



# **Volunteer, Intern & Mentor Handbook and Code of Conduct**

**The Global Village Project, Inc.  
P.O. Box 1548  
Decatur, GA 30031**

**Our mission is to develop a strong educational foundation for each student within a caring community using a strengths-based approach and intensive instruction in English language and literacy, academic subjects, and the arts.**

**Our vision is to ensure that all refugee girls with interrupted schooling have access to the education necessary to pursue their dreams.**

## DESCRIPTION OF PROJECT & VOLUNTEER PROGRAM

The Global Village Project, Inc. (“GVP”) is a 501(c)(3) nonprofit organization and Georgia-accredited special purpose school for refugee girls and young women with interrupted education and limited English and literacy. With an approach focused on students’ strengths and resources, we aim to (1) support students as they reach for their educational dreams of high school graduation and college and (2) demonstrate how adolescent English Language Learners with limited and interrupted education can be highly successful students and empowered citizens. Located in Decatur, Georgia, GVP serves approximately 45 students between the ages of 11-18 each year. Students pay no tuition and transportation and lunch are provided free of charge. An additional 65 alumnae are served through GVP’s mentor program that provides support for graduating students as they navigate high school and college. GVP offers an exemplary model of excellent and equitable education for newcomer refugee learners.

GVP was founded by volunteers working with a local Saturday School for refugee families. They recognized the challenges that many refugee teenage girls faced as they entered local public schools. GVP formally opened its doors in August 2009 with 30 refugee teenage girls from more than 10 countries including Iraq, Sudan, Somalia, Burma, Bhutan, Afghanistan, and Liberia. The Decatur Presbyterian Church offered GVP free classroom space and dozens of dedicated volunteers showed up weekly to support the part time teachers and students in the new school.

From the very beginning, GVP has depended on a strong community of support. Volunteers have served as tutors, classroom assistants, lunch walkers, librarians, mentors, board members, and more. Volunteers have generously shared their time, talent, and treasure and helped us spread the word about the good work we do at GVP. Our school and students would not have accomplished so much without the committed community of volunteers that surrounds us. We thank you for your willingness to serve our school and students.

### GVP’s Community CORE Values



## GENERAL POLICIES

### **Policies for Volunteers, Interns, and Mentors**

All Volunteers, Interns, and Mentors must attend a New Volunteer Orientation at GVP before beginning service with the organization. All Volunteers must also undergo a Cultural Orientation and Trauma Training within their first year of service. All ongoing Volunteers with continuous service must complete a Refresher Orientation after three years.

The following definitions apply as used in this document:

- “Employees” means individuals currently employed by GVP, who are paid for their services. Employees’ obligations are governed by separate policy, and their exclusion of obligations herein shall not be interpreted to exempt them from such obligations.
- “Volunteers” means individuals who freely offer their services to GVP. Interns and Mentors fall under the broader category of “Volunteers.”
- “Interns” means students and/or trainees who freely offer their services to GVP in order to gain knowledge and experience.
- “Mentors” means individuals who freely offer to advise, guide, and support students as they graduate from GVP and continue their educational journeys in high school.

For the avoidance of doubt, all Interns, Mentors, and Volunteers will hereinafter be referred to as “Volunteers” unless otherwise expressly stated.

***Special Note to Mentors:*** Mentors are required to review and sign additional documents and abide by policies developed specifically for Mentors. The role of Mentors is unique from the role of all other Volunteers. If any term or condition of this handbook conflicts with those of the Mentor-specific documents and policies, then the terms and conditions of the Mentor-specific documents and policies shall govern and be followed by Mentors.

## **VOLUNTEER RELEASE AND WAIVER OF LIABILITY**

**\*PLEASE READ THE BELOW CAREFULLY.  
IT AFFECTS YOUR LEGAL RIGHTS.\***

### **Release and Waiver**

By signing below, Volunteer hereby forever releases, discharges, indemnifies, holds harmless, defends, exonerates, and covenants not to sue GVP, its members, officers, directors, staff, employees, agents, successors, and assigns (collectively, the “Released Parties”) from, against, and with respect to any and all liabilities, claims, or demands of any kind or nature whatsoever, whether at law, in equity, or otherwise, which arise or may hereafter arise directly or indirectly from Volunteer’s service with GVP (the “Release”).

Volunteer understands and expressly agrees that this Release forever discharges the Released Parties from any and all liabilities or claims that Volunteer may have against the Released Parties

with respect to any bodily injury, personal injury, illness, death, property damage or loss that may result, directly or indirectly, from the its service with GVP, whether or not caused by the negligence of any Released Party, and in all cases to the fullest extent permitted by applicable law.

Volunteer also understands that GVP does not and shall not assume any responsibility for or obligation to provide financial or other assistance to Volunteer, including but not limited to medical, health, or disability insurance in the event of injury, illness, or other claim or loss.

### **Assumption of Risk**

Volunteer understands that her service with GVP may include, among other things, strenuous physical activity, emotional stress, travel, and hazardous or dangerous conditions. Volunteer shall advise GVP of any preexisting condition that may preclude Volunteer's participation in any GVP-related activity. Volunteer personally assumes all risk of injury or harm that may result, directly or indirectly, from, during, or with respect to the activities, and forever releases, discharges, indemnifies, holds harmless, defends, exonerates, and covenants not to sue the Released Parties from all liabilities or claims for injury, illness, death, or property damage or loss resulting from or with respect to Volunteer's service. Volunteer understands that she may decline her volunteer service at any time if Volunteer feels that the applicable activity presents a risk to health or safety for any reason.

### **Substantial Waiver**

Volunteer expressly agrees that this Release is intended to be as broad and inclusive as permitted by the laws of the State of Georgia and all other applicable laws, rules, and regulations wherever found. This Release shall be governed by and interpreted in accordance with the internal laws of the State of Georgia.

Volunteer agrees that in the event that any clause or provision of this release and handbook shall be held to be invalid, the invalidity of such clause or provision shall not otherwise affect the remaining provisions of this Release, which shall continue to be fully enforceable. This Release shall bind Volunteer and his or her successors, heirs, executors, administrators, and other personal or legal representatives.

*If Volunteer has questions about this handbook, including specifically this release, Volunteer may, and has been given opportunity to, consult with legal counsel before signing and agreeing to this waiver and Release.*

## **GENERAL POLICIES**

### **Transportation**

Minor students may only be released to and transported by legal guardians and those authorized by them. Such authorization must occur in writing and be signed by the parent/legal guardian prior to the release of such minor student to someone other than the minor student's legal guardian. GVP will not provide transportation for minor Volunteers.

### **Field Trip Driving**

Volunteers with an approved driving record may be asked to drive GVP students for school related activities. Volunteers must provide to GVP copies of the Volunteer's license and auto insurance *prior* to driving on behalf of GVP for school-related activities.

All Mentors are required to provide a copy of their license and auto insurance. Mentors must abide by the Mentor policy when considering driving their mentee to any location whatsoever.

No Volunteers may drive students to medical appointments at any time for any reason.

Volunteers will not be reimbursed for mileage. Volunteers can choose to keep track of mileage and/or travel time and submit this time to the Community Engagement Associate to be added to their volunteer hours. If no mileage or travel time is submitted, thirty minutes of travel time (round-trip) will be added to each service date.

### **Inclement Weather**

In the event of inclement weather, all Volunteers shall consult GVP's website to determine whether the school is open or closed, and if closed, Volunteers shall not attend or attempt to attend the school for any reason. GVP follows the inclement weather responses of DeKalb County schools, and GVP will be open or closed in parallel with DeKalb County schools.

### **Background Checks**

All Volunteers must permit GVP to complete a background check and check of the sex offender registry prior to beginning service. Volunteers with continuous service are required to undergo a background check every three years. Volunteers who have had an interruption in their service of more than nine months will be required to undergo another background check.

Volunteers will be asked to make a donation to cover the cost of all background checks required for service. Interns are not required to make a donation to cover the cost of their background checks.

Volunteers who will be expected or asked to transport a student as part of their service must pass a Motor Vehicle Report check and be in compliance with the standards required by GVP's insurance policy. Volunteers will not drive on behalf of GVP without first confirming with GVP their compliance with GVP's insurance policy.

***Special Note to Mentors:*** Because of Mentors' roles within GVP, Mentors may be required to undergo more in-depth background checks in addition to those required for other Volunteers. By agreeing to this handbook's terms, Mentors acknowledge, accept, and consent to undergo extensive background checks, the extent of which shall be in the sole discretion of GVP.

### **Confidentiality**

All data, materials, knowledge and information generated through, originating from, or having to do with GVP, individuals served by GVP, or persons associated with GVP's activities, including Volunteers, are considered privileged and confidential and are not to be disclosed to any third

party. All pages, forms, information, designs, documents, printed matter, policies and procedures, conversations, messages (received or transmitted), resources, contacts, e-mail lists, e-mail messages, client, staff or public information are confidential and the sole property of GVP unless otherwise agreed upon in writing.

This also includes, but is not limited to, any information of, or relating to, GVP's staff, clients, operations and activities. This privilege extends to all forms and formats in which the information is maintained and stored, including, but not limited, to hardcopy, photocopy, microform, automated and/or electronic form. Student information, including all file information, is not to be disclosed to any third party, under any circumstances, without the written consent of GVP.

Additionally, financial and personal information from students, people associated with, or people seeking the aid of GVP, must be handled according to the following principles:

- Collect, use and retain only the personal information necessary for GVP's operations. Whenever possible, obtain any relevant information directly from the person concerned. Use only reputable and reliable sources to supplement this information.
- Retain information only for so long as necessary or as required by law. Protect the physical security of this information.
- Limit internal access to personal information to those with a legitimate reason for seeking that information. Use personal information only for the purposes for which it was originally obtained. Obtain the consent of GVP and the person concerned before externally disclosing any personal information, unless legal obligations so require.

Any disclosure, misuse, copying or transmitting of any material, data or information, whether intentional or unintentional, by a Volunteer will subject her to disciplinary action and/or prosecution, according to the procedures set by GVP and any applicable laws.

GVP encourages Volunteers to share the experiences that they encounter during their service to the organization. However, no Volunteer shall share, across any medium (including social media), any identifiable or personal information of the students of GVP.

Additionally, Volunteers will encounter confidential information during their service, including but not limited to, the following: student personal information, health information, family status, or academic information, grades and other personal or identifiable information. All Volunteers must protect such confidential information.

GVP serves refugee youth who may have undergone traumatic experiences that have brought their families to the U.S. as refugees. Some are comfortable talking about these circumstances, and some are not. Please respect the students you work with by not asking questions about their refugee experience. It is great to show interest in their culture and country by asking questions and even doing research. These kinds of conversations could lead the student to disclose information about their story or status. That is their choice. Please maintain the confidentiality of the student and do not share this personal information with others. If you have any concerns

about what has been disclosed, please speak with the Community Engagement Associate. Never share information about a student through any medium without approval from the Community Engagement Associate.

### **Commitment**

The following are the expected commitment levels of various Volunteers:

- Mentors must commit to serve for a minimum of one year.
- Interns must commit to serve for a minimum of one semester (four to five months).
  - Interns must be able to serve a minimum of eight hours per week for academic interns and minimum of 12 hours per week for administrative interns for the duration of their internship (unless a different schedule is approved by the Community Engagement Associate or Internship Supervisor).
  - Interns are able to take time off for personal reasons with prior approval of his/her direct supervisor and the Community Engagement Associate.
- Volunteers are not required to commit to a length of service. We encourage Volunteers to commit for no shorter than one school semester (five months). Committing for a minimum of five months allows a Volunteer to become familiar with GVP as well as get to know the students and community that GVP serves.

### **Reporting – Service**

All Volunteers are expected to report on the services they provide to the school or students (e.g., volunteer hours, mileage/travel time, personal accounts of service, etc.). This reporting is crucial to the funding of GVP programs. GVP expects all Volunteers to complete evaluations and surveys in addition to their reports of service.

## **CONFLICT AND HARASSMENT POLICIES**

### **Reporting – Possible Abuse**

Employees and all Volunteers are required to report child abuse of minors.

If Volunteers suspect physical, sexual, emotional abuse or neglect, Volunteers must report such suspicion to the Department of Family and Children Services (DFCS) or law enforcement where the child lives (usually DeKalb County). Without limiting the generality of the preceding sentence, Volunteers should consider the influence of non-abusive cultural differences when assessing a suspect situation.

In addition, all Volunteers must report such suspicion directly and immediately to Head of School or if Head of School is not present, then to a senior staff member. There is no excuse for not reporting any of the aforementioned suspicions. All reporting to Head of School will be kept strictly confidential.

The following descriptions apply for instances of when reporting is required. This is a descriptive, but not exhaustive, list:

- **Physical Abuse:** intentionally inflicting injury upon a child
  - Physical marks (bruises, welts, burns); wariness of physical contact; excessive fear of caretaker; antisocial behavior
- **Sexual Abuse:** any sexual act with a child by an adult or older child
  - Disclosure of sexual abuse; age-inappropriate interest in sexual matters
- **Neglect:** failure to provide for a child's basic needs (food, clothing, shelter, medical care, education, supervision)
  - Weather inappropriate clothing; untreated illness or injury; chronic absenteeism; chronic hunger; reporting no caretaker
- **Emotional Abuse:** when a parent fails to provide the supervision the child needs for healthy psychological growth
  - Eating disorders; nervous disorders; cruel behavior; behavioral extremes (withdrawn-aggressive)

Any allegation of any Volunteer committing child abuse or neglect will be expeditiously and thoroughly investigated by GVP. Contact with students will be restricted and constrained and the person in question will be suspended from the program until the investigation is concluded.

### **Open Door Policy**

We sincerely hope that GVP amply demonstrates its commitment to all Volunteers by responding effectively, fairly, and openly to Volunteers' concerns. GVP welcomes active participation, supports Volunteers' responsibilities to carry out their work, and encourages their talents.

GVP is committed to an "open door" policy for the communication and resolution of Volunteer, Intern, and Mentor work-related issues and concerns. The Community Engagement Associate, as well as department managers, are available to discuss and address any Volunteer's concerns and ideas. All such communication will be shared only with people who need to know about a Volunteer's concerns and no Volunteer will be subject to retribution for bringing forward legitimate problems or concerns.

In any organization, problems or differences of opinion over matters can occasionally arise between Volunteers amongst themselves or their supervisors, or between Volunteers and GVP itself. GVP strongly encourages its Volunteers to bring such matters forward in the following manner:

1. All Volunteers are encouraged to bring any problem or concern to the Community Engagement Associate first.
2. If a resolution cannot be reached with the Community Engagement Associate or if a Volunteer feels uncomfortable in any way in approaching the Community Engagement Associate, the Volunteer should then contact the Head of School.



3. In presenting an issue or concern, Volunteer should state the problem, give examples of its impact, and offer suggestions for solution.

GVP's open door policy is designed to resolve problems or concerns as quickly as possible. Again, there will be no repercussions against any Volunteer for exploring questions or problems that they might have. GVP is committed to responding to any and all Volunteer concerns and to doing so in a timely manner. As such, GVP will make a reasonable effort to address Volunteer, Intern, and Mentor concerns as quickly as is reasonably possible.

### **Anonymous Reporting**

Although the foregoing open door policy is the preferred process for treatment of Volunteers' concerns, GVP acknowledges that certain circumstances, and certain concerns, may merit the use of an anonymous reporting system.

To submit concerns anonymously, Volunteers may submit their concern via mail to the attention of Head of School. Anonymous concerns should not be slipped under doors, hand delivered to offices or otherwise communicated. GVP will, to the extent allowable by law and its internal policies, respect the anonymity of any Volunteer, Intern or Mentor submitting such a concern.

### **Policy against Discrimination, Harassment and Retaliation**

GVP expressly prohibits discrimination, harassment, and retaliation based on race, color, sex, sexual orientation, religion, creed, national origin, disability, age, veteran status or any other protected category. Improper interference with the ability of GVP Volunteer to perform their expected duties is also prohibited. Nor will GVP tolerate any actual or attempted reprisals or retaliation against a Volunteer who raises a sincere and valid concern that this policy has been violated. GVP takes all allegations of discrimination, harassment, and retaliation very seriously and is firmly committed to ensuring a workplace free of those discriminatory activities. Anyone engaging in discrimination, harassment, or retaliation is subject to disciplinary action up to and including discharge.

### ***Harassment Prohibited – Definition & Descriptions***

As used in this policy, the term "harassment" refers to conduct that fails to respect the dignity and feelings of an individual as related to that person's race, color, sex, sexual orientation, religion, creed, national origin, disability, age, veteran status, or any other protected category. Harassment that is forbidden by this policy can take several forms, including but not limited to:

1. Sexual harassment. This includes unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature where the individual is made to feel as if he or she must agree to the request or submit to the advance in order to get favorable treatment at work. Sexual harassment also includes sexually oriented conduct and communications that unreasonably interfere with a Volunteer's work performance or create an intimidating, hostile, or offensive environment. This policy protects and covers the conduct of all Volunteers. In other words, unwarranted sexual advances violate this policy and are prohibited at

all times regardless of whom the harassing behavior is intended to impact. While not exhaustive, the following is a list of some examples of sexual harassment:

- Unwanted sexual advances.
- Offering employment or organizational benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual harassment.
- Visual conduct such as leering, making sexual gestures, or displaying or distributing sexually suggestive objects, pictures, cartoons, or posters.
- Verbal conduct such as making or using sexually derogatory comments, epithets, slurs, or jokes.
- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations.
- Physical conduct such as touching (including inflicting fear of unwanted touching), assault, or impeding or blocking movements.

2. Racial, Color, Religious, National Origin, Disability, or Age Harassment. Harassment based on race, color, religion, national origin, disability, sexual orientation, or age can include any verbal, written, or physical act in which race, color, religion, national origin, disability, sexual orientation, or age is used to make a Volunteer uncomfortable at work or interferes with a Volunteer's ability to perform their assigned tasks.

Harassment based on race, color, religion, national origin, disability, sexual orientation, or age may take many forms. While it is impossible for GVP to provide an exhaustive list, the following is a list of some examples of harassing behavior that GVP will not tolerate:

- Jokes that refer to race, color, religion, national origin, disability, sexual orientation, or age.
- Posting or distributing cartoons, drawings, or any other material that negatively reflects a person's race, color, religion, national origin, disability, sexual orientation, or age.
- The use of epithets, slurs, derogatory comments, negative stereotyping, or other offensive language.
- Practical jokes, horseplay, or teasing that makes fun of or insults a person's race, color, religion, national origin, disability, sexual orientation, or age.

### ***Reporting and Investigating Discrimination, Harassment and Retaliation***

In an effort to eliminate all workplace discrimination, harassment, and retaliation, GVP utilizes an internal investigation process in response to complaints of such conduct. Anyone who believes he or she is being subjected to discrimination, harassment, or retaliation or who has witnessed such conduct must report the conduct as provided in the following procedure. Anyone who knowingly fails to report an incident of discrimination, harassment, or retaliation may be subject to disciplinary action.

1. Report any discriminatory, harassing, or retaliatory behavior that you experience or witness to the Community Engagement Associate immediately.
2. If the problem is not immediately resolved, contact the Head of School/Executive Director or Operations Manager.
3. If the Head of School/Executive Director, Operations Manager, or Community Engagement Associate is involved, or if you do not feel comfortable talking to them for any reason, you need not contact either one of them first, but may instead proceed directly to any member of management with whom you feel comfortable talking.
4. A thorough investigation will be conducted and there will be no retaliation against victims or witnesses for participating in the investigation.

### ***Confidentiality and Privacy***

In cases involving a report of harassment or discrimination, all reasonable efforts will be made to protect the privacy of the individuals involved. In many cases, however, GVP's duty to investigate and remedy harassment makes absolute confidentiality impossible. GVP will try to limit confidential information to those Volunteers with a "need to know." Volunteers who assist in an investigation are required to keep confidential all information they learn or provide.

### ***Assurance of Non-Retaliation***

GVP expressly prohibits retaliation of any kind against anyone for reporting harassment or discrimination. Any such retaliation may result in discipline up to and including discharge.

## **DRUG AND ALCOHOL USE POLICY**

GVP is a drug-free environment. Specifically, GVP is committed to having a workplace and service environment free from the improper use of narcotics and other controlled substances (commonly referred to as illegal drugs), the abuse of alcohol, and the misuse of legal or prescription drugs. Their sale, use, and abuse, when connected to the work environment, threatens the safety, morale, and public image of both you and GVP. Because of our strong concerns in this area, the following policy is in effect:

1. No person will be hired or approved for service who is a user, abuser, promoter, or seller of illegal drugs.
2. Use, presence in the body, sale, distribution, or possession of illegal drugs by Volunteers while serving, while present on GVP premises, or during service hours, including break or meal periods, is strictly prohibited and is grounds for discharge.
3. A Volunteer who is found to be a seller or involved in the sale, solicitation, or dealing in illegal drugs will be discharged.

4. A Volunteer who is taking prescription medication or other legal drugs that might impair his or her physical or mental faculties should provide prompt notice of this fact to his or her supervisor. No Volunteer should report to work under the influence of any drug that might impair the Volunteer or create a safety risk to the Volunteer or anyone else at GVP.
5. Reporting to work or performing assignments under the influence of alcohol is cause for discharge.
6. The use or possession of alcoholic beverages on GVP premises, except for authorized events, is also prohibited. In addition, there are certain situations where staff may be attending sponsored functions or meetings, professional conferences or other gatherings where the Volunteer is representing GVP and where alcoholic beverages are being served. In these situations, and at the Volunteer's discretion, alcohol may be consumed. It is GVP's explicit expectation that Volunteers who consume alcohol at such functions do so in a responsible and legal manner.

### **Youth Protection Policy and Volunteer Guidelines**

In addition to the foregoing, the Youth Protection Policy and Volunteer Guidelines are attached hereto as an exhibit. The terms and requirements set forth therein are wholly incorporated by reference and **may be updated and revised from time to time in the sole discretion of GVP**. It shall be the responsibility of the Volunteer, Intern or Mentor to maintain compliance with the policy as it is updated from time to time. GVP will provide copies of the updated policy when the updates are material.

## **BEHAVIOR POLICY**

At GVP we value our Volunteers and value:

- **Good Citizenship, Diversity, and Integrity** – We respect the worth and dignity of all individuals and celebrate cultural difference and diversity. We are a caring and collaborative community of learners. We work to make a difference in local and global communities and are responsible stewards of our resources. We aim for transparency, integrity, and honesty in all activities.
- **Strong Social Interaction and Support** – Through our network of teachers, Volunteers, families, and community partners, we provide each student with individualized support and extensive experiential learning opportunities. We value social interaction and fun. We encourage loving and supportive relationships among all members of the community. We believe that supportive relationships empower each student to stretch while providing strength for her learning and life journey.

Also at GVP, we embrace five **COMMUNITY CORE VALUES** (*Respect, Responsibility, Kindness, Appreciation, and Lifelong Learning*), and we expect that all of our Volunteers, staff, and students will work to embody and practice these.

The following conduct is prohibited while on GVP property or during working hours:

1. Possession or use of firearms, knives or other lethal or intimidating weapons;
2. Violence or use of force, with or without a weapon;
3. Using, possessing, being under the influence of, or selling alcohol or drugs on GVP property or during working time. Please see the Drug and Alcohol Use Policy;
4. Making personal local or long-distance telephone calls during a Volunteer shift unless absolutely necessary. If it is absolutely necessary to make a long-distance telephone call during working hours from a GVP telephone, Volunteers must not charge the call to GVP;
5. Failing to maintain personal appearance standards that are appropriate to your position, as determined by your supervisor. If you have any questions or comments concerning appropriate attire for your work area, contact your supervisor;
6. Removing or using without authorization GVP property – including stealing, misappropriating, defacing or damaging GVP property;
7. Carrying on outside activities, employment, or personal business during service time;
8. Selling products or services or soliciting funds for outside organizations in service areas during times when the Volunteer soliciting or being solicited should be serving;
9. Engaging in an activity that presents a conflict of interest with your work at GVP or with GVP goals or work;
10. Falsifying, removing, or destroying information related to employment, payroll or work-related records or reports of any Employee, or any similar records (volunteer hours log, etc.) of Volunteers;
11. Falsifying GVP records, furnishing false or misleading information, withholding information, or failing to cooperate in any investigation by GVP management, its agents, or any government agency;
12. Discourteous treatment of Employees, other Volunteers, GVP students or the public, including, but not limited to, harassing, coercing, threatening, or intimidating others;
13. Violating or neglecting safety rules, engaging in unsafe behavior, or failing to report a hazardous condition or an accident to a supervisor immediately;
14. Violating GVP's Equal Employment Opportunity or Non-Harassment, Discrimination, or Retaliation policies;

15. Releasing or possessing confidential information or business records without authorization;
16. Practicing excessive absenteeism, excessive tardiness, or failure to properly report an absence;
17. Failing to report to service;
18. Disruptive behavior, violating this handbook and code of conduct, exceeding authority and/or guidelines, or insubordination;
19. Engaging in conduct that is illegal, unethical, or immoral;
20. Fighting or use of threatening language;
21. Falsifying your application for employment, your time card, or sign-in sheet or other GVP materials;
22. Using tobacco products in undesignated areas; and
23. Abusing restroom or other breaks.

### **Guidelines for Physical Contact**

Any physical contact between a Volunteer and a student in a non-public venue is highly discouraged. Limited physical contact such as a pat on the back, or on the shoulder, or a handshake is permissible, but students should be asked about this in advance. Hugs are permissible within sight of others. The Volunteer must stop a hug immediately upon request by the student.

### **Two Adult Rule at School**

Whenever possible (regardless of inconvenience) at least two approved Volunteers must be in the room when minor students are present. If a Volunteer is alone in a room with the student, she must be in full view (by way of door being left open) at all times.

## **PERFORMANCE POLICY**

The following conduct is prohibited while on GVP property or during service hours:

1. Failure to cooperate with fellow Volunteers and supervisors or failing to follow instructions;
2. Failure to meet quality of work standards;

3. Inefficiency, incompetence, or negligence in the performance of duties, including failure to perform assigned tasks or training or failure to discharge duties in a prompt, competent, and reasonable manner;
4. Failure to improve performance in accordance with written or verbal direction after a reasonable trial period;
5. Loss of Driver Certification where duties require driving; and
6. Insubordination or willful failure to produce a satisfactory quantity or quality of work.

### **PERSONAL APPEARANCE/DRESS CODE POLICY**

Dress, grooming, and personal cleanliness standards contribute to the morale of all staff, students, and community members and affect the professional and public image GVP presents to clients and visitors.

During GVP's business hours, Volunteers are expected to present a clean and neat appearance and to dress according to the requirements below.

#### **Dress Code Policy**

As Volunteers in our school, the following dress code will apply for all days that students are present, for all school-related activities, and for family conferences.

Guidelines for attire:

- Clothes that maintain a professional and appropriate appearance.
- Clothes that are neat, clean, and in good repair.
- No skirts or slits in skirts/dresses that are shorter than 4 inches above the knee.
- No cleavage showing – neckline appropriate.
- No spaghetti straps, no sleeveless shirts with sleeves less than two (2) inches, unless covered by a jacket or other top.
- No graphic T-shirts with artwork or words that are considered offensive, obscene, vulgar, or violent.
- No showing of midriff skin between shirts and pants/skirts.
- Tattoos that are considered offensive, racist, vulgar, show scenes of violence, drug-related, contain strong sexual imagery, gang related or contain obscene phrases may not be visible.

### **USE OF EQUIPMENT POLICY**

Equipment essential in accomplishing duties is often expensive and may be difficult to replace. When using GVP property, Volunteers are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Volunteers are asked to notify the Operations Manager or Community Engagement Associate if any equipment, machines, or tools appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to Volunteers or others.

The improper, careless, negligent, destructive, or unsafe use or operating of equipment can result in disciplinary action, including discharge.

## **TECHNOLOGY POLICY**

The voice mail, e-mail, internet access, and computer systems (collectively referred to as “technology resources”) are provided by GVP to assist Volunteers in carrying out the functions of GVP.

All GVP technology resources, including files, communications, or messages, received or stored, are the property of GVP. GVP is entitled to access, review, disclose, copy, delete, or save any technology resources, if deemed necessary for any purpose. GVP may override any applicable password or codes. Volunteers should understand that they should have no expectation of privacy in their use of GVP’s technology resources.

Voice mail, e-mail, the internet, and computer systems are to be used for GVP-related business only and should not be utilized for personal reasons. Technology resources may not be used to exhibit, communicate, or distribute material that violates GVP policy, such as inappropriate, pornographic, offensive, or harassing material. Volunteers are prohibited from sending or receiving any inappropriate e-mail, such as messages that are pornographic, false, defamatory, hateful, or derogatory with respect to race, religion, age, national origin, gender, sexual orientation, marital status, or any other category protected by law, or which are intended to harass, threaten, or intimidate any Volunteer or any other person. Access to pornographic or other inappropriate websites is strictly prohibited and the determination of whether any website qualifies as inappropriate is in the sole discretion of GVP. Technology resources may not be used in a way that violates the law or other GVP policies. Additionally, Volunteers are forbidden from downloading and/or distributing intellectual property from the internet without appropriate legal authorization.

Intentional interference with the operation of GVP technology resources, such as theft, removal, vandalism, or modification is prohibited.

GVP retains the right of full access to its technology equipment and may search it from time to time without further notice. GVP may also (without further notice) access equipment furnished by any person, but used in the course of performing any Volunteer responsibilities, e.g., personal computers, laptops, files, calendars, date books. GVP may, under certain circumstances, search personal property of its Volunteers, including but not limited to packages and purses brought on GVP property.



To the extent Volunteers are granted email addresses hosted by GVP or any other means of accessing information stored by GVP or owned or licensed by GVP, such individuals shall under no circumstances access information that is not directly related to what they have been requested to do by their supervisors or coordinators. If Volunteers ever come in contact with information that is outside what would be considered reasonable for said individual to access for their assignment, such individual shall immediately cease all access and report such access to their supervisor. Under no circumstances should any Volunteer, Intern or Mentor access personally identifiable or sensitive information unless expressly instructed to do so by their supervisor. For the avoidance of doubt, as used in this section, “supervisor” shall be an Employee of GVP and not a Volunteer, Intern, or Mentor.

## **USE OF GVP INTELLECTUAL PROPERTY**

GVP understands that its Volunteers from time to time will want to solicit donations, raise awareness or engage potential Volunteers on their own time in support of GVP. GVP desires to fully support those individuals who contribute their time and effort to spread the mission of GVP. However, under no circumstances shall Volunteers solicit, provide remarks, or otherwise represent themselves as agents of GVP. Furthermore, such individuals shall not use any trademarks, confidential information, copyrights, logos, or other intellectual property of GVP without the express written consent of GVP. Prior to the requested use, the individual shall submit in writing a request to use GVP’s logo that details (a) the nature of the use or event, (b) if applicable, the remarks that the Volunteer will provide, (c) a list of logos or other materials that belong to GVP that the Volunteer would like to use, and (d) any other information GVP deems necessary to determine whether it will consent to the requested use.

## **USE OF TELEPHONES POLICY**

The telephone is a primary communication vehicle for GVP and as such must be used and relied upon to support the work of GVP. Volunteers should keep personal calls to an absolute minimum. Volunteers, unless authorized, are not allowed to make long distance calls.

## **SOCIAL MEDIA POLICY**

All Volunteers shall protect the confidentiality and privacy of students and families at all times. Accordingly, Volunteers shall not disclose on social media sites any personal information about a student, including but not limited to a student’s last name, home or other physical address, e-mail address, telephone number, Social Security number, school, routine, activities, location, family information, finances, health, and/or other information about a student or her family. The disclosure of even seemingly harmless information about a student could be detrimental. The GVP Confidentiality Agreement and Policy provides further information about a Volunteer’s confidentiality obligations, and these obligations extend to the use of social media.

### ***Examples:***

Permissible to post on social media:

- “Helping my mentee with homework then taking her for ice cream” (no name disclosed)
- “Going to the play with my mentee tonight” (no location or name posted)

Impermissible to post on social media:

- “Going to Clarkston football game with my Mentee Nura Mohamed tomorrow. So excited!” (wrongfully discloses location, school, and full name of student)

Volunteers shall not use or post images or videos of a student unless GVP has a media release signed by parents/guardians on file and the student has agreed to the post. The Volunteer shall consult with the student to make sure she has no objection to the use of the image or video on the social media. The Volunteer may NOT identify the student in the photo or video (e.g., no tagging) and may not disclose confidential information about a student (including information through posting video that itself discloses confidential or personal information).

In using social media, Volunteers shall use good judgment as to the content of their own social media sites. The Volunteers shall not use social media in any illegal, improper or harassing manner.

## **RELEASE OF VOLUNTEERS’ INTELLECTUAL PROPERTY RIGHTS**

All Volunteers hereby grant and convey to GVP all right, title and interest in any and all photographic images and video or audio recordings made by Volunteer that directly relate to Volunteer’s service at GVP, including, but not limited to, rights to and any royalties, proceeds, or other benefits derived from such photographs or recordings. Volunteer grants GVP an unlimited right to use, edit, distribute, publish and publicize any of the foregoing materials without charge or contest.

## **DOCUMENT RETENTION**

GVP takes seriously its responsibility to preserve information related to the activities of GVP, including litigation, audits, and investigations. GVP’s policy covers all records and documents related to the activities of GVP regardless of physical form (“Records”), and contains guidelines to ensure compliance with federal and state laws and regulations. Records covered by this policy include all those that an officer, director, Employee, or Volunteer (hereafter “Agent”) of GVP produces, whether paper or electronic and without regard to what device it may be stored on. A Record may be as obvious as a memorandum, an e-mail, a contract or a case study, or something less obvious, such as a computerized desk calendar, an appointment book, or an expense record.

Applicable law and business necessity requires GVP to maintain certain types of Records, usually for a minimum period of time. Failure to retain those Records for those minimum periods could subject you and GVP to penalties and fines, cause the loss of rights, obstruct justice, spoil potential evidence in a lawsuit, place GVP in contempt of court, or seriously disadvantage GVP in litigation. Likewise, unnecessary retention of Records beyond applicable periods can result in excess administrative expense for GVP.

GVP expects all Agents to fully comply with this Document Retention policy, provided that all Agents should note the following general exception to any stated destruction schedule:

**If you believe, or GVP informs you, that Records are relevant to a government investigation, litigation, or potential litigation, e.g., a dispute that could result in litigation against GVP or an Agent, then you must preserve those Records until the GVP executive leadership determines that the Records are no longer needed and notifies you in writing of such fact.** This expectation supersedes any previously or subsequently established retention schedule for those Records. If you believe this exception may apply, or have any question regarding the possible applicability of this exception, please contact the Administrator.

The following sets forth minimum retention periods for certain kinds of Records:

1. **Organizational Documents.** GVP's articles of incorporation, bylaws, and other foundational documents relating to GVP's tax exempt status, including IRS Form 1023, should be retained indefinitely. GVP understands that such documents must be available for inspection by certain parties, including the IRS.
2. **Tax Records.** Tax Records include, but may not be limited to, applications for tax-exempt status, IRS determination letters, IRS correspondence, Forms 990, audit reports, documents concerning payroll, expenses, proof of deductions, business costs, accounting procedures, and other documents concerning GVP's revenues. With the exception of applications for tax-exempt status and determination letters, which should be retained in perpetuity, tax Records should be retained for seven years from the date of filing the applicable return.
3. **Donor's Records.** Copies of donation acknowledgments, records of donations, and IRS Forms 5253 or 5252 should be retained for seven years. During retention, these Records should be maintained in a secure and confidential manner.
4. **Employment Records/Personnel Records.** State and federal statutes may require GVP to keep certain recruitment, employment and personnel information. GVP should keep personnel files that reflect performance reviews and any complaints brought against GVP or individual employees under applicable state and federal statutes. GVP should also keep all final memoranda and correspondence reflecting performance reviews and actions taken by or against personnel in the employee's personnel file. Employment and personnel Records should be retained for seven years following termination of employment. During retention, these Records should be maintained in a secure and confidential manner.
5. **Board and Board Committee Materials.** Meeting minutes should be retained in perpetuity in GVP's minute book. A clean copy of all board and board committee materials should be retained for seven years. During retention, these Records should be maintained in a secure and confidential manner.

6. **Contracts.** GVP should retain final, execution copies of all final contracts for seven years beyond the life of the applicable agreement and any extensions that may be entered into.
7. **Legal Files.** Legal counsel should be consulted to determine the retention period of particular legal Records, but those subject to litigation where GVP or Agent is a party should generally be retained for a period of ten years from the resolution of the litigation. Hard copies of client files will be retained for a period of ten years, but copies of client retainer letters will be retained in perpetuity. During retention, these Records should be maintained in a secure and confidential manner.
8. **Electronic Mail.** E-mail Records should generally be purged after one year. E-mail that needs to be saved, for example, if due to a litigation hold, should be either:
  - a. Printed in hard copy and kept in the appropriate file; or
  - b. Downloaded to a designated computer file and kept electronically or on disk as a separate file.

## **CONFLICT OF INTEREST POLICY**

### **Purpose**

The purpose of the conflict of interest policy is to protect the interest of GVP in establishing and maintaining its tax-exempt status when it is contemplating entering into a transaction or arrangement that might benefit the private interest of a representative of GVP or might result in a possible “excess benefit” transaction. This policy is intended to supplement but not replace any applicable state and federal laws governing conflict of interest applicable to nonprofit and charitable organizations.

### **Interested Persons**

Any Volunteer who has a direct or indirect financial interest (as defined below) is an interested person.

### **Financial Interest**

A person has a financial interest if the person has, directly or indirectly, through business, investment, or family: (a) an ownership or investment interest in any entity with which GVP has a transaction or arrangement; (b) a compensation arrangement with GVP or with any entity or individual with which GVP has a transaction or arrangement; or (c) a potential ownership or investment interest in, or compensation arrangement with, any entity or individual with which GVP is negotiating a transaction or arrangement.

Compensation includes direct and indirect remuneration as well as gifts or favors that are not insubstantial.

A *financial* interest is not necessarily a conflict of interest. Under this policy and under GVP's governing documents, a person who has a financial interest may have a conflict of interest only if the appropriate governing board or committee decides that a conflict of interest exists.

**Duty to Disclose**

In connection with any actual or possible conflict of interest, any Volunteer who consider herself an interested person **must disclose** the existence of the financial interest to her supervisor. The supervisor will then alert the appropriate members of leadership to determine whether a conflict of interest exists pursuant to GVP's governing body's conflict of interest policy. Disclosure by the Volunteer must be in writing, but may initially be a short note alerting the supervisor of the potential conflict. Subsequent steps will be taken pursuant to GVP's governing body's conflict of interest policy (e.g., to consider whether a conflict exists, to determine whether the conflict is waivable, etc.).

**VIOLATION OF THE GLOBAL VILLAGE PROJECT, INC. POLICIES**

Volunteers are prohibited from violating any GVP policy or procedure, whether contained in this manual or not. Violation of any GVP policy or procedure may result in termination.

*[Signature page follows]*

## **Volunteer Acknowledgment of Binding Handbook Policies**

By signing below, I hereby acknowledge that I have received, reviewed and fully understand the foregoing policies and, in consideration of being allowed to volunteer with GVP and partake in the applicable activities, I agree to be bound by the terms of this handbook and code of conduct. **In addition to all the policies herein, I expressly agree to the release and waiver of my rights as set forth in this policy, beginning on page three.**

I understand that the purpose of these policies is to provide Volunteers of GVP with general information regarding how GVP handles certain circumstances. I also understand that because of the nature of GVP's operations, and the variations inherent in individual situations, the policies and procedures set forth herein may not apply to every situation, and the applicability of such policies remains in the sole discretion of GVP. I understand that under no circumstances are these policies and procedures considered promises or guarantees of rights by GVPs to its Volunteers.

I certify that I am in compliance with the foregoing, to the extent currently applicable, and I have a duty to update, and I shall inform, GVP if my actions are ever no longer in compliance with the foregoing policies.

I understand that as an unpaid Volunteer, GVP is not my employer and I will not be compensated for the service I provide to GVP.

I further understand and agree that my volunteering may be terminated at any time and for any reason in the sole discretion of GVP. Additionally, I understand that I may terminate the volunteer relationship at any time.

**I HAVE READ THE FOREGOING STATEMENTS AND THE PRECEDING HANDBOOK AND CODE OF CONDUCT, INCLUDING AMONG THE OTHER POLICIES A RELEASE AND WAIVER OF CERTAIN OF MY LEGAL RIGHTS, AND AGREE TO BE BOUND THEREBY.**

Signature:

Name (print):

Role:

Date:

If under 18, signature of legal guardian:



**Youth Protection Policy and Volunteer Guidelines**

*See attached.*