

PPG-12
Families Anonymous Inc. (FA)
World Service Office (WSO)

Policies and Procedures for Volunteers

Adopted By The FA World Service Board July 17, 2010
Review: July 2012

Policy on Anonymity

FA is an anonymous organization. In the conduct of normal WSO business, volunteers will have access to the identity of fellowship members. Such identity will be held in strict confidence. Volunteers must not disclose any information, including the last names of members of the Fellowship, purposefully or inadvertently through casual conversation to any party, within or outside of the fellowship. Volunteers who are unaware about the confidential nature of information must ask their supervisor or the WSO Chair for clarification.

Volunteers will be subject to appropriate disciplinary action, up to and including dismissal, for knowingly or unknowingly revealing information of a confidential nature or disclosing the identity of anyone in the organization.

Dress Code

Volunteers are representatives of FA and are responsible for presenting a positive image to our members and the community. Volunteers will dress appropriately for the conditions and performance of their duties. Volunteers will be informed of the dress standard for their duties at the time of assignment.

Attendance and Time

Volunteer attendance is important to the operation of each program. Volunteers should notify their supervisor in advance if they are unable to be present on their scheduled day or time. Volunteers are responsible for completing and submitting their volunteer time record to their supervisor or the WSO Chair monthly.

Recognition

FA will make every effort to recognize volunteers to highlight their contributions to the organization. Continuing recognition of volunteers is vital and will occur on a regular basis.

Conduct

Volunteers are expected to follow rules of conduct that will protect the interest and safety of all volunteers, staff and WSO. The following are only some examples of inappropriate conduct which could lead to dismissal:

- Theft or inappropriate removal or possession of WSO's property or that of any WSO volunteer, staff or visitor, including failing to cooperate fully in any WSO investigation.
- Fraudulently or maliciously altering WSO reports or records.
- Volunteering under the influence of alcohol or illegal drugs and/or illegal or unauthorized possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the volunteer environment.
- Creating a disturbance on WSO premises, at sponsored activities or in areas, which could jeopardize the safety of others.
- Improper use of WSO property or property owned by any other FA member.
- Lack of cooperation, or other disrespectful conduct.
- Violation of WSO, federal, state, or local safety and health rules.
- Inappropriate use of telephones, computer equipment or systems, mail system, e-mail system, facsimile machines, or other WSO owned or leased equipment.
- Unauthorized disclosure of WSO proprietary or confidential information.
- Unsatisfactory performance or conduct.

Drug-Free Environment

FA WSO provides a drug-free, healthy, and safe environment. While on WSO premises and while conducting FA WSO-related activities off WSO premises, a volunteer may not use, possess, distribute, sell or be under the influence of alcohol or illegal drugs.

Occasionally, FA may sponsor events where alcohol is served. In such situations, volunteers who consume alcohol are expected to act in a responsible manner.

Liability

FA aims to provide a safe and healthy environment for all volunteers. If a volunteer is injured in the course of the volunteer's service, it is important that the volunteer notify his or her supervisor immediately. Volunteers should also complete an incident report and submit the report to the volunteer's supervisor.

FA's general liability coverage, with some limitations and exclusions, may protect volunteer workers for covered injury or damage that results from activities or service that volunteers conduct or perform at FA's direction and within the scope of their duties for FA. Questions regarding FA's general liability coverage should be directed to the volunteer's supervisor.

Reimbursement of Expenses

Volunteers may be eligible for reimbursement of pre-approved, actual out-of-pocket expenses, including transportation expenses, incurred while engaging in volunteer service for FA. Upon the approval of a supervisor, volunteers need to track and submit receipts for all actual out-of-pocket expenses for which they seek reimbursement.

Safety and Security

FA desires to provide a safe volunteer environment. Volunteers are responsible for using the following common-sense suggestions to help ensure a safe environment:

- Be aware of any unknown person who comes into your area and is not accompanied by a staff member.
- Never leave your purse, wallet, or other valuable items on or under your desk. Keep these items out of sight. Keep your wallet or purse with you at all times or keep them in a secure drawer or cabinet.
- Avoid carrying large sums of money.
- Desks, lockers, and other storage devices may be provided for a volunteer's convenience but they remain the sole property of FA. Accordingly, any authorized representative of FA can inspect them, as well as any articles found within them, at any time, either with or without prior notice.

FA is not responsible for lost or stolen personal property.

Return of Property

Volunteers are responsible for FA property, which includes all materials, files, keys, passwords, or any other written or electronic information issued to volunteers or possessed or controlled by volunteers. All FA property must be returned on or before your last day. FA may take all actions deemed appropriate to recover or protect its property, materials, files, keys, passwords or any other written or electronic information issued to volunteers or possessed or controlled by volunteers.

Sexual Harassment in the Workplace

FA is committed to providing volunteers with an environment that is free from discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated. FA encourages volunteers to bring any incidents of sexual harassment to the immediate attention of the WSO Chair.

Conflict of Interest

FA is judged, in large part, by the individual and collective performance of our volunteers. FA must recognize the importance of a volunteer's duty to FA, and to its members and supporters, to act in a manner that merits public trust and confidence. Each volunteer must act in all matters in a manner that will safeguard the reputation and integrity of FA and will preserve and strengthen public confidence in FA activities. Likewise, volunteers must refrain from engaging in any transaction in which personal interests conflict, potentially conflict or appear to conflict with those of FA.

An actual or potential conflict of interest occurs when a volunteer is in a position to influence a decision that may result in a personal gain for themselves or for a relative as a result of FA's business dealings. For the purposes of this policy, a relative is a person who is related by blood or marriage, or whose relationship with the volunteer is similar to that of persons who are related by blood or marriage. Participation in any activity prohibited by this Policy can result in the termination of volunteer service.

Some conflict-of-interest situations are easily identifiable, whereas others are subtler. Some of the more common situations pertaining to volunteers rise to the potential conflicts set out below. This list is illustrative only and should not be regarded as all-inclusive:

- *Accepting Payment or Gifts:* No volunteer shall accept payment of any kind (including gifts, cash, discounts, concessions, services or other similar item or benefits) for services rendered as part of his or her volunteer service.

- *Improper Influence:* Any volunteer or close relative should not, when acting on his or her own behalf or when acting on behalf of another person, business or organization, attempt to influence FA's position on any issue, matter or transaction nor participate in any discussions pertaining to a related organization.
- *Inside Information:* Inside information should not be used either for the purposes of gaining advantage for one's self, a close relative, or another organization or for any other purpose not specifically approved by FA.

Use of Personal Vehicles for FA Related Business

If using a personal vehicle for FA related business (with the exception of traveling to/from the WSO), the volunteer must provide proof of motorized vehicle liability insurance coverage as required by the laws of the state in which such vehicle is used.

This is required prior to use of any personal vehicle (auto, motorcycle, scooter, etc.) for FA business. The volunteer shall forward a copy (electronic scanned or hard copy) to the Chair, WSO Committee of the valid insurance policy indicating coverage provided and effective / expiration dates.

Additional Volunteer Policies

All volunteers will be assigned specific tasks by the WSB Chair, the WSO Committee Chair, or supervisory WSO staff. Volunteers are not to initiate or perform any other activities without appropriate authorization.

No volunteer shall be present at the WSO in the absence of paid staff or a board member without prior and specific permission from the WSB Chair or the WSO Committee Chair, and then only to perform FA related assigned functions on a case by case basis.

No volunteer shall be issued keys to the WSO without the express consent of the WSB Chair. Said keys if issued will be immediately returned to FA upon the request of the WSB Chair.

No volunteer shall send materials via USPS Priority Mail or UPS without specific authorization by the WSO Committee Chair unless requested by an FA board member.

No volunteer shall review or answer correspondence (hardcopy or electronic) on behalf of FA without specific authorization by the WSB Chair or the WSO Committee Chair.

All volunteers shall adhere to and follow all other applicable WSO policies and procedures in the execution of their tasks.