



Volunteer Handbook

September 2020, April 2022

Executive Director: Sheri Wilson

Board Reviewed September 2020

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Contact Us

Community Action of Southeast Iowa, Central Office

2850 Mt Pleasant St, Suite 108, Burlington, IA 52601

319-753-0193 community.action@caofseia.org Find out more on our website: www.caofseia.org

Like us on Facebook: <https://www.facebook.com/CommunityActionofSoutheastIowa/>

*where ‘employee’ is noted in policies, ‘volunteer’ can be substituted

Welcome

Welcome to Community Action of Southeast Iowa. Thank you for choosing to volunteer your time and give of your talents. We believe each volunteer contributes to Community Action's growth and mission. We hope that your experience here will be challenging, enjoyable, and rewarding. This handbook is meant to give an overview of expectations and policies. Please feel free at any time to ask questions or seek clarification. Through good communication and partnership we can help people and change lives. Thank you for giving of your time, talents and resources.

Introduction

Mission: Community Action of Southeast Iowa is dedicated to alleviating the causes and conditions of poverty by building partnerships and strengthening people through quality services.

Vision: Our vision is for people in southeast Iowa to have the opportunity to reach their maximum potential.

History: Community Action Agencies were created with the Economic Opportunity Act of 1964 and the “War on Poverty.” A portion of the act states: “It is the policy of the United States to eliminate the paradox of poverty in the midst of plenty in this nation by opening to everyone the opportunity for education and training, the opportunity to work and the opportunity to live in decency and dignity.”

Community Action of Southeast Iowa has been serving those of low income since 1966. We are an independent non-profit with locations in Des Moines, Henry, Lee, and Louisa County. We also have a WIC clinic in Muscatine, Iowa.

Equal Opportunity: Community Action of Southeast Iowa is committed to providing equal opportunity in employment and program participation for all people without regard to race, color, creed, national origin, religion, pregnancy, sex, gender identity, sexual orientation, age, physical or mental disability, genetic information, veteran's status, uniformed service, or any other characteristic protected by federal, state or local law.

Organizational Structure: Community Action's activities are governed by a 15 member Board of Directors which is made up of equal numbers of members (one-third each): appointed by public officials (public); elected by Head Start parents (low-income); and selected from groups and organizations in the private sector (private).

The Board of Directors has many responsibilities including: appointing and evaluating the Executive Director; determining major personnel, fiscal and program priorities and policies; approving program proposals and budgets; overseeing the extent and quality of the participation of clients in agency programs; selecting and evaluating the agency's Equal Opportunity Officer; and monitoring and ensuring compliance with all conditions of grants and contracts.

Under the Board of Directors, the Executive Director guides the everyday operation and administration of the agency. The Executive Director, along with the Management Team, develop and implement policies, procedures, and strategies for improving the agency's delivery of beneficial programs and services to the communities. Together we are part of a national network of over 1,000 independent Community Action Agencies.

Programs

From education and child care to food and shelter, Community Action of Southeast Iowa provides more than 20 programs and services to the residents of Des Moines, Henry, Lee, and Louisa Counties in order to “help people help themselves” become self-sufficient.

Programs may vary by center, have income guidelines, and may have limited funding available. More information can be found on our website (caofseia.org), in our brochures, or by calling any of our local centers.

- Food Pantry
- Special Supplemental Nutrition Program for Women, Infants and Children (WIC)
- Low Income Home Energy Assistance Program (LIHEAP)
- Head Start
- Early Head Start
- Family Development and Self Sufficiency Program (FaDSS)
- Parents as Teachers (PAT)
- Preschool Scholarships
- Budget Counseling
- Employment Counseling
- Child and Adult Care Food Program (CACFP)
- Energy Crisis Assistance (Project Share)
- Furnace Repair and Replacement
- Disaster Assistance
- General Information and Referral
- Homeless Assistance
- Housing Assistance
- Emergency Rent and Utilities
- Senior Home Repair
- Rent Reimbursement Form Assistance
- Transportation Assistance
- Weatherization

Centers

Five Community Action Centers in the four counties serve as focal points for providing information, referrals and assistance to those in need. Each center is staffed by agency personnel and volunteers who are knowledgeable about Community Action programs and other resources available in their communities.

Open 8:00 A.M. – 4:30 P.M.

Des Moines County
Neighborhood Center
700 Jefferson St, Burlington, IA 52601
319-753-2893 (phone)
319-753-0849 (fax)

Marie Tallarico
Community Action Center
220 S. 22nd St, Keokuk, IA 52632
319-524-6383 (phone)
319-524-3017 (fax)

Eichacker Community Action Center
3433 Avenue O,
Fort Madison, IA 52627
319-372-4471 (phone)
319-372-4476 (fax)

Tolson Community Action Center
1303 West Washington St.
Mt. Pleasant, IA 52641
319-385-2310 (phone)
319-385-2877 (fax)

Louisa County Community Action
202 E. Access Road, Suite D/PO Box 29
Columbus Junction, IA 52738
319-728-2314 (phone)
319-728-7510 (fax)
Open Monday, Tuesday, and Thursday

Volunteer Rights and Responsibilities

Volunteers have the right to

1. Be assigned a position that is worthwhile with the opportunity to use existing skills and/or develop new ones.
2. Receive orientation and training for a position they accept.
3. Have sound guidance and direction.
4. Be treated with respect.
5. Expect that their time will not be wasted.

Volunteers have the responsibility to

1. Accept an assignment within their area of competence.
2. Learn the goals and objectives of the program for which they are volunteering.
3. Accept supervision and training.
4. Follow agency policies.
5. Work as a member of the staff and/or volunteer team.
6. Be reliable and dependable in the scope of their commitment.
7. Communicate with agency staff regarding needs and concerns.
8. Use reasonable judgment in making decisions that need immediate attention. Afterwards consulting a supervisor for future guidance.
9. Provide feedback, suggestions and recommendations to supervisor/staff regarding the program.
10. Refuse gifts, tips or bribes.
11. Treat all people fairly in accordance with the agency ethics and non-discrimination policies.

Background Checks

Work study opportunities, internships, community service, Head Start volunteers with children (other than their own), repetitive and long term volunteer positions require a background check to be done by the agency. Please complete the following forms. Background checks may be done any time and will be done every three years for long term volunteers.

One time, short, or temporary volunteers (as deemed by the agency), or Head Start parents volunteering in their child's classroom, who are fully supervised, may not be required to have a background check. However, any supervisor may request a volunteer's background check at their discretion.

Volunteer Application

Name _____ Date _____

Position Requested _____

Location/County Requested _____

Street Address _____

City/State/Zip _____

Primary Phone # _____ ☐ Home ☐ Work ☐ Cell

Secondary Phone # _____ ☐ Home ☐ Work ☐ Cell

Email _____

Are you at least 18 years of age? ☐ Yes ☐ No

Driver's License # _____ State _____ Expiration Date _____

Availability (Times/Days) _____

Anticipated length of volunteering (one time, weekly, monthly, certain number of hours, etc.)

Relevant Experience (work or volunteer) _____

Strengths and/or skills _____

Why do you want to be a volunteer with Community Action? _____

Emergency Contact & Phone # _____

Relationship of Emergency Contact _____

Emergency Medical Information _____

Volunteer Statement

Name _____ Date _____

I ☐ DO ☐ DO NOT have any criminal convictions (to include deferred judgments, even if discharged) of any law in any state. If "DO" is checked, briefly explain the circumstances. _____

I ☐ DO ☐ DO NOT have any founded or confirmed reports of child or adult abuse or neglect in any state. If "DO" is checked, briefly explain the circumstances. _____

I ☐ DO ☐ DO NOT have any communicable diseases or health concerns that would pose a threat to the health, safety or well-being of the children. If "DO" is checked, briefly explain the circumstances. _____

I ☐ HAVE ☐ HAVE NOT been informed of my responsibilities as a mandatory reporter of child abuse.

I ☐ AM ☐ AM NOT under the influence of alcohol, illegal drugs, prescription or nonprescription drugs that could impair driving ability.

I understand that I am applying to be a volunteer of Community Action of Southeast Iowa.

Signature _____ Date _____

Background Check Release



STATE OF IOWA Criminal History Record Check Request Form



DCI Account Number: 4251
(if applicable)

Mail or Fax completed forms to:

Iowa Division of Criminal Investigation
Support Operations Bureau, 1st Floor
215 E. 7th Street
Des Moines, Iowa 50319
(515) 725-6066
(515) 725-6080 Fax

Send results to:

Name Community Action of Southeast Iowa
Address 2850 Mount Pleasant St. STE 108
Phone 319-753-0193
Fax 319-753-0687

I am requesting an Iowa Criminal History Record Check on:

| | | |
|----------------------------------|---|---|
| Last Name (mandatory) | First Name (mandatory) | Middle Name (recommended) |
| | | |
| Date of Birth (mandatory) | Gender (mandatory) | Social Security Number (recommended) |
| | <input type="checkbox"/> Male <input type="checkbox"/> Female | |

Release Authorization: Without a signed release from the subject of the request, a complete criminal history record may not be releasable, per Code of Iowa, Chapter 692.2. For complete criminal history record information, as allowed by law, always obtain a signed release from the subject of the request.

This form (DCI-77) is the only approved release authorization form for this purpose.

Release Authorization: I hereby give permission for the above requesting official to conduct an Iowa criminal history record check with the Division of Criminal Investigation (DCI). Any criminal history data concerning me that is maintained by the DCI may be released as allowed by law. I understand this can include information concerning completed deferred judgments and arrests without dispositions.

Release Authorization Signature: _____

Iowa Criminal History Record Check Results

(DCI use only)

As of _____, a search of the provided name and date of birth revealed:

- ☐ No Iowa Criminal History Record found with DCI
- ☐ Iowa Criminal History Record attached, DCI # _____
- DCI initials _____

Release Authorization Information:

Iowa law does not require a release authorization. However, without a signed release authorization from the subject of the request any arrest over 18 months old, without a final disposition, cannot be released to a non-law enforcement agency.

Deferred judgments where DCI has received notice of successful completion of probation also cannot be released to non-law enforcement agencies without a signed release authorization from the subject of the request.

If the "No Iowa Criminal History Record found with DCI" box is checked, it could mean that the information on file is not releasable per Iowa law without a signed release authorization.

General Information:

The information requested is based on name and exact date of birth only. Without fingerprints, a positive identification cannot be assured. If a person disputes the accuracy of information maintained by the Department, they may challenge the information by writing to the address on the front of this form or personally appearing at DCI headquarters during normal business hours.

The records maintained by the Iowa Department of Public Safety are based upon reports from other criminal justice agencies and therefore, the Department cannot guarantee the completeness of the information provided.

The criminal history record check is of the Iowa Central Repository (DCI) only. The DCI files do not include other states' records, FBI records, or subjects convicted in federal court within Iowa.

In Iowa, a deferred judgment is not generally considered a conviction once the defendant has been discharged after successfully completing probation. However, it should be noted that a deferred judgment may still be considered as an offense when considering charges for certain specified multiple offense crimes, i.e. second offense OWI. If a disposition reflects that a deferred judgment was given, you may want to inquire of the individual his or her current status.

A deferred sentence is a conviction. The judge simply withholds implementing a sentence for a certain probationary period. If probation is successful, the sentence is not carried out.

Any questions in reference to Iowa criminal history records can be answered by writing to the address on the front of this form or calling (515) 725-6066 between 8:00 a.m. and 4:00 p.m., Monday - Friday.

REMINDER - (1) Send in a separate Request Form for each last name, (2) a fee is required for each last name submitted, (3) a completed Billing Form must be submitted with all request(s).

Iowa law requires employers to pay the fee for potential employees' record checks.

DHS Release for Abuse Information for Volunteers with Children



Iowa Department of Human Services

Authorization for Release of Child and Dependent Adult Abuse Information

This form must be used to authorize release of child or dependent adult abuse information when the person requesting the information does not have independent access to it under Iowa law. Complete a separate form for each person for whom information is requested and email to dhsabuseregistry@dhs.state.ia.us, or fax to (515) 564-4112, or mail to the Iowa Department of Human Services, Central Abuse Registry, P.O. Box 4826, Des Moines, IA 50305.

Please specify which abuse registry you are requesting by checking the appropriate box below:

☐ Child Abuse Registry ☐ Dependent Adult Abuse Registry ☒ Both

Please specify your preferred method of response by checking a box and completing the information in Section 1.

☐ Address ☒ Fax ☒ Email

Section 1: To be completed by the person or agency requesting the information.

| | | | | | |
|--|-----------------|--|-------------------|-------------------------------------|----------|
| Requester: Last Schafer | First Sandra | Agency Name Community Action of SE Iowa | | Telephone Number (319) 753-0193 | |
| Address 2850 Mount Pleasant St. STE 108 | | | | Fax Number (319) 753-0687 | |
| City Burlington | | State Iowa | Zip Code 52601 | Email sandy.schafer@caofseia.org | |
| List the name and address of the person whose information is being requested: | | | | | |
| Name (last, first, middle) | | | Birth Date | Social Security Number | |
| Address | | City | County | State | Zip Code |
| List maiden name, previous married names, and any alias: | | | | | |
| What is the purpose of your request for child or dependent adult abuse information? Employment | | | | | |
| I have read and understand the legal provisions for handling child and dependent adult abuse information which is printed on the second page of this form. | | | | | |
| Signature of Requestor | | | | Date | |

Section 2: To be completed by the person authorizing the Department of Human Services to release their child or dependent adult abuse information.

I understand that my signature authorizes the requester to receive information to verify whether I am named on the Child Abuse or Dependent Adult Abuse Registry as having abused a child (Iowa Code section 235A.15) or dependent adult (Iowa Code section 235B.6). To the best of my knowledge, the information contained in Section 1 of this form is correct.

| | |
|---------------------------------|------|
| Signature of Person Authorizing | Date |
|---------------------------------|------|

Section 3: To be completed by the Central Abuse Registry or designee.

- ☐ The person whose information is being requested is listed on the Child Abuse Registry as having abused a child.
- ☐ The person whose information is being requested is not listed on the Child Abuse Registry as having abused a child.
- ☐ The person whose information is being requested is listed on the Dependent Adult Abuse Registry as having abused a dependent adult.
- ☐ The person whose information is being requested is not listed on the Dependent Adult Abuse Registry as having abused a dependent adult.
- ☐ This request for information is denied because the form is incomplete.

| | |
|---|------|
| Signature of Registry Staff or Designee | Date |
|---|------|

| |
|----------|
| Comments |
|----------|

LEGAL PROVISIONS FOR HANDLING CHILD AND DEPENDENT ADULT ABUSE INFORMATION

Redissemination of Child and Dependent Adult Abuse Information (Iowa Code sections 235A.17 and 235B.8)

A person, agency, or other recipient of child or dependent adult abuse information shall not re-disseminate (release) this information, except that re-dissemination is permitted when ALL of the following conditions apply:

- ◆ The re-dissemination is for official purposes in connection with prescribed duties or, in the case of a health practitioner, pursuant to professional responsibilities.
- ◆ The person to whom such information would be re-disseminated would have independent access to the same information under Iowa Code sections 235A.15 or 235B.6.
- ◆ A written record is made of the re-dissemination, including the name of the recipient and the date and purpose of the re-dissemination.
- ◆ The written record is forwarded to the Central Abuse Registry within 30 days of the re-dissemination.

Criminal Penalties (Iowa Code sections 235A.21 and 235B.12)

A person is guilty of a criminal offense when the person:

- ◆ Willfully requests, obtains, or seeks to obtain child or dependent adult abuse information under false pretenses, or
- ◆ Willfully communicates or seeks to communicate child or dependent adult abuse information to any agency or person except in accordance with Iowa Code sections 235A.15, 235A.17, 235B.6, and 235B.8, or
- ◆ Is connected with any research authorized pursuant to Iowa Code sections 235A.15 and 235B.6 and willfully falsifies child or dependent adult abuse information or any records relating to child or dependent adult abuse.

Upon conviction for each offense, the person is guilty of a serious misdemeanor punishable by a fine or imprisonment.

Any person who knowingly, but without criminal purposes, communicates or seeks to communicate child or dependent adult abuse information except in accordance with Iowa Code sections 235A.15, 235A.17, 235B.6, and 235B.8 is guilty of a simple misdemeanor punishable, upon conviction for each offense, by a fine or imprisonment.

Any reasonable grounds for belief that a person has violated any provision of Iowa Code Chapters 235A or 235B shall be grounds for the immediate withdrawal of any authorized access that person might otherwise have to child or dependent adult abuse information.

Media Release

I, _____ (name) authorize Community Action of Southeast Iowa to take and use pictures and videos of me. These may be used in publications, online, social media or for any lawful and professional purpose of Community Action.

I release all claims against Community Action of Southeast Iowa regarding copyright ownership. Reproduction and circulation of my likeness at the agency's discretion may be done without further consideration or compensation to me.

Currently I am a Community Action of Southeast Iowa:

- ☐ Employee
- ☐ Board Member
- ☐ Policy Council Member
- ☐ Advisory Committee Member
- ☐ Client
- ☐ Parent of Minor: _____
- ☐ Volunteer
- ☐ Other: _____

I have read, understand and agree to the above statement.

Signature: _____ Date: _____

Printed Name: _____

Please see Social Media Policy for more information.

Confidentiality Policy – Personnel Policy 112

The protection of confidential information is vital to the success of Community Action. Such confidential information includes, but is not limited to, the following examples: Participant information/files, Employee files, Medical Records, Drug and Alcohol Testing, and Child Abuse Reports. Community Action will ensure that confidential and sensitive information collected during the course of operation is properly handled and safeguarded. Confidential information is to be used only in connection with the legitimate functions of an employee's job duties. Methods that will be used to safeguard confidential information concerning a child, family, client, or staff member include:

1. Requiring all staff, consultants and volunteers to abide by the program's standards of conduct, which outline strict confidentiality policies. Training and signature of agreement to abide by the standards of conduct and ethics is required.
2. Following the confidentiality provision under the Family Educational Rights and Privacy Act (FERPA), which protects the privacy of student records and the applicable provisions in Part, B or C of the Individuals with Disabilities Education Act (IDEA).
3. Preventing the improper dissemination of information about children and families by requiring information to and from agencies or outside individuals, concerning a child or family must contain a written or electronic release form signed by the client, parent or legal guardian.
4. Keeping confidential and sensitive information about children, families and staff in a secure location, which may include locked file cabinets, locked files rooms, or password protected electronic data and file systems.
5. Properly disposing of confidential records, as needed, in a secure manner that will include shredding of such information in accordance with the agency Record Retention policy.
6. Accessing electronic client data files must occur through secure data connections. Electronic client files are not to be downloaded onto personal computers or electronic devices that are not sanctioned and secured by the agency.
7. If an employee leaves, the employee must surrender all information-bearing items in their possession, whether or not containing confidential information, including but not limited to, storage media, notebooks, reports, and other information from a third party, or anything containing agency program confidential information.
8. Data Sharing: In accordance with applicable federal, Head Start Program Performance Standards (HSPPS), state, local laws, and Board policy, Community Action of Southeast Iowa will protect the privacy of child and family records, while managing program data to effectively support the availability, usability, integrity, and security of data. The Board and the Head Start Policy Council approves procedures on data management, including the effective use and sharing of data. Relevant data may be integrated and shared, to the extent practicable, with state education data systems, community health systems, or other early childhood systems, to provide reciprocal benefits and supports in assessing needs and building quality systems to support those needs.

Ethics Policy – Personnel Policy 109

Each employee, Policy Council member, and Board member of Community Action of Southeast Iowa is expected to demonstrate the highest standards of personal integrity, truthfulness, confidentiality, and honesty in the performance of his or her job functions, duties and responsibilities. Employees, Policy Council members, Board members, volunteers, and consultants are required to comply with all laws, rules, regulations, and contractual agreements and to act in the best interest of the agency.

- A. Confidentiality of Information: Information about children, families, other employees or the Agency will not be divulged to anyone other than the persons who are duly authorized to receive such information. This policy extends to both internal and external disclosure. Any breach of confidentiality will result in corrective action up to and including termination of employment. All communications with persons or organizations outside the Agency regarding specific information about any of our customers is strictly forbidden unless staff has previously obtained written consent from the customer to release such information. The only exceptions to the policy is when a licensing agency, funding body or auditor wishes to review files for compliance purposes (in such a case, Program Directors or the Executive Director may grant staff permission to disclose information for the purpose of review), when records are duly subpoenaed by a court of law, and in the case of suspected child abuse or neglect, which we are mandated to report. See Personnel Policy 112
- B. Conflict of Interest: See the Conflict of Interest Statement and Personnel Policy # 108.
- C. Drug and Alcohol-Free Workplace: See Personnel Policy 702.
- D. Application for Services: To ensure the application for service process is conducted in an ethical manner, the following conditions shall apply:
 - 1. Clients who are Relatives or Close Personal Friends of Employees: Relatives or close personal friends of Agency employees who apply for Agency services will not be afforded undue preference, and will have to follow the same criteria for application and selection as the general public. They will not receive preferential appointment times, or in any way receive any special treatment. The employee who is a relative or close personal friend will not be involved in the application, eligibility determination, or service delivery in any manner.
 - 2. Employees as Clients: Employees who wish to apply for services may apply in a manner similar to the general public. They must obtain an appointment time like any other clients, and must apply through the Director of the Program or a Program Coordinator designated by the Director.
- E. Head Start Standards of Conduct: In addition, as a Head Start grantee, Community Action of Southeast Iowa will ensure that all Head Start employees, consultants, and volunteers abide by the program's Standards of Conduct, as outlined in the Program Performance Standards which specifically include:
 - 1. Respecting and promoting the unique identity of each child and family and refraining from stereotyping on the basis of gender, race, ethnicity, culture, religion, or disability.
 - 2. Following program confidentiality policies concerning information about children, families, and other staff members.
 - 3. Ensuring no child will be left alone or unsupervised while under their care;
 - 4. Using positive methods of child guidance and not engaging in corporal punishment, emotional or physical abuse, or humiliation.
 - 5. Refraining from using methods of discipline that involve isolation, the use of food as punishment or reward, or the denial of basic needs.

F. Improper Conduct and Whistle-Blower Protection

Community Action of Southeast Iowa believes that in order for the agency to engage in its mission, all aspects of its service contracts, as defined in Chapter 8F.2(8), the Code of Iowa, including its financial practices and management must be free from any activities that may be illegal or constitute fraud and abuse.

1. Reporting: Community Action of Southeast Iowa encourages employees who have a reasonable belief that fraud may exist or that inappropriate conduct relating to the agency's financial affairs may have occurred to contact the Executive Director. If it is perceived that the Executive Director is involved the president of the Board of Directors should be contacted. Any report should contain sufficient information to permit an appropriate internal investigation.
 2. Investigation: The investigation shall be conducted in as confidential a manner as permitted under the circumstances. Based upon the results of the investigation, appropriate corrective action will be taken. The action will include appropriate discipline of the employees involved in the improper conduct. There will also be implementation of systematic controls and procedures to reduce the risk of a similar situation occurring. The reporting employee will be notified of the conclusion of the investigation; however, due to confidentiality concerns, the reporting employee will not be privy to the result of the investigation or the resulting discipline, if any, of individuals involved in the improper conduct.
 3. Non-retaliation: Any employee who makes a report shall not be subject to adverse employment action by Community Action of Southeast Iowa for making the report, even if the report is investigated and found to be unfounded. Such adverse employment action shall include firing, demotion, suspension, harassment or failure to consider the employee for promotion.
- G. Employee Right to Disclose Information to an Oversight Agency: It is the policy of Community Action of Southeast Iowa that all employees have the right to disclose information to an oversight agency, the Office of Citizens' Aide, the Auditor of the State, or the Office of the Attorney General. No employee shall receive any adverse employment action for disclosing any information about a service contract to the oversight agency, the Auditor of the State, or the Office of Citizens' Aide. This information is included in the Personnel Policies provided to each which affirms this right, and lists the telephone numbers of the oversight agencies, the Office of Citizens' Aide, the Auditor of the State, and the Office of the Attorney General.
- H. Training: All new employees, Policy Council members and Board members shall be trained regarding the provisions of the policy, and shall receive a copy of this policy upon orientation to the Agency. Periodic training for current employees will also be provided. All employees, Policy Council members and Board members shall sign a copy of this policy which indicates they have been trained on the provisions of this policy.
- I. Violation: Violation of any of these Ethics policies by employees, including the Head Start Standards of Conduct, is cause for disciplinary action up to and including termination of employment.
- J. Acknowledgement: By my signature, I agree to abide by the Ethics Policy of Community Action of Southeast Iowa.

Whistleblower Information

Telephone Numbers of Oversight Agencies,
the Auditor of the State, Attorney General and Citizens' Aide

| Oversight Agency | Phone Number |
|--|----------------|
| Attorney General of the State of Iowa | (515) 281-5164 |
| Auditor of the State of Iowa | (515) 281-5834 |
| Des Moines, Henry, Louisa, Washington Early Childhood Area | (319) 461-1369 |
| Children First - Lee/Van Buren Early Childhood Iowa | (319) 526-5686 |
| Federal Emergency Food & Shelter | (703) 706-9660 |
| Federal Emergency Management Agency | (202) 646-2500 |
| Iowa Department of Economic Development | (800) 245-4692 |
| Iowa Department of Education | (515) 281-5294 |
| Iowa Department on Aging | (515) 725-3333 |
| Iowa Department of Human Rights | (515) 242-5655 |
| Iowa Department of Human Services | (515) 281-3186 |
| Iowa Department of Public Health | (800) 532-1579 |
| Iowa Division of Community Action Agencies | (515) 281-3861 |
| Iowa Office of Citizens' Aide | (515) 281-3592 |
| Office of Head Start Services | (816) 426-3981 |

Conflict of Interest Policy – Personnel Policy 108

Employees and Board or Policy Council Members have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. Community Action will operate within the following framework concerning conflicts of interest:

- An actual or potential conflict of interest occurs when an employee, Board or Policy Council member is in a position to influence a decision that may result in a personal gain or gain for a relative as a result of Community Action's business dealings. For the purposes of this policy, a relative is a spouse, parent, grandparent, child, grandchild, brother, sister, mother-in-law, father-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law or a significant other.
- Transactions with outside firms or individuals must be conducted within a framework established and controlled by the executive level of Community Action.
- No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if an employee, Board or Policy Council member has any influence on transactions involving purchases, contracts, or leases, or has an ownership or investment interest in any entity with which Community Action is doing business, it is imperative that he or she disclose to the Executive Director as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.
- There shall be no purchases made with an anticipated total cost in excess of five hundred dollars (\$500) within any 12 month period from any employee, Board member, or Policy Council member or their relatives without the consent of the Board of Directors.
- No employee may serve as a voting member of the Board of Directors or other major policy advisory body of this agency. No person serving as a member of the Board of Directors or other major policy advisory body may apply for any position in the agency while serving as a Board or Council member. No employee or member of their immediate family may serve on the Policy Council except Head Start or Early Head Start parents who occasionally substitute for regular Head Start or Early Head Start Staff.
- If a member of the Board or Policy Council is a relative of an employee, they must make this relationship known to the Executive Director and abstain from any action concerning that employee and personnel matters.

It is the responsibility of the employee or Board or Policy Council member to be aware of actual or potential conflicts of interest.

I understand that it is my responsibility to be aware of actual or potential conflicts of interest. Should a conflict of interest arise that I cannot eliminate, I understand that I should notify the Executive Director and not participate in any action relating to the issue from which the conflict arose.

Failure to comply with this policy may result in disciplinary action, up to and including dismissal.

Grievance Procedure

If a potential participant or a participant of a program, which Community Action of Southeast Iowa operates, has a grievance, the following steps should be taken to address the concern:

1. The participant should speak directly with the person involved with the concern at the local level and try to resolve the concern.
2. If this does not resolve the conflict, the participant may put the concern in writing and submit it to the Program Director. The following details should be included:
 - The date and location of the incident.
 - An explanation of the specific incident.
 - A list of all individuals involved in the incident.
 - A brief summary of the attempt made to resolve the incident.
3. If the conflict involves an allegation of discrimination, the concern will be submitted to the Equal Employment Opportunity/Affirmative Action Officer and the Executive Director by the Program Director. The process will then proceed to step 5 and be handled by the Executive Director.
4. The Program Director will meet with the person involved to resolve the concern within five working days. This decision will be put in writing to the persons involved within five working days of the meeting and will include information on the right to appeal the decision.
5. If the participant is not satisfied with the decision, he or she may send a written appeal to the Program Director and Community Action's Executive Director, who will meet with all parties involved within five working days of receiving the appeal and make a decision on the grievance. The written decision will be made within five working days of the meeting.

If the participant is with the Head Start or Early Head Start program and the decision is not satisfactory, he or she may submit a written appeal to the Policy Council within five working days of the decision. The Policy Council will review the appeal at the next regularly scheduled meeting and prepare a written decision within five working days.

6. If that decision is not satisfactory, the next step is to take the grievance to the Community Action Board of Directors. Members of the Board will meet with those involved within 10 working days to hear the grievance and issue their decision within 5 working days.
7. If the decision of the Board is not satisfactory to the participant, the final step is for the participant to pursue their rights outside of the agency. Information concerning the program funding source or state office involved with the program will be provided in writing to the participant such as the Iowa Division of Community Action Agencies, Head Start Office or Civil Rights Commission.

EO: February 1997; January 2005; September 2007; September 2012; February 2015

Contact information for the agency and directors can be found on the agency website:

<https://caofseia.org/about-us/staff/> or may be obtained by calling Central Office: 319-753-0193

Safety Policy – Personnel Policy 501

To assist in providing a safe and healthful work environment for employees, customers, and visitors, Community Action has established a workplace safety program. This program is a top priority for Community Action. The Program Director has responsibility for implementing, administering, monitoring, and evaluating the safety program. Its success depends on the alertness and personal commitment of all.

Community Action provides information to employees about workplace safety and health issues through regular internal communication channels such as supervisor employee meetings, bulletin board postings, memos, or other written communications.

Some of the best safety improvement ideas come from employees. Those with ideas, concerns, or suggestions for improved safety in the workplace are encouraged to raise them with their supervisor, or with another supervisor or manager, or bring them to the attention of the Executive Director. Reports and concerns about workplace safety issues may be made without fear of reprisal.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate supervisor. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees must immediately notify the Human Resource Manager. If the Human Resource Manager is not available then notify the Executive Assistant or Office Manager. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

For more information on safety please refer to the Community Action of Southeast Iowa Safety Handbook.

Communications Policy – Personnel Policy 504

Employees/Volunteers shall practice discretion in using agency telephones when making local personal calls and in the use of e-mail. Whenever possible, personal calls should be made and received during hours when the employee is not working, such as lunch. Personal calls cannot be charged to the agency.

The agency prohibits the use of cell phones by employees while driving on agency business.

Individual programs may have more specific guidelines on cell phone use during work hours.

The use of Community Action paid postage for personal correspondence is not permitted.

Fax machines are to be used for business purposes.

Use of the Internet is provided for business purposes and the agency reserves the right to monitor its usage.

To assure effective telephone communications, employees should always use an approved greeting and speak in a courteous and professional manner. Please confirm information received from the caller and hang up only after the caller has done so.

Any information stored in or compiled through the use of agency computers is considered agency property and is subject to security inspection. The employee should not have any expectation of privacy with regard to their use of agency computers.

Social Media Policy

Social media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal website, social networking or affinity web site, web bulletin board or chat room, as well as any other form of electronic communication.

Community Action of Southeast Iowa recognizes the role social media plays in modern communication. As such, we respect the rights of employees to use social networks for self-publishing and self-expression while adhering to organizational guidelines.

We expect all agency representatives (employees, volunteers, board members) to conduct themselves professionally at all times on and off of social media. A good self-check before posting to social media is to remember, if it's not okay as a newspaper headline it's not okay to write on social media; anyone can screenshot and share your words. Conversations on social media should be considered public, though they may have the illusion of being private.

Actions, statements and media posts by agency representatives at Community Action of Southeast Iowa have an effect on the agency brand. People associate you with the agency, which in turn makes your statements reflect on the agency.

Commentary that is considered defamatory, obscene or proprietary by any offended party could subject you to personal liability and damage the agency's reputation. We do not distinguish between "personal time" and "work hours" regarding social media. You are at all times a representative of the agency, regardless of how or when you are posting on social media.

1. Engaging with and sharing content posted by the agency branded accounts is encouraged and appreciated.
2. Share the passion you feel for your personal work and the agency. When agency representatives are perceived to be knowledgeable and helpful, this reflects positively on our organization.
3. Sometimes people will misunderstand what our agency does. If you come across a misrepresentation, feel free to identify yourself and your affiliation with the agency and correct their mistake, but do so with respect and facts. In most cases people won't mind being corrected. However, if you get the feeling someone deliberately misinterprets what you say, please ignore them, do not engage in an argument, and promptly contact the program director.
4. Unauthorized sharing of any agency-privileged information, including copyrighted information or agency-issued documents, through social media will not be tolerated.
5. Sharing photographs of other employees, clients, vendors, or suppliers without their written permission is prohibited.
6. The agency sexual harassment policy, non-discrimination policies, confidentiality policy, and ethics policies apply to personal and professional social media posts.

7. If an employee decides to use social media to post complaints or criticisms, the agency asks that the employee avoid using statements, photographs, video or audio that could be reasonably viewed as malicious, obscene, threatening, intimidating, disparaging to employees and clients, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion, or any other status protected by law or agency policy.
8. Agency representatives will not speak on behalf of the agency or agency programs. The executive director, program directors, or official agency social media channels will speak on behalf of the agency and programs.
9. Agency representatives shall not set up an unauthorized account posing as an official agency page. All social media accounts must be preapproved by the program director.
10. You are to contact the program director or executive director the same or next business day if contacted by the media or press about any post or inquiry that relates to agency business.
11. Agency devices will not be used for personal social media or social networking.
12. Employees will not use personal social media during work time.
13. Agency representatives will not use their association with the agency, the agency name, logo, or program names to promote a product, cause, political party, or candidate on social media.
14. Agency representatives will maintain professional boundaries with program participants and those they supervise.
 - a. Boundaries can get blurred when the distinction between professional, public and private life becomes unclear. If a client accesses one of your social media accounts it becomes difficult to separate your private life and your professional life.
 - b. Agency representatives will not initiate a social media relationship with those they supervise.
 - c. Agency representatives will not initiate a social media relationship with clients.
 - d. Pre-existing relationships and social media relationships should be disclosed to your direct supervisor.
 - e. Peers may have and initiate social media relationships with one another.
 - f. All parties retain the right to decline a social media relationship with no repercussions.
 - g. Social media relationships and requests should be disclosed to your direct supervisor.
 - h. Supervisors will assist in maintaining professional boundaries.

Conduct that adversely affects the employee's job performance, the performance of colleagues, or others who work on behalf of or for the agency, such as suppliers, vendors, etc., may result in disciplinary action up to and including termination.

Program directors, ethics training coordinator (FaDSS coordinator), and the executive director are available for discussion and guidance relating to social media policies, procedures, and navigating professional boundaries.

This Social Media Policy is not to be applied or interpreted in a manner that interferes with any rights employees may have under the National Labor Relations Act. For example, employees should feel at liberty to discuss wages, performance, status, discriminatory treatment, etc.

Dress Code – Personnel Policy 705

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and volunteers and affect the image Community Action presents to the community.

When volunteering or representing the agency, volunteers are expected to present a clean and neat appearance and to dress according to the requirements of their positions.

Consult your supervisor or Program Director if you have questions as to what constitutes appropriate attire.

Volunteer Termination Process

According to the above, volunteers may be immediately dismissed if they violate agency policies. In other instances, we endeavor to lead and guide with communication and corrective action plans that provide a learning opportunity.

First Instance

Current Issue(s): _____

Action(s) expected to be taken: _____

☐ Discussion skipped and volunteer immediately released.

Supervisor reasoning: _____

Date: _____

Signature of Supervisor: _____

Signature of Volunteer: _____

Second Instance

Current Issue(s): _____

Action(s) expected to be taken: _____

☐ Discussion skipped and volunteer immediately released.

Supervisor reasoning: _____

Date: _____

Signature of Supervisor: _____

Signature of Volunteer: _____

Post Volunteering Evaluation

This evaluation can also be done online here: <https://caofseia.org/i-can-help/> under “Volunteer.”

Please complete and return this form to Central Office at the end of your volunteering. This helps us improve the experience for future volunteers.

Thank you for volunteering with us!

1. How did you learn about our volunteer opportunities? _____

2. What was your favorite part of volunteering with us? _____

3. Did the experience meet your expectations? ☐ Yes ☐ No
4. What could have been improved? _____

5. About how long did you volunteer with our agency? _____ Hours/days
6. How would you rate your overall experience?
☐ Very Satisfied ☐ Satisfied ☐ Neutral ☐ Unsatisfied ☐ Very Unsatisfied
7. My knowledge of agency programs and services increased due to my volunteer experience:
☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Somewhat Agree ☐ Disagree
8. How satisfied did you feel after volunteering?
☐ Very Satisfied ☐ Satisfied ☐ Neutral ☐ Unsatisfied ☐ Very Unsatisfied
9. I felt prepared and supported in my volunteer role:
☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Somewhat Agree ☐ Disagree
Comments: _____
10. How likely are you to recommend future volunteer opportunities to others?
☐ Very Likely ☐ Likely ☐ Somewhat Likely ☐ Unlikely ☐ Very Unlikely
11. Are there any additional comments regarding your volunteer experience you'd like to share?

Name (optional): _____ Program volunteered in: _____

Return to: community.action@caofseia.org or 2850 Mt Pleasant St Suite 108 Burlington, IA 52601

On-Site Training Checklist

- ☐ Provided with volunteer handbook
- ☐ Signed media release (keep in volunteer file)
- ☐ Volunteer Application completed (keep in volunteer file)
- ☐ Volunteer Statement completed (keep in volunteer file)
- ☐ Background check has been completed at Central Office
- ☐ Outlined duties of position
- ☐ Introduced to supervisor
- ☐ Discussed attendance, schedule and breaks
- ☐ Informed of illness and injury reporting
- ☐ Informed of mandatory reporter responsibilities
- ☐ Shown:
 - ☐ All exits
 - ☐ First aid kit
 - ☐ Fire extinguisher
 - ☐ Safety procedures & evacuation plan
 - ☐ Hazardous materials information/location/procedures
 - ☐ Location of policies
 - ☐ Break area
 - ☐ Restrooms
 - ☐ Time in and time out sheets
 - ☐ How to work telephone and office machines (if applicable)

Acknowledgement

I have read and agree to abide by the policies within this volunteer handbook. I understand that I am agreeing to be a volunteer at Community Action of Southeast Iowa.

Printed Name: _____

Program/Position: _____

Volunteer Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Further Information

If you have questions or would like clarification on any of the above please notify your supervisor or contact Central Office.

2850 Mt Pleasant Street Suite 108, Burlington, IA 52601

319-753-0193

community.action@caofseia.org

<https://caofseia.org>

Executive Director Sheri Wilson