

GIRL SCOUTS OF MONTEREY BAY

**VOLUNTEER SUPPORT POLICIES  
AND PROCEDURES**

Approved by the Board of Directors

May 25, 2000

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## **GIRL SCOUTS OF MONTEREY BAY**

### INTRODUCTION

Girl Scouts of Monterey Bay welcomes adult volunteers to participate in service to all girls within The Council jurisdiction. The Girl Scout program is filled with challenge for adults and offers opportunity for personal growth and fulfillment.

### VOLUNTEER PHILOSOPHY

"We maintain that the strength of the Girl Scout Movement rests in the voluntary leadership of its adult members.... We hold that the ultimate responsibility for the Girl Scout Movement rests with volunteers."

*-Preamble to the Constitution of the Girl Scouts of the United States of America.*

Girl Scouts of Monterey Bay is committed to building a sense of community among its members and maintains an environment in which relationships are characterized by dignity, courtesy, respect, and equitable treatment.

There is opportunity for full participation, challenge, and broadening of experience—personal and professional, with recognition and advancement.

These policies have been adopted by the Board of Directors for all volunteers of The Council. They are ongoing and subject to periodic review.

These policies and procedures are designed to provide personal and professional satisfaction, a sense of purpose, and comprehensible responsibilities.

Definitions/clarifications:

Girl Scouts of Monterey Bay is also referred to as GSMB/ The Council in these policies and procedures.

The word supervisor when used throughout the policies is intended to indicate the volunteer or employed staff member to whom a volunteer directly reports and from whom support and assistance is provided.

## 1. AFFIRMATIVE ACTION

Policy           The Girl Scouts of Monterey Bay, in recognition of its responsibility to its volunteers, its staff, and the girls it serves, and in keeping with Girl Scouts of the USA's affirmative action policies, reaffirms its policy to ensure fair and equal treatment in all its practices to all persons regardless of race, color, religion, sexual orientation, gender or national origin. There shall be no discrimination against an otherwise qualified adult volunteer by reason of disability, age, or socioeconomic status.

Furthermore, to assure that the membership of the Girl Scouts of Monterey Bay is reflective of the diversity of population groups within its jurisdiction, The Council is specifically committed to affirmative action in the following areas:

- 1) The recruitment, selection, placement, development, and recognition of volunteers;
- 2) The extension of Girl Scouting to girls and adults in all communities within its jurisdiction;
- 3) An emphasis on inclusive, pluralistic, proactive recruitment and retention of under-represented population groups.

## 2. HARASSMENT

**Policy** Girl Scouts of Monterey Bay is committed to an environment in which adult relationships are characterized by dignity, respect, courtesy, and equitable treatment.

Harassment includes verbal, physical and visual misconduct that either creates an intimidating, offensive, hostile environment, or, that interferes with performance. Harassing conduct can take many forms and includes, but is not limited to, slurs, jokes, statements, gestures, or cartoons.

Harassment on the basis of race, color, religion, gender, national origin, age (40 years or older), marital status, disability, medical condition, or sexual orientation is a violation of the law. The Council expressly prohibits any form of harassment.

**Procedure** Council staff and volunteers are responsible for helping to ensure that all harassment is avoided. Any individual who believes that she or he has been the victim of or a witness to harassment should feel free to report the alleged incident to the Executive Director or designated management staff who will begin a prompt review of the circumstances. Volunteers are assured that the utmost discretion will be used consistently with the requirement of law in the conduct of the review. If a review indicates that harassment has in fact occurred, immediate and appropriate disciplinary action will be taken, up to and including termination.

### 3. SEXUAL HARASSMENT

Policy Sexual harassment is a form of sex discrimination. Sexual harassment of an employee (female or male) by anyone (female or male), including any supervisor, co-worker, volunteer, or Girl Scout member, will not be tolerated.

Sexual harassment may consist of “unwelcome” sexual advances, requests for sexual favors, and other verbal or physical acts of a sexual nature where submission to such conduct is made either explicitly or implicitly of a volunteer’s appointment; where an appointment decision is based on an individual’s acceptance or rejection of such conduct; or where such conduct interferes with a volunteer’s performance or creates an intimidating, hostile, or offensive environment.

In accordance with this policy, GSMB will neither condone nor tolerate:

- v *any overt display or demonstration of sexual activity between and/or among employed staff or volunteers;*
- v *any overt display or demonstration of sexual activity between employed staff or volunteers and girl members;*
- v *sexual advances or sexual activity of any kind between employed staff or volunteers and girl members;*
- v *use of the Girl Scout name, related activities, publications and/or facilities as vehicles for public or private promotion of sexual orientation and/or practice;*
- v *infliction of sexually abusive behavior of any kind upon girl members.*

Sexual harassment also encompasses other actions that create a hostile, offensive, or intimidating environment. Such actions may include, but is not limited to, inappropriate or overly familiar touching, sexual innuendoes, obscene gestures, jokes, and remarks of a sexual nature, especially where exposure to such conduct has the purpose or effect of substantially interfering with a volunteer’s performance or ability to do her/his job.

Sexual harassment is a form of misconduct that undermines the integrity of the volunteer relationship and is incompatible with the values, traditions, and purposes of Girl Scouting as stated in the Constitution of Girl Scouts of the USA.

## Procedure

GSMB maintains an environment that encourages any volunteer who believes that she/he has been the subject of sexual harassment as defined in The Council's policy to report the incident(s) to either her/his immediate supervisor or the Executive Director or designated management staff who will begin a prompt review of the circumstances. Volunteers are assured that the utmost discretion will be used consistently with the requirement of law in the conduct of a review. If the review indicates that harassment has in fact occurred, immediate and appropriate disciplinary action will be taken, up to and including termination. Further, retaliation against anyone who alleges harassment or sexual harassment is expressly prohibited. If such retaliation occurs, such conduct will become the basis for disciplinary action, up to and including termination.

GSMB reserves the right to refuse appointment or reappointment to any volunteer who, in conducting Girl Scout program, advocates, solicits, or promotes sexuality so as to create substantial risk to girl members, or, encompasses matters beyond the scope of the Girl Scout program.

#### 4. CHILD ABUSE

Policy Girl Scouts of Monterey Bay supports and maintains environments that are free of child abuse and neglect. The Child Abuse Prevention and Treatment Act ("the Act") defines child abuse and neglect as "the physical and mental injury, sexual abuse as exploitation, negligent treatment or maltreatment:

- v *of a child under the age of 18;*
- v *by a person who is responsible for a child's welfare;*
- v *under circumstances which indicate that a child's health or welfare is harmed or threatened."*

The Act defines sexual abuse as the use, persuasion or coercion of any child to engage in any sexually explicit conduct (or any simulation of such conduct) for the purpose of producing any visual depiction of such conduct or rape, molestation, prostitution, or incest with children.

Child abuse and neglect are unlawful acts. It is against The Council's policy for any volunteer or employed staff, male or female, to physically, sexually, or mentally abuse or neglect any girl member.

In accordance with this policy, The Council will neither condone nor tolerate:

- v *infliction of physically abusive behavior or bodily injury upon girl members;*
- v *physical neglect of girl members, including failure to provide adequate safety measures, care, and supervision in relation to Girl Scout activities;*
- v *emotional maltreatment of girl members, including verbal abuse and/or verbal attacks.*

GSMB reserves the right to refuse membership, to dismiss or to exclude from affiliation with The Council any volunteer or employee implementing Girl Scout program who is found guilty of or who has been convicted of child abuse or neglect.

GSMB complies with the State of California's procedures for reporting child abuse believing that Girl Scout volunteers and employed staff members have the moral responsibility to report known or suspected cases of child abuse.

One of the most important grounds for suspected child abuse is when a child tells someone.

Listed below are the procedures which should be followed by a Girl Scout troop leader or volunteer who has been told or highly suspects that a child is being abused.

Persons who report suspected child abuse cases have absolute immunity, both civilly and criminally, for making such reports provided that the reports are not made maliciously. You may wish to keep documentation of indicators, such as dates, marks on body, and/or behavior of child, for your personal records.

The identity of all persons who report known or suspected child abuse will be kept confidential.

## Procedures

1. Immediately, or as soon as practically possible, report the known or suspected abuse to your local Child Protective Services Agency or Police Department.

- Santa Cruz County (831) 454-4273
- Monterey County (800) 606-6618
- San Benito County (831) 637-5542

You will be asked to provide the following information:

- Your name (you can ask that this be kept confidential)
- Name of child
- Present location of child
- Nature and extent of injury
- Any information, including information that led you to suspect child abuse, requested by the Child Protective Services Agency.

Reports are investigated by the local law enforcement agency and/or by the County's Child Protective Services Agency. Reporting does not always mean that a civil or criminal proceeding will be initiated against the suspected abuser.

2. Inform the Membership Development Director assigned to your area.

She/he will inform the Executive Director. You may do this before you make a report for support, or, after you make a report. The Membership Development Director may not interfere with your individual reporting responsibility.

All information is to be kept confidential to protect the privacy of the child and the child's family.

3. In the event of a serious emergency, the Council Emergency Procedures should be followed (see form #306).

## 5. WEAPONS

**Policy** Girl Scouts of Monterey Bay strictly prohibits volunteers from being in the possession of weapons at any time in any facility occupied or vehicle in use by The Council, including personally-owned vehicles that are parked in any area provided for volunteers, regardless of whether the volunteer is licensed to carry the weapon or not. Volunteers are further prohibited from being in the possession of weapons off The Council's premises if involved in any activities for The Council. Under the policy, prohibited weapons include any form of weapon or explosive that is restricted by local, state, or federal law. This includes all firearms, even if licensed, illegal knives, or other weapons.

**Procedure** Any volunteer who knows, or reasonably believes, that another volunteer is in possession of a weapon in violation of this policy should immediately notify the activity director/supervisor and/or Executive Director or designated contact person. If a volunteer is found to have violated this policy, immediate and appropriate disciplinary action will be taken, up to and including termination of appointment and the involvement of appropriate law enforcement authorities as needed.

Exceptions to this policy may be made for certain positions and events and then only in the performance of specific responsibilities for The Council. Any such exception will be made in advance and in writing by the Executive Director or appropriate Management Staff.

## 6. HOSTILITY IN THE VOLUNTEER ENVIRONMENT

- Policy      Girl Scouts of Monterey Bay strictly prohibits hostility in any form against girl members, adult volunteers, staff members, visitors, and anyone else having some involvement with The Council. Hostility in the volunteer environment includes physical violence as well as harassment, intimidation, stalking, coercion, display of weapons, threats, and talking or joking about hostility whether in person or through some other means of communication such as writing, telephone, voice mail, or electronic mail. This policy applies to all volunteers at all facilities occupied by The Council or off premises if involved in activities for The Council.
- Procedure      All volunteers are responsible for helping to avoid hostility in the volunteer environment by promptly reporting any incident that involves or is suspected of involving a violation of this policy. Reports of actual or possible hostility should be made to either *the activity or event* supervisor or the Executive Director *or designated contact person*. Any such reports will be promptly *investigated by appropriate authorities*, using the utmost discretion consistent with the need to resolve the problem. If a volunteer is determined to have violated this policy, immediate and appropriate disciplinary action will be taken, up to and including termination of appointment as well as the involvement of appropriate law enforcement authorities as needed. Furthermore, retaliation against anyone who has reported a possible or actual violation of this policy is strictly prohibited and, if it occurs, will be grounds for disciplinary action, up to and including termination.

## **7. SUBSTANCE ABUSE**

- Policy** Girl Scouts of Monterey Bay strictly prohibits possession or illegal use of drugs or alcohol at any time on The Council's premises, in the conduct of The Council's business, or for volunteers to carry on The Council's business while under the influence of such drugs or alcohol.
- Procedure** Violation of The Council's policy regarding illegal use of drugs or alcohol will result in immediate disciplinary action. Individuals suspected of drug and alcohol possession or abuse at any Girl Scout function may be asked to leave the site and disciplinary actions may be taken up to and including termination of appointment. A report of such abuse or possession is to be made to the activity/event or facility director or supervisor.

## **8. SMOKE-FREE ENVIRONMENT**

- Policy** Girl Scouts of Monterey Bay is committed to a smoke-free environment. Smoking has been acknowledged to be both a fire and a health hazard.
- GSMB prohibits smoking in all facilities occupied by The Council, including but not limited to offices, restrooms, conference rooms, stairwells, hallways, elevators and cafeterias as well as in company vehicles.
- Procedure** All volunteers are expected to adhere to the provisions of the smoke-free environment policy and all managers/supervisors are expected to ensure its successful implementation.

## 9. MISCONDUCT

**Policy** Girl Scouts of Monterey Bay believes acceptable conduct for volunteers *is* essential for the orderly operation of any organization and for the benefit and protection of the rights and safety of all participants.

***Procedure*** Examples of impermissible behavior that may lead to disciplinary action, including termination, are identified below to promote understanding of what is considered unacceptable conduct and to encourage consistent action in the event of violations. However, it is impossible to provide an exhaustive list of types of misconduct that may result in disciplinary action. Therefore, the following list contains some examples of conduct that may result in punitive consequences, including possible termination. Other types of conduct injurious to the mission, security, interests, personal safety and volunteer welfare of Girl Scouts of Monterey Bay may also be prohibited.

- λ Falsifying, misrepresenting, or making material omissions in Council records.
- λ Theft or inappropriate removal from Council premises of property that belongs to or is in the possession of Girl Scouts of Monterey Bay, Council employees, girl or volunteer members or visitors, and/or malicious or willful destruction or damage to such.
- λ Insubordination, refusal to do assigned work, refusal to comply with standard operating procedures or refusal to perform work in the manner prescribed by a supervisor without proper justification.
- λ Possession of alcohol or any controlled substance while on duty or while on Girl Scouts of Monterey Bay's premises, or, reporting to work under the influence of alcohol, drugs or illegal substances. It is also prohibited to be under the influence of or in the possession of any alcohol, drugs or illegal substances while on duty on or off company premises; sell, trade or deliver any form of alcohol, drug, or illegal substance on or off duty. The occasional, "recreational" or "off duty" use of illegal drugs will not be excused
- λ Volunteer involvement with illegal drugs, even recreationally, may result in unsatisfactory job performance. Violation of these standards will result in disciplinary consequences, including possible termination and possible criminal prosecution.

- λ Prescription Drugs:  
Volunteers are encouraged to advise their supervisor whenever they are taking prescription drugs for medical reasons that may affect behavior and performance. When use of such drugs adversely affects performance and an alternative volunteer assignment is not available, it is in the best general interest of the volunteer and other members that the volunteer resign or temporarily leave the position.
- λ Harassing, threatening or intimidating any person on Council premises or during Council business, including but not limited to such behavior as sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature, with a tendency to make the environment intimidating, hostile, offensive or otherwise adverse.
- λ Harassment is also prohibited that is based on race, color, religious preference, gender, age (40 years and older), physical or mental disability, national origin, marital status, sexual orientation, ancestry, medical condition, and/or veteran status.
- λ Soliciting or accepting gratuities.
- λ Behavior that may knowingly or unknowingly damage the public image of The Council or put The Council at legal risk.

## 10. MEMBERSHIP REGISTRATION

- Policy           Volunteers participating in the Girl Scout movement shall be registered as members with Girl Scouts of the United States of America and individually or with a troop pay the annual membership dues. Lifetime membership is also available.
- Procedure       Volunteers holding regular and appointed positions in the Girl Scout organization are expected to register through the council as members each year or as Lifetime members. Volunteers who infrequently participate of assist or those such as program presenters, consultants, specialists, instructors, are welcomed but not required to join the movement to lend their expertise or help. The Council provides financial assistance when necessary.

## 11. RECRUITMENT

- Policy           “Every adult volunteer must be selected on the basis of qualifications for membership, ability to perform the job, and willingness and availability to participate in training for it.” (*GSUSA Blue Book of Basic Documents*).
- Procedure       Recruitment will be conducted throughout The Council’s jurisdiction to ensure a diverse pool of potential volunteers.
- The recruitment will provide an overview of Girl Scout program and its benefits to girls as well as the vast array of possibilities for adults to participate in the Girl Scout movement with positions tailored to meet the needs and availability of volunteers.
- Each candidate for an appointed position will submit a Volunteer Application Form plus references and will participate in an informal interview process.
- Each candidate will authorize Girl Scouts of Monterey Bay to conduct such background, criminal record, and employment and reference checks as it deems appropriate to the volunteer position for which the candidate is applying.

Each candidate will acknowledge by signing the Volunteer Application that the presence of a registered sex offender in the household is cause for automatic disqualification.

## **12. PLACEMENT**

Policy Every attempt will be made to match volunteers with volunteer opportunities that meet both their personal/professional needs as well as the needs of Girl Scouts of Monterey Bay.

Procedure In instances when this is not possible, the needs of The Council will take precedence over the needs of the individual. Individuals not placed in positions for which they applied may be recommended for other positions.

## **13. APPOINTMENT**

Policy Volunteers shall be appointed for a term not to exceed one year.\*  
Volunteers may be reappointed to the same position.

\*Trainers are appointed for a two-year term.

Procedure Prior to being appointed, volunteers will review and sign a Volunteer Position Description/Volunteer Agreement. They will also receive a Letter of Appointment from their immediate supervisor.

## **14. TRAINING**

Policy Training will be provided for volunteers to increase job effectiveness, maintain the integrity of the Girl Scout program, and to ensure safety and consistency for girls and adults.

Volunteers will complete training as mandatory for the position. Requirements for volunteer positions are published annually.

Procedure Volunteers must complete the training required for the position within a specified period of time.

Required and enrichment learning opportunities will be offered throughout The Council's jurisdiction during each year.

## 15. BENEFITS

**Policy** Girl Scouts of Monterey Bay is committed to maintaining a progressive, flexible, safe learning environment for its volunteers that is personally rewarding for its volunteers as they support program for girls.

**Procedure**

a. Intangible benefits that volunteers may anticipate include:

- Opportunity to have a positive influence on young girls by helping to instill and reinforce positive life skills.
- Opportunity to give back to the community
- Development of leadership and other skills
- Opportunity to spend more quality time with their daughter (if a parent or guardian)
- Growth in self-confidence
- Appreciation for diversity
- Network of adults

b. Tangible benefits that volunteers may anticipate include:

- Supplemental accident and liability insurance as part of membership in Girl Scouts of the USA;
- Orientation, training, and access to other educational opportunities;
- Support on the job with regular review and evaluation;
- Information about wider opportunities including regional and national training and/or other special Girl Scout events.

## 16. FINANCIAL AID

**Policy** Girl Scouts of Monterey Bay will ensure that Girl Scout opportunities will be accessible to all volunteers.

**Procedure** Volunteers with Girl Scouts of Monterey Bay have the opportunity to apply for financial aid in order to participate in otherwise financially

prohibitive opportunities in Girl Scouting. They must complete and submit a Financial Aid application form to the appropriate staff liaison.

## **17. UNIFORM**

Policy A uniform is not required for participation in Girl Scouting.

Procedure Purchase of a Girl Scout uniform is encouraged and is at the volunteer's expense. Volunteers are also encouraged to wear the Girl Scout Pin.

## **18. RECOGNITION**

Policy Girl Scouts of Monterey Bay, in appreciation of service given to the organization by its volunteers, encourages recognition activities at all levels of the organization and regularly presents awards and acknowledges contributions.

Procedure

- Frequent recognition of volunteer service is encouraged at every level from troops, events, service units, and at council activities.
- Service Units are encouraged to hold annual activities and to also submit nominations for volunteer awards for recognition at council events.
- A recognition event is regularly scheduled by the Council with applications and guidelines consistent with GSUSA published and promoted through Service Units.
- Girl Scout volunteers may be nominated for outstanding community service awards throughout the Council's jurisdiction.

## **19. SUPPORT AND REVIEW**

Policy Each volunteer shall be provided with the opportunity for training, regular review and evaluation.

Procedure Volunteers may expect ongoing support including orientation, training, coaching, and mentorship.

Volunteers may also expect an annual performance review with an informal evaluation process that includes self-evaluation, review/revision of position accountabilities *and performance* from *the immediate* supervisor. Participation in the process and results of work accomplished as well as relationships with others are equally valued.

## 20. REAPPOINTMENT

Policy Reappointment takes place only after completion of a satisfactory review and mutual acceptance of position accountabilities, expectations, and time commitments.

Procedure Volunteers may be reappointed annually as often as she or he and their immediate supervisor agrees is in the mutual best interests of the volunteer and The Council.

## 21. PROBLEM RESOLUTION

Policy Girl Scouts of Monterey Bay is committed to providing individuals the right to a safe, neutral process for the resolution of conflict. That process shall be fair, efficient, and free from reprisal. Recognizing that each individual has both a personal interest in and a share of the responsibility for resolving her or his conflict, Girl Scouts of Monterey Bay encourages and facilitates the use of an informal conflict resolution process.

The Problem Resolution Policy encourages volunteers to solve problems or to seek any level of management that can appropriately act upon the information. The process is flexible, assuring high standards for productive communications between volunteers. When volunteers are unable to resolve a conflict on their own, the problem resolution procedures may be utilized without fear of jeopardizing their volunteer status. Once initiated, the procedures may be terminated at any time by agreement of both parties. The Council reserves the right to waive the time limitations stated in the procedures when good cause exists.

Girl Scouts of Monterey Bay encourages an Open Door Policy to allow volunteers to be heard and responded to with maximum comfort.

- Only concerns or replies which are of extreme significance

- need to be in written form.
- Replies and solutions will consider the rights of all involved parties.
  - Confidentiality and each individual's privacy rights will be prime considerations throughout the Open Door process.

Volunteers who submit a concern under these guidelines:

- Will not be harassed, subjected to reprisals, or adversely evaluated due to their appeal.
- Will not disrupt or interfere with the work of any volunteer or manager.
- Will not pursue complaints which lack merit or impinge upon the rights of others.

Good judgment dictates that management time committed to problem solving be guided by reasonableness.

## **THE NATURE OF CONFLICT**

- Conflict is a normal, natural part of life and relationships.
- Conflict is any kind of disagreement between two or more people.
- Conflict occurs whenever different points of view collide.
- Conflict can be a positive or negative experience depending on how people handle it.
- Conflict can be very emotional; anger, hurt, and misunderstanding can happen easily.
- Most issues can be resolved when discussed promptly and directly.
- Working through a conflict successfully can make relationships better.
- Learning to handle conflict is a VERY IMPORTANT LIFE SKILL.

Procedures

### **INFORMAL PROBLEM RESOLUTION**

- A volunteer should first attempt to resolve conflict with the person or persons with whom there is an issue.
- A volunteer may discuss the situation with a supervisor for support and guidance.
- A volunteer may also consult The Council's conflict resolution resources for additional support.

However, if the issue is sensitive or not likely to be resolved by the parties or the supervisor, the parties may choose to participate in a mediation assessment process by contacting the Adult Development Director. Following assessment, the following approach is available for use in The Council.

When one party identifies mediation as the next step, the assessment representative will offer the option to the other party involved. Upon agreement to proceed, a neutral, trained third party will set up a meeting for both parties to work together so that an agreed upon resolution may be developed. Time and place of meeting will be negotiated between the parties involved and the mediator(s).

Mediation is a process in which the parties work together, with the assistance of a neutral third party, to come to an agreed resolution to the dispute. Unlike the arbitrator, the mediator does not render a decision; he or she facilitates the process by which the parties resolve their dispute. Typically, once a resolution is agreed to, the parties will memorialize the agreement in writing. This provides a closure to the process as well as a written memorialization of the agreed resolution.

The success of a Mediation depends upon the parties. Often times, such as in neighbor to neighbor disputes, the mediation process allows the parties to voice underlying concerns of which the other party may not be aware. Often the ability to voice these underlying concerns allows the parties to overcome potential roadblock to reaching resolution. The mediator can then focus the parties' efforts on the issues at hand so that they may reach a compromise that is agreeable to all parties, and, most important, one that is workable so that the parties can follow through with their respective agreements and commitments.

## FORMAL PROBLEM RESOLUTION

### Step 1

Within ten working days of the occurrence of the issue giving rise to the formal problem resolution procedures (or within ten days of completion of the informal procedure, whichever is later), the volunteer completes a written statement of complaint. The written complaint should be a concise statement of the facts upon which the complaint is based. Specific reference to and identification of the policies, procedures, or practices that have allegedly been misinterpreted, misapplied, or violated, the adverse effect upon the volunteer, and the resolution sought should be included in the statement. The volunteer must sign and date the written statement.

The original complaint is issued to the supervisor. Within ten working days, the supervisor and volunteer should meet to discuss the issue. The supervisor must communicate a written response, with supporting reasons, to the volunteer within ten working days of the conference.

If the volunteer does not receive a response to Step 1 within ten working days, or, if the volunteer is not satisfied with the disposition of the resolution procedures, Step 2 of the procedures may be initiated.

### Step 2

Within two weeks of receiving the response to Step 1, or failing to receive a response in a timely manner, the volunteer will send a written notice to the next level of supervision. The notice will indicate the desire to continue the formal problem resolution procedure and will include documentation from Step 1.

Within two weeks of receipt of the second written notice, the next level supervisor or a designee will meet with the volunteer and the immediate supervisor.

Further review of the facts may be undertaken to resolve the complaint or concern. A written decision will be provided to the volunteer within two weeks of the meeting.

If the volunteer does not receive a response or is not satisfied with the resolution, the volunteer may proceed to Step 3.

### Step 3

The volunteer submits notice of intent to continue the formal problem resolution procedures, along with all the documentation, to the Executive Director within ten working days of receipt of the Step 2 response statement. The Executive Director appoints a three-member formal resolution team comprised of a management representative, a council volunteer chosen by the President, and a volunteer representative chosen by the person issuing the complaint. The Executive Director will present copies of all documentation to the problem resolution team. A review will be scheduled within ten working days of the request to initiate Step 3.

The problem resolution team will review the documentation on file and meet jointly with the individuals involved to assess the complaint. The problem resolution team may seek additional information if necessary to assist in reaching a final recommendation.

The problem resolution team will provide the Executive Director and all participants with a written report of its majority findings and recommendations within ten days of the review proceedings.

The Council's decision is final. It is the responsibility of the Executive Director to implement the decision.

## 22. TERMINATION

**Policy** The appointment to a volunteer position is a relationship that exists as long as both The Council and the volunteer determine the relationship is in their respective best interests. Volunteers are free to resign at any time for any reason; however, proper advance notice is requested. Similarly, The Council is free to terminate the volunteer relationship at any time when The Council sees fit to do so.

**Procedure** Volunteers may resign from their position at any time, for any reason. Advance written notice is requested. The Council may terminate a volunteer when she or he violates any of the personnel policies. The Council may also recommend that the volunteer be removed from a specific position and placed in another, more suitable position.

## 23. CONFIDENTIALITY

**Policy** Current volunteers have access to their volunteer records. They also have the right to prior consent regarding information released to external sources, except for release of information required by law.

**Procedure** Current volunteers are permitted to review their records with the following general exceptions:

- *Reference information that was obtained with the promise of confidentiality;*
- *Information that would violate the privacy of others if it were released.*

Supervisory staff may have access to records for only those volunteers under their direct supervision.

Requests for records of a volunteer being considered for promotion or transfer are made available to the appointing supervisor, in whole or in part, at the discretion of the Executive Director.

Volunteer requests to review employee records should be made in writing, in advance, to the Executive Director, who will schedule an appropriate time. Volunteer records may not be removed from the file, nor may documents be added, except by authorized supervisors.

No information regarding volunteers other than confirmation of appointment and job title shall be released to persons outside The Council without the written permission of the volunteer, except for release of information required by law.