



## Volunteer Handbook Acknowledgement of Receipt

The Volunteer Handbook describes important information about Hilltop's volunteer policies and procedures that have been established to ensure the effective engagement, safety, and management of volunteers throughout the organization. Individual programs within Hilltop may have specific standards and procedures. Volunteers are required to abide by program policies and procedures in addition to the corporate volunteer policies and procedures outlined in the handbook.

I understand that I should consult Volunteer Services regarding any questions not answered in the Volunteer Handbook.

I acknowledge that I have received the Volunteer Handbook and I understand that it is my responsibility to read and comply with the policies and procedures contained within the handbook.

Employee Name (printed): \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_



The Chief Executive Officer (CEO) has approved the following volunteer policies and procedures addressed in this volunteer handbook. The purpose of this handbook is to provide overall guidance to employees and volunteers on Hilltop's volunteer practices, policies and procedures that have been established to ensure for the effective engagement, safety, and management of volunteers throughout the organization.

This policy and procedures handbook supersedes all prior handbooks. The CEO reserves the right to approve all subsequent additions and revisions to the handbook.

  
\_\_\_\_\_  
J. Michael Stahl  
Hilltop Chief Executive Officer

  
\_\_\_\_\_  
Approved & Effective Date



## VOLUNTEER HANDBOOK

### Management Version



July 26, 2018



Welcome to Hilltop!

You are joining a dynamic team which has been serving the community since 1950. Hilltop has evolved to meet our community's needs, but our core values have remained the same.

Hilltop's mission is *"Leading through action to make a difference for people of all ages,"* and to be successful, we need every employee and volunteer working towards this goal. Hilltop is an action oriented group of employees and volunteers that believe in leading the way, not following along the beaten path.

Our Core values revolve around **DOING THE RIGHT THING** and are demonstrated by:

- Putting people first
- Building relationships
- Striving for excellence
- Challenging the status quo
- Taking responsibility for our actions

We take these values seriously and as a new Hilltop volunteer we expect you to do the same.

Hilltop takes great pride in the work we do. You will find our clients have a variety of backgrounds and needs. The opportunities for you to make profound impact on their lives, their families lives, and to better our community are numerous.

I hope you find your volunteer experience at Hilltop to be fun and personally rewarding.

Thank you for becoming a member of our team.

Sincerely,

A handwritten signature in blue ink that reads "Mike Stahl".

Mike Stahl, CEO

## Hilltop Organizational Overview

Since 1950, Hilltop has been a leading human service organization that has taken an innovative approach to meeting community needs through collaborative partnerships with other agencies including city, county and state government. Hilltop has over 20 programs that provide a variety of services to individuals in a four county area- Mesa, Delta, Montrose and Ouray. Client populations served include pregnant women, children and families, youth, adults and seniors. Each year, the organization serves over 15,000 individuals through its programs.

### Mission Statement

**Leading through action to make a difference for people of all ages**

### Volunteer Guidelines & Policies & Procedures

Volunteers are a valuable resource to Hilltop, its employees and its clients. Volunteers may be utilized in all appropriate programs and activities of the organization. Volunteers will not be utilized to displace any paid employees from their positions.

The purpose of this handbook is to provide overall guidance to employees and volunteers on Hilltop's volunteer practices, policies and procedures that have been established to ensure for the effective engagement, safety, and management of volunteers throughout the organization. Individual programs within Hilltop may have specific standards and procedures. Volunteers are required to abide by program policies and procedures in addition to the corporate volunteer policies and procedures outlined in this handbook. Copies of the corporate volunteer policies and procedures are available on request.

Hilltop recognizes that although volunteers are not considered employees and paid for their service, they are an integral part of our team and do have rights. These include:

- The right to be given meaningful assignments
- The right to a safe working environment
- The right to be treated fairly and respectfully
- The right to effective training and supervision
- The right to receive recognition for their service

In return, volunteers shall agree to actively perform their duties to the best of their abilities and to abide by the values, policies and procedures of Hilltop.

## Eligibility

Volunteer opportunities are available to all qualified applicants without regard to race, color, religion, gender, national origin, or disability. Youth ages 12 -17, and individuals 18 years and older may volunteer. Hilltop reserves the right to temporarily or permanently deny entry of any applicant into the volunteer program. Possible reasons for denial may include, but are not limited to, the following:

- Any false, omitted or unsuitable applicant information obtained through the application, references, interview, training and screening process.
- Unprofessional behavior including rudeness, insolence, or offensive behavior toward a client, family member of a client, employee, or fellow volunteer.

## Becoming a Hilltop Volunteer

### Application & Interview Process

Any individual interested in becoming a volunteer with Hilltop will be asked to complete a volunteer application. The application includes basic contact information, areas of interest, and emergency contact information. The application can be completed online at the Hilltop website: [www.htop.org](http://www.htop.org) or a hard copy of the application can be obtained from Volunteer Services. Volunteer applicants will be contacted by the Manager of Volunteer Services to discuss volunteer opportunities available with the organization based on their interest, experience and talents. Based on the applicant's interest area, the Manager of Volunteer Services will schedule the initial interview with the potential volunteer or refer them to the designated program representative for interview.

The volunteer application process will follow the steps outlined in the **Volunteer Application Procedure or Teen Volunteer Application Procedure** depending on the age of the individual.

**Background Checks & Screens:** All individuals interested in volunteering in any capacity with Hilltop and on an on-going basis will be required to complete the volunteer application and screening process. In order to ensure for the safety of those we serve and provide for the proper placement of volunteers, Hilltop will conduct program specific criminal background checks and screening on volunteers to determine appropriate fit for assignments. Individuals under the age of 18 and/or one-time event volunteers are exempt from this requirement. Background screening requirements will follow the procedure outlined in the **Volunteer Background Check Screening Policy**.

**Placements:** In placing a volunteer in a position, attention will be paid to the interests, skills, and capabilities of the volunteer and to the requirements of the volunteer position. A designated program representative will interview the volunteer to ensure appropriate fit. In addition, volunteers must successfully complete all volunteer paperwork, program specific background checks and screening requirements. No volunteer shall begin performance of any position until they been officially accepted for the position by the Manager of Volunteer Services.

**Change of Placement:** Volunteers may request a change in placement anytime during their volunteer service. If a volunteer elects to be re-assigned, the volunteer must apply for the new volunteer position and receive all appropriate screening and training.

## Orientation & Training

**Hilltop Orientation:** Volunteers are encouraged to attend a general Hilltop orientation that provides an overview of the organization's mission, history and services. Volunteers will be asked to attend an orientation as soon as possible within the first 3 months of their volunteer placement.

**Program Orientation and Training:** Volunteers receive orientation and position specific training from their program liaison or coordinator. All volunteers are to receive the following information as part their orientation and training:

- a. Introduction to the program director and key staff
- b. An overview of the program and a tour of the facility
- c. Safety information for the program and facility (fire drill orientation, designated meeting area etc.)
- d. Smoking designated location
- e. Program policies and procedures
- f. Boundaries and confidentiality
- g. The location of where they will perform their duties and put their personal belongings while volunteering
- h. Review of the position description and scope of their role
- i. Volunteer evaluation or check in opportunities on performance
- j. Volunteer sign-in and sign-out sheet location and documentation of hours
- k. Training on specific office equipment they will utilize in their role
- l. A volunteer name badge
- m. Any additional training necessary for their role.



**Continuing Education:** Hilltop believes in offering training opportunities to volunteers at low to no cost, which can help individuals grow personally, professionally and educationally. Examples of trainings include: Foundational Coaching, Enneagram and Standard First Aid/CPR. These opportunities are shared with volunteers by email, flyer, and in the volunteer newsletter.

**Volunteer Career Ladders:** Volunteers are encouraged to grow and develop their skills while serving with the organization. If desired by the volunteer, Hilltop will assist through promotion to new volunteer positions to assume additional and greater responsibilities. Hilltop will assist the volunteer in maintaining appropriate records of volunteer experience that would assist the volunteer in future career opportunities, both paid and volunteer.

## Documentation of Volunteer Hours

All volunteers are required to report their hours and activities while serving with Hilltop as outlined in the **Documentation & Reporting of Volunteer Hours Policy**. Volunteers can complete volunteer timesheets or program sign-in sheets. Hours are collected monthly and reported to Volunteer Services by the 5<sup>th</sup> of the following month. Volunteer hours are **essential** for programs who receive grants in meeting compliance requirements for funding and leveraging grant dollars with in-kind support.

## Attendance

Volunteer attendance is important to the operation of each program. Volunteers should notify their program liaison or coordinator in advance if they are going to be late or unable to fulfill their commitment to serve as scheduled. Volunteers should not report for work if they are ill.

## Leave of Absence

Volunteers may request a leave of absence from volunteering for up to six months. Volunteers should notify their program liaison or coordinator of the leave of absence request and program liaison or coordinator will contact the Manager of Volunteer Services to update their file to the new status. Volunteers can remain inactive for a period of six months before being de-activated. Volunteers can return to active status even after they have been de-activated by calling Volunteer Services at **(970) 244-0659**.



## Updating Volunteer Records

Volunteer records are securely kept in the Volunteer Services Department and at the Montrose Family Resource Center. If a volunteer has changes in their contact information such as phone numbers, addresses, email addresses and emergency contact, they should contact their program liaison or coordinator. The liaison or coordinator will notify Volunteer Services to update their record. Volunteer Services sends out an annual Volunteer Information Update form to volunteers to ensure accurate volunteer contact information is on file.

## Physician's Release

Volunteers who are under the care of a physician and require restrictions or limitations to any activity are requested to have a release from their physician as to their ability to satisfactorily and safely perform their volunteer duties with or without restriction. A physician's release may also be required when a volunteer has been hospitalized or has been ill for 14 consecutive days or more. The volunteer may not be allowed to serve or return to service with Hilltop until a release has been submitted to and reviewed by the corporate nurse. The Manager of Volunteer Services will keep a copy of the release in the volunteer's file. The **Volunteer Physician's Release Policy** outlines the procedure.

## Professional Services

Volunteers will not provide professional services for which certification or licensing is required. For liability reasons, individuals who have certifications or licensing in a particular professional field will not be able to volunteer in that professional capacity with Hilltop. Some examples include nurses, certified nursing assistants, therapists etc.

## Therapy Dogs

Hilltop does accept therapy dogs as volunteers for the organization. Dogs used for therapeutic purposes must follow the licensing requirements of each program facility to which they are assigned and provide copies of current vaccination and therapy certification records. Dog handlers are required to go through the volunteer application process as outlined in the **Volunteer Application Procedure**.

## Code of Conduct

Volunteers are required to follow the code of conduct of the organization that protects the interest and safety of all clients, residents, volunteers, employees and Hilltop. The following are only some examples of inappropriate conduct which could lead to release from the volunteer program outlined in the **Volunteer Code of Conduct Policy**:

- Excessive tardiness or absenteeism.
- Volunteering in any capacity with the organization while under the influence of alcohol or illegal drugs and/or the unauthorized possession, distribution, sale, transfer or use of alcohol or illegal drugs.
- Theft or inappropriate removal or possession of Hilltop property or that of any volunteer, employee, client, resident and/or client/resident family member.
- Willful neglect or damage to Hilltop's property or interest.
- Unauthorized disclosure of confidential information.
- Inappropriate use of office equipment including telephones, computer equipment or systems, email or other Hilltop owned property.
- Unsatisfactory performance of duties or inappropriate conduct.
- Assaulting or threatening to assault another person.
- Behavior in the work environment that may be harmful to morale or work performance.
- Rudeness, insolence or offensive behavior toward a customer, client, resident, volunteer, or employee.
- Falsification of records or reports including time sheets or other acts of dishonesty.
- Violation of the volunteer policies contained in this handbook, and /or violation of the policies of your program/department.

## Dress Code

As a representative of Hilltop, volunteers are responsible for presenting a positive image to clients and the community. Volunteers are to dress appropriately for the conditions and performance of their duties. Some programs may have specific dress code requirements that volunteers will be required to follow when placed in those locations.

## Gifts & Gratuities

Hilltop residents, clients, or family members may be grateful for the kindnesses that Hilltop's volunteers have extended them and often like to respond by giving money or gifts. As outlined in the **Volunteer Code of Conduct Policy**, volunteers should not accept anything - money or gifts, without consulting with their program liaison or coordinator; or to solicit or accept loans of any sums of money from clients/residents or a client/resident family. If a

resident, client, or family member insists on giving money or a gift, volunteers should notify their program liaison or coordinator.

## Confidentiality

All volunteers must maintain confidentiality concerning Hilltop residents, their families, employees, donors and other volunteers. Confidentiality of such information means that it is not to be discussed or shared with persons outside of the organization. **Hilltop's Confidentiality Policy** complies with HIPAA regulations, which state that all residents, clients, employees, and volunteers have the right to have the confidentiality of their Protected Health Information, which can include medical, financial, and personal and other information, records, data, etc., protected from unauthorized viewing, use and disclosure. Every volunteer is required to sign a **Confidentiality Agreement** as part of the application process. Any questions or concerns regarding confidentiality should be directed to your program liaison/coordinator or the Manager of Volunteer Services.

## Conflict of Interest

Volunteers are expected to act in an ethical manner that will safeguard the reputation and integrity of Hilltop. As outlined in the **Volunteer Code of Conduct Policy**, volunteers must refrain from engaging in any transaction in which personal interests conflict, potentially conflict, or appear to conflict with those of Hilltop. An actual or potential conflict of interest occurs when a volunteer is in a position to influence a decision that may result in **personal gain for oneself or a relative** as a result of involvement with Hilltop. Some conflict of interest situations are easily identifiable, whereas others are more subtle. Any questions or concerns regarding conflict of interest should be directed to the Manager of Volunteer Services.

## Smoke- Free Environment

Hilltop is committed to providing a smoke-free working environment. Hilltop's **Smoke-Free Environment Policy** states that no one shall smoke within any of its owned or leased buildings. Designated outdoor smoking areas have been approved for each building location. Smoking is allowed in the approved designated smoking areas so long as it does not infringe on the rights of clients and non-smokers. For information regarding the location of approved designated smoking areas contact your program liaison or coordinator.

## Drug-Free Environment

Hilltop is committed to providing a drug-free, healthy and safe working environment. Hilltop's **Drug-Free Environment Policy** states that volunteers not use, possess, distribute,

sell, or be under the influence of alcohol or illegal drugs while volunteering on Hilltop property or while conducting Hilltop related activities off Hilltop premises. Occasionally, Hilltop may sponsor events where alcohol is served. In such situations, volunteers who consume alcohol are expected to act in a responsible manner.

The legal use of prescribed drugs is permitted during volunteer service only if it does not impair a volunteer's ability to perform the essential functions of their volunteer position effectively and in a safe manner that does not endanger other individuals in the workplace. Volunteers must advise their program liaison/coordinator if they are taking any prescription or over-the-counter drug which could adversely affect safety or performance.

## Harassment-Free Environment

Hilltop is committed to providing an environment that is free from discrimination and unlawful harassment. All volunteers are expected to conduct themselves in a professional manner at all times. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated. Hilltop's **Harassment-Free Environment Policy** expressly prohibits inappropriate conduct of any kind that could lead to a claim of harassment. Volunteers are encouraged to bring any concerns or incidents of harassment, including sexual harassment to the immediate attention of your program liaison/coordinator and/or the Manager of Volunteer Services.

## Safety & Liability

Hilltop aims to provide a safe and healthy working environment for all their volunteers. As volunteers are not considered employees of Hilltop, they are not covered under workers compensation insurance if injured while volunteering for or on behalf of the organization. Hilltop does have general liability coverage which, with some limitations and exclusions, would protect volunteers for covered injury or damage that results from activities or service that volunteers perform at Hilltop's direction, and within the scope of their duties. Hilltop's general liability insurance is **secondary** to the volunteer's primary medical or motor vehicle insurance unless the accident was caused due to Hilltop negligence or facility safety problems. If a volunteer is injured in the course of their volunteer service, it is important that the volunteer notify his or her program liaison/coordinator immediately. Volunteers should complete with their liaison/coordinator a **Volunteer Accident Report** form within 24 hours of the incident. The program liaison/coordinator will ask the volunteer if they require medical attention and ensure the volunteer receives immediate medical attention if necessary, and/or that they follow-up with their primary physician. If warranted, the liaison/coordinator will notify the volunteer's emergency contact. The completed accident report should be sent to the Manager of Volunteer Services for follow-up within 48 hours. The Manager of Volunteer Services will notify Hilltop's Safety Officer. The procedure for reporting injuries is outlined in the **Volunteer Liability & Accident Reporting Policy**. Volunteers with insurance questions should contact the Manager of Volunteer Services.

While serving at your Hilltop program site location, volunteers are asked to keep the following common-sense suggestions in mind to help ensure a safe environment.

- Be aware of any unknown person who comes into your area and is not accompanied by an employee.
- Never leave your purse, wallet, or other valuable items on or under your desk. Keep these items out of sight. Keep your wallet or purse with you at all times or keep them in a secure drawer or cabinet. Avoid carrying large sums of money.

Hilltop is not responsible for lost or stolen personal property, and will not reimburse a volunteer for any personal property which disappears from a volunteer site.

Volunteers should be familiar with and follow the safety protocols of each program where they are assigned. Program liaisons and coordinators can provide volunteers with safety information.

## Community Service Volunteers

**Youth Volunteer and/or Service Learning:** Volunteers 12-17 years of age may volunteer for the organization with consent of a parent or guardian. Youth will be placed in pre-approved and age appropriate Hilltop positions with direct staff supervision at all times. Volunteers will complete the teen volunteer application process with Volunteer Services. This includes youth completing service learning requirements for school or those interested in experiential learning opportunities and/or internships through a vocational program.

**Practicums and Internships:** Hilltop is committed to help individuals grow personally, professionally, and educationally by providing quality internship and practicum opportunities in its programs. All individuals over the age of 18 who are interested in completing **unpaid** internships and practicums will be considered volunteers with Hilltop and will complete the volunteer application process with Volunteer Services and follow the steps outlined in the **Volunteer Internship and Practicum Procedure**.

**Court Appointed Community Service:** As a community partner, Hilltop believes in providing community service opportunities to individuals mandated by the judicial system. All individuals over the age of 18 interested in fulfilling community service with Hilltop will complete the volunteer application process defined in the **Volunteer Application Procedure** and will follow the steps outlined in the **Court Appointed Community Service Procedure**. Individuals 12-17 years of age needing to complete community service will be referred to the Mesa County Partners organization or another youth appropriate agency. Hilltop reserves the right to determine and/or deny placement of individuals based on the nature of their charges and criminal history.

## Employee & Former Employee Volunteering

Hilltop does accept employees and former employees as volunteers when the following specific criteria are met as referenced in the **Employee & Former Employee Volunteer Policy**:

### Employee:

- Employees are providing volunteer service totally without any coercion.
- The volunteer service being performed by the employee is outside of the scope of normal duties for which they are paid and are for a different program.
- The volunteer service being provided is performed outside of the employee's usual paid working hours.
- The volunteer service performed does not displace any paid employees from their positions.
- Human Resources must pre-approve an employee's volunteer position or internship with Volunteer Services to ensure compliance with the Fair Labor Standards Act.

### Former Employee:

- The former employee left the organization in good standing.
- The volunteer service being performed by the former employee does not include in its entirety the scope of the duties to which they were paid as an employee for the same program.
- The volunteer service provided by the former employee is part-time with no more than 20 hours per week being contributed.
- The volunteer service performed does not displace any paid employees from their positions.
- Human Resources must pre-approve a former employee's volunteer position with Volunteer Services to ensure compliance with the Fair Labor Standards Act

## Recognition

Hilltop values and appreciates every volunteer who gives of their time and talents to the organization and recognizes their service in the following ways:

- **Informally by volunteer site** –Liaisons, coordinators and program employees on an on-going basis show their appreciation for volunteers by:
  - Giving them a simple "Thank You"
  - Giving small tokens of appreciation
  - Invitations to lunch

- Recognizing Birthdays
- **Formally by volunteer site and as a Corporation by:**
  - Nominations for Awards
  - Invitations to Special Events
- **Providing Special Benefits:**
  - Free Flu Shots
  - Participation in Hilltop's Wellness Program
  - Continuing Education Opportunities
  - Career Ladders
  - Internship and Practicum Opportunities

## Evaluation

Volunteers will have a check-in performance review twice a year with their program liaison/coordinator to discuss how the volunteer is doing in their position, review position duties and responsibilities, training needs or additional training opportunities of interest, to show appreciation, and seek suggestions from the volunteer on their position and how to enhance their volunteer experience with the organization.

Volunteers will also receive an annual Volunteer Satisfaction Survey requesting feedback on their volunteer experience with the organization and ways Hilltop can improve the volunteer program.

## Volunteer Behavior & Performance

Hilltop strives to deal with concerns of volunteer behavior and performance in a constructive manner. A volunteer's behavior or performance that demonstrates an inappropriate fit for a program and their assigned position, or fails to adhere to Hilltop and program policies will result in a modification plan. This plan may include but is not limited to: counseling, retraining, reassigning and/or release based on the severity of the concern. Hilltop reserves the right to release a volunteer from service at any time, for any reason, in order to maintain the integrity of the organization and its programs. The modification plan will follow the steps outlined in the **Volunteer Modification Plan Procedure**.

## Release of a Volunteer

Volunteers who do not adhere to the policies and procedures of Hilltop, fail to satisfactorily perform their volunteer duties, or display inappropriate behavior will be subject to release from the volunteer program. No volunteer will be released from service until the volunteer has had an opportunity to discuss reasons for a possible release with their program



liaison/coordinator. This discussion will follow the **Volunteer Modification Plan Procedure** and include consultation with the Manager of Volunteer Services.

Possible grounds for release may include but are not limited to the following:

- Gross misconduct or insubordination
- Being under the influence of alcohol or illegal drugs
- Theft of property or misuse of Hilltop property/equipment
- Mistreatment or abuse of clients and/or co-workers
- Failure to abide by Hilltop policies and procedures

## Grievance Procedure

Hilltop is dedicated to living our mission and values every day. Hilltop volunteers are an important part of protecting our values and those we serve. Volunteers are encouraged to share their concerns regarding violations to our values or when something simply doesn't "feel" right.

If volunteers have concerns about value violations, policies, procedures, practices or regarding their volunteer position, they can express their concern through the grievance procedure. Volunteers should first attempt to address any program related issues with their liaison/coordinator. It is expected that most disagreements will be dealt with at the program level with respect to the chain of command. In the event that informal conflict resolution fails to resolve the issue, the volunteer can access the Hilltop Ethics Officer or submit a grievance in writing to the Manager of Volunteer Services. The grievance will be reviewed and appropriate action taken based on information from all parties and input from leadership. The volunteer will be notified in writing regarding the outcome of their grievance. The grievance process is outlined in the **Volunteer Grievance Procedure**.

## Resignation

Hilltop respects a volunteer's right to leave the Hilltop Volunteer Program permanently. Whether the volunteer decides to leave due to illness, personal/family issues, or dissatisfaction with their Hilltop volunteer experience, we ask that you notify your program liaison/coordinator in person, by phone, or in writing. Volunteers are asked to give as much notice as possible, and return their name badge.

All volunteers who resign from the volunteer program will be sent an exit interview form.

## Appendix

### Forms:

- Volunteer Confidentiality Agreement
- Volunteer Accident Report
- Volunteer Code of Conduct
- Volunteer Relationship Agreement
- Volunteer Willing & Able Form
- Volunteer Timesheet
- Publicity Waiver & Liability Release Form
- Fair Credit Reporting Act & Authorization Disclosure Form
- Minor Volunteer Parental Consent Form

### Policies & Procedures:

- Corporate Volunteer Policy
- Volunteer Application Procedure
- Teen Volunteer Application Procedure
- Volunteer Background Check & Screening Policy
- Documentation & Reporting of Volunteer Hours Policy
- Volunteer Physician's Release Policy
- Volunteer Code of Conduct Policy

- Confidentiality Policy
- Smoke-Free Environment Policy
- Drug-Free Environment Policy
- Harassment-Free Environment Policy
- Volunteer Liability & Accident Reporting Policy
- Volunteer Internship & Practicum Procedure
- Court Appointed Community Service Procedure
- Employee & Former Employee Volunteering Policy
- Volunteer Modification Plan Procedure
- Volunteer Grievance Procedure



## Volunteer Confidentiality Agreement

Confidentiality is an important part of ensuring the privacy of both those providing and receiving services from our organization.

I understand that during my service with Hilltop, I may be exposed to information of a confidential nature. This information may include any of the following categories:

- Client or resident information
- Client or resident family information
- Donor information
- Employee information
- Volunteer information
- Protected Health Information (HIPAA)
- Other sensitive information not described above.

Confidentiality of such information (personal or identifying in nature) means that it is not to be discussed or shared with others outside of Hilltop. Information regarding clients and residents may be discussed only with the authorized Hilltop staff providing program services.

I have read Hilltop's Confidentiality Policy attached, and understand it. I further understand that failure to abide by the confidentiality requirements will result in immediate action up to and including release from the volunteer program. Breaches in Confidentiality may also result in legal action, including possible criminal penalties.

I, \_\_\_\_\_, have read Hilltop's Confidentiality Policy  
(Please Print Name)

and by signing this statement agree to all conditions.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



## Volunteer Accident Report

Volunteers are required to complete this form with their program liaison or coordinator when they have an accident while volunteering. **This form must be completed within 24 hours of the incident.** If you are unable to complete this form within 24 hours, your liaison or coordinator is required to complete the form by telephone. Report form should be sent to the Manager of Volunteer Services within 48 hours of incident.

### Volunteer information

Name: \_\_\_\_\_ Phone #: \_\_\_\_\_

Address: \_\_\_\_\_

### Incident Information

Date of Incident: \_\_\_\_\_ Date Volunteer Services notified: \_\_\_\_\_

#### Type of Occurrence & Description:

\_\_\_\_\_ Auto Accident      \_\_\_\_\_ Exposure (Chemical/Blood borne Pathogen)

\_\_\_\_\_ Fall      \_\_\_\_\_ Other (describe) \_\_\_\_\_

\_\_\_\_\_ Back Injury      \_\_\_\_\_ Other Accident: \_\_\_\_\_

Location of Occurrence & Address: \_\_\_\_\_

Witness to Occurrence: \_\_\_\_\_ Phone #: \_\_\_\_\_

#### Description of Occurrence & Contributing Factors:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

No treatment       Treated and returned to service       Treated and sent home

Name of Volunteer's Physician: \_\_\_\_\_ Follow-Up Required: Yes  No

Report Completed by: \_\_\_\_\_ Date: \_\_\_\_\_

Date of Follow-up by Manager of Volunteer Services: \_\_\_\_\_ Initials: \_\_\_\_\_



## Volunteer Code of Conduct

Volunteers are expected to act in an ethical manner that will safeguard the reputation and integrity of Hilltop. Volunteers must refrain from engaging in any matters in which personal interest conflict, potentially conflict or appear to conflict with those of Hilltop.

Volunteers are required to follow the ethical code of conduct of the organization that protects the interest of all clients, residents, volunteers, employees and Hilltop.

### **All volunteers of Hilltop should subscribe to the following ethical code of conduct:**

1. To remain sensitive to, and be respectful of, ethnic, cultural, religious, and lifestyle diversity of employees, volunteers, clients and their families.
2. To respect and protect the confidentiality of information concerning volunteers, donors, employees, clients and their families.
3. To support employees and volunteers in bringing constructive criticism of Hilltop through appropriate channels and avoiding public conversations regarding employee or volunteer concerns.
4. To avoid behaviors which bring justifiable, critical comments on Hilltop from the general public.
5. To avoid any transactions that could result in personal or financial gain as a result of your involvement with Hilltop.
6. To refrain from giving or accepting anything- money or gifts without consulting with the program liaison or coordinator; or to solicit or accept loans of any sums of money from clients/residents or a client/resident family.
7. To maintain professional boundaries with clients, residents, employees and volunteers. This is to include all personal/sexual behavior.

**The following are only some examples of inappropriate conduct which could lead to release from the volunteer program:**

1. Excessive tardiness or absenteeism.

2. Volunteering in any capacity with the organization while under the influence of alcohol or illegal drugs and/or the unauthorized possession, distribution, sale, transfer or use of alcohol or illegal drugs.
3. Theft or inappropriate removal or possession of Hilltop property or that of any volunteer, employee, client, resident and/or client/resident family member.
4. Willful neglect or damage to Hilltop property or interest.
5. Unauthorized disclosure of confidential information.
6. Inappropriate use of office equipment including telephones, computer equipment or systems, email or other Hilltop owned property.
7. Unsatisfactory performance of duties or inappropriate conduct.
8. Assaulting or threatening to assault another person.
9. Behavior in the work environment that may be harmful to morale or work performance.
10. Rudeness, insolence or offensive behavior toward a customer, client, resident, volunteer or employee.
11. Falsification of records or reports including volunteer reports of time, or other acts of dishonesty.
12. Violation of the volunteer policies contained in this handbook, and/or violation of the policies of your program/department.

By signing below, I acknowledge and agree to abide by Hilltop's Volunteer Code of Conduct.

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date



# Volunteer Relationship Agreement

As a volunteer, I agree to:

## **Be Committed**

- The commitment you make should not be entered lightly
- Offer your time and energy only if you truly believe in what you plan to do

## **Be Cooperative**

- Do not criticize
- Remember that you are there to help

## **Be a Team Player**

- Volunteering is a team effort
- Play by the rules
- Leave your ego at home

## **Be bold—Ask Questions**

- Get the answers to your questions
- Understanding decreases your frustration and increases your satisfaction
- It also improves your contribution

## **Be Open to Learning and Hard Work**

- Most Volunteers are called upon to learn new and unfamiliar tasks to meet the needs of the people whom they work with.
- Your training is important to the success of your effort

## **Be Willing to Accept Supervision**

- A positive attitude and eagerness to take direction will be welcome in any situation
- Remember you are there to help, and doing it the established way works best

## **Be Dependable**

- People will be counting on you
- You need to take your commitment seriously
- Abide by your time and consistency commitment
- Communicate to your site supervisor when you will be absent or late for your volunteering time

## **Be Respectful**

- Respect the cultures, beliefs, opinions and decisions of others, although you may not always agree
- Treat each other with courtesy, sensitivity, tact, consideration and humility
- Accept the Chain of Command and respect each other regardless of position
- Encourage people to achieve and grow

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Signature

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Date



## Volunteer Willing & Able

**Volunteer Position:** \_\_\_\_\_

Read the list of tasks below and check whether or not you can do these tasks. You must be able to do these tasks with or without reasonable accommodation to qualify for this volunteer position. If accommodations are needed, please note at the end of the task. Falsification of your abilities will result in immediate dismissal from this position.

**Yes**    **No**

\_\_\_    \_\_\_    Stand \_\_\_% of the time.

\_\_\_    \_\_\_    Walk \_\_\_% of the time.

\_\_\_    \_\_\_    Sit \_\_\_% of the time.

\_\_\_    \_\_\_    Reach with arms and hands to support, move, assist, hold lift from floor to overhead.

\_\_\_    \_\_\_    Talk and hear and feel.

\_\_\_    \_\_\_    Lift, carry, push, pull up to \_\_\_pounds.

\_\_\_    \_\_\_    Close vision (clear at \_\_\_ inches or less)

\_\_\_    \_\_\_    Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).

\_\_\_    \_\_\_    Far vision (clear at \_\_\_ feet or more)

\_\_\_    \_\_\_    Use a computer keyboard for up to \_\_\_ hours a day.

\_\_\_    \_\_\_    Use correct body mechanics to accomplish tasks.

To the best of my knowledge, my answers are correct and honest.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name



## VOLUNTEER TIMESHEET

**Please check the service location where you volunteer:**

Grand Junction     
  Delta     
  Montrose     
  Ouray

**Please check the program where you volunteer and the service type that describes what you do:**

<p><b>PROGRAMS</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> B4 Babies &amp; Beyond</li> <li><input type="checkbox"/> Cooking Matters</li> <li><input type="checkbox"/> Corporate Office</li> <li><input type="checkbox"/> Day Haven</li> <li><input type="checkbox"/> Family Connections</li> <li><input type="checkbox"/> Family First</li> <li><input type="checkbox"/> Get Real</li> <li><input type="checkbox"/> Health Access/Access +</li> <li><input type="checkbox"/> DV Services GJ</li> <li><input type="checkbox"/> Life Adjustment Program</li> </ul>	<p><b>PROGRAMS</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Nurturing Parents</li> <li><input type="checkbox"/> Partnership for Children &amp; Families</li> <li><input type="checkbox"/> Residential Youth Services</li> <li><input type="checkbox"/> Property Services</li> <li><input type="checkbox"/> Senior Day Break</li> <li><input type="checkbox"/> The Commons</li> <li><input type="checkbox"/> The Fountains</li> <li><input type="checkbox"/> The Resource Center</li> <li><input type="checkbox"/> Volunteer Services</li> <li><input type="checkbox"/> Work Force Center</li> <li><input type="checkbox"/> Wellness Program</li> <li><input type="checkbox"/> ADRC</li> <li><input type="checkbox"/> Supporting Our Seniors</li> <li><input type="checkbox"/> DV Services Delta/Montrose</li> <li><input type="checkbox"/> Child &amp; Family Services</li> <li><input type="checkbox"/> Marketing &amp; Development</li> <li><input type="checkbox"/> Human Resources</li> <li><input type="checkbox"/> SB94</li> <li><input type="checkbox"/> The Family Resource Center-Montrose</li> </ul>	<p><b>SERVICE TYPES</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Administrative Support</li> <li><input type="checkbox"/> Special Events _____</li> <li><input type="checkbox"/> Special Projects</li> <li><input type="checkbox"/> Outreach Support</li> <li><input type="checkbox"/> Client Companion</li> <li><input type="checkbox"/> Internship/Practicum</li> <li><input type="checkbox"/> Cooking Instructor/Support</li> <li><input type="checkbox"/> Group Facilitation</li> <li><input type="checkbox"/> Activities Facilitation</li> <li><input type="checkbox"/> Crisis Line</li> <li><input type="checkbox"/> Professional Services</li> <li><input type="checkbox"/> Training Instructor</li> <li><input type="checkbox"/> Computer Services Support</li> <li><input type="checkbox"/> Tutoring</li> <li><input type="checkbox"/> Mentoring</li> <li><input type="checkbox"/> Janitorial</li> <li><input type="checkbox"/> Maintenance</li> <li><input type="checkbox"/> Landscaping</li> <li><input type="checkbox"/> Transportation</li> <li><input type="checkbox"/> Childcare</li> <li><input type="checkbox"/> Other _____</li> </ul>
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VOLUNTEER'S NAME \_\_\_\_\_

MONTH \_\_\_\_\_ YEAR \_\_\_\_\_

Date	Description of Assignment/Activity	Time In*	Time Out *	Total Time	Mileage**
		Round to nearest 1/4 Hour	Round to nearest 1/4 Hour		

**(Turn over for more entry space)**

TOTAL MONTHLY HOURS: \_\_\_\_\_ VOLUNTEERS INITIALS \_\_\_\_\_

\* Do not include travel time in Hours Served Column unless vehicle is used on behalf of your program assignment-do not include time driving to and from volunteer assignment.

\*\* Do not include mileage in MILEAGE Column unless vehicle is used on behalf of your program assignment.

VOLUNTEER'S NAME \_\_\_\_\_

MONTH \_\_\_\_\_ YEAR \_\_\_\_\_

Date	Description of Assignment/Activity	Time In* Round to nearest 1/4 Hour	Time Out * Round to nearest 1/4 Hour	Total Time Round to nearest 1/2 Hour	Mileage**

TOTAL MONTHLY HOURS: \_\_\_\_\_ VOLUNTEERS INITIALS \_\_\_\_\_

\* Do not include travel time in Hours Served Column unless vehicle is used on behalf of your program assignment-do not include time driving to and from volunteer assignment.

\*\* Do not include mileage in MILEAGE Column unless vehicle is used on behalf of your program assignment



**PUBLICITY WAIVER / LIABILITY RELEASE**

I give my permission to Hilltop Community Resources to use pictures for advertising and promotion purposes. I agree that Hilltop Community Resources may use the photographs in any and all print and other media. I waive all personal purposes and further waive all rights to inspect and approve the finished photographs, advertising copy, or printed matter used in conjunction therewith.

\_\_\_\_\_  
Name (Print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Address

\_\_\_\_\_  
Signature

Parent:

Date:

---

\_\_\_\_\_  
Witness (Print)

\_\_\_\_\_  
Witness Signature



## **FAIR CREDIT REPORTING ACT DISCLOSURE REGARDING BACKGROUND INVESTIGATION**

As an applicant for volunteering with Hilltop Community Resources, Inc., you are a consumer with rights under the Fair Credit Reporting Act. When any of the following circumstances exist, Hilltop Community Resources, Inc. may choose to obtain and use information contained in either a consumer report or investigative consumer report from a consumer reporting agency about you: (1) when considering your application for volunteering, (2) when making a decision whether to offer you a volunteer position (3) when deciding whether to continue your volunteering (if you are placed), or (4) when making other volunteer-related decisions directly affecting you.

For explanation purposes, a “consumer reporting agency” is a person or business which, for monetary fees, dues, or on a cooperative nonprofit basis, regularly assembles or evaluates consumer credit information or other information on consumers for the purpose of furnishing consumer reports to others, such as Hilltop Community Resources, Inc.

A “consumer report” means any written, oral, or other communication of any information by a consumer reporting agency bearing on your character, general reputation, personal characteristics, or mode of living which is used or expected to be used or collected in whole or in part for the purpose of serving as a factor in establishing your eligibility for volunteer placement purposes.

An “investigative consumer report” means a consumer report or portion thereof in which information on your character, general reputation, personal characteristics, or mode of living is obtained through personal interviews with your neighbors, friends, associates reported on or with others with whom you are acquainted or who may have knowledge concerning any such items of information.

In the event an investigative consumer report is prepared, you may request additional disclosures regarding the nature and scope of the investigation requested as well as a written summary of your rights under the Fair Credit Reporting Act.



## Fair Credit Reporting Act & Authorization Disclosure Form

In order to ensure for the safety of those we serve and provide the proper placement of volunteers, Hilltop conducts background checks on all individuals to determine appropriate fit for organization assignments.

By signing below, I \_\_\_\_\_, hereby voluntarily authorize Hilltop  
*(Please print first middle and last name)*  
Community Resources to obtain background check information and consider this information when making decisions about my eligibility as a volunteer. I understand that Hilltop has the right to deny placement based on background check results and appropriate program fit.

I voluntarily authorize all persons, including Hilltop’s designated consumer reporting agency, law enforcement agencies, motor vehicle departments, and municipal, state, and federal courts to release information they may have about me to Hilltop Community Resources. I understand that as a volunteer with Hilltop Community Resources, this authorization shall remain in effect throughout my active involvement with the organization. I further understand that I have rights under the Fair Credit and Reporting Act. Please see other side.

*How many years have you lived in Colorado?* \_\_\_\_\_

*If you’ve ever lived somewhere other than Colorado, please list city, state, and dates you were there:* \_\_\_\_\_  
\_\_\_\_\_

*Please list all previous names that you may have used, including aliases (including maiden or previous married names, etc.):* \_\_\_\_\_

\_\_\_\_\_  
**Social Security Number**

\_\_\_\_\_  
**Date of Birth**

\_\_\_\_ **Male**      \_\_\_\_ **Female**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**





## Minor Volunteer Parental Consent Form

Parent/Guardian Name: \_\_\_\_\_  
Relationship to Child: \_\_\_\_\_ (Age of Child) \_\_\_\_\_  
Address: \_\_\_\_\_  
Child's Address (if different): \_\_\_\_\_  
Phone: (Home) \_\_\_\_\_ (Work) \_\_\_\_\_ (Cell) \_\_\_\_\_

I give permission for my child \_\_\_\_\_ to volunteer for Hilltop Community Resources. If accepted as a volunteer, I understand my child will be provided with orientation, training, and adult supervision necessary for the safe and responsible performance of his or her duties and will be expected to meet all requirements of the position, including regular attendance and adherence to Hilltop and specific program policies and procedures. I understand that my child will not receive monetary compensation for the services contributed. I will support my child by respecting their volunteer commitment and providing transportation if needed. I further understand that volunteers are not covered under workers compensation insurance if injured and that my medical or motor vehicle insurance will be primary with Hilltop's general liability insurance serving as secondary coverage.

In case of emergency, please contact:

Name	Relationship	Phone
_____	_____	_____
_____	_____	_____

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



*Creating Opportunities. Enriching Lives.*

# Corporate Volunteering Policy

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Subject: Volunteers

Policy: Corporate Volunteering

Revised: New

Effective Date: 7/26/18

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## **Introduction and Purpose:**

Hilltop is invested in being a human service organization that takes an innovative approach to meeting community needs. Hilltop believes volunteers play a key role in fulfilling its mission to make a difference for people of all ages in the community. Hilltop highly values the contribution volunteers make to enhance the program services provided to our clients and families.

Volunteers contribute to the success of Hilltop's mission by assisting in a variety of support positions including but not limited to: fundraising, special events, administrative services, crisis intervention, mentoring, tutoring, activities facilitation and resident companionship. Groups and individuals can volunteer for Hilltop. Hilltop does not discriminate against individuals interested in volunteering based on race, color, sex, religion, disability, ethnicity or any other protected status under state and federal law.

In accordance with the corporation's philosophy on volunteerism and to ensure systematic best practices in volunteer management and engagement throughout the organization, Hilltop has established policies and procedures for volunteers. A paid manager of volunteer services provides organizational oversight of all volunteer policies and procedures, recruitment, screening, orientation, training, placement, supervision, termination, evaluation and recognition.

**Policy:** All individuals interested in volunteering in any capacity with Hilltop and on an on-going basis will be required to complete the volunteer application and screening process. In order to ensure for the safety of those we serve and provide for the proper placement of volunteers, Hilltop will conduct program specific background checks on volunteers to determine appropriate fit for assignments. Volunteers will receive orientation, training and support from a designated

program site representative for their assigned positions. Hilltop will deal with concerns of volunteer behavior and performance in a constructive manner utilizing a modification plan that may include counseling, retraining, reassigning or releasing volunteers from service based on the severity of the concern. Hilltop is invested in providing a successful volunteer experience for all individuals serving the organization. A Volunteer Satisfaction Survey will be sent to volunteers annually to evaluate their experience and make program improvements. Volunteers will receive multiple forms of recognition for their service including but not limited to: birthday cards, event invitations, gift certificates and cards, acknowledgement from supervisor, award nominations, etc.

Addendum:

Volunteer Application Procedure  
Teen Volunteer Application Procedure  
Court Appointed Community Service Procedure  
Volunteer Internship & Practicum Procedure  
Volunteer Modification Plan Procedure  
Volunteer Confidentiality Agreement  
Hilltop Confidentiality Policy  
Volunteer Background Check & Screening Policy



# Volunteer Application Procedure

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Subject: Volunteers

Procedure: Volunteer Application

Revised: New

Effective Date: 7/26/18

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## **Introduction and Purpose:**

Hilltop values the contribution volunteers make to help fulfill the organization's mission in the community. In order to clarify and define the process for individuals interested in becoming volunteers with the organization, this procedure has been established.

All individuals over the age of 18 who are interested in serving as a Hilltop volunteer in any capacity will complete the application process with Volunteer Services. This includes but is not limited to: Interns, Community Service, TANF, Job Corps, AmeriCorps, SER, Employment First, and Special Event volunteers. Hilltop employees, community groups, short-term medical and nursing rotation students, one-time special event and project volunteers are exempt from this procedure. Individuals 12 to 17 years of age interested in volunteering with Hilltop will follow the Teen Volunteer Application Procedure.

## Procedure:

1. Individuals interested in volunteering must complete a Hilltop Volunteer Application.
2. Volunteer Applications can be completed on the Hilltop website and submitted electronically or a paper copy can be requested and submitted back to Volunteer Services upon completion.

3. Once the application has been received by Volunteer Services the individual will be contacted to set up an interview with the Manager of Volunteer Services or designated representative. Here after referred to as **manager** or **representative**.
4. If the manager or representative has attempted to reach applicant without success, the application will be deactivated in the volunteer data base and information will be archived.
5. If an interview is scheduled, the manager or representative will review the individual's information and discuss Hilltop volunteer opportunities available that match the individual's interest and skills. The manager or representative will also go over the application process and have the potential volunteer complete the following forms: Volunteer Confidentiality, Code of Conduct, Volunteer Relationship Agreement, Willing and Able, Publicity Waiver & Liability Release, Fair Credit Reporting Act & Authorization Disclosure (Background Check Form). Completion of additional screening criteria may be necessary based on position and program licensing regulations.
6. The manager or representative and the individual will determine best volunteer placement opportunity with Hilltop. The manager or representative will provide the individual with their contact information. The manager or representative instructs the individual to contact her/him if they do not hear back about placement in seven days.
7. The manager or representative processes the volunteer's application paperwork and screening check.
8. Once the background check results are obtained and reviewed, the manager or representative will follow the specific program's policy on background checks and determine with program if volunteer is appropriate for placement.
9. The manager or representative sends a Volunteer Referral email to the program contact that includes information about the potential volunteer, contact information and their background check results.
10. The manager or representative will ask the program to contact the volunteer directly within seven days to set up an interview and/or notify Volunteer Services if they decide to place. Likewise the program contact will notify Volunteer Services in seven days if they will not place due to screening results or other concerns.
11. If accepted for placement, the manager or representative will assign the volunteer to the program in the volunteer data base.
12. If not accepted, the manager or representative will contact the individual and inform of program's decision to not place and discuss why it was not a good fit. If appropriate the manager or representative will try to find another placement opportunity or make outside agency referral.

Addendum:

Volunteer Application Form

Volunteer Code of Conduct Form

Volunteer Relationship Agreement

Willing & Able Form

Volunteer Confidentiality Agreement Form

Hilltop Confidentiality Policy

Publicity Waiver & Liability Release Form

Fair Credit Reporting Act & Authorization Disclosure Form



# Teen Volunteer Application Procedure

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Subject: Volunteers

Procedure: Teen Volunteer Application

Revised: New

Effective Date: 7/26/18

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## **Introduction and Purpose:**

Hilltop values the contribution volunteers make to help fulfill the organization's mission in the community. In order to clarify and define the process for youth interested in becoming volunteers with the organization, this procedure has been established.

All individuals 12 to 17 years of age interested in serving as a Hilltop volunteer will complete the Teen Volunteer Application process with Volunteer Services. This includes youth completing service learning requirements for school or those interested in experiential learning opportunities and/or internships through a vocational program such as the Collbran Job Corps. All teen volunteers will be placed in pre-approved and age appropriate Hilltop volunteer positions with direct staff supervision at all times. Youth under 18 years of age required to complete court appointed community service hours will be referred to the Mesa County Partners organization or another appropriate youth agency for placement.

## Procedure:

1. Individuals interested in volunteering must complete a Hilltop Volunteer Application.
2. Volunteer Applications can be completed on the Hilltop website and submitted electronically or a paper copy can be requested and submitted back to Volunteer Services upon completion.



3. Once the application has been received by Volunteer Services the individual will be contacted to set up an interview with the Manager of Volunteer Services or designated representative. Here after referred to as **manager** or **representative**.
4. If the manager or representative has attempted to reach applicant without success, a letter will be mailed to them requesting contact. If there is no response from the applicant after the letter has been mailed, the application will be deactivated in the volunteer data base and information will be archived.
5. If an interview is scheduled, the manager or representative will review the individual's information and discuss Hilltop teen volunteer opportunities available that match the individual's interest and skills. The manager or representative will also go over the application process and have the potential volunteer complete the following forms: Volunteer Confidentiality Agreement, Code of Conduct, Volunteer Relationship Agreement, Willing and Able, Publicity Waiver & Liability Release and Minor Parental Consent Form. A letter of reference will also be required. Individuals under 18 years of age will not undergo a background check as being a minor records are not available. Completion of additional screening criteria may be necessary based on position and program licensing regulations.
6. The manager or representative and the individual will determine best volunteer placement opportunity with Hilltop. The manager or representative will provide the individual with their contact information. The manager or representative instructs the individual to contact her/him if they do not hear back about placement in seven days.
7. The manager or representative processes the volunteer's application paperwork and any additional screening required.
8. The manager or representative sends a Volunteer Referral email to the program contact that includes information about the potential teen volunteer and contact information.
9. The manager or representative will ask the program to contact the teen volunteer directly within seven days to set up an interview and/or notify Volunteer Services if they decide to place. Likewise the program contact will notify Volunteer Services in seven days if they will not place due to fit or other concerns.
10. If accepted for placement, the manager or representative will assign the volunteer to the program in the volunteer data base.
11. If not accepted, the manager or representative will contact the individual and inform of program's decision to not place and discuss why it was not a good fit. If appropriate the manager or representative will try to find another placement opportunity or make outside agency referral.

Addendum:

Volunteer Application Form  
Volunteer Code of Conduct Form  
Volunteer Relationship Agreement  
Volunteer Confidentiality Agreement Form  
Hilltop Confidentiality Policy  
Publicity Waiver & Liability Release Form  
Minor Parental Consent Form  
Willing & Able Form



# Volunteer Background Check & Screening Policy

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Subject: Volunteers

Policy: Background Check & Screening

Revised: New

Effective Date: 7/26/18

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## **Introduction and Purpose:**

Hilltop values the contribution volunteers make to help fulfill the organization's mission in the community. In order to ensure for the safety of those we serve and provide for the proper placement of volunteers, Hilltop will conduct program specific background checks and screening on volunteers to determine appropriate fit for assignments.

**Policy:** All individuals interested in volunteering in any capacity with Hilltop and on an on-going basis will be required to complete the volunteer application, criminal background check and screening process. Hilltop employees, community groups, short-term medical and nursing rotation students, one-time special event or project volunteers are exempt from this policy. Individuals 12 to 17 years of age will be exempt from the criminal background check.

## Procedure:

1. Upon enrollment in the volunteer program by the Manager of Volunteer Services or designated representative, all volunteers will sign a **Fair Credit Reporting Act & Authorization Disclosure Form** giving Hilltop permission to run a criminal background check based on the capacity to which they will be volunteering. Criminal background checks and screening will be initiated on behalf of Hilltop by the Manager of Volunteer Services or designated representative. Here after referred to as **manager** or **representative**.

2. In addition, the volunteer applicant must complete the following forms in the application packet:
  - A. A Volunteer Application (online or in hard copy)
  - B. Willing & Able Form
  - C. Publicity Waiver & Liability Release
  - D. Volunteer Confidentiality Agreement
  - E. Volunteer Code of Conduct
  - F. Volunteer Relationship Agreement
3. Volunteer Services will be responsible for the costs associated with the background checks and screening of volunteers unless other arrangements have been discussed with the volunteer.
4. If the volunteer has resided in the state of Colorado for 7 years or more, the manager or representative will complete a Colorado Criminal Background Check with the Colorado Bureau of Investigation.
5. If the volunteer has resided in the state of Colorado for less than 7 years, the manager or representative will complete an Out of State Criminal Background Check through its designated third party consumer agency.
6. If a volunteer has not previously resided in the United States, background checks conducted by the US Department of Homeland Security as part of the visa process may be considered adequate for the purposes of this policy.
7. If the volunteer is a student enrolled in an institute of higher learning and is seeking for educational credit an internship, practicum or medical rotation with a Hilltop program, an **Attestation** may be accepted from the institute regarding proof of background check and screening results.
8. Volunteers must complete all screening requirements for specific Hilltop programs. Programs will determine the type and frequency of screens depending on their licensing and regulatory requirements. Additional screening may include the following based on program and position:
  - A. Fingerprints
  - B. Colorado Central Child Abuse Registry Check
  - C. TB Test
  - D. Flu Shot
  - E. Motor Vehicle Check
  - F. Driver's License
  - G. Proof of Car Insurance
9. Volunteers may begin volunteering in specific programs prior to completion of any pending screening checks when the state background check results have been received

and with direct staff supervision at all times. Programs reserve the right to deny volunteer placement based on background checks and appropriate fit.

10. Background check and screening results will be considered in the following manner.

A. If the Background Check reveals criminal records the manager or representative will notify the program director for review and determination of placement status.

B. Charges that may result in disqualification from volunteering shall include, but not be limited to:

a) Felony convictions

b) Financial crimes

c) Crimes against vulnerable populations;

d) Violent crimes against persons

e) Other charges may be considered disqualifying based on the number and/or frequency of charges, having charges filed within the most recent 12 months, or egregious crimes.

C. If the program director denies placement due to results of the background check or screening, the director will notify the Manager of Volunteer Services.

D. To the extent required by the Fair Credit Reporting Act (FCRA), volunteer applicants will be informed by the manager, in writing, notice of adverse information discovered in the background check and given an opportunity to respond. Upon conclusion of the review, written notice will be sent to the volunteer applicant regarding their volunteer eligibility with the organization.

E. Volunteer background check and screening results will remain confidential, will be maintained by Volunteer Services, and will be disclosed only to authorized employees who have a need to know in the performance of their job assignments.

9. If a volunteer knowingly fails to disclose criminal convictions during the application process he/she may be denied volunteer placement with Hilltop.

10. Denial of a volunteer based on information discovered in the background check is not subject to grievance or appeal by the applicant.

11. Volunteers may obtain a copy of their background checks from Volunteer Services.

Addendum:

Volunteer Application Form

Volunteer Code of Conduct Form

Volunteer Relationship Agreement

Willing & Able Form

Volunteer Confidentiality Agreement Form

Hilltop Confidentiality Policy

Publicity Waiver & Liability Release Form

Fair Credit Reporting Act & Authorization Disclosure Form



# Documentation & Reporting of Volunteer Hours Policy

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Subject: Volunteers

Policy: Documentation & Reporting of Volunteer Hours

Revised: New

Effective Date: 7/26/18

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## **Introduction and Purpose:**

Volunteer hours are essential for Hilltop programs who receive grants in meeting compliance requirements for funding and leveraging grant dollars with in-kind support. In order to clarify and define the process for recording and reporting of volunteer time, this policy has been established.

**Policy:** All volunteers are required to accurately document and report their service hours and activities with Hilltop. Volunteers can complete a volunteer timesheet, program sign-in sheet, or submit hours electronically. Hours are collected from volunteers monthly and are reported to Volunteer Services by the 5<sup>th</sup> of the following month.

## Procedure:

1. Volunteers are required to accurately document and report their service hours and activities with Hilltop. The documentation of hours can be done on a volunteer timesheet, program sign-in sheet, or submitted electronically each month.

2. Volunteer documentation of hours are submitted to Volunteer Services by the 5<sup>th</sup> of the following month. Volunteers can submit hours directly to Volunteer Services or through their programs/departments.

Addendum:

Volunteer Timesheet





# Volunteer Physician's Release Policy

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Subject: Volunteers

Policy: Physician's Release

Revised: New

Effective Date: 7/26/18

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## **Introduction and Purpose:**

Hilltop is committed to providing a healthy and safe working environment for employees and volunteers. The physical and psychological well-being of volunteers is important to Hilltop. In order to clarify the circumstances when Hilltop will require a physician's release from a volunteer, this policy has been established.

**Policy:** Volunteers who are under the care of a Physician and require restrictions or limitations to any activity are requested to have a release from their physician as their ability to satisfactorily and safely perform their volunteer duties with or without restriction. A physician's release may also be required when a volunteer has been hospitalized or has been ill for 14 consecutive days or more. The volunteer may not be allowed to serve or return to service with Hilltop until the release has been submitted and reviewed by the corporate nurse.

## Procedure:

1. If a volunteer is under the care of physician, has been hospitalized or ill for 14 days for more, the volunteer may be required to submit a physician's release to the corporate nurse for review.
2. The corporate nurse will review the physician's release and discuss any limitations or restrictions with the volunteer.

3. The corporate nurse will notify the Manager of Volunteer Services of the conditions to which the volunteer can safely serve and forward a copy of the physician's release to Volunteer Services for the volunteer's file.



# Volunteer Code of Conduct Policy

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Subject: Volunteers

Policy: Code of Conduct

Revised: New

Effective Date: 7/26/18

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## **Introduction and Purpose:**

Volunteers are expected to act in an ethical manner that will safeguard the reputation and integrity of Hilltop. Volunteers must refrain from engaging in any matters in which personal interest conflict, potentially conflict or appear to conflict with those of Hilltop. In order to clarify and define the ethical conduct Hilltop expects of volunteers and to identify inappropriate conduct that is unacceptable, this policy has been established.

**Policy:** Hilltop through its standards, policies and procedures, seeks to promote an ethical corporate culture among its volunteers, involving both internal and external relations. Hilltop encourages its volunteers to provide care and service, which are grounded in fundamental ethical principles. Volunteers are required to follow the ethical code of conduct of the organization that protects the interest of all clients, residents, volunteers, employees, and Hilltop.

## Procedure:

All volunteers of Hilltop should subscribe to the following ethical code of conduct:

1. To remain sensitive to, and be respectful of, ethnic, cultural, religious, and lifestyle diversity of employees, volunteers, clients, and their families.

2. To respect and protect the confidentiality of information concerning volunteers, donors, employees, clients, and their families.
3. To support employees and volunteers in bringing constructive criticism of Hilltop through appropriate channels and avoiding public conversations regarding employee or volunteer concern.
4. To avoid behaviors which bring justifiable, critical comments on Hilltop from the general public.
5. To avoid any transactions that could result in personal or financial gain as result of your involvement with Hilltop.
6. To refrain from giving or accepting anything-money or gifts without consulting with the program liaison or coordinator; or to solicit or accept loans of any sums of money from clients/residents or a client/resident family.
7. To maintain professional boundaries with clients, residents, employees, and volunteers. This is to include all personal/sexual behavior.

The following are only some examples of **inappropriate conduct** which could lead to release from the volunteer program:

1. Excessive tardiness or absenteeism.
2. Volunteering in any capacity with the organization while under the influence of alcohol or illegal drugs and/or the unauthorized possession, distribution, sale, transfer or use of alcohol or illegal drugs.
3. Theft or inappropriate removal or possession of Hilltop property or that of any volunteer, employee, client, resident and/or client/resident family member.
4. Willful neglect or damage to Hilltop property or interest.
5. Unauthorized disclosure of confidential information.
6. Inappropriate use of office equipment including telephones, computer equipment or systems, email or other Hilltop owned property.
7. Unsatisfactory performance of duties or inappropriate conduct.
8. Assaulting or threatening to assault another person.

9. Behavior in the work environment that may be harmful to morale or work performance.
10. Rudeness, insolence, or offensive behavior toward a customer, client, resident, volunteer, or employee.
11. Falsification of records or reports including volunteer reports of time, or other acts of dishonesty.
12. Violation of the volunteer policies contained in this handbook, and/or violation of the policies of your program/department.



# Confidentiality Policy

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Subject: Volunteers

Policy: Confidentiality

Revised: New

Effective Date: 7/26/18

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**Policy:** Hilltop receives confidential information on employees, donors, volunteers, residents and clients and maintains this information in its organization record systems. Every volunteer has a responsibility to manage and maintain all information they are exposed to in a confidential manner. Infractions to this policy will result in immediate action up to and including release from the volunteer program.

Procedure:

1. Hilltop volunteers shall avoid discussing resident, client, employee or volunteer health status, legal status or personal lives, inside or outside of work. All information obtained in an official capacity is of a confidential nature.
2. Information regarding the resident, client, employee or volunteer may be discussed only with those persons with a need to know and who are involved with the services being provided to those individuals.
3. Volunteers may not relinquish information regarding the resident, client, employee, donor, or volunteer to the news media.

4. All applicable Health Insurance Portability and Accountability Act (HIPAA) privacy and security requirements will be met, and the personal health information of residents, clients, employees, and volunteers will be shared only through appropriate HIPAA processes.
5. Volunteers shall not release information to any outside individual or agency.
6. All volunteers are required to sign a Confidentiality Agreement saying that the volunteer has read this Confidentiality Policy and understands it when they begin serving at Hilltop. It is the responsibility of each department and program to review and answer questions about the policy at volunteer orientation.

Addendum:

Volunteer Confidentiality Agreement



# Smoke-Free Environment Policy

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Subject: Volunteers

Policy: Smoke-Free Environment

Revised: New

Effective Date: 7/26/18

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## **Introduction and Purpose:**

Hilltop is committed to providing a smoke-free working environment for volunteers. In order to clarify Hilltop's expectation of volunteers maintaining a smoke-free environment, this policy has been established.

**Policy:** It is Hilltop's policy to remain smoke-free facilities and that no one shall smoke within any Hilltop owned or leased building.

Designated outdoor smoking areas have been approved for each building location. Smoking is allowed in the approved designated smoking areas so long as it does not infringe on the rights of clients, residents and non-smokers.

## Procedure:

1. Each Hilltop campus/program/location may designate specific outdoor areas where smoking is permitted.
2. Volunteers should contact their program liaison or coordinator for information regarding the approved designated smoking areas for their campus or facility.





# Drug-Free Environment Policy

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Subject: Volunteers

Policy: Drug-Free Environment

Revised: New

Effective Date: 7/26/18

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## **Introduction and Purpose:**

Hilltop is committed to providing a drug-free, healthy, and safe working environment. In order to clarify Hilltop's expectation of volunteers maintaining a drug-free environment, this policy has been established.

**Policy:** All volunteers are not use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs while volunteering on Hilltop property or while conducting Hilltop related activities off Hilltop premises. Occasionally, Hilltop may sponsor events where alcohol is served. In such situations, volunteers who consume alcohol are expected to act in a responsible manner. The legal use of prescribed drugs is permitted while volunteering only if it does not impair a volunteer's ability to perform the essential functions of their position effectively and in a safe manner that does not endanger other individuals in the workplace. Possession of a medical marijuana card does not permit volunteers to be under the influence of marijuana in Hilltop facilities.

## Procedure:

Violations of this policy may lead to immediate action, up to and including immediate release from the volunteer program.

1. Volunteers who smell of alcoholic beverages, marijuana or other illegal substances while volunteering may be suspended or released from the volunteer program regardless of whether they are impaired or under the influence of alcohol or other illegal substances.
2. Reports of volunteers serving while impaired or under the influence of illegal drugs, substances or alcohol, will be investigated. The volunteer will be suspended from service during the investigation. If reports are substantiated, the volunteer will be released from the volunteer program by the Manager of Volunteer Services.
3. Volunteers must advise their program liaison/coordinator if they are taking any prescription or over-the counter drug which could adversely affect safety or performance.



# Harassment-Free Environment Policy

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Subject: Volunteers

Policy: Harassment-Free Environment

Revised: New

Effective Date: 7/26/18

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## **Introduction and Purpose:**

Hilltop is committed to providing an environment that is free of discrimination, sexual and unlawful harassment. Unlawful harassment includes verbal or physical conduct which has the purpose or effect of substantially interfering with an individual's performance or creating an intimidating, hostile, or offensive environment. In order to clarify Hilltop's expectation of volunteers maintaining a harassment-free environment and the process for filing a complaint, this policy has been established.

**Policy:** All volunteers are expected to conduct themselves in a professional and businesslike manner at all times. Inappropriate conduct of any kind that could lead to a claim of harassment is expressly prohibited by this policy. Such conduct includes, but is not limited to implicit or explicit communications whether in:

1. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic.
2. Written form such as cartoons, posters, calendars, notes, letters, e-mail, etc.
3. Verbal form, such as, foul or obscene language or gestures, gossiping or questions about another's sex life, or repeated unwanted requests for dates.

4. Physical gestures and other nonverbal behavior, such as unwelcome touching, grabbing, fondling, kissing, massaging, and brushing up against another's body.

Procedure:

1. If a volunteer believes there has been a violation of the harassment policy, they should report the incident to their program liaison/coordinator and/or the Manager of Volunteer Services immediately.
2. The Manager of Volunteer Services will follow-up with the volunteer and keep the complaint confidential as practicable and initiate an investigation of the matter.
3. If the volunteer's complaint is substantiated, appropriate corrective action will be taken regarding the perpetrator whether they be an employee, volunteer, client, resident or family member.



# Volunteer Liability & Accident Reporting Policy

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Subject: Volunteers

Policy: Liability & Accident Reporting

Revised: New

Effective Date: 7/26/18

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## **Introduction and Purpose:**

Hilltop strives to provide a safe and healthy working environment. As volunteers are not considered employees of Hilltop, they are not covered under workers compensation insurance if injured while volunteering for or on behalf of the organization. Hilltop does have general liability coverage which with some exclusions may protect volunteers for covered injury or damage that results from activities or service that volunteers perform at Hilltop's direction and within the scope of their duties. In order to clarify liability, define and identify the process for appropriately responding to and reporting of volunteer accidents, this policy has been established.

**Policy:** Any volunteer serving within the scope of their assigned duties that sustains an injury while volunteering for Hilltop will receive immediate medical attention based on the nature and severity of their injury. Volunteer injuries must be reported within 48 hours of the accident to Volunteer Services. Hilltop's general liability insurance will be **secondary** to the volunteer's primary medical and motor vehicle insurance coverage unless the accident was caused due to Hilltop negligence or facility safety problems.

## Procedure:

1. If a volunteer is injured in the course of their volunteer service, he/she should notify their program liaison or coordinator immediately.

2. The program liaison or coordinator will ask the volunteer if they need medical attention, and ensure the volunteer receives immediate medical attention if necessary, and/or that they follow-up with their primary physician. If warranted, the volunteer's emergency contact will be notified of the injury.
3. The program liaison or coordinator will help the volunteer to complete a Volunteer Accident Report form within 24 hours of the incident.
4. The completed accident report should be sent to the Manager of Volunteer Services for follow-up with the volunteer within 48 hours of the accident. The Manager of Volunteer Services will notify Hilltop's Safety Officer.
5. Volunteers who do not have insurance or have concerns regarding insurance coverage will be instructed to contact the Manager of Volunteer Services.

Addendum:

Volunteer Accident Report Form



# Volunteer Internship & Practicum Procedure

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Subject: Volunteers

Procedure: Volunteer Internship & Practicum

Revised: New

Effective: 7/26/18

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## **Introduction and Purpose:**

Hilltop is committed to help individuals grow personally, professionally and educationally by providing quality internship and practicum opportunities in its programs that help achieve these goals. In order to clarify and define the process for individuals interested in unpaid internship and practicum opportunities with the organization, this procedure has been established.

All individuals over the age of 18 who are interested in completing unpaid internships and practicums will be considered volunteers with Hilltop and will complete the volunteer application and screening process with Volunteer Services. This includes but is not limited to: Employment First, Jobs Corps, colleges and institutions of higher learning, and medical and nursing students on rotation. Individuals 12 to 17 years of age interested in service learning opportunities with Hilltop will follow the Teen Volunteer Application Procedure.

Hilltop reserves the right to deny internship and practicum placements to individuals based on background check screening results, staff capacity to successfully provide a quality learning experience for the individual, and/or the inability to provide the professional, degreed and credentialed supervision for fields of study required by educational institutions of higher learning.

Procedure:

1. Individuals interested in unpaid internships and practicums with Hilltop must come through Volunteer Services and complete a Volunteer Application.
2. Volunteer Applications can be completed on the Hilltop website and submitted electronically or a paper copy can be requested and submitted back to Volunteer Services upon completion.
3. Once the application has been received by Volunteer Services the individual will be contacted by the Manager of Volunteer Services, here after referred to as **manager**, to discuss their interest for an internship or practicum opportunity with Hilltop that best fits their personal, professional or educational goals and objectives. The manager will also discuss the application process for internships and practicums.
4. Once a potential program internship or practicum opportunity has been identified for the individual based on goals, hours, supervision requirements, and timeframe needed, the manager will contact the designated program representative, here after referred to as **representative**. The representative will determine if the program can successfully accommodate the internship or practicum opportunity.
5. If the program can accommodate the opportunity, the manager will forward the individual's contact information to the representative so they can schedule an interview to determine appropriate program fit and discuss scope of internship or practicum available.
6. If an interview is scheduled, the representative will review the individual's information, educational requirements, specific goals, objectives and evaluation criteria for internship or practicum.
7. Once the representative has interviewed and either accepts or denies the individual for internship or practicum placement for their program, they will notify the manager. If accepted, the applicant will move forward in application process. If denied, the representative will indicate the reason for denial and the manager will follow up with the individual to discuss other options.
8. The manager or designated volunteer coordinator will schedule a meeting with the accepted applicant to complete the application process and complete the following forms: Volunteer Confidentiality, Code of Conduct, Volunteer Relationship Agreement, Willing and Able, Publicity Waiver & Liability Release, Fair Credit Reporting Act Disclosure & Authorization (Background Check Form). Completion of additional screening criteria may be necessary based on position and program licensing regulations.



9. The manager or designated volunteer coordinator will process the individual's application paperwork and screening requirements according to the specific program's policy.
10. Once the additional screening and background check results are obtained and reviewed, the manager or designated volunteer coordinator will notify the program representative of the results.
11. If screening and background check are successfully completed for placement, the manager or designated volunteer coordinator will assign the volunteer to the program in the volunteer data base and internship/practicum will begin.
12. If background screening is not acceptable for program placement, the manager will contact the individual and inform him/her of program's decision to not place and discuss why it was not a good fit. If appropriate the manager will try to find another placement opportunity or make outside agency referral.

Addendum:

Volunteer Application Form  
Volunteer Code of Conduct Form  
Volunteer Relationship Agreement  
Willing & Able Form  
Volunteer Confidentiality Agreement Form  
Hilltop Confidentiality Policy  
Publicity Waiver & Liability Release Form  
Fair Credit Reporting Act & Disclosure Authorization Form



# Court Appointed Community Service Procedure

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Subject: Volunteers

Procedure: Court Appointed Community Service

Revised: New

Effective Date: 7/26/18

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## **Introduction and Purpose:**

Hilltop is invested in being a human service organization that takes an innovative approach to addressing community needs through collaborative partnerships with other agencies, including city, county and state government. As a community partner, Hilltop believes in providing community service opportunities to individuals mandated by the judicial system that align with its mission and values. In order to clarify the criteria and define the process for individuals interested in fulfilling community service with Hilltop, this procedure has been established.

All individuals over the age of 18 interested in fulfilling community service with Hilltop will complete the volunteer application process defined in the Volunteer Application Procedure. Individuals 12 to 17 years of age needing to complete community service will be referred to the Mesa County Partners organization or another youth appropriate agency for placement. Hilltop reserves the right to determine and/or deny placement of individuals based on the nature of their charges and criminal history, in order to maintain the integrity of the organization and its programs.

## Procedure:

1. Individuals interested in volunteering must complete a Hilltop Volunteer Application.

2. Volunteer Applications can be completed on the Hilltop website and submitted electronically or a paper copy can be requested and submitted back to Volunteer Services upon completion.
3. Once the application has been received by Volunteer Services the individual will be contacted to set up an interview with the Manager of Volunteer Services or designated representative. Here after referred to as **manager** or **representative**.
4. If the manager or representative has attempted to reach applicant without success, a letter will be mailed to them requesting contact. If there is no response from the applicant after the letter has been mailed, the application will be deactivated in the volunteer data base and information will be archived.
5. If an interview is scheduled, the manager or representative will review the individual's information and discuss Hilltop volunteer opportunities available for community service. The manager or representative will also go over the application process and have the potential volunteer complete the following forms: Volunteer Confidentiality, Code of Conduct, Volunteer Relationship Agreement, Willing and Able, Publicity Waiver & Liability Release, Fair Credit Reporting Act & Authorization Disclosure (Background Check Form). Additional screening requirements may be necessary based on program licensing regulations.
6. The manager or representative and the individual will determine best volunteer placement opportunity with Hilltop. The manager or representative will provide the individual with their contact information. The manager or representative instructs the individual to contact her/him if they do not hear back about placement in seven days.
7. The manager or representative processes the volunteer's application paperwork and screening check.
8. Once the background check results are obtained and reviewed, the manager or representative will determine which program would be appropriate placement given the individual's charges.
9. The manager or representative sends a Volunteer Referral email to the program contact that includes information about the potential volunteer, contact information and their background check results.
10. The manager or representative will ask the program to contact the volunteer directly within seven days to set up an interview and/or notify Volunteer Services if they decide to place. Likewise the program contact will notify Volunteer Services in seven days if they will not place due to screening results or other concerns.
11. If accepted for placement, the manager or representative will assign the volunteer to the program in the volunteer data base.

12. If not accepted, the manager or representative will contact the individual and inform of program's decision to not place and discuss why it was not a good fit. If appropriate the manager or representative will try to find another placement opportunity or make outside agency referral.

Addendum:

Volunteer Application Form  
Volunteer Code of Conduct Form  
Volunteer Relationship Agreement  
Willing & Able Form  
Volunteer Confidentiality Agreement Form  
Hilltop Confidentiality Policy  
Publicity Waiver & Liability Release Form  
Fair Credit Reporting Act & Authorization Disclosure Form



# Employee & Former Employee Volunteering Policy

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Subject: Volunteers

Policy: Employee & Former Employee Volunteering

Revised: New

Effective Date: 7/26/18

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## **Introduction and Purpose:**

In accordance with the corporation's philosophy on volunteerism, Hilltop encourages employees and former employees to grow personally and professionally by providing opportunities to explore new career paths, fulfill academic internships and practicums or to contribute to its mission through volunteer service. In order to clarify and define the criteria necessary for employees and former employees to volunteer for the organization, this policy has been established by Hilltop.

**Policy:** Employees and former employees can volunteer for the organization when certain criteria are met to ensure compliance with the Fair Labor Standards Act (FLSA). The following criteria must be met:

### Employees:

1. Employees are providing volunteer service totally without any coercion.
2. The volunteer service being performed by the employee is outside of the scope of normal duties for which they are paid and are for a different program.

3. The volunteer service being provided is performed outside of the employee's usual paid working hours.
4. The volunteer service performed does not displace any paid employees from their positions.
5. Human Resources must pre-approve an employee's volunteer position or internship with Volunteer Services to ensure compliance with the Fair Labor Standards Act.

Former Employees:

1. The former employee left the organization in good standing.
2. The volunteer service being performed by the former employee does not include in its entirety the scope of the duties to which they were paid as an employee for the same program.
3. The volunteer service provided by the former employee is part-time with no more than 20 hours per week being contributed.
4. The volunteer service performed does not displace any paid employees from their positions.
5. Human Resources must pre-approve a former employee's volunteer position with Volunteer Services to ensure compliance with the Fair Labor Standards Act.



# Volunteer Modification Plan Procedure

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Subject: Volunteers

Procedure: Volunteer Modification Plan

Revised: New

Effective Date: 7/26/18

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## **Introduction and Purpose:**

Hilltop values the contribution volunteers make to help fulfill the organization's mission in the community. Hilltop strives to deal with concerns of volunteer behavior and performance in a constructive manner. In order to clarify and define the process of addressing a modification plan with a volunteer, this procedure has been established.

A volunteer's behavior or performance that demonstrates an inappropriate fit for a program and their assigned position, or fails to adhere to Hilltop and program policies will result in a modification plan. The volunteer will be counseled and placed on a modification plan. This plan may include but is not limited to: Counseling, Retraining, Reassigning, and/or Release based on the severity of the concern. Hilltop reserves the right to release a volunteer from service at any time, for any reason, in order to maintain the integrity of the organization and its programs.

## Procedure:

1. The program representative/liaison will contact the Manager of Volunteer Services for consultation regarding the volunteer concern and modification plan.
2. The program representative/liaison will schedule a meeting with the volunteer and include the Manager of Volunteer Services in order to discuss the concern, try to identify a cause and decide what course of action needs to be taken to address it i.e. retrain, or reassign to another position or program, etc.

3. The Manager of Volunteer Services will document in the volunteer's file the plan agreed upon between the program representative/liaison and volunteer.
4. Volunteers who fail to abide by Hilltop and program policy, choose not to accept reassignment, or continue to not correct their behavior will be released from the volunteer program.
5. The program representative/liaison will schedule a meeting with the volunteer and include the Manager of Volunteer Services. The Manager of Volunteer Services will document the release in the volunteer's file. Volunteers who have been released through a modification plan are not eligible to reapply as volunteers.





# Volunteer Grievance Procedure

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Subject: Volunteers

Procedure: Volunteer Grievance

Revised: New

Effective Date: 7/26/18

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## **Introduction and Purpose:**

Hilltop is dedicated to living our mission and values every day. Hilltop volunteers are an important part of protecting our values and those we serve. Volunteers are encouraged to share with program and corporate leadership their concerns regarding violations to our values or when something simply doesn't "feel" right. In order to clarify and define the process for voicing a grievance, this policy has been established.

**Policy:** If volunteers have concerns about value violations, policies, procedures, practices or regarding their volunteer position, they can express their concern through the grievance procedure. No volunteer will be penalized, formally or informally, for voicing a grievance with Hilltop in a reasonable business-like manner.

## Procedure:

1. Volunteers who have a program specific question, problem or concern should first attempt to address the issue with their program liaison or coordinator. Volunteers are asked to respect the chain of command when communicating concerns. Volunteers can if not satisfied, take their concerns up the ladder of supervision to the program director.

2. In the event that informal conflict resolution fails to resolve the issue, the volunteer can access the Hilltop Ethics Officer or submit a grievance in writing to the Manager of Volunteer Services. The volunteer must state in writing the efforts made at the various levels of program leadership to seek resolution of their concern.
3. The Manager of Volunteer Services will review the grievance and discuss it with the appropriate Senior Leader.
4. The Senior Leader will appropriately explore the issue and communicate their findings and/or decision with the appropriate parties.
5. If the volunteer is not satisfied with the Senior Leadership's decision or opinion, the volunteer may appeal to the Chief Executive Officer within 10 calendar days of the date of the decision. The Chief Executive Officer's decision on the appeal is final.
6. The Manager of Volunteer Services will notify the volunteer in writing the outcome of their grievance.