

BDASC

Volunteer Handbook

Welcome

Thank you for becoming a volunteer with the Bleeding Disorders Association of South Carolina (BDASC). Our Mission is to support those affected by inherited bleeding disorders and their loved ones by providing unbiased information and resources that allow its members to live life without limitations. We can only reach our mission through the dedication of talented people –the staff we hire and the many people like you who generously choose to share their time, knowledge and expertise with us as a BDASC volunteer.

We deeply value the contributions of our volunteers and are committed to ensuring a positive experience by carefully matching your skills and needs with the responsibilities of the volunteer placement. BDASC welcomes diversity in the workplace and is committed to promoting an inclusive organizational environment of dignity and respect.

This Handbook was prepared to give volunteers, such as you, some essential information about the policies, procedures and expectations of BDASC. You are also encouraged to speak with your BDASC staff if you have any questions about the content of this handbook.

BDASC reserves the right to modify the policies in this handbook without prior notice.

Brief Overview of Volunteer Positions

Volunteer positions – In conjunction with an accredited educational institution BDASC may offer a volunteer position to train an individual in nonprofit management, education or another functional area. These assignments typically coincide with an academic semester.

Definition of a BDASC Volunteer

A BDASC Volunteer is an individual who voluntarily assists the Bleeding Disorders Association of South Carolina in the accomplishment of its mission without promise, expectation or receipt of compensation. A volunteer offers their services freely and is not employed by BDASC to perform the same type of services as employees of BDASC; I fully understand and agree that I am an unpaid volunteer and not an employee nor an independent contractor. Accordingly, volunteers do not receive compensation of any kind and are not entitled to the benefits of being an employee of the Bleeding Disorders Association of South Carolina.

Volunteer Rights

- Volunteers are to be treated with respect and courtesy.
- Volunteers are to receive proper training for the job to be done.
- Volunteers are not to be discriminated against because of sex, gender, pregnancy, disability, age, race, creed, religion, color, national origin, ancestry, military status, sexual orientation, genetic predisposition or carrier status, marital status or any other condition or category protected by law.
- Volunteers will receive information on issues regarding liability and other concerns.
- Volunteers will know as much about the organization as possible.
- Volunteers will be evaluated.
- Volunteers will be recognized for their efforts in providing services.

Volunteer Selection

Volunteers are sought by BDASC with the intent of broadening and expanding volunteer involvement in the programs and services we offer. Volunteers are sought without regard to sex, gender, pregnancy, disability, age, race, creed, religion, color, national origin, ancestry, military status, sexual orientation, genetic predisposition or carrier status, marital status or any other conditions or categories protected by law. Volunteers are sought on the basis of their skills, abilities and suitability to perform volunteer responsibilities.

You may be asked to complete a volunteer application, sign a background inquiry and/or release, review and sign a code of conduct or other form(s) depending on the nature of your volunteer assignment. Additionally, some volunteers, such as nurses or social workers, may be asked to provide proof of a current licensure.

When placing a volunteer in a position, BDASC focuses on the interests and capabilities of the volunteer as well as the requirements of the volunteer position or assignment. No position will be given to an unqualified or uninterested volunteer.

Service at the Discretion of BDASC

BDASC accepts the service of all volunteers with the understanding that such service is at the sole discretion of BDASC. Volunteers agree that BDASC may at any time, for whatever reason, decide to terminate the volunteer's relationship with BDASC or to make changes in the nature of their volunteer assignment. Obviously, volunteers may choose to terminate their service to BDASC at any time, for any reason. However, in light of the special mission and population that BDASC serves, we respectfully request that all volunteers notify BDASC of their intention to end their volunteer services to BDASC at least two weeks prior to actually terminating their service to BDASC.

Given the mission of the Bleeding Disorders Association of South Carolina, all volunteers who are arrested, charged, convicted or plead guilty to a misdemeanor or a felony under federal, state or local law while volunteering for BDASC must notify the Human Resources Department of the arrest, charge, conviction or plea. This notice must be in writing and must be made within five (5) days of the arrest, charge, conviction or plea. BDASC will examine each individual situation and will take appropriate and necessary action dependent upon each unique circumstance.

Reimbursement for Approved Expenses

Volunteers may be eligible for reimbursement of reasonable expenses incurred while undertaking business for BDASC. Volunteers should check with their BDASC staff liaison regarding specific reimbursable items. Prior approval must be sought in writing for any expenditure, the expense form must be submitted in a timely manner (within 30 days after incurring the expense) and applicable receipts must be attached.

Handling Money

For the protection of BDASC and of its volunteers and employees, two or more volunteers and/or employees must be involved when handling money, fees and donations.

Insurance for Volunteers

In general, BDASC insurance covers volunteers while they are acting as agents for BDASC for:

- Liabilities they may incur while performing BDASC duties within the scope of their position

However, there is a limit on liability coverage if the harm was caused by willful or criminal misconduct, gross negligence, reckless misconduct, or a conscious, flagrant indifference to the rights or safety of the individual(s) harmed by the volunteer.

Important Restrictions in Performance of Services

For safety and management purposes, the following restrictions apply:

- BDASC does not permit volunteers to drive motor vehicles in the performance of their volunteer responsibilities. Some exceptions may apply but only with the express and written authorization from BDASC and after a review of BDASC Policies and Procedures on Driving.
- Volunteers may not put themselves in situations where they would be meeting alone and in private with an individual who is under 18 years of age. In the case of services to children or events where children are present, volunteers must be accompanied by another adult and ensure parental consent is in place for the activity.
- Volunteers may not provide professional services for which certification or licensing is required, unless they already hold the appropriate certificate or license.

Emergencies

Emergencies are defined as a situation, including but not limited to a disaster, which requires immediate action, occurs unpredictably, and poses a threat of injury or loss of life to people or a threat of severe damage to BDASC property. In any emergency please remember these common sense priorities:

1. Protect human life
2. Eliminate or minimize the risk of injury
3. Protect physical assets, including electronic data
4. Minimize inevitable losses
5. Resume normal operations as soon as possible

In the course of your volunteer activities for BDASC you may encounter someone who is seriously injured or ill. Call 911 and notify the BDASC staff liaison as soon as possible. If

you are trained in first aid, you may help the victim to the extent of your training. Do not leave an injured person unless you must do so to call for help and then return to the victim as soon as possible and wait for help to arrive. At meetings and/or conferences, make note of emergency exits and follow the host emergency procedures in the event of evacuation. If you are a witness to or involved in an incident you may be called upon to cooperate in any investigation. Volunteers should consult with their BDASC staff liaison for more information.

Problem Solving and Conflict Resolution

Issues between Volunteers, Staff, and/or the Public

If a problem should arise with another volunteer, a BDASC staff member, or a member of the public, attempt to reconcile the matter directly in a professional and courteous manner. However, if you feel that a workable agreement or a satisfactory solution to the problem has not been reached from this discussion, notify your staff-liaison if appropriate. If not contact the executive director. If the matter is still unresolved, you may present it to the executive director for a final resolution.

Harassment Free Workplace

BDASC is committed to providing a work environment free of illegal discrimination and harassment of any kind. BDASC is committed to a work environment in which all individuals are treated with respect and dignity. This policy applies to all employees, volunteers, officers, board members, visitors, vendors, donors and guests. This policy covers conduct in the workplace, at social functions sponsored by BDASC (such as receptions, dinners, and sporting events) and business functions (such as conferences, business meetings, and program events).

It is the policy of BDASC not to tolerate any form of illegal harassment on the basis of an employee's sex, gender, race, age, national origin, religion, creed, color, sexual orientation, ancestry, sexual orientation, marital status, familial status, veteran status or status as an individual with a disability or any other condition or category protected by law. Illegal harassment includes offensive, aggressive, antagonistic and/or contentious behavior based on a protected legal status which a reasonable person would find creates an intimidating, hostile or offensive work environment. Specifically, those behaviors include, but are not limited to, abusive verbal comments, or comments or slurs based on a protected characteristic such as comments based on an employee's race, visual displays such as posters, cartoons, calendars, pictures, or drawings, displays of offensive objects which disparage or disrespect a particular class of persons, or any other verbal or physical conduct which creates an intimidating, hostile or offensive work environment.

In addition to the harassment forbidden above, BDASC expressly prohibits sexual harassment in the workplace, which is defined as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature. This includes severe or pervasive conduct which would not have occurred but for the sex of the person and which unreasonably interferes with the individual's work performance or creates an intimidating, hostile or offensive work environment. Some common examples of conduct that is prohibited include:

- unwelcome sexual flirtations, touching, advances or propositions;
- graphic or suggestive comments about an individual's dress or body;
- sexual jokes and innuendo; and
- questions regarding an individual's sexual conduct, orientation or preference.

Complaint Resolution Procedure

Any instances of harassment, discrimination or inappropriate behavior at a BDASC-sponsored meeting or activity should be reported immediately to the on-site BDASC staff liaison who will ensure that the behavior stops and will contact the Human Resources Department or the Executive Director. All information regarding harassment complaints will be kept in confidence to the greatest extent practical and appropriate under the circumstances. BDASC will conduct a prompt and thorough investigation to determine the facts. BDASC will review its findings with the complainant at the conclusion of the investigation. No person who files a complaint in good faith or participates in the complaint resolution process will be subject to retaliation of any kind for that activity. BDASC will take such actions or reasonable steps as necessary to put an end to the harassment.

Drugs and Alcohol

It is the intent and obligation of BDASC to provide a drug-free, healthy, safe and secure work environment. Every volunteer must abide by the principle of a drug-free workplace. The illegal use of narcotics, drugs or controlled substances, or the unauthorized use or possession of alcohol or the illegal use of prescription drugs while on a volunteer assignment is prohibited and is cause for discipline up to and including termination of the relationship. Any volunteer, who manufactures, distributes or sells narcotics, drugs or other controlled substances on BDASC premises or while on BDASC volunteer duty will be terminated. Such situations will be referred to the appropriate law enforcement agency.

Volunteers, who are arrested, charged, convicted or plead guilty for alcohol or drug offenses while volunteering for BDASC must notify the executive director of the arrest, charge, conviction or plea. This notice must be in writing and must be made within five (5) days of the arrest, charge, conviction or plea. BDASC will examine each individual situation and will take appropriate and necessary action dependent upon each unique circumstance.

BDASC acknowledges that alcohol is provided at designated social functions sponsored by BDASC. While we do not prohibit the consumption of alcohol at these events we do expect the use of good judgment and responsible drinking. Abuse of alcohol and/or inappropriate behavior will be a cause for concern and BDASC may take reasonable steps to prevent and stop it.

Smoking

BDASC provides a smoke-free work environment. Smoking inside all BDASC facilities, including owned and leased vehicles, is prohibited. BDASC complies with all smoking regulations of facilities hosting BDASC events. Smoking is permitted in exterior designated smoking areas only. Smokers have a special obligation to keep outside smoking areas free of litter and to dispose of all smoking materials in proper receptacles.

Media Inquiries

All media contacts and statements are coordinated through BDASC's executive director. Volunteers, if solicited, are instructed to inform the media that the situation or matter is being considered and that a statement will be forthcoming. No BDASC volunteer will speak to the press or other media unless directly authorized by the Executive Director.

BDASC Communications Systems

All communications systems are property of BDASC and are to be used for business purposes. Volunteers should have no expectation of privacy regarding their personal use of any of BDASC communication systems and their communications and systems use may be audited by authorized management at any time without notice. BDASC communications systems include, but are not limited to, e-mail, telephone, internet, fax, voicemail, bulletin boards and regular mail. BDASC communications systems may not be used in situations that violate federal, state or local law. Inappropriate use of any of the BDASC communications systems may result in disciplinary action, up to and including termination of the relationship.

Photograph and Information Release

I give to BDASC, its employees, agents, and assigns, unlimited permission to copyright and use, publish, and republish for purposes of advertising, public relations, trade or any other lawful use, information about me and reproductions of my likeness (photographic or otherwise) and my voice, whether or not related to any affiliation with BDASC, with or without my name. I hereby waive any right that I may have to inspect or approve the copy and/or finished product or products that may be used in connection therewith or the use to which it may be applied. By signature on the BDASC Applications Form, I consent and agree to the foregoing terms and provisions.

Confidential Information

In the course of your service to BDASC you may have access to confidential information. BDASC requires that volunteers maintain the highest degree of confidentiality when handling non-public information about BDASC. Confidential information may be disclosed to BDASC staff or other volunteers only when there is a legitimate business need.

Confidential information includes but is not limited to: personally identifiable information on individuals with bleeding disorders; personal / non-public information about BDASC staff, board members or other volunteers; BDASC contracts, product plans, sales and marketing plans; and all information not generally known outside of BDASC regarding BDASC and its business, regardless of whether such information is in written, oral, electronic, digital, or other form and regardless of whether the information originates from BDASC or BDASC agents.

If you have any questions regarding BDASC's policy on confidential information or questions as to what constitutes a legitimate business need, please discuss further with your BDASC staff liaison.

BDASC Volunteer Code of Conduct

This Code of Conduct is designed to assist each volunteer in abiding by the mission, philosophy and policies of the Bleeding Disorders Association of South Carolina (BDASC). Volunteers represent BDASC and set examples through their ethical conduct and professionalism. In return, volunteers will be treated with respect and openness and be assigned responsibilities appropriate to their level of competence.

Failure to follow this Volunteer Code of Conduct may result in suspension from volunteer duties and/or termination of the volunteer position with the Bleeding Disorders Association of South Carolina.

As A BDASC Volunteer, I pledge that:

RESPECT FOR OTHERS

- Staff, volunteers, and members of the community will be treated with dignity, care and respect. Honor all individuals' rights to self-determination and support people in making their own personal choices.
- I will comply with BDASC's policies and understand that I will always act with fairness, honesty, integrity and openness; respect the opinions of others and treat all with equality and dignity. BDASC neither practices nor tolerates discrimination or harassment against any individual on the ground of race, color, religion, creed, sex, gender, political beliefs, national origin, nationality or ancestry, citizenship, age, legally defined disability, genetic predisposition, or carrier status, marital or familial status, sexual orientation, veteran status or eligibility for service in the armed forces or any other characteristic protected by law.
- I will dress and act at all times in a manner which will be appropriate to my assigned responsibilities.
- I will not use profane, vulgar or obscene language, gestures, behavior or any other sign of disrespect towards anyone while participating in BDASC activities.
- I will respect the property and material of BDASC, hotels and other facilities used by BDASC for its activities. I understand that I am responsible for safekeeping of BDASC property as well as my own personal property.
- I agree to maintain respectful and professional relationship boundaries during the course of my volunteer position and agree to speak with my supervisor/BDASC staff liaison should any relationship develop that makes it difficult to remain objective and fulfill my volunteer obligations.
- I agree to promote the mission and objectives of BDASC in all dealings with the public on behalf of the organization and provide a positive and valued experience for those receiving services from BDASC.

ACT PROFESSIONALLY AND TAKE RESPONSIBILITY FOR MY ACTIONS

- Provide for the general welfare, health, and safety of any BDASC program participant in my charge during the course of my assigned duties.
- Report any emergencies to the appropriate authorities after first taking immediate action to ensure the health and safety of the participants.
- No alcohol or drugs while officially representing BDASC at any function.
- Tobacco products can be used only where legally permitted and refrain from the use of tobacco products while conducting or assisting in any BDASC program or in other group situations that may glamorize such use in the eyes of young people.
- Violence is not tolerated by BDASC. Non-violent techniques shall be used to resolve any conflicts that arise and seek assistance when needed. Fighting, weapons of any kind and firearms are prohibited at all BDASC functions. Fighting, possession and/or the use of firearms or any other kind of weapon (s) is grounds for immediate termination from the BDASC volunteer program.
- Report immediately any unsafe behavior or unsafe condition to a BDASC supervisor or volunteer staff liaison.
- Any type of inappropriate behavior, sexual activity, and/or verbal or physical abuse with staff, other volunteers, or the general community at BDASC sponsored activities is not acceptable.
- Comply with both the letter and the spirit of any training or orientation provided to you by BDASC.
- Adhere to the BDASC's policies and procedures supporting the decisions and directions of the Board of Directors and its delegated authority.
- Take responsibility for your actions and decisions. Follow reporting lines to facilitate the effective resolution of problems. Ensure that you do not exceed the authority of your position.

CONFIDENTIALITY

- Respect and maintain the confidentiality of information gained as a volunteer or employee, including, but not limited to, all computer software and files, BDASC business documents and printouts, and all volunteer, employee membership, donor and supporter records.
- Respect and maintain the confidentiality of individual personal information about persons affected by hemophilia and other bleeding disorders gained through your role in BDASC.

PERSONAL OR SEXUAL HARASSMENT

- Sexual harassment is any conduct, comment, gesture or contact of a sexual nature that one would find to be unwanted or unwelcome by any individual, or that might, on reasonable grounds, be perceived by that individual as placing a condition of sexual nature on an employment or career development. Personal harassment means any conduct whether verbal or physical that is discriminating in nature, based upon another person’s race, color, ancestry, place of origin, political beliefs, religion, marital status, physical or mental disability, sex, age or sexual orientation. It is discriminatory behavior, directed at an individual that is unwanted or unwelcome and causes substantial distress in that person and serves no legitimate work-related purpose. BDASC has a zero tolerance policy with respect to Personal /Sexual Harassment. Personal/Sexual Harassment in any form is strictly prohibited and may be grounds for termination as a volunteer, or, in the case of an employee, immediate dismissal for just cause without notice or pay in lieu of notice.

ENSURE A POSITIVE EXPERIENCE AS A VOLUNTEER

- I will update myself on the responsibilities of my role and new information, attend scheduled meetings, and take advantage of opportunities to learn and share information. I agree to ask questions, get answers and follow through and complete all assigned tasks.
- I agree to participate in supervision or guidance by the BDASC designated volunteer staff liaison according to my assigned program. I understand that supervision guarantees accountability for the performance of assigned responsibilities, provides an opportunity for feedback and guidance, and provides assistance and support in my role as a volunteer.
- I agree to maintain the limits I set for myself with respect to the emotional and physical resources I am willing to provide to BDASC.
- I understand that my training and education may limit my ability to serve constituents and recognize the need to ask for assistance or referral from my staff liaison when appropriate.

I hereby certify that I have reviewed, understood and agreed to this Code of Conduct.

Print Name of Volunteer

Signature of Volunteer

Date

BDASC VOLUNTEER CONFLICT OF INTEREST POLICY AND PROCEDURES

Each volunteer of the Bleeding Disorders Association of South Carolina (BDASC) has a responsibility to scrupulously avoid any direct or indirect conflict of interest between his or her own personal, professional or business interests and the interests of BDASC or its subsidiaries and to act in the best interests of BDASC.

To this end each volunteer:

1. Shall avoid any material conflict of interest and any potential conflict of interest, either real or perceived, between the interests of BDASC and the interests of any other entity. This includes but is not limited to any entity in which the individual or any member of his or her immediate family is employed or has an ownership or equity interest.
2. Shall exercise the utmost good faith, honesty, care, skill and judgment in every transaction relating to his or her duties to BDASC.
3. Shall not use his or her position, or knowledge gained, in such a manner as to create a conflict of interest or perceived conflict of interest between the interests of BDASC and his or her personal interests.
4. Shall immediately disclose any potential conflict of interest. If there is any uncertainty whether a certain transaction, activity, or relationship constitutes a conflict of interest, the individual shall ask the executive director BDASC for clarification.
5. Shall keep the interests of BDASC foremost in any dealings involving BDASC.
6. Shall avoid directly or indirectly participating in any discussion, decision, arrangement, investment, vote, or other activity that constitutes a conflict of interest or potential conflict of interest, or that could result in personal benefit to the individual or any member of his or her immediate family.
7. Shall not accept any favor, gift (other than of token value), or excessive or lavish entertainment from any source which may be perceived as influencing or having the potential to influence the performance of his or her duties to BDASC.
8. Shall not conduct personal business with BDASC or its subsidiaries, nor use BDASC assets, employees, information, events or activities for personal use, nor develop a relationship with employees of BDASC which

might interfere with the exercise of impartial judgment in decisions affecting BDASC.

9. Shall not obtain any economic benefit for himself or herself, any member of his or her immediate family, or any other friends or relatives, from his or her association with BDASC.
10. Shall immediately offer his or her resignation if his or her status changes so that he or she can no longer comply with the requirements of this policy.

PROCEDURES

1. All prospective volunteers shall complete this Conflict of Interest Disclosure Form for review by the executive director prior to commencing volunteer activities and thereafter annually at the beginning of each fiscal year and whenever any relevant change occurs in the volunteer's situation.
2. Copies of all disclosure forms of volunteers shall be maintained at the offices of BDASC.
3. The minutes of meetings in which volunteers participate shall reflect any relevant disclosures of conflicts of interest.



I have reviewed and agree to abide by BDASC's Conflict of Interest Policy and Procedures.

____ I have NO conflict of interest.

____ I hereby certify that I do not have any personal, business relationship or circumstance which might create a real or perceived conflict of interest, except the following:

X _____
Signature of Volunteer Date

Print Name of Volunteer

BLEEDING DISORDERS ASSOCIATION OF SOUTH CAROLINA
Volunteer Acknowledgement and Receipt

I certify that I have received and reviewed the Bleeding Disorders Association of South Carolina Volunteer Handbook.

I understand and agree that as a BDASC volunteer I am willingly and freely offering my time and services to the Bleeding Disorders Association of South Carolina without any promise or expectation of any kind of compensation or benefit to be provided by the Bleeding Disorders Association of South Carolina. I fully understand and agree that I am an unpaid volunteer and not an employee nor an independent contractor. Accordingly, volunteers do not receive compensation of any kind and are not entitled to the benefits of being an employee of the Bleeding Disorders Association of South Carolina.

I further understand that by signing this statement as required I am indicating that I have read the Volunteer Handbook and understand its contents, and have discussed questions I have with my BDASC Staff Liaison or the executive director.

Signature: _____

Date: _____

Name (print): _____