and social gatherings in regards to smoking.

Pets

Pets (dogs, cats, reptiles, birds, and any other type of live animal), although beloved, are officially allowed in the workplace. We ask that you are respectful of others and their pets. If you are allergic to animals, or if you would prefer not to be around animals please alert the Volunteer Program Coordinator.

Solicitation

Solicitation by non Spirit of Ukraine volunteers for any reason is not allowed. Employees and volunteers may solicit or distribute literature for various groups or organizations for reasons including charitable ones. Prior permission from your supervisor or the Volunteer Coordinator is required.

Substance Abuse

The possession, use or sale of illegal drugs is never acceptable in Spirit of Ukraine's business environment. Also, the abuse of prescription and over-the-counter drugs and alcohol can compromise your job performance and conduct.

We recognize that substance abuse can be successfully treated. Seeking help or assistance is not considered grounds for discipline, but refusal to get help in certain circumstances may be. It is your responsibility to get professional help to improve your performance or conduct.

Privacy in General

Whatever you put on a Spirit of Ukraine's computer systems, including email you send and receive, and software you install, could have been seen/read by someone other than yourself or your intended receiver. Emails and anything else generated or stored on Spirit of Ukraine computer systems are company property. We understand that you may need to conduct personal business while using a Spirit of Ukraine's computer systems, but we ask that you do not abuse this access

Email and Voicemail Usage

The Spirit of Ukraine email system is intended for business use only. Personal correspondence should not be conducted through this email address, and Spirit of Ukraine reserves the right to monitor your email activity. Like email, voicemail can be listened to by someone other than yourself or your intended receiver. Anything you put or receive on Spirit of Ukraine voicemail is also company property.

Volunteer Workstation and Email Access

All volunteers will be given a unique login to access the volunteer systems or programs. This will allow you to access the internet and your own unique desktop from each program, and will give you access to the Volunteer folder on the Microsoft or Cloud server to share and save documents. You may not access Spirit of Ukraine systems or programs from any other workstation or machine without prior written approval.



You will also be given a Spirit of Ukraine email address – usually it is whatever online handle you prefer to go by @spiritofukraine.org. This email address will be available both through your unique login as well as from a web platform. This email address will also allow you to access the Spirit of Ukraine Google Drive.

Community Support & Org Approval Volunteers

As a volunteer you may be asked to work with our Community Volunteer team and assist our partner programs, volunteers and other nonprofits. We ask that you treat these teams in the same fashion and respect as you do with Spirit of Ukraine.

Volunteer to Paid Staff

Spirit of Ukraine encourages qualified volunteer candidates to work with the organization. We acknowledge that this situation may involve complex relationships and expect all participants to act with the highest levels of personal and professional respect for all people involved. The following process builds on, but does not bypass, the existing application process but we do not pay or make a wage, this position, as all positions at Spirit of Ukraine, are completely voluntary with no compensation.

Acknowledgement of Receipt of Handbook

I acknowledge that I have been given a copy of the Spirit of Ukraine Volunteer Booklet. I understand that this Booklet summarizes Spirit of Ukraine personnel guidelines and that it is furnished to me solely for my information.

I further understand that volunteering with Spirit of Ukraine is not for a specified term and is at the mutual consent of me and Spirit of Ukraine. Accordingly, Spirit of Ukraine or I can terminate the volunteer relationship at will, with or without cause, at any time.

I further understand that the statements contained in the booklets are not intended to create any contractual or other legal obligations. I also understand that Spirit of Ukraine may modify or rescind any of its policies, or practices described in the Booklet at any time, except for those policies required by law.

I acknowledge that it is my responsibility to read and become familiar with the contents of the Handbook.

Volunteer Name *(Printed)* _____

Volunteer Signature _____

Date: ____/____/____

