

# BOOK BUDDIES™



*A Literacy Program of  
The Molina Foundation*



## Volunteer Policy and Procedure Handbook

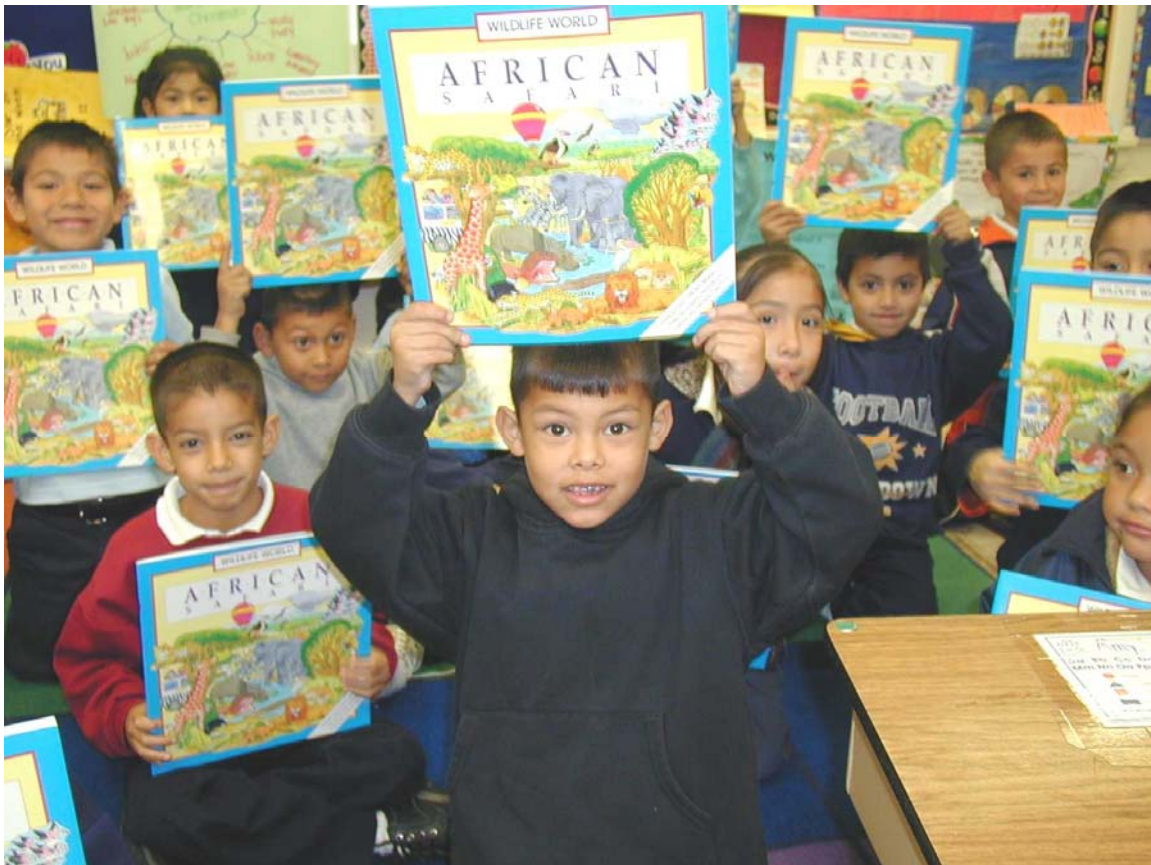


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## INTRODUCTION

Welcome to the Book Buddies Volunteer Program! We appreciate and value your contribution of time, talent, energy and enthusiasm to help us build a path to literacy for the children and families we serve. The purpose of this handbook is to guide you in your volunteer experience with us. While the content is intended to inform you of your responsibilities as a volunteer, it is also intended as a reference to be utilized at your convenience should you have any questions during your volunteer service with Book Buddies. The content and materials in this guide may be modified at anytime, in order to provide you with the most updated information available.



## **POLICIES AND PROCEDURES**

### **Equal Volunteer Opportunity Program**

Book Buddies of The Molina Foundation offers equal consideration of an applicant's volunteer interests to available volunteer opportunities. We do not discriminate on basis of age, race, ethnicity, sexual orientation, religion, or any other federally protected class.

### **Confidentiality**

Information relating to the activities of The Molina Foundation, Book Buddies or its affiliates is confidential and protected from improper use or disclosure under state and federal law. We value and respect your confidentiality as a volunteer. We will never disclose, sell or distribute any of your information. Volunteers who disclose any confidential information regarding customers, co-volunteers or employees of Molina are subject to disciplinary action, up to and including dismissal.

### **Public Relations**

While Book Buddies is happy to obtain the names of potential media contacts that volunteers may know, it is imperative that all public relations efforts and activities be initiated and coordinated through the public relations department. Book Buddies has a designated person who is responsible for speaking with the press and making written and oral statements for publication. Any request for information or interviews by the media should be referred to the PR department or the Book Buddies Manager.

### **The Molina Foundation or Book Buddies Logo**

Special permission is required to use the Book Buddies and the Molina Foundation logo. You must have approval from the Book Buddies Manager prior to using these logos for any reason. The logos are protected and trademarked properties of the Molina Foundation and Book Buddies.

### **Fundraising**

The Molina Foundation and Book Buddies require you to have express permission from the Book Buddies Director before raising funds for The Molina Foundation or Book Buddies in any way. You may not fundraise or request donations on behalf of Book Buddies or The Molina Foundation without consent to do so. We do appreciate your ideas and suggestions and would be more than willing to consider them.

## **Representation**

To avoid any conflict of interest, all volunteers agree to represent Book Buddies and no other organization or private business when volunteering in any capacity, including making a presentation or participating in a book drive or community event. Volunteers may not make personal recommendations or solicit clients for their own business or agency. When speaking with the public, volunteers agree to support all Book Buddies policies and to refrain from voicing personal views that may differ from Book Buddies policies.

When representing Book Buddies, volunteers agree that they will not attempt to influence legislation, proselytize, or participate or intervene in any political campaign on behalf of any candidate for public office.

## **Volunteer Protection Act**

The Volunteer Protection Act of 1997 provides immunity from lawsuits filed against a nonprofit's volunteer where the claim is that he carelessly injured another in the course of helping the nonprofit. The Volunteer Protection Act is similar to the Good Samaritan Act. We have provided you a copy of this to you. You will also be given a volunteer position description detailing the scope of your responsibilities.

## **Attendance**

We rely heavily on our scheduled volunteers. Every minute you help us, no matter the capacity, you are helping us build a path to literacy and getting books into the hands of children and families we serve. Please keep the volunteer coordinator's phone number readily accessible, should you need to contact us. Should anything happen prior to your scheduled shift or event, please contact us. We understand that circumstances may arise which interfere with a volunteer's ability to fulfill their scheduled commitment

## **Dress Code**

In the warehouse, for your safety, it is required that you wear closed toed shoes. We suggest you dress according to the season for comfort. (It is cold in the winter – jackets or sweaters are suggested.) If at a special event, and T-shirts are provided, we request you wear them during the duration of the event. If you have any questions about appropriate attire, please ask the Volunteer Coordinator or the Book Buddies Director.

## **Orientation**

All volunteers will receive an orientation to the Book Buddies Program and the Molina Foundation. The orientation for one-time event volunteers will start 30 minutes before the scheduled event. Any ongoing volunteers may be scheduled for a group session or 1:1 training as needed. Any paperwork that needs to be completed will be done prior to the start of your volunteer assignment.

## **Training**

All volunteers will receive a volunteer position description regardless of your length of service to us. Any specific training required may be done onsite prior to the event, or may require additional attendance. We may offer ongoing educational and training opportunities that may be beneficial to you during your service to Book Buddies or the Molina Foundation.

## **Supervision**

All Book Buddies volunteers will report directly to the volunteer coordinator or Book Buddies staff. Should you have any questions, comments or suggestions, please feel free to bring them to our attention at any time.

## **Volunteer Sign-In Sheets**

Your time is very valuable to Book Buddies. It is imperative that we track and document the hours you donate to us. At each event you will be required to sign in and out. If there is not a sign-in sheet at your event, please make the volunteer coordinator aware of this immediately. If you are an on-going volunteer, we ask that you log your daily hours in the volunteer time log book. Volunteer hours can be used for recognition, grant writing and insurance purposes. The value of a volunteer hour in the state of California was valued at \$22.86 in 2007.

## **Recognition**

Book Buddies appreciates and values the contributions of all our volunteers. Volunteers will be invited to participate in our annual recognition event to be held in April during National Volunteer Appreciation Week. At times we may nominate our volunteers for recognition via the Points of Light Foundation. Volunteers who demonstrate exceptional merit should be referred to the Volunteer Coordinator. Individualized recognition will be made as appropriate. This could be in the form of a letter, certificate of appreciation, thank you card, lapel pin, or any other item of appreciation deemed appropriate.

## T-Shirts and Nametags

All volunteers, groups or individuals will be given a Book Buddies T-shirt (after minimum required hours are completed) and nametag to be worn at all community events or functions where you are serving as a Book Buddies volunteer. As an on-going volunteer in the warehouse, we ask that you wear your T-shirt and nametag during your shift as this will make you identifiable to staff and co-volunteers.

## Age requirements

Book Buddies wants to engage and inspire volunteerism for everyone interested in helping us build a path to literacy. For safety purposes, our minimum age for junior volunteers is 10 years old. Junior volunteers ***are required to have signed permission of a parent or legal guardian and may only volunteer when an adult (parent, adult family member, or group leader) is present.*** Levels of responsibility and variety of duties may increase over time with proven commitment, maturity and responsibility. Specific volunteer opportunities are available for families and children. 14 year-olds may volunteer without the supervision of a family member, but a parent or legal guardian **must sign** the volunteer release and agreement and give permission prior to placement in a volunteer position.

## Supervision of Junior Volunteers

It is your responsibility as a parent, legal guardian or group leader to supervise junior volunteers at all times. A volunteer agreement and release must be signed by all adults for the junior volunteer, prior to volunteering with the Book Buddies Program.

## Code of Conduct

While volunteering for Book Buddies, we expect you to conduct yourselves with common courtesy to others at all times. We are encouraging children and families to get excited about reading. We want their experience to be a most positive one! If at anytime you are seen or believed to be engaging in the following, you will be dismissed from your volunteer assignment immediately. These situations/behaviors/acts include, but are not limited to, the following:

- Bringing a weapon, knife/gun or anything constructed to be a weapon at any event, sponsored location or assigned volunteer site.
- Arriving to your volunteer assignment intoxicated or perceived to have been engaging in any drug or alcohol use prior to your assignment.
- The use of cigarettes by a minor or the sale or distribution of cigarettes by an adult to a minor.
- Verbal abuse or name-calling towards anyone.

- Any intentional physical harm caused by you towards anyone.
- Any form of sexual harassment.
- Any theft or removal of Book Buddies property without permission.
- Any intentional damage or destruction of Book Buddies property.

### **Drug-Free Volunteer Policy**

The Molina Foundation and Book Buddies maintain a drug-free workplace and volunteer environment in accordance with the provisions of the California Drug-Free Workplace Act of 1990. The Molina Foundation and Book Buddies strictly prohibit the unlawful manufacture, distribution, dispensation, possession, or use of any controlled substance in the volunteer environment.

### **Sexual Harassment**

Whether it's in the form of a joke, comment, picture, or any kind of printed or reproduced article, sexual comments can be offensive and distasteful. You are required to comply with the law at all times while representing The Molina Foundation and Book Buddies in any capacity.

### **Grievances**

If a volunteer has any problems or concerns related to his or her volunteer position or to other Book Buddies employees or volunteers, he/she should speak with the volunteer coordinator. Book Buddies will make every attempt to address the concern. If you are not comfortable speaking with the volunteer coordinator, you may bring your concerns to the Book Buddies Manager.

### **Change of address, email or phone**

If you should move and have a change of address, email or phone number, please let the volunteer coordinator know at your earliest convenience. We do have change of address forms available online or in the volunteer coordinator's office.

### **Communication**

In an attempt to keep the Book Buddies volunteer's informed and updated on any changes to the volunteer program, an E-Newsletter will be emailed quarterly and will also be available online for your review. If you would like to make any comments or suggestions regarding the volunteer program, a suggestion box is located in the Volunteer Coordinator's office.



## **Incident Reporting**

Any incident in which you may be harmed or injured in any way should be immediately reported to the Volunteer Coordinator. A form should be completed including all of the incident information. These forms are available from the Volunteer Coordinator.

## **Felony Convictions**

Any volunteer applying for an opportunity with Book Buddies who has been convicted of a Class 1, 2 or 3 felony will be considered on a case-by-case basis. Any felonies that involved any type of physical harm to others or animals will not be considered for the Book Buddies program. A list of alternative volunteer opportunities in the community is available in the volunteer coordinator's office.

# BOOK BUDDIES AND THE MOLINA FOUNDATION

## Volunteer Release

I agree to release, discharge, indemnify, and hold Book Buddies and The Molina Foundation harmless for any and all damages to me or my personal property while performing my volunteer services to Book Buddies in a voluntary capacity.

I recognize that while performing my volunteer services in a voluntary capacity, there exists a risk of injury including personal physical harm. On behalf of myself, my heirs, personal representatives and executors, I hereby release, discharge, indemnify and hold harmless Book Buddies, its agents, servants and employees from any and all claims, causes of action or demands of any nature or cause connected with my Volunteer Agreement. This might include costs and attorney's fees and court costs incurred by Book Buddies in connection with my volunteer services based on damages or injuries which may be incurred or sustained by me in any way. Such damages or injuries might include, but are not limited to accidents, injuries and personal property damage.

I understand that public relations are an important part of volunteering with the Book Buddies program. I therefore agree on behalf of my heirs, personal representatives and executors to allow Book Buddies and The Molina Foundation to use any photographs taken of me for use in public relations efforts. Book Buddies will use reasonable efforts to notify me, but such notification is not a condition of the photograph's release for public relations purposes.

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Printed Name

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Signature

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Date

### **PARENT OR LEGAL GUARDIAN (OF VOLUNTEERS UNDER 18 YEARS OF AGE)**

**As a parent or legal guardian of the above named volunteer, I hereby give my consent to allow my child (ward) to volunteer services for Book Buddies as described within this volunteer handbook. I have read this volunteer handbook and fully understand its terms and conditions, paying special attention to the release section herein.**

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Signature of Parent or legal guardian (if child is under the age of 18)

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Date

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Volunteer Coordinator Signature

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Date