



# Volunteer Handbook

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## Welcome

Welcome to ALIVE! We are excited to have your support as a vital team member! As an association of volunteer engagement professionals, we know that volunteer engagement is a critical strategy for nonprofit mission fulfillment. **ALIVE aspires to engage members and supporters as volunteers to enhance and sustain all aspects of our work, fostering opportunities for volunteers to develop professionally while developing the profession.** Please let us know what experiences and skills you'd like to share with us, and how we can help you grow as a leader. We look forward to partnering with you, and we thank you for choosing to invest your time to support our mission.

Sincerely,

Cathy Thoma, CVA  
ALIVE Board President

## Purpose

The purpose of this volunteer handbook is to provide the necessary tools and guidance for volunteers interested in supporting the work of ALIVE.

## About ALIVE

Founded in 2009, ALIVE (Association of Leaders in Volunteer Engagement) is a national membership organization of leaders and professionals in volunteer engagement. ALIVE works with colleagues in volunteer engagement to provide networking, professional development, mentoring and advocacy for our peers.

We are:

- Professionals in volunteer management and engagement
- Advocates for the recognition and appreciation of volunteer management
- The resource for and the link to tools, research, and best practices
- Educators of decision makers in all volunteer management arenas
- Influencers for redefining job descriptions, compensation, and the position of volunteer manager in our organizations
- Diverse, inclusive and member driven

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## **Mission**

ALIVE serves to enhance and sustain the spirit of volunteering by fostering collaboration and networking, promoting professional development, and providing advocacy for leaders in community engagement.

## **Vision**

ALIVE is the essential professional resource and advocate for those who engage, motivate, and celebrate volunteers and their vital contributions to our society.

## **Values**

### **We Value Our Service by:**

- Providing excellence in service, adhering to the ethics we promote, and exemplifying competence, quality standards and credibility within the profession.
- Being “on the pulse” of our professions by defining and following best practices, identifying current and future trends, encouraging the use of newest technologies and providing access/links to cutting edge resources.
- Relevancy, progression and having impact within our profession.
- The promotion of learning and growth through training, connection of resources and providing forums for thought leadership to meet the needs of multi-level expertise within our membership.

### **We Value Collaboration by:**

- Investing in the future of volunteerism through capacity building and being strong and viable in the communities we serve.
- Honoring current relationships within the field and building new ones.
- Building alliances that encourage innovation, creativity, vision, and passion.
- Being fluid and flexible in our approach with other organizations.

### **We Value Stewardship by:**

- Diversity, inclusiveness, sensitivity, and accessibility.
- Governing our organization with integrity and accountability by incorporating sustainable practices, both philosophically and financially.
- Building effective leadership on a local, statewide, and national level; and collectively influencing decisions that affect our profession.

### **We Value Our People by:**

- Attracting, retaining, fostering, and honoring the best and brightest talent.
- Engaging and recognizing the talents of volunteers in the mission and work of our organization.
- Open, proactive, transparent communication through being visible to all members.

## Volunteer Opportunities

A wide variety of opportunities are available including:

- Serve as a board member
- Serve on a committee
  - Finance
  - HR and Policy
  - Membership
  - Marketing
  - Local Associations
  - Programs and Advocacy
- Take on a special project (i.e. research, marketing, fundraising)
- Present to your peers
- Facilitate a communities of practice engagement session
- Serve as a mentor for an individual or for a local association (DOVIA's, etc.)
- Other opportunities as they arise

## Participation Guidelines

### Commitment

Volunteers are asked to commit to one year when serving on a committee, and asked to commit to completing a task or set of tasks if working on a special project.

### Communication

As a volunteer run organization, communication is key to ensuring tasks and deadlines are met, goals are achieved, and benchmarks are set. Please reach out to your direct supervisor or to a member of the executive committee if you have any communication concerns.

### Honoring Equity and Inclusion

ALIVE is able to grow and learn better by welcoming an inclusive group of members who have the freedom to bring their whole/authentic selves to our work. The collective sum of unique differences, life experiences, knowledge, innovation, self-expression, and talent that our members bring represents our culture of inclusion and diversity. [View our full Commitment to Community Statement.](#)

### Media/Representation

When representing ALIVE on any platform or in any kind of media, volunteers are expected to act with professionalism and decorum.

### Orientation/Training

All volunteers will receive an online orientation and training specific to your volunteer role. Training documents will be provided whenever possible.

### Recognition

ALIVE is committed to recognizing the efforts and achievements of our volunteers.

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## **Social Media**

ALIVE believes that social media, when used appropriately, can be a powerful tool to increase awareness, support, and provide a sense of community for those of us engaged in the work of volunteer engagement. Online interactions can also enhance the reputation of ALIVE and can inspire and recruit needed supporters and volunteers, and can retain the engagement and energy of existing stakeholders. ALIVE supports volunteers' use of social media platforms when that use is professional and in line with ALIVE's values (see page 3).

## **Scheduling**

Volunteers are scheduled according to on-going projects, meetings, and workload deadlines. Scheduling can be flexible for special projects.

## **Tracking Hours**

All volunteers will need to log into their Better Impact account, using the username and password you created when you applied, to track volunteer hours on a monthly basis. Please be specific about the type of work and the amount of time you spend for each shift/project. If you are unable to track your hours or do not receive the link, please notify your supervisor.

## **Policies**

The policies listed below are mandated to be followed by all board members, association members, independent contractors, paid staff and volunteers to ensure reasonably effective and efficient operations. This manual and any policies and/or procedures contained within do not constitute part of an acceptance contract, nor are they intended to make any commitment to any board member, association member, independent contractor, paid staff or volunteer concerning how individual action can, should, or will be handled. Exceptions to these policies may be addressed by contacting the president and/or an assigned designee. For a full list of ALIVE policies, please contact the board secretary.

### **POLICY: Anti-harassment**

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#### **PURPOSE:**

It is the policy of the Association of Leaders in Volunteer Engagement ("ALIVE") to prohibit harassment based on religion, race, color, national origin, sex (including pregnancy, gender identity, and sexual orientation), age, genetic information, disability, or any other characteristic protected by law. Furthermore, ALIVE believes that harassment in all forms is wrong and creates a hostile work environment. Actions such as these are not in accordance with ALIVE values and will not be tolerated.

This prohibition extends to board members, association members, independent contractors, paid staff, and volunteers. For purposes of this policy, the terms "employment" and "employee"

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includes volunteers and their placements. The term “workplace” includes the place where volunteer service is rendered.

## **RESPONSIBILITIES:**

It is the responsibility of all board members, association members, independent contractors, paid staff, and volunteers to read and understand this policy and abide by its contents. An acknowledgement must be signed before any access to ALIVE files and administrator rights are granted. ALIVE requires board members, association members, independent contractors, paid staff, and volunteers to observe the highest standards of business and personal ethics in the conduct of their duties and responsibilities. Representatives of ALIVE must practice honesty and integrity in fulfilling responsibilities, and complying with all applicable laws and regulations.

## **DEFINITIONS:**

### **Sexual Harassment**

Sexual harassment constitutes discrimination and is illegal under federal, state, and local laws. Under this Policy and in accordance with the Equal Employment Opportunity Commission guidelines, sexual harassment is defined as:

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, (2) submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting such individual, or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

### **Sexual Harassment may consist of:**

1. Sexually suggestive language.
2. Derogatory sexual comments.
3. Unsolicited touching of the body.
4. Patting or pinching.
5. Physical sexual assault including rape.
6. Outright solicitation of sexual intercourse.

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7. Subtle pressure for sexual favors or social encounters.
8. Demands for sexual favors or social activity accompanied by threats or insinuations that failure to submit will adversely affect one's employment, wages, work conditions or advancement.
9. Demands for sexual favors or social activity accompanied by implied or direct promises that submission will result in better job treatment or advancement.
10. Jokes and innuendo.
11. Sexually suggestive or offensive cartoons or posters.

The prior listing is not meant to be all-inclusive but merely illustrative of actions that may, under appropriate circumstances, constitute sexual harassment.

**Harassment: (based on any legally protected characteristic is also strictly prohibited)**

Under this Policy and in accordance with the Equal Employment Opportunity Commission guidelines, harassment is defined as verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her/their religion, race, color, national origin, sex (including pregnancy, gender identity and sexual orientation), age, genetic information, disability, or any other characteristic protected by law, and that (1) has the purpose or effect of creating an intimidating, hostile, or offensive work environment; (2) has the purpose or effect of unreasonably interfering with an individual's work performance; or (3) otherwise adversely affects an individual's employment opportunities.

**Harassing conduct may consist of:**

1. Epithets, slurs, or negative stereotyping
2. Threatening, intimidating or hostile acts
3. Denigrating jokes or written or graphic material that denigrates or shows hostility or aversion toward an individual or group and that is placed on walls or elsewhere on the employer's premises or circulated in the workplace.

The prior listing is not meant to be all-inclusive but merely illustrative of actions that may, under appropriate circumstances, constitute harassment.

**GUIDELINES:**

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The following are the proper steps to follow when there is a complaint of harassment:

- The complaint must be made to the direct supervisor, or Association Manager. If the Association Manager is the one accused of harassment, the complaint should be made to the board president.
- ALIVE will investigate all charges of alleged harassment. Appropriate disciplinary action, up to and including termination, will follow when warranted. In investigating complaints of harassment under this Policy, ALIVE may impose discipline for inappropriate conduct regardless of whether the conduct constitutes a violation of the law and even if that conduct may not rise to the level of a violation of this Policy.
- ALIVE will keep a record of all internal complaints that are made and the results of any investigation. Confidentiality will be maintained to the extent consistent with an adequate investigation and appropriate corrective action.
- ALIVE encourages individuals who believe they are being subject to harassment to promptly advise the offender that his/her/their behavior is unwelcome and request that it be discontinued. Often this action alone will resolve the problem. ALIVE recognizes, however, that an individual may prefer to pursue the matter through the complaint procedures.
- ALIVE will not tolerate retaliation against any individual or entity who complains of harassment or provides information in connection with any such complaint. Acts of retaliation will be subject to disciplinary action. Retaliation must be reported immediately and will be promptly investigated and addressed.
- False and malicious complaints of harassment, discrimination, or retaliation (as opposed to complaints which, even if erroneous, are made in good faith) may be the subject of appropriate disciplinary action. Misuse of the process to advance another agenda hurts ALIVE's goal to have an equal employment opportunity and harassment-free workplace.



## **POLICY: Budget and Expenditures**

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### **PURPOSE:**

- I. It is the policy of the Association of Leaders in Volunteer Engagement (“ALIVE”) to ensure fiscal accountability and stewardship of the organization by monitoring and controlling the budget to ensure expenses do not exceed cash flow throughout the budget cycle.

### **RESPONSIBILITIES:**

- II. All board members are responsible for setting and maintaining the annual budget.
- III. The treasurer is responsible for issuing payments for pre-approved expenditures and balancing the organization’s budget each month in preparation for the general Board of Directors meeting.
- IV. The finance committee enforces financial policies and periodically audits ALIVE’s financials to ensure fiscal accountability is being upheld.
- V. Any board member, committee member, independent contractor, paid staff, or volunteer involved in any transaction requests or payments will adhere to the guidelines and procedures outlined in this policy.

### **GUIDELINES:**

- VI. The Board of Directors will set the annual budget for the upcoming calendar year before the membership’s annual meeting takes place.
  - A. The finance committee will work with the board and committee chairs to propose a recommended budget for adoption.
  - B. The executive committee will review the proposed budget, seek further input if needed, and revise and/or approve the finalized budget.
  - C. The finalized budget will be shared and reviewed with the Board of Directors before the annual meeting.

- D. A condensed version of the final budget will be shared with the membership at the annual budget meeting.
  - 1. A member may request to view the annual budget in its entirety and this request will be handled by the treasurer.
- VII. Requests for expenditures shall be made only by board members, committee chairs, independent contractors, paid staff, and volunteers approved by the board.
- VIII. All purchases should be made through the treasurer, association manager, or president from ALIVE's bank account.
  - A. In the event this is not feasible, the requestor may complete the purchase once the expenditure is approved.
  - B. The requestor must submit all receipts or appropriate documentation to receive reimbursement. Reimbursement will only be provided for pre-approved expenditures.
- IX. The requestor wishing to spend approved line items in the board approved budget will send their request via e-mail to the treasurer in advance of the expected expense.
  - A. The expenditure request shall include the total cost of the request, an invoice or other documentation of the intended purchase and coinciding line item for the expense.
  - B. the Treasurer will balance the request against cash flow, ensuring the availability of funds, and then make the purchase.
- X. For non-approved expenses or expenses that are above what was budgeted, the requestor will bring this request to the executive committee for review and approval. The request must be made via email to the treasurer and/or president and must include the total cost of the request, an invoice or other documentation of the intended purchase, and coinciding line item(s) for the expense.
  - A. The executive committee will review the expenditure and determine if there is additional revenue or expense savings that will cover the cost. If approved, the treasurer will notify the requestor and make the purchase.
  - B. If there are not sufficient funds within the current budget to cover the expense, the executive committee must determine whether to use funds from ALIVE's savings account to cover the purchase.

- XI. Wherever possible, ALIVE will set up advanced or recurring payments that are to the benefit of the organization (e.g., based on financial savings, opportunity costs, reporting accuracy).
  - A. For any automated or recurring purchases, the treasurer will make sure expenses are matched to contracts or invoices when appropriate for auditing purposes.

## **POLICY: Code of Ethics**

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### **PURPOSE:**

- I. It is the policy of the Association of Leaders in Volunteer Engagement (“ALIVE”) to institute a code of ethics that gives ethical conduct the highest priority and guides ALIVE board members, committee members, volunteers, and its members in their conduct when acting on behalf of ALIVE. The Code of Ethics contains broad principles reflecting the types of behavior that ALIVE is committed to upholding with board members, association members, independent contractors, paid staff, volunteers, and the public.

### **GUIDELINES:**

- II. Board members, committee members, volunteers, and the general membership will:
  - A. Listen to our members and make all reasonable efforts to satisfy their needs and concerns within the scope of our mission, strive for excellence and innovation, and demonstrate professional respect and responsiveness to others.
  - B. Make an effort to understand, respect and support our members from all cultures.
  - C. Respect the confidentiality of sensitive information about ALIVE and its members.
  - D. Comply with applicable federal, state, and local laws and regulations.
  - E. Refrain from entering into contracts or agreements, verbal or otherwise, without prior authorization from the Board of Directors.
  - F. Abide by the governing documents and policies of ALIVE.
  - G. Act always in accordance with the highest ethical standards and best interest of ALIVE.
  - H. Honor our commitments and promises to the best of our abilities.

- I. Not accept commissions, gifts, payments of future benefits, or other items of value from anyone who has or may seek some benefit from ALIVE, in accordance with ALIVE's policy on the acceptance of gifts.
  - J. Board members provide credible and effective oversight of the organization's work without personal bias.
- III. To assist in governing the behavior between and among members of the Board of Directors, the following shall be observed for board members:
- A. The needs of ALIVE's members shall be the top priority for the Board of Directors
  - B. The dignity, style, values, and opinions of each director shall be respected, and responsiveness and attentive listening is ingrained in communication
  - C. Differing viewpoints are healthy in the decision-making process. Individuals have the right to disagree with ideas and opinions. Once the Board of Directors acts, however, directors shall commit to supporting said action and not to create barriers to the implementation of said action
  - D. Board members shall always comply with ALIVE's governing policies and procedures as well as all applicable State and Federal laws.
  - E. Directors shall function as a part of a whole. The board will follow ALIVE's bylaws for all decision making. Issues shall be brought to the attention of the board during board meetings rather than individual members selectively, to fully resolve any issues and move forward.
  - F. Directors shall develop a positive working relationship with all ALIVE staff and contractors wherein current issues and concerns can be addressed comfortably and openly.
- IV. The board intends to educate, and where necessary, discipline board members who violate this Code of Ethics. Discipline shall be progressive, from the least punitive to the most punitive measures, unless the board believes progressive discipline does not provide the appropriate sanction because of the gravity of the offense, or because the board does not believe the sanction would deter future misconduct.
- A. The board may refer the issue of the potential violation of the Code of Ethics to the board development committee for further investigation and discussion to make a recommendation for further action to the board.

## **POLICY: Committees and Work Groups**

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### **PURPOSE:**

- I. It is the policy of the Association of Leaders in Volunteer Engagement (“ALIVE”) to utilize committees and work groups to further ALIVE’s goals and objectives for the benefit of its membership.

### **RESPONSIBILITIES:**

- II. All board members are responsible for setting and maintaining the annual budget.

### **GUIDELINES:**

#### **Committees**

- III. There shall be at least one board member assigned to chair each committee. The following board members will automatically chair the following committees (as per the bylaws):
  - A. The executive committee is chaired by the president
  - B. The board development committee is chaired by the president-elect
  - C. The human resources (HR) and policy committee is chaired by the secretary
  - D. The finance committee is chaired by the treasurer
  - E. The marketing committee is chaired by the vp of marketing
  - F. The membership committee is chaired by the vp of membership
  - G. The programs & advocacy committee is chaired by the vp of programs & advocacy
- IV. The board president will appoint a board member as the committee chair to any other committees that may be established by the board to carry out ALIVE goals and objectives.

- V. Committee chairs will be responsible for creating and annually updating volunteer descriptions for the work of committee members. Chairs will also interview members interested in joining the committee and assign work accordingly.
- VI. The Committee chair will determine the number of committee members and meeting occurrences according to the workload and functioning workability of the group.
- VII. Committee members are appointed by the committee chair to one-year terms with the option to be reappointed (as desired by either chair or member). Terms will run concurrently with the associations' organizational year.

### **Working Groups**

- VIII. Working groups are defined as short-term, ad-hoc groups that work to fulfill a certain goal or objective. Once the objective is completed, the group will disband.
- IX. Working groups may be a subgroup of a committee or an independent group that may report to a board member. A board member can serve as a liaison to the working group to report back to the Board of Directors on the working group's progress.
- X. A working group may be disbanded at any time for any reason at the discretion of the Board of Directors, even before fulfilling its objectives.

## **POLICY: Conflict of Interest**

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### **PURPOSE:**

- I. It is the policy of the Association of Leaders in Volunteer Engagement (“ALIVE”) that individuals acting on behalf of ALIVE must be free from conflicts of interest that could adversely influence their judgment, objectivity or loyalty to ALIVE in conducting its business activities and assignments. For purposes of this policy, a potential conflict of interest occurs when a key person’s outside interests interfere with ALIVE’s interests. This policy is intended to supplement but not replace or restrict any applicable state and federal laws governing conflict of interest applicable to nonprofit and charitable organizations.

### **RESPONSIBILITIES:**

- I. It is the responsibility of all board members, association members, independent contractors, paid staff, and volunteers to read and understand this policy and abide by its contents. An acknowledgement must be signed before any access is granted to ALIVE files and administrator rights.

### **DEFINITIONS:**

**Key Person:** Any board member, association member, independent contractor, paid staff, or volunteer who has a direct or indirect financial interest, as defined below.

**Conflict of Interest:** A potential conflict of interest occurs whenever an interested person is in a position to influence a decision that may result in personal gain, including a financial interest, for the interested person or immediate family member (e.g., spouse, registered domestic partner, significant other, children, parents, siblings) as a result of ALIVE’s work. Although it is not possible to specify every action that might create a conflict of interest, this policy sets forth the ones that most frequently present problems.

### **EXAMPLES OF A CONFLICT OF INTEREST:**

The following activities illustrate types of potential or actual conflicts of interest that should be avoided and disclosed, as applicable, under this policy. The list is not all-inclusive and is intended to provide guidance.

- A. **Self-benefit:** Using your position or relationship within ALIVE to promote your interests or business of those of your family, including confidential or

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privileged information gained in the course of employment or volunteer work with ALIVE for personal benefit or financial gain.

- B. **Influence peddling:** Soliciting benefits for yourself or your family from outside organizations in exchange for using your influence to advance the interests of that organization with ALIVE.
- C. **Other business relationships and dealings:** Approving grants or contracts with organizations in which you or your family have a significant financial or other interest or relationship, particularly if you are in a position to influence major decisions, are responsible for review, negotiation and approval of the grants or contracts, or otherwise direct ALIVE's business dealings with that business or entity.
- D. **Outside commitments:** Participating in social or political activities is not restricted if the key person participates as an individual and not a representative of ALIVE.
- E. **Recording or reporting false information:** Misrepresenting, withholding, or falsifying relevant information required to be reported to external parties or used internally for decision-making purposes, to derive personal benefits.
- F. **Accepting favors and gifts:** Receiving gifts of more than a nominal value from outside vendors, clients and customers when the key person has the capability or can give the impression to the gift-giver of having the capability to make decisions or actions affecting the vendor, client or customer. See Accepting and Providing Gifts and Entertainment Policy for more details.

#### **DISCLOSURE OF CONFLICTS OF INTEREST:**

In terms of outside employment, the key person needs to maintain open lines of communication with ALIVE to avoid any conflict of interest or appearance thereof. No key person shall be permitted to hold a position with ALIVE that holds voting rights if the outside employment leads to a conflict, or potential conflict of interest for said person or the nature of the employment is such that it will reflect unfavorably on ALIVE.

In terms of organization affiliation, a key person holding a position in any outside organization based on their affiliation with ALIVE must be approved by the executive committee. Such representation may be required to cease upon termination of their held position with ALIVE.

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Should a perceived or actual impropriety or conflict of interest exist, appropriate actions must be taken. The key person must work cooperatively with the executive committee to achieve resolution in the best interests of AL!VE.

If a key person has any question about whether an action or proposed course of conduct would create a conflict of interest, they should immediately contact the President to obtain advice on the issue.

#### **DETERMINATION OF CONFLICT OF INTEREST:**

This policy cannot describe all conflicts of interest which may arise. Therefore, interested persons must use good judgment to avoid any appearance of impropriety.

In connection with any actual or possible conflict of interest, a key person must disclose the existence of the financial interest and be allowed to disclose all material facts to the executive committee considering the proposed transaction or arrangement.

After disclosure of the financial interest and all material facts, and after any discussion with the key person and/or Board of Directors, the determination of a conflict of interest is discussed and determined if a conflict of interest exists.

If any board member has reasonable cause to believe a key person has failed to disclose actual or possible conflicts of interest, it shall inform the key person of the basis for such belief and allow them an opportunity to explain the alleged failure to disclose. If there is still a perceived conflict of interest, the issue shall be brought to the executive committee for further exploration as outlined above.

If the executive committee determines the key person has failed to disclose an actual or possible conflict of interest, it shall take appropriate disciplinary and corrective action.

Any determination and action taken regarding a conflict of interest will be captured in the board minutes for recordkeeping purposes.

A voting member of the executive committee who receives compensation, directly or indirectly, from AL!VE is precluded from voting on matters pertaining to that board member's compensation for any services contracted.

Periodic reviews of partnerships, joint ventures, independent contractor agreements, and any other arrangements where a perceived or actual conflict of interest could exist will be conducted by the Executive Committee to ensure:

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- A. ALIVE does not engage in activities that could jeopardize its tax-exempt status.
- B. Whether compensation arrangements and benefits are reasonable and based on competitive market rates.
- C. The arrangement is of mutual benefit to both parties and does not place ALIVE at a disadvantage in any way.

## **POLICY: Grievance Procedures**

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### **PURPOSE:**

- I. It is the policy of the Association of Leaders in Volunteer Engagement (“ALIVE”) that individuals acting on behalf of ALIVE must have a formal process to submit a grievance or complaint.

### **RESPONSIBILITIES:**

- II. It is the responsibility of all board members, association members, independent contractors, paid staff, and volunteers to read and understand this policy and abide by its contents. An acknowledgement must be signed before any access is granted to ALIVE files and administrator rights.

### **DEFINITIONS:**

- III. **Grievance:** a cause of distress (such as an unsatisfactory working condition) felt to afford reason for complaint or resistance; the formal expression of a complaint

### **GUIDELINES:**

- IV. The board member, association member, independent contractor, paid staff or volunteer shall present the grievance to the association manager, who has the authority to make adjustments in the matter within 10 days of the alleged grievance or knowledge thereof.
- V. If a satisfactory settlement is not reached within 10 days after presenting the grievance, the board member, member, contractor, staff, or volunteer may present the grievance to the president. Upon the request of the president, the grievance shall be submitted in writing and shall state the grievant(s) names(s). The president will accept the grievance as and when it is expressed, and it will be noted that acceptance does not necessarily mean agreement. The president shall schedule a meeting within fourteen days of the receipt of the grievance to be held by the executive committee to attempt to resolve the grievance. The president or their designee shall respond in writing within seven days of the date of the meeting. Time frames may be extended in writing by mutual agreement of the parties.
- VI. If the grievance is not resolved at this point, the board member, association member, independent contractor, paid staff or volunteer may within 10 days after the president or their designees written response is due, serve written notice upon the association that

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they desire to arbitrate the grievance. Within seven days of the written notice, the association will be required to furnish a panel of five arbitrators. Within ten days of the receipt of the panel of arbitrators the parties shall select an arbitrator. The board member or volunteer shall make the first and third strike and the association the second and fourth strike of names. The remaining individual shall serve as arbitrator and hear the dispute. The decision of the arbitrator shall be final and binding upon the parties. The cost of the arbitration shall be borne equally by the parties, except that each party shall be responsible for the cost of any witnesses testifying on its behalf. Upon the mutual consent of the parties more than one grievance may be heard before one arbitrator. The arbitrator shall have jurisdiction and authority to interpret the provisions of the agreement and shall not amend, delete, or modify any of the provisions or terms of agreements.

## **POLICY: Whistleblower Policy**

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### **PURPOSE:**

- I. It is the policy of the Association of Leaders in Volunteer Engagement (“ALIVE”) that individuals acting on behalf of ALIVE have a process to inform the executive committee if they suspect wrongdoing on behalf of ALIVE. This Whistleblower Policy is intended to encourage and enable board members, association members, independent contractors, paid staff, and volunteers to raise serious concerns internally so that ALIVE can address and correct inappropriate conduct and actions.

### **RESPONSIBILITIES:**

- II. It is the responsibility of all board members, association members, independent contractors, paid staff, and volunteers to read and understand this policy and abide by its contents. An acknowledgement must be signed before any access granted to ALIVE files and administrator rights.

### **DEFINITIONS:**

- III. **Whistleblower:** one who reveals something covert or who informs against another; *especially* : an employee who brings wrongdoing by an employer or by other employees to the attention of a government or law enforcement agency.

NOTE: A whistleblower is commonly protected legally from retaliation.

- IV. **Retaliation:** to return like for like; *especially* : to get revenge

### **GUIDELINES:**

- V. The Association of Leaders in Volunteer Engagement, hereby known as ALIVE, requires board members, committee members, independent contractors, paid staff, and volunteers to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As representatives of ALIVE, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

#### **VI. Reporting Responsibility**

- A. It is the responsibility of all board members, association members, independent contractors, paid staff, and volunteers to report concerns about violations of ALIVE’s code of ethics or suspected violations of law or regulations that govern ALIVE’s operations.

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- B. Anyone filing a written complaint concerning a violation or suspected violation must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

**VII. No Retaliation**

- A. It is contrary to the values of ALIVE for anyone to retaliate against any board member, association member, independent contractor, paid staff, or volunteer who in good faith reports an ethics violation, or a suspected violation of the law, such as a complaint of discrimination, or suspected fraud, or suspected violation of any regulation governing the operations of ALIVE.
- B. A board member, association member, independent contractor, paid staff, or volunteer who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination.

**VIII. Reporting Procedure**

- A. All board members, association members, independent contractors, paid staff, and volunteers are required to report complaints or concerns about suspected ethical and legal violations in writing to ALIVE's association manager, who has the responsibility and authority to investigate all reported complaints.
- B. Board members, association members, independent contractors, paid staff, and volunteers with concerns or complaints may also submit their concerns in writing directly to the president.
- C. The association manager and president are responsible for ensuring that all complaints about unethical or illegal conduct are investigated and resolved. The association manager will advise the executive committee of all complaints and their resolution(s) and will report at least annually to the treasurer on any compliance activity relating to accounting or alleged financial improprieties.

**IX. Confidentiality**

- A. Violations or suspected violations may be submitted on a confidential basis by the complainant. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

**X. Handling of Reported Violations**

- A. ALIVE's association manager will notify the person who submitted a complaint and acknowledge receipt of the reported violation or suspected violation.
- B. All reports will be promptly investigated, and appropriate corrective action will be taken if warranted by the investigation. In the area of financial matters,

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ALIVE's association manager shall immediately notify the treasurer and finance committee of any concerns or complaints regarding accounting practices, internal controls, or auditing, and work with the committee until the matter is resolved.

### **Exit Interviews**

ALIVE requests the privilege of an exit interview with any volunteer who chooses to leave their role. We hope that the interview will help us part as friends and provide insight into possible improvements. All information will be kept strictly confidential and will in no way affect any references that ALIVE might provide to another agency.



## Acknowledgment and Receipt

### I have received the ALIVE Volunteer Handbook.

The Volunteer handbook describes important information about ALIVE, and I understand that I should consult the ALIVE Board of Directors regarding any questions not answered in the handbook. I have entered into my relationship with ALIVE voluntarily and acknowledge that there is no specified length of volunteerism. **Accordingly, either I or ALIVE can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law.**

This manual and the policies and procedures contained herein supersede any and all prior practices, oral or written representations, or statements regarding the terms and conditions of your volunteerism with ALIVE. By distributing this handbook, ALIVE expressly revokes any and all previous policies and procedures which are inconsistent with those contained herein.

I understand that any and all policies and practices may be changed at any time by ALIVE. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only the ALIVE Board of Directors has the ability to adopt any revisions to the policies in this handbook.

I have received the ALIVE volunteer handbook, including the anti-harassment, and conflict of interest policies enclosed, and I understand that it is my responsibility to read and comply with all policies contained in this handbook and any revisions made to it.

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Volunteer's Signature

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Volunteer's Name (Print)

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Date

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