



Volunteer Handbook

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Executive Director: Sheri Wilson

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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 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 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 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 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: **DC 635**
(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 **Kimberly Babington**
Address **2850 Mt. Pleasant Street, Suite 108**
Burlington, IA 52601
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: _____

<u>Iowa Criminal History Record Check Results</u>	(DCI use only)
As of _____, a search of the provided name and date of birth revealed:	
<input type="checkbox"/> No Iowa Criminal History Record found with DCI	
<input type="checkbox"/> 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 Babington	First Kimberly	Agency Name Community Action of Southeast Iowa	Telephone Number (319) 753-0193
Address 2850 Mt Pleasant St, Suite 108			Fax Number (319) 753-0687
City Burlington	State IA	Zip Code 52601	Email kimberly.babington@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?			
Position			
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
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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 disseminate (release) this information, except that dissemination is permitted when ALL of the following conditions apply:

- ◆ The 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 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 dissemination, including the name of the recipient and the date and purpose of the dissemination.
- ◆ The written record is forwarded to the Central Abuse Registry within 30 days of the 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, Applications for Service, Copies of Driver's License and Social Security Cards, Employee files, Medical Records, 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 a volunteer's job duties. In the event a volunteer inappropriately uses or discloses any non-public personal client information or witnesses the inappropriate use or disclosure to the Executive Director immediately. Volunteers who violate this policy will be subject to discipline up to and including dismissal. Volunteers who have state or federal confidentiality statutes in the course of their work may also have personal liability for the consequences of their actions.

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 a volunteer leaves, the volunteer 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 Volunteer, 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 those 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 volunteering. 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 are 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.
- B. See Personnel Policy 112
- C. Conflict of Interest: See the Conflict of Interest Statement and Personnel Policy # 108.
- D. Drug and Alcohol-Free Workplace: See Personnel Policy 702.
- E. 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 Volunteers: Relatives or close personal friends of Agency volunteers 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 volunteer who is a relative or close personal friend will not be involved in the application, eligibility determination, or service delivery in any manner.
 2. Volunteers as Clients: Volunteers 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.
- F. 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.

G. 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 volunteers, 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 or volunteers 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 volunteer will be notified of the conclusion of the investigation; however, due to confidentiality concerns, the reporting volunteer 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 volunteer who makes a report shall not be subject to adverse action by Community Action of Southeast Iowa for making the report, even if the report is investigated and found to be unfounded. Such adverse action shall include dismissal, harassment or failure to consider the volunteer for promotion.
- H. Volunteer Right to Disclose Information to an Oversight Agency: It is the policy of Community Action of Southeast Iowa that all volunteers 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 volunteer shall receive any adverse 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.
- I. Training: All new volunteers, 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 volunteers, 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.
- J. Violation: Violation of any of these Ethics policies by volunteers, employees, including the Head Start Standards of Conduct, is cause for disciplinary action up to and including dismissal or termination.

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

Volunteers, Employees and Board or Policy Council Members must 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 a volunteer, 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 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, partner, or similar member of a partner's family.
- 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 a volunteer, 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, he or she must 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.
- An employee may not serve as a voting member of the Board of Directors, Head Start Policy Council, or other major policy advisory body of this agency. A member of the Board of Directors, Policy Council, or other major policy advisory body may apply for any position in the agency while serving as a Board or Council member, but their voting rights are temporarily suspended until a decision is reached.
- No employee or member of their immediate family may serve on the Head Start 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 a volunteer, 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 volunteer, 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.

Problem Resolution Personnel Policy 718

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:

- I. The Volunteer, should first discuss the complaint with their immediate supervisor in an attempt to resolve the matter informally.

If the matter is not satisfactorily resolved, the volunteer may file a written complaint with their immediate supervisor who will issue a formal decision. If the matter still remains unresolved, the volunteer may file the volunteers' written complaint and supervisor's decision with the Program Director. The Program Director will meet with the volunteer and issue a written decision. If the problem is still unresolved after review by the Program Director, the volunteer may present their written complaint, their immediate supervisor's decision, and Program Director's decision to the Executive Director. The Executive Director will review any and all documentation, meet with the volunteer, and conduct further investigation, if necessary. If, after discussing the problem with the Executive Director, the volunteer is not satisfied, the volunteer will have five (5) working days to file a written request for a hearing with the Board of Directors at the next scheduled meeting of the Board. The decision of the Board of Directors shall be final. 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 volunteers, 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 volunteers and employees about workplace safety and health issues through regular internal communication channels such as supervisor volunteer meetings, bulletin board postings, memos, or other written communications.

Some of the best safety improvement ideas come from volunteers and 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 volunteer is expected to obey safety rules and to exercise caution in all work activities. Volunteers must immediately report any unsafe condition to the appropriate supervisor. Volunteers 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 dismissal.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, volunteers must immediately notify the Human Resource Director. If the Human Resource Director

is not available then notify the Planning Director 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.

Volunteer Conduct and Work Rules Personnel Policy - 701

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 volunteer or employee is not working, such as lunch. Personal calls cannot be charged to the agency.

The agency prohibits the use of cell phones by volunteers 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, volunteers 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 volunteer should not have any expectation of privacy with regard to their use of agency computers.

To ensure orderly operations and provide the best possible work environment, Community Action expects volunteers to follow rules of conduct that will protect the interests and safety of all employees and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including dismissal.

- Charging personal items to the agency
- Taking advantage of the agency status for personal use, when making purchases (discounts, tax exempt). This includes staff in all agency programs including CACFP, Leap, Head Start, Early Head Start, Parents as Teachers, Family Development and Self-Sufficiency (FaDSS), WIC and Weatherization.
- Volunteers may not request gifts, travel packages, and other incentives from prospective vendors or contractors.
- Volunteers involved in purchasing may not be involved in selecting, awarding, or administering any contract when the employee or anyone related to the employee has a financial interest.

- Volunteers involved in CACFP purchasing may not accept monetary donations or unsolicited gifts that are offered valued over \$3.
- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records
- Falsification of information on employment and/or internal work-related applications
- Intentionally violating eligibility determination guidelines in order to enroll ineligible participants
- Working while impaired by alcohol or illegal drugs or a prescription drug
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- Fighting or threatening violence in the workplace
- Having in your possession, using or threatening to use a weapon while on the job
- Disruptive activity in the workplace
- Negligence or improper conduct leading to damage of employer-owned or client-owned property
- Insubordination
- Violation of safety or health rules
- Harassment, discrimination, or retaliation against an employee, client, donor, board member, vendor, or business partner
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Excessive absenteeism or excessive tardiness • Unauthorized absence from work station during the workday
- Unauthorized absence from work station during the workday

Unauthorized use of technology

- Unauthorized disclosure of confidential information
- Violation of personnel policies
- Failure to comply with security Policies & Procedures
- Unsatisfactory performance or conduct
- Misappropriation of funds Volunteering with Community Action is at the mutual consent of Community Action and the volunteer, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice.

Use of Technology (including social media) Personnel Policy 504

Risks. Your online activities and technology use, including use of social media, may pose certain risks to you, to others, and to the Agency. Potential issues can include:

- Decreased productivity, efficiency, and performance
- Reduction of, and threats to, the performance and capacity of our networks and equipment
- Disclosure of confidential information;
- Breaches of our rules on privacy and cybersecurity; and
- Other activities that might expose you, others, or the Agency to legal liability.

Many of these risks are present whether the use of technology occurs at work or when you are off duty.

Purpose. Because of these risks, the Agency has developed the following policy to help you navigate issues related to your technology use and use of electronic devices, to clarify your responsibilities, and to educate you about our expectations regarding technology use, including use of social media.

Definitions. For purposes of this policy, “technology,” “technology use,” and “use of technology” are meant to include, but not be limited to, online activity, wired or wireless communications, access to, use of, or communications stored, sent, or received in or over an electronic device, the Internet, email, or any interactive online media, tool, or function (such as social or professional networking sites like Facebook and LinkedIn; microblogging services like X (formerly known as Twitter); aggregate microblogging services like Snapchat; weblogs; chat rooms; listservs; and other online profiles or online forums), as well as text, photo, or data messaging, and other tools used to communicate electronically. Technology use includes all such communications, access, use, storage, and messaging, whether over a fixed or mobile electronic device.

For purposes of this policy, “electronic device” includes but is not limited to (1) fixed electronic devices, such as desktop computers and landline phones, (2) mobile electronic devices, such as laptops, tablets, electronic wearables, cell phones, smartphones, and web-enabled handheld devices, and (3) the networks, servers, technology systems, and other communications or computer equipment on which they run, and as accessed from any location.

Rules for All Technology Use. The following rules apply in all of your technology use. These rules cover communications conducted using personal or Agency-provided electronic devices, communications sent during working time and outside of working time, and business-related as well as personal communications. Violation of these rules may result in disciplinary action, up to and including dismissal as a volunteer.

- You must not disclose, reveal, or use confidential information of the Agency, of our clients, or of any other person or entity to whom our Agency owes a duty of confidentiality.
- You must not misrepresent the products and/or services provided by the Agency.
- Your use of technology must not be vulgar, obscene, threatening, intimidating, harassing, violent, or disruptive to the workplace. As examples, prohibited content would include threats of violence, and statements of discrimination, harassment, or hostility based on sex, race, color, religion, creed,

national origin, age, pregnancy, disability, military service, genetic information, sexual orientation, gender identity, or any other characteristic protected by applicable federal or state or local law.

- Your use of technology must not include unlawfully defamatory statements about the Agency or any other Agency or individual. For example, do not post information or rumors you know to be false with the intention or foreseeable result of harming the Agency's or an individual's reputation.
- Your use of technology must not violate the Agency's Personal Conduct policies.
- Your communications must obey applicable laws, including all laws governing intellectual property rights of other companies and individuals. For our protection and yours, it is critical that you show proper respect for the laws governing copyright, fair use of copyrighted material, trademarks, and other intellectual property.
- If you choose to identify us as your Agency in a bio or profile on social media or other Internet sites, include "All thoughts are my own" or "Views are my own" in those bios and profiles.
- In any technology use where you actively promote or support the Agency or its services, you must disclose your relationship, and indicate that any views expressed are your own and do not necessarily reflect those of the non-profit organization.
- You cannot represent that you are speaking on our behalf unless you have been given written authority from your supervisor to engage in the activity or the activity is clearly required by your job duties and expressly authorized by the Agency.
- You must not make, use, or post video or audio recordings that were made in working areas, during your working time, or include customers, without the prior approval of the Agency. In some cases, you may be required to obtain the written permission of all persons in such recordings in advance of making the recordings and before you use such recordings, per applicable law and our confidentiality policies. (Keep in mind that only competent adults may provide such permission.) Recordings of safety violations, and recordings taken during non-working time and in non-working areas of our workplaces are exceptions to this rule. However, recordings are never allowed in private, non-public areas of our workplaces, such as restrooms and lactation rooms.

Supervisory and human resources personnel must not give professional references, employment recommendations, or testimonials for current or former employees in their technology use, unless authorized to do so by the Agency. Volunteer references or work-related recommendations or endorsements (via LinkedIn or other platforms) must comply with the Agency's policies and practices regarding employment references.

- You must not pressure employees or clients of the Agency to connect or communicate with you through technology. For instance, bullying or harassing conduct intended to induce acceptance of a Facebook "friend" request is not allowed.
- You must avoid personal use of technology and electronic devices during working time. Personal use of technology and electronic devices should be conducted during breaks and meal periods. Only minor and limited personal use of technology and electronic devices is allowed during working time. Additional Rules for Technology Use of Agency-Provided Electronic Devices. The rules above, and the additional rules provided below, apply to your use of and communications on Agency provided electronic devices, whether such use and/or communications are personal or business-related.

- No communications on or use of Agency-provided electronic devices are private as to any individual volunteer, and are the property of the Agency.
- All communications on and use of Agency-provided electronic devices are subject to review, interception, and monitoring by the Agency, including personal use.
- You are not authorized to access communications (e.g., email, voicemail, or other online activity) that are not addressed to you or intended for you, unless such access is approved by the recipient or your supervisor (e.g., in the event of a co-worker's unexpected absence), is clearly required by your job duties (e.g., you are in an IT role and assisting another employee), or is otherwise expressly approved by the Agency (e.g., you are conducting an investigation for the Agency).
- All Agency-provided electronic devices are to be used primarily for legitimate business purposes. Personal use of email, internet, telephones, and postage meter (as long as the volunteer reimburses the Agency for the cost of postage) is allowed during non-working time, but such use is to be brief and infrequent during working time. Remember that even personal use of Agency-provided electronic devices should not be considered private as to any individual employee, as it is subject to Agency review, interception, and monitoring, and at no time should it interfere with the performance of your job.
- You cannot use a code or encryption to prevent the Agency's access to communications on or use of Agency-provided electronic devices or technology unless there has been prior written clearance.
- No one shall assist in, encourage, or conceal from the Agency, any unauthorized use, or attempt at unauthorized use, of any Agency-provided electronic devices or technology.
 - When using Agency-provided electronic devices, you must enable and comply with our cybersecurity policies and procedures, including use of approved anti-virus software.
 - Agency-provided electronic devices, including any that may be specially designated or authorized for personal use, cannot be used to access online video services, streaming video or audio, Internet telephone services, peer-to-peer file sharing or other large files that may adversely impact the Agency's information technology system performance, unless expressly authorized by the Agency. Generally, accessing and downloading large files will be blocked to protect the Agency's network performance.
- Volunteers who are not authorized to do so cannot install software on Agency-provided Business-Related Technology Use. The purposes of business-related technology use are to communicate business information, become a part of the industry conversation and promote web-based sharing of ideas and exchange of information, make sales/raise funds, and advertise/promote the products and services we provide. For purposes of this policy, "business-related technology use" includes any technology use or communications in which you engage on behalf of the Agency and for which you have prior written authority from your supervisor to engage, or other technology use that is clearly required by your job duties and authorized by the Agency, expressly or by implication.

Examples of authorized business-related technology include:

- Conveying information about our products and services
- Promoting and raising awareness of the Agency's brand

- Marketing for the Agency or seeking contributions to support the Agency
- Searching for potential new customers/clients
- Communicating with employees, donors, customers/clients, vendors, and agency partners
- Issuing or responding to breaking news or publicity relevant to the Agency
- Discussing corporate, business-unit and department-specific activities and events
- Recruiting candidates for employment
- Networking within the industry

For example, your job duties may include business-related technology use such as preparing, publishing, or modifying content for the Agency’s websites, blogs, social or professional networking entries, web pages, and other official Agency communications or information on behalf of the Agency.

To the extent you engage in agency-related technology use, you must abide by the rules provided below, as well as all of the other rules governing technology use contained elsewhere in this policy:

- Identify yourself as a volunteer of the Agency or clearly attribute the communication to the Agency. Be aware that identifying yourself as a volunteer of the Agency may put you at an increased risk of being targeted by social engineering or spear phishing attacks.
- Understand that all of your agency-related technology use is work-for-hire owned by the Agency.

SPAM Email. All volunteers are required to immediately delete SPAM email messages received on Agency-provided electronic devices and Agency-provided technology that contain illegal or pornographic material or verbiage, or that put the Agency’s systems at risk for cybersecurity incidents. As soon as you identify the email as violating this policy, you must stop reading/accessing the material, you must not forward print, or save it, and you must contact the IT department to report the problem and follow instructions on what to do with such emails. Profiles on the SPAM-blocking system may be modified to block that type of message from reaching you in the future.

All Other Email. Volunteers who receive non-SPAM email messages on Agency-provided electronic devices or Agency-provided technology that contain discriminatory, harassing, retaliatory, or racist or sexual material or language should preserve such emails and immediately report them to the Executive Director and await instructions on what to do with such emails.

Unauthorized Installation of LAN Wireless Access Points. The Agency provides some employees access to its wireless network for remote work. Only mobile users who obtain their manager’s approval will be given access to the wireless network for remote work. Any volunteer that installs, activates, or utilizes a LAN wireless access point that has not been authorized for such by the IT department, may be subject to disciplinary action up to and including dismissal. Any unauthorized wireless access points discovered will be confiscated by the IT department and destroyed immediately (unless preservation is required for evidence in potential legal proceedings), and the Agency will not reimburse you for, or replace such, unauthorized wireless access points.

Promotional Content. “Promotional content” is content designed to endorse, promote, sell, advertise, solicit sales/contributions, or otherwise support the Agency and its services, and may be considered an “endorsement” under Fair Trade Commission rules. Special requirements apply to

technology use which includes promotional content. When engaged in technology use involving such promotional content, volunteers must disclose their relationship. You also should indicate your views are your own and do not necessarily reflect those of the Agency when you are not engaged in agency-related technology use, and when you are not speaking on behalf of the Agency, as authorized or as part of your job duties.

Termination. Volunteers are required to update their online profiles and communications immediately upon dismissal to reflect that they are no longer with the Agency.

Media Relations. All media inquiries (including communications received via technology use) seeking information or a statement from the Agency must be routed to the Executive Director or another specifically designated Agency official.

Passwords. Passwords, encryption software, and other security systems and methods may be used to protect Agency information from access by third parties or other unauthorized persons. Your password is like a key to an Agency building. You are responsible for what happens to your password. If you give it away or store it improperly, you may endanger confidential information and the Agency's networks, not just your own files.

At the same time, passwords and other security systems and methods cannot be used to prevent the Agency from using or accessing its own electronic devices, technology, information, and communications at any time, as the Agency deems necessary. In other words, volunteers shall not do things that prevent the Agency from accessing its own files or equipment. For instance, accessing files or equipment may be necessary if you are ill or are otherwise unavailable for work. Therefore, you may be required to share your passwords or other access codes with authorized Agency personnel. Only authorized individuals may use, read, alter, delete, access, store, or attempt any of the foregoing, regarding another Agency user's password or data.

Unattended Computer. Log out before you leave your computer unattended, to prevent unauthorized access to Agency technology and electronic devices.

Violations. Violations of this policy may result in dismissal.

Questions or Concerns. If you have questions about this policy, how your technology use may impact or be impacted by this policy or the Agency's other policies, you are encouraged bring them to your immediate supervisor or the Executive Director.

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