

The Arc of Howard County, Inc.

VOLUNTEER HANDBOOK

Effective date of this handbook: September, 2008

**THE ARC OF HOWARD COUNTY, INC.
VOLUNTEER HANDBOOK**

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Dear Valued Volunteer,

The Arc of Howard County has a long and proud history of providing quality supports, services and advocacy for children and adults with intellectual and other developmental disabilities.

Our organization's primary purpose is to support full community life for children and adults with intellectual and developmental disabilities in Howard County and surrounding communities. You, as a generous volunteer, have made the decision to commit yourself to this important mission and to strive to do your best to do so with dedication and excellence.

This volunteer handbook sets forth certain information helpful in acquainting yourself to our organization, its work in the community, and volunteer-related procedures. I am excited that you have chosen to donate your valuable time to The Arc of Howard County. Your decision to stand with The Arc, and to give generously of your talents and your heart will continue to forward our mission and allow our organization to continue to be a leader in Howard County and statewide.

With sincerest thanks,

Carol A. Beatty
Executive Director

HISTORY

Fifty years ago, The Arc began as a grassroots organization of parents throughout the country whose children had intellectual disabilities. Families who once believed they were alone found support and fellowship among other families facing the same challenges. Today, The Arc still serves that same purpose and many more. It is an organization with a strong track record, and people with intellectual disabilities have gained many of the rights afforded by citizenship. Individuals work, own homes, and contribute to the rich diversity of their community. The Arc's advocacy, research, programming and outreach have played a pivotal role in these advances.

Locally, The Arc of Howard County began in 1961 as a volunteer parent support group and has a long history of improving the lives of children and adults with intellectual and developmental disabilities, and their families. We are one of approximately 1,000 state and local chapters of The Arc, nationally. Today, we're one of Howard County's largest employers and we are the oldest and largest private non-profit membership organization providing services and supports to individuals with developmental disabilities in Howard County.

A developmental disability is not an illness, but rather a condition that causes some people to develop intellectually and socially at a slower rate than most other people. It cuts across the lines of racial, ethnic, educational, social and economic backgrounds and can occur in any family.

Information gathered by The Arc of the United States tells us that one family out of ten will be directly affected by a developmental disability. Because of the nature of the disability we often form life long relationships with the people we support and their families... providing assistance and support when the need arises.

Our organization, which provides services to nearly 2,000 children and adults with developmental disabilities and their families, was named Non-Profit Business of the Year in 2002 by the Howard County Chamber of Commerce. Our list of services has grown from social activities and vocational training to include job placement and support, residential services and support, family support and respite care, or planned relief for the caregivers of children and adults with developmental disabilities. We also offer information and referral, education and advocacy programs.

Location

Our main office is located at 11735 Homewood Road, Ellicott City, MD 21042. The main telephone number at this location is (410) 730-0638 and our website address is www.archoward.org. Specific inquiries about the volunteer program should be directed to Linda Congedo, Volunteer Coordinator at X226 or lcongedo@archoward.org.

Holidays

We observe the following holidays:

New Year's Day
Memorial Day

Fourth of July
Labor Day

Thanksgiving
Christmas

However, services continue and your volunteer assignment may entail providing support on one of these holidays. See your site supervisor or volunteer coordinator for guidance.

COMMITTEE CHAIR AND STAFF LIASON INFORMATION

FY09

<u>COMMITTEE</u>	<u>CHAIR</u>	<u>STAFF</u>
Award	Doug Erdman	Cathy Hiett Ext 242
Behavioral/Human Rights	Linda Essenmacher	Linda Essenmacher Ext 264
Chocolate Ball - Sponsorship	Chuck Ecker	Kari Ebeling Ext 271
Logistics	Chip McAuliffe	Kari Ebeling Ext 271
Education and Youth Issues	Jane Chambers	Brenda Sackandy Ext 220
Executive	Joseph Murray	Carol Beatty Ext 225
Finance	Annette Hinkle	Sue Askew Ext 228
Governmental Affairs	Dorothy Plantz	Carol Beatty Ext 225
Leadership Development/ Nominating	Tom Meachum	Carol Beatty Ext 225 Kari Ebeling Ext 271
Monitoring & Advisory	Vince Grauso	Linda Essenmacher Ext 264
Policy	Louis Jones Chuck Ecker	Linda Essenmacher Ext 264
Resource Development	Robert Vigorito	Kari Ebeling Ext 271
Safety	Sue Askew	Sue Askew Ext 228

VOLUNTEER OPPORTUNITIES AND RESPONSIBILITIES

COMMITTEE MEMBERS

The following are committees which require volunteer members:

Awards
Behavioral/Human Rights
Chocolate Ball Sponsorship
Chocolate Ball Logistics
Chocolate Ball Silent Auction
Education & Youth Issues
Executive
Finance
Governmental Affairs
Leadership Development/Nominating
Monitoring and Advisory
Policy
Resource Development
Safety

Generally the above committees have a Board member and a staff Liaison sitting on the committee and committee members join on an annual basis.

The Behavioral, Monitoring and Advisory and Safety Committees require a balance of staff and volunteers per DDA regulations.

AWARDS

This committee works to review and judge nominations for awards given by The Arc of Howard County at its' Annual Meeting in May.

- The committee consists of 4 – 6 members.
- Members should be familiar with the challenges facing the disability community in order to have input into identifying and judging potential award recipients
- The committee meets on an as needed basis with more frequency during the first half of the year as award recipients are evaluated and chosen for recognition during the Arc of Howard County's Annual Meeting in May.

BEHAVIORAL/HUMAN RIGHTS

The Behavioral Committee reviews behavior plans for individuals The Arc supports to assure that their rights are respected. The committee also approves the appropriateness of behavioral plans and recommends modifications to existing plans.

- The committee consists of 6 members with a balance of staff and volunteers.
- Members should have a concern for the rights of individuals with disabilities.
- The committee meets quarterly for a light lunch at The Arc. All the meetings are on Friday.

CHOCOLATE BALL COMMITTEES

SPONSORSHIP

The Chocolate Ball Sponsorship Committee secures the Chocolate Ball sponsors by establishing financial levels of support. They also nurture new businesses and individuals that may consider becoming a sponsor.

- The committee consists of 5-6 volunteer members.
- Members generally have a wide range of business and community connections and knowledge.
- The committee meets monthly from September through February at The Arc main office and requires 2-3 hours of follow up phone calls.

LOGISTICS

The Chocolate Ball Logistics Committee's task is to make practical decisions regarding the implementation of The Arc's largest annual fundraising event which takes place in March each year. Committee members' mission is to raise the most money possible, while providing the best possible experience for the attendees.

- There should be no more than ten committee members, but additional volunteers are generally needed to help at the event and during the time frame immediately preceding the event.
- Special skill sets could include party/large event planning experience, creativity, imagination and a collegial personality.
- Meetings take place at The Arc main office and generally occur on the following schedule:
A summer brainstorming session.
September- March meetings are every other week or as needed.
A "wrap-up" meeting after the event.

SILENT AUCTION

The Silent Auction Committee's task is to secure the items to auction at the annual Chocolate Ball. The auction usually consists of 100 donated items ranging in price from \$25 to \$500. The committee is also tasked with obtaining the items for the Black Bag raffle. This consists of 4-5 top end items with values around \$1000 per item.

- There should be at least 2-3 committee members with additional volunteers for picking up, packaging and delivering the items to the ball site the weekend of the event.
- Special skill sets should include a general knowledge base of the community and strong organizational skills.
- Meetings take place at the request of the chair with weekly work starting in November. Six weeks prior to the event the time commitment increases in preparation of the ball.

EDUCATION AND YOUTH ISSUES

The Education and Youth Issues Committee exists to advocate for the full inclusion of children and youth in the community. Members lobby the Howard County Board of Education and the Howard County Council for the full inclusion and welfare of children with disabilities in the school system.

- The number of volunteers needed to serve as members varies based on committee needs.
- Special skill sets could include communication and persuasive skills and knowledge of HCPSS issues.
- Meetings take place once a month for two hours at the home of the Committee Chair. There may also be a need for one time special projects that may take 2-3 hours of additional time. These events may be based on the member's interests and capabilities.

EXECUTIVE

The Executive Committee consists of the following Board of Directors: President, Vice President, Secretary, Treasurer and President Emeritus. This committee serves as the governing body of the Board of Directors and The Arc and can conduct the affairs of the Association, if necessary. The committee meets as needed.

FINANCE

The Finance Committee helps to establish a budget and oversee audit procedures for The Arc. The committee provides financial recommendations to the Board of Directors relating to the financial health of The Arc of Howard County.

- The committee consists of six members.
- Helpful skill sets are experience in financial aspects of businesses and non profit groups.

- Meetings are held at The Arc main office monthly during most of the year. During the period of time surrounding the budget and auditing process meetings take place bi monthly.

GOVERNMENTAL AFFAIRS

The Governmental Affairs Committee is responsible for working with the president and executive director to “speak” for The Arc of Howard County as one voice regarding matters before our elected officials, legislation issues and as interpreters of policy for the public as needed. The major activity of the committee is to become known to elected officials and their staff, and to educate them and the public about the general goals of The Arc and the particular needs of those we support. The committee also reviews statements on public policy from Arc MD and US and makes recommendations to the board.

- The committee consists of six- eight members.
- People who are comfortable talking to or writing to delegates and/or have a passion for advocacy would make wonderful members.
- The committee generally meets on the third Monday of the month from 8:30 – 10:00am at the main Arc office on Homewood Road

LEADERSHIP DEVELOPMENT/NOMINATING

The Leadership Development Committee recruits members for all The Arc’s committees and searches for potential Board of Directors members and active committee members. The committee strategizes ways to develop leaders and creates a vision for future leaders.

- This committee consists of 6-8 members.
- Members of this committee should have knowledge about and connections with the community, knowledge about the make up of the Board of Directors and internal needs of The Arc in order to seek out volunteers to fill various positions within the organization
- This committee meets at the main Arc office on Homewood Road on the first Thursday of every other month from 8:30 – 10:00 am. One or two hours per year would also be required of a member in order to speak by telephone with prospective volunteers and to meet prospective volunteers for coffee or lunch.

NOMINATING (SUB COMMITTEE OF LEADERSHIP DEVELOPMENT)

The Nominating Committee recruits actual and potential Board of Directors and Nominating Committee members and places their names in nomination to the general membership.

- The committee consists of two Board members and three non-Board members who are elected by the general membership.
- Members of this committee must have the ability to recognize leadership potential in individuals who would support and contribute to the mission of The Arc.
- Meetings take place two to three times per year as needed at The Arc main office.

MONITORING AND ADVISORY

Members of this committee visit the homes of individuals who receive support from the Arc's Residential Support Services and interview them. They also interview staff involved with the individual. Monitors use standard protocol to report their observations to The Arc of Howard County. The information gathered is a major component of a comprehensive report on the quality of services provided by The Arc.

- The committee consists of ten members; five staff and five volunteer, and at least thirty volunteer monitors.
- Committee members and monitors should have a basic understanding of the services provided to individuals in our residential program.
- Initial training is approximately 2.5 hours. Visits are one to two hours. The monitors decide the number and timing of the visits. Committee meetings take place three to four times per year in the late afternoon at The Arc main office. Interviews take place mainly in the early evening or on the weekends at homes throughout Howard County. There is also an annual recognition meeting during which the year's results are reviewed.

POLICY

The Policy Committee ensures that The Arc's policies related to all of the programs and administrative/human resources functions are current and in accordance with the local, state and federal laws and regulations. The committee writes policies with the assistance of The Arc's management staff. These policies are then approved by the Board of Directors before implementation.

- There are two volunteer members and one Staff member that comprise this committee.
- Committee members have extensive managerial and executive experience.
- Meetings take place as needed at the main Arc office from 7:30 – 8:30 am or as needed.

RESOURCE DEVELOPMENT

The Resource Development Committee helps to establish financial security for The Arc by soliciting sources of philanthropic funds. This is done through networking and by the generation of new funding sources and modifications of existing ones. The committee also advises the Board of Directors regarding established endowment funding.

- The committee consist of 5-8 members
- Helpful skill sets for members are the ability to network among community members to elicit donations, creativity, and a passion for the mission of The Arc.
- The committee meets monthly at The Arc main office from 7:30 – 9:30am.

SAFETY

The safety committee reviews safety incidents across the entire organization including workers' compensation claims, safety issues at the residences and office and staff safety training.

- The committee has 6 or more volunteer members.
- Helpful skill sets for members are an understanding of safety regulations and a passion for the mission of The Arc.
- The committee meets at the main Arc office on Homewood Road at 9:30 – 10:30am every third Thursday of the month.

ONE – ON – ONE VOLUNTEER OPPORTUNITIES

Day Program

Special programs for individuals with intellectual and developmental disabilities, both ongoing and occasional are welcome in the following areas: Music, crafts, pet visits, exercise, storytelling etc. Other opportunities based on individual skill sets of volunteers are welcome.

Helping out day to day by engaging individuals of all ages in interactive activities.

Respite House

Prescheduled opportunities to assist with respite care at our respite house.

Sib Shops

Prescheduled opportunities to help siblings of individuals with intellectual and developmental disabilities as they have fun in a group setting with those who have similar family dynamics.

Individual “Buddies”

Working as a friend in the community with an individual The Arc serves.

Day Employment Program

Working with an individual we support as they engage in employment activities in the community.

C.O.R.E. (Community Opportunities in Recreation and Enrichment)

Working with a college age group of individuals The Arc supports in an afternoon program at Howard Community College. This program takes place Monday through Friday, from 3:00 – 6:00pm and engages individuals in fun and learning activities.

ADMINISTRATIVE SUPPORT AT THE ARC MAIN OFFICE

Clerical
Special Projects

MAINTENANCE

Residential Support

Adopt – A – House Program – A community group or business group takes on the maintenance needs of a residence as well providing a community connection and friendship for the individuals that reside there.

Special projects – One time at Residences or The Arc main office

Landscaping & Clean up
Painting
Repairs and Maintenance

Vehicle Cleaning

Help maintaining our fleet of vehicles which provide transportation services to individuals supported by The Arc.

PRACTICUMS AND INTERNSHIPS

Individual practicums and internships are designed as needed in all areas above. Please speak with the Volunteer Coordinator to arrange an individualized program.

QUALITY ENHANCEMENT

In – Service Training for staff

Possible skill sets to be shared with staff could be Nutrition, Sign Language, Occupational Therapy, Dental Care, Personal Care, Communication and Psychological Care. Other ideas are welcome based on individual skill sets. Please see the volunteer coordinator.

VOLUNTEER TRAINING

Pre-service Orientation

All volunteers are expected to attend a short orientation session to be scheduled with the Volunteer Coordinator. During orientation, volunteers will be provided an introduction to The Arc, and a volunteer handbook. Paperwork will be filled out and exchanged.

On the Job Orientation

Volunteers will be placed with a particular project/assignment based upon their desires, and skill sets. A site supervisor will be delegated and the volunteer should check in with that supervisor during each volunteer session. During the first session, and at subsequent sessions as needed, the supervisor will provide on site training and guidance.

Optional Training Opportunities

Volunteers are welcome to attend any staff training programs offered by The Arc of Howard County at no cost to the volunteer. Trainings include CPR, First Aid, information on characteristics of individuals with intellectual and developmental disabilities, aging and safety. Full course titles and descriptions are located on our website at <http://www.archoward.org/dept/forms/trainingpacket.pdf>

Optional Hepatitis B Vaccination

Upon request, volunteers are offered the option of receiving a vaccination for Hepatitis B if they would like to be immunized. The cost of this vaccination will be covered by The Arc.

Drug and Background Screening

Employees of The Arc of Howard County are required to submit to drug and background screening. Due to the vulnerable population served by The Arc, volunteers may be required to submit to these screenings depending upon their volunteer assignment. The Arc will cover the costs of these screenings.

VOLUNTEER RECOGNITION

Volunteers are invited to attend:

Annual meeting

President's Breakfast

Volunteer Appreciation Event/Ceremony

STANDARDS AND EXPECTATIONS FOR THE WORKPLACE

General Working Conditions

Volunteers are expected to maintain their work areas and Arc vehicles in a clean and orderly manner. Volunteers may listen to music while working, as long as it does not interfere with the work of others.

Sexual Harassment

The Arc of Howard County does not allow any form of sexual harassment of its employees, individuals we support or volunteers at the work site or at other times and locations in which the business of the company is being conducted. Sexual harassment is unwanted sexual attention of a persistent or offensive nature made by a person who knows, or reasonably should know, that such attention is unwanted. Sexual harassment includes sexually oriented conduct that interferes with an employee's conduct or creates an intimidating, hostile, or offensive working environment. If you observe or experience such behavior, you should report the problem to an appropriate official of this organization, which may include your supervisor, the Associate Executive Director of Administration, the Human Resources Director, and/or the Executive Director. The Arc of Howard County will investigate this matter thoroughly within a reasonable time. While your privacy will be respected, it may not be possible to guarantee that privacy in the course of the investigation. You will not be harmed or punished for your good faith reporting of this problem.

Likewise, if an employee or volunteer is found to be responsible for sexually harassing behavior, that employee or volunteer may be subject to disciplinary action, up to and including separation.

Safety Philosophy

The Arc of Howard County believes in providing safe and healthy working conditions for our employees and volunteers. We have established the following policies and procedures, which allow us to provide safe and healthy working conditions. We expect each employee or volunteer to perform tasks in a safe and efficient manner while complying with all local, state, and federal safety regulations as well as the policies and procedures identified by The Arc of Howard County.

Reporting Unsafe Conditions or Practices

If you observe an unsafe condition, you should correct the problem or warn others, if possible, or report that condition to your supervisor or volunteer coordinator in a timely fashion. A timely fashion depends on the severity of the danger: the more severe the risk, the more quickly notification is expected. If you observe a coworker using an unsafe practice, you are encouraged to mention this to the employee or to the supervisor.

Likewise, if a coworker brings an unsafe practice to your attention, please thank the employee and make any adjustments to what you are doing.

Safety is a responsibility we all share for each other. By working together safely, we can create a safe winning team.

Maintaining a Safe Work Site

We expect employees and volunteers to establish and maintain a safe work site. This includes but is not limited to the following applications:

- Proper lifting and lowering of heavy objects.
- Use of proper safety procedures.
- Keeping walkways clear of debris.

Using Safety Equipment

Where needed and appropriate, we provide safety equipment and devices. We expect employees and volunteers to use the equipment provided in the manner designated as proper and safe by the manufacturer. Failure to use safety equipment in a proper manner can lead to separation.

Reporting an Injury or Illness Exposure

The Arc will provide insurance consistent with the requirements of the Maryland Worker's Compensation law. Employees and volunteers are expected to report any injury, illness exposure or accident immediately to their supervisor. Minor cuts or abrasions will be treated on the spot. More serious injuries or accidents will be treated accordingly.

Care of Equipment and Supplies

All employees and volunteers are expected to take care of all equipment and supplies provided to them. Employees and volunteers are to report any unsafe or improper functioning of this material to their supervisor promptly.

Office equipment should be used only for official Arc business. The Executive Director should approve personal use in advance. Expenses or repairs associated with personal use of equipment may be passed directly to the employee or volunteer. Neglect, theft and/or destruction of any assigned materials will be grounds for disciplinary action, up to and including separation and/or legal action.

Smoking at the Workplace

Smoking in confined areas, common work areas, and in Arc vehicles is prohibited. Otherwise, it is the policy of The Arc of Howard County to provide smoke-free working environments for our employees, customers, individuals, and the general public. We comply with Howard County ordinances on this matter.

Violence and Weapons

The Arc of Howard County believes in maintaining a safe and healthy workplace, in part by promoting open, friendly and supportive working relationships among all employees. Violence or threats of violence have no place in our operations, and violence is not an effective solution to any problem. Employees and volunteers may not bring any weapons, including knives, pistols, rifles and the like, to the work site. Threats of violence and/or fighting will not be tolerated.

Substance Abuse

The Arc of Howard County does not tolerate the presence of illegal drugs in our workplace and declares that all locations, at which we work, both now and in the future, are to be drug-free. The illegal use of drugs is a threat to us all because it promotes problems with safety, customer service, productivity and our very ability to survive and prosper as an organization. Further, the possession or consumption of alcoholic beverages in the workplace or during work time is strictly prohibited.

Absences and Lateness

All volunteer assignments are to be made in advance with either your site supervisor or the volunteer coordinator. Your time commitment here at The Arc is valued and we rely on your contribution. If you are unable to arrive at the predetermined time, please contact either your site supervisor or the volunteer coordinator in as timely a fashion as possible

INDIVIDUAL RIGHTS AND CONFIDENTIALITY

The Family Guide to Adult Services of the Arc of Howard County

In order to describe our vision and commitments to service, a Family Guide to individuals and their families is available for review by volunteers. The Guide expresses our values and directions. Our vision begins by recognizing that individuals with disabilities have much to contribute to society. The Arc of Howard County is committed to supporting the personal decisions of individuals with intellectual and developmental disabilities and their families to achieve their life choices. We are dedicated to inclusion in the full life of the community.

In short, our common goal is to promote as independent and satisfying a life as possible for the individual. We do this through a process of normalization, whereby our individuals can live their lives as fully and independently as possible within the cultural norms of society as valued and active members of their communities. We expect our employees and volunteers to work towards this principle.

We also assure that each individual's fundamental human rights, as described by our Human Rights Policy, will be honored and protected. This includes the rights to confidentiality and privacy and to be free from harm. In addition, Arc staff is expected to work closely and cooperatively with families, to recognize family member contributions and suggestions for care, and to maintain open and courteous communications. In so doing, we must not violate the individual consumer's right to privacy.

Confidentiality of Company, Customer and Supplier Information

During the course of your duties, you may come across information about this organization, about our individuals served, donors, suppliers, and/or other employees. In general, unless this information is publicly known, you should consider that it is sensitive and confidential. Employees and volunteers are expected to keep such information private and confidential. This means that you must not reveal this information to any other employee, volunteer, coworker, supplier, or the public without the expressed consent or under the explicit direction of your supervisor or other senior official of The Arc of Howard County. Further, you should make sure that any materials containing such information should be filed and/or locked before leaving your work area every day. During the workday, do not leave any sensitive information lying about or unguarded.

If you have any questions, refer those questions to your supervisor.

PERSONAL CONDUCT

Appearance and Dress

In order to present a businesslike, professional image to our customers and the public, all employees are required to wear tasteful, reasonable and appropriate clothing on the job. Specific dress requirements (i.e., rubber gloves, closed toe shoes, etc.) may be required in certain situations, and volunteers will be expected to honor those requirements.

Maintaining Your Records

We would like you to help us keep our volunteer records of you up to date. Please contact the Volunteer Coordinator to note any changes in your address, phone number, emergency contact numbers, etc.

Development of Materials and Arc Ownership

In many of the materials (such as booklets, documents, training materials and so on) used in this organization, Arc has either purchased the right to use the material produced by others or has established a copyright by virtue of commissioning the development of those materials. In both cases, Arc asserts and maintains its ownership position of this material. Arc maintains ownership over those materials even if employees or volunteers modify and adapt the base materials for subsequent usage.

Separating from Volunteer Program

Even though we hope your volunteer experiences with us will be satisfying and beneficial, we also recognize that volunteers are free to leave at any time. If you decide to stop participation in our volunteer program at The Arc of Howard County, we do ask and that you will give us a minimum of two weeks notice. In addition, should it become apparent that volunteer conduct is not in concert with our mission and its' implementation, we reserve the right to respectfully separate from volunteers.

REPORTING IMPROPRIETIES, FRAUDULENT OR DISHONEST CONDUCT

It is the policy of The Arc of Howard County, Inc. to safeguard and protect all of the nonprofit's resources. The Arc administrators are primarily responsible for safeguarding the nonprofit's resources by establishing and maintaining sound internal controls designed to detect and deter potential misuse of resources, by taking action to minimize financial loss when misuse occurs, and by correcting abuse. All employees, volunteers and board members are responsible for reporting improprieties they observe.

The Arc of Howard County will investigate any possible impropriety, fraudulent or dishonest use or misuse of agency resources or property by board, staff, volunteer or program participants. Anyone found to have engaged in an impropriety or fraudulent activity is subject to disciplinary action up to and including termination or dismissal, and civil or criminal prosecution when warranted.

All members of The Arc's staff, board, volunteer pool and stakeholder community are to report possible fraudulent or dishonest conduct (including but not limited to financial improprieties or misuse of the organization's resources) confidentially to **The Director of Quality Assurance**. If for any reason a volunteer finds it difficult to report his or her concern to the Director of Quality Assurance, the volunteer can report it directly to the **Board President**.

A few examples of fraudulent conduct or impropriety include:

- Forgery or alteration of documents; including intentional reporting of false information;
- Pursuit of a benefit or advantage in violation of The Arc's nonprofit's conflict of interest policy;
- Misappropriation or misuse of organization's resources, such as funds, supplies, other assets;
- Abuse, inappropriate activity with a program participant;
- Authorizing or receiving compensation for goods not received, services not performed or hours not worked; and
- Fraudulent financial reporting, on all levels, within the agency as well as to any outside or related parties or government agencies.

Criteria used to determine whether certain activities or behavior constitute misuse of resources include state and federal laws, and The Arc's policies and procedures.

The person reporting may choose to do so anonymously via mail or through other means of communication.

All efforts will be made to protect the confidentiality of those who report any improprieties and choose to do so anonymously. However, in certain situations, legal requirements make it impossible to keep the individual's identity confidential.

In accordance with the Sarbanes-Oxley Act, no retaliatory organizational action will be taken against those who report truthful information about the commission or possible commission of any Federal offense to a "law enforcement officer," even if the person incorrectly believes that a violation has occurred. The phrase "law enforcement officer" is defined by the Sarbanes-Oxley Act as including any "officer or employee of the Federal Government . . . authorized under law to engage in or supervise the prevention, detection, investigation, or prosecution of an offense." Furthermore, The Arc will also refrain from any negative action against anyone who reports, in good faith, any suspected improprieties on any level, even if the resulting investigation deems the event to be a misunderstanding or partial knowledge of facts.

MEDIA POLICY

In an effort to be consistent in our message of our mission and goals, volunteers are asked not to speak to mass media sources such as newspapers, magazines or television stations regarding The Arc of Howard County without prior approval of the Executive Director, Associate Executive Director of Administration, or Director of Resource Development.

The above Media policy is understood and agreed to.

Volunteer Signature

Date

Volunteer Name: Printed

ACKNOWLEDGING RECEIPT OF VOLUNTEER HANDBOOK

I acknowledge receiving a copy of The Arc of Howard County Volunteer Handbook, and I have reviewed it.

I understand that the information contained in this Handbook is provided for informational purposes and that this Handbook does not create a contract of employment. I recognize that the company may change the policies, programs and procedures in this Handbook at any time. I also recognize that the policies included in this Handbook are guidelines, and that The Arc of Howard County may not follow these guidelines if the circumstances of a situation so warrant.

As volunteer, I recognize that either The Arc of Howard County or I may stop our relationship at any time for any reason without advance notice.

This Handbook is company property and must be returned prior to separation.

Volunteer Signature

Date

Volunteer Name: Printed