



VOLUNTEER HANDBOOK

Our mission:

- Books for Keeps works to improve children's reading achievement by addressing barriers related to the accessibility and appeal of reading material.
- We give books to children whose reading opportunities outside of school might be otherwise limited due to geography, income, or other factors.

Our vision:

A world where all children have equal and consistent access to books, love to read, and develop and maintain reading skills for life.

Last updated: September 2016

BOOKS FOR KEEPS VOLUNTEER HANDBOOK

1. INTRODUCTION

Thank you for your interest and willingness to volunteer with Books for Keeps. Our volunteers are invaluable and we couldn't give away the books we do without your help.

NEITHER THIS HANDBOOK NOR ANY PROVISION IN THIS HANDBOOK CONSTITUTES A CONTRACT OF EMPLOYMENT OR ANY OTHER TYPE OF CONTRACT. NOTHING CONTAINED IN THIS HANDBOOK SHALL CHANGE THE RELATIONSHIP BETWEEN BOOKS FOR KEEPS AND ITS VOLUNTEERS FROM THAT OF A VOLUNTEER RELATIONSHIP.

2. MISSION AND VISION

Books for Keeps works to improve children's reading achievement by addressing barriers related to the accessibility and appeal of reading material. We give books to children whose reading opportunities outside of school might be otherwise limited due to geography, income, or other factors. Our vision is a world where all children have equal and consistent access to books, love to read, and develop and maintain reading skills for life.

3. ORGANIZATIONAL DUTIES

Books for Keeps volunteers primarily help with the following tasks:

- 1) Working in the warehouse organizing, sorting, and boxing books
- 2) Staffing book distribution days in the schools
- 3) Performing duties associated with the annual book sale
- 4) Picking up donated books from donors
- 5) Assisting with light office tasks, such as folding and stuffing letters, filing, etc.



4. DRESS CODE

We do not permit flip flops, bare midriffs, spaghetti straps, short shorts, or low hanging pants in any volunteer setting. Volunteers must wear closed-toe shoes when working in the warehouse. Volunteers at book distributions and the book sale will wear a Books for Keeps apron.

5. HOURS

Volunteers may set a weekly schedule with the program manager upon beginning volunteer work. If a volunteer has any work requirements from school or another organization, the volunteer is responsible for meeting those requirements including any minimum hourly requirement. The volunteer is expected to communicate the terms of his or her required service (including minimum hours and documentation of those hours) before beginning as a volunteer. Lastly, volunteers may be required to sign in upon entry and sign out upon exit of Books for Keeps' facilities.

6. RESPONSIBILITIES

Although this is an unpaid volunteer program, volunteer is participating in the organization as a reliable, trustworthy, and contributing member of the team. We rely on volunteer's punctuality and commitment to our programs to be successful. Volunteers are asked to please contact the volunteer shift supervisor if he or she anticipates being late or absent for an activity to which volunteer has committed.

7. PERSONAL PROPERTY

Volunteers are responsible for securing their own personal possessions (e.g. cell phone, coat, sunglasses, purses, etc.). It is recommended that these items be locked in your car out of plain sight.



8. BAD WEATHER POLICY

Books for Keeps' primary concern during inclement weather is to protect the safety of our staff and all volunteers. If volunteer feels it would be unsafe to travel to volunteer, he or she should use his or her best judgment and inform the program manager if volunteer will not be coming in.

Warm season inclement weather, such as thunderstorms and tornadoes, tend to develop quickly and unpredictably. In these cases, it is generally safer for volunteers to take appropriate cover within the

building rather than to be on the road driving home. Therefore, except as directed by the Executive Director, Books for Keeps will not close in response to such events.

9. STANDARDS OF CONDUCT

As a volunteer with Books for Keeps, volunteer is expected to maintain high standards of conduct. The following list includes some (but by no means all) of the types of conduct which Books for Keeps does not tolerate:

- Making false or misleading statements to Books for Keeps, or refusing to provide requested information in a timely manner;
- Making slanderous statements about Books for Keeps, its employees, volunteers, interns, or clients;
- Theft or destruction of Books for Keeps property or the property of other employees, interns, volunteers, or others helping or working with Books for Keeps;
- Abusing, threatening, or intimidating employees, other volunteers, other interns, or others helping or doing business with Books for Keeps;
- Possession, distribution, or use of alcohol or illegal drugs on Books for Keeps property or while on Books for Keeps business;
- Fighting, gambling or engaging in horseplay on Books for Keeps property;
- Sexual or other harassment or discrimination;
- Conduct or behavior that negatively reflects on Books for Keeps;
- Making long distance personal telephone calls using Books for Keeps telephones or making excessive personal telephone calls; and
- Unauthorized disclosure of confidential information.

10. DRUGS AND ALCOHOL

Books for Keeps is committed to providing a safe, healthy, and drug-free work environment. Therefore, Books for Keeps has established the following policy:

- 1) It is a violation of Books for Keeps policy for any volunteer to use, possess, sell, buy, or offer to sell or buy illegal drugs or other non-prescribed intoxicants and controlled substances (or

paraphernalia associated with such prohibited substances), or otherwise engage in the use of such substances on Books for Keeps property or while working, interning, or volunteering elsewhere for Books for Keeps.

- 2) It is a violation of Books for Keeps policy for any individual to volunteer under the influence of or while impaired by illegal drugs or other non-prescribed intoxicants and controlled substances, or to report to an event as a volunteer while possessing in any amount such substances.
- 3) It is a violation of Books for Keeps policy for any individual to volunteer under the influence of or impaired by alcohol or to possess or consume alcohol on Books for Keeps property or at Books for Keeps sponsored events while serving as a volunteer for Books for Keeps.
- 4) It is a violation of Books for Keeps policy for any volunteer to use prescription drugs illegally or in a manner inconsistent with the physician's prescribed dosage. It is also a violation of Books for Keeps policy for any volunteer to use prescription drugs which have the effect of impairing the volunteer's ability to perform his or her volunteer responsibilities in a safe and acceptable manner. (However, nothing in this policy precludes the appropriate use of legally prescribed medications that do not cause unsafe or unacceptable performance of assigned tasks.)

11. SMOKING

Books for Keeps operates only in smoke-free facilities. This restriction applies to employees, interns, volunteers and anyone else who comes to Books for Keeps.

12. PROHIBITION ON HARASSMENT

Books for Keeps does not and will not tolerate harassment of Books for Keeps' employees, interns, volunteers, applicants, or anyone else. Harassment is defined as verbal or physical conduct that denigrates or shows hostility toward an individual or that creates an intimidating, hostile, or offensive working environment for an individual because of his/her race, color, religion (creed), gender, gender expression, pregnancy, age, national origin (ancestry), disability, genetic information, marital status, sexual orientation, service in the uniformed services, or other criteria protected by law.

Harassment includes, but is not limited to, epithets, slurs, jokes, or other verbal or physical conduct relating to an individual's race, color, religion (creed), gender, gender expression, pregnancy, age, national origin (ancestry), disability, genetic information, marital status, sexual orientation, service in the uniformed service, or any other protected class. Harassment also includes sexual advances, requests for sexual favors, unwelcome or offensive touching and other verbal, graphic, or physical conduct, or electronic



communications (including e-mail) of a sexual nature involving either members of the same sex or opposite sex. If volunteer has any questions about what constitutes behavior prohibited by this policy, ask Books for Keeps' Executive Director

Volunteers who harass others may be immediately asked to leave Books for Keeps or the premises of the volunteer work and the volunteer relationship with Books for Keeps may be terminated.

If volunteer feels that he or she is being harassed in any way by another volunteer or some other person, or if volunteer observes another volunteer being harassed, volunteer should immediately notify Books for Keeps' executive director. We will thoroughly investigate the matter and, where appropriate, take corrective action.

If volunteer does not feel that he or she can discuss the matter with Books for Keeps' Executive Director or if volunteer is not satisfied with the way his or her complaint has been handled, please immediately contact the board president (whose contact information is listed at booksforkeeps.org/who-we-are/) to arrange for a meeting to discuss volunteer's complaint.

13. NO VIOLENCE

Acts or threats of violence (including intimidating behavior, verbal or physical harassment, and/or coercion) which involve or affect Books for Keeps' employees, interns, volunteers, or anyone else will not be tolerated. Violation of this policy may lead to the termination of the volunteer relationship with Books for Keeps.

All volunteers are encouraged and have an obligation to report any incidents of threats or acts of physical violence to their supervisor – regardless of the whether the violence is directed at the volunteer or at others. If it would be inappropriate to report to your supervisor, contact the executive director then the Books for Keeps.

14. INTERACTION WITH MINORS

Books for Keeps is committed to providing a safe space for children and students. Therefore, Books for Keeps has established the following protocols regarding child or student interaction:

- 1) Volunteers may be required to interact with children and students as part of their work. However volunteers **shall not, under any circumstances, provide transportation to or from Books for Keeps facilities for any Books for Keeps recipient.**

- 2) Volunteers also shall not, under any circumstances, provide any financial assistance to any Books for Keeps recipient.
- 3) Do not request personal identifying information from any child or student, beyond a child's first name and grade.
- 4) Do not take any photo or video of a child or student.
- 5) Never be alone with a child or student.
- 6) Never escort a child or student to the bathroom.
- 7) Be cautious when engaging with a child or student.
- 8) Do not allow a child or student to sit directly in your lap.
- 9) Do not initiate hugging.

15. PRIVACY

All property of Books for Keeps that is furnished to volunteers is only for use and convenience in performing the volunteer's duties. Books for Keeps retains the right of full access to this property and may search it from time to time without further notice. Books for Keeps may also (without further notice) access equipment furnished by any person, but used in the course of performing volunteer responsibilities, e.g., personal computers, laptops, files, calendars, date books. Furthermore, Books for Keeps may, under certain circumstances, search personal property of its volunteers, including but not limited to packages and purses brought on Books for Keeps property.



16. CONFIDENTIAL INFORMATION

Books for Keeps has certain policies regarding the protection of confidential information.

Books for Keeps requires all volunteers to agree to and abide by the following policies:

- 1) Volunteer agrees that during his or her involvement with Books for Keeps, and for a period of five (5) years thereafter, any confidential information he or she receives including but not limited to financial data (excluding tax and audited annual financial reports); personal information regarding staff, board members, interns, and volunteers; client information; and personal observations of client, shall be considered and kept as confidential and held in a fiduciary capacity for the benefit of Books for Keeps, and volunteer shall not, directly or indirectly, use or disclose any confidential information that he or she may have or acquire (whether or not developed or compiled by such individual).

- 2) Information shall not be divulged to any person, firm, corporation or other entity except on the direct authorization of the Executive Director or designee.
- 3) If the volunteer is provided with computer access by an assigned password, the computer information accessed by volunteer is confidential and may not be shared with others. The assigned password must also be kept confidential and shall not be divulged or given to others for their own use other than as required by Books for Keeps procedures. In the event that the volunteer believes another person had access to his or her password, the volunteer shall immediately request a new password.
- 4) Upon the termination of volunteer's relationship with Books for Keeps, volunteer agrees that he or she will continue to treat the information as private, privileged, and confidential and will not release any such information to any person, firm, corporation, or other entity, by written or verbal statements except upon direct written authority of the Executive Director. Failure to maintain the information as private and privileged will be considered a breach of confidentiality. Books for Keeps shall be entitled to an injunction by any competent court to enjoin and restrain the unauthorized disclosure of such information.
- 5) The volunteer agrees to abide by Books for Keeps' internal confidentiality procedures and protections regarding the access, dissemination, input and collection of confidential and private information with regard to data collection, Books for Keeps records, Books for Keeps' computer system, E-mail, the Internet, facsimiles and other methods of transferring or recording information.
- 6) All information relating in any manner to Books for Keeps participants or organization, whether prepared by volunteer or otherwise coming into the volunteer's possession, shall be the exclusive property of Books for Keeps and shall be returned immediately to Books for Keeps upon termination of the volunteer's relationship with Books for Keeps or upon Books for Keeps' request at any time.
- 7) Volunteer's obligations herein with respect to trade secrets shall remain in effect for so long as Books for Keeps is entitled to protection of rights in such trade secrets under applicable law.
- 8) The restrictions contained in Section 16 are fair and reasonable and necessary for the protection of the legitimate business interests of Books for Keeps. Any violation of this Section 16 will cause irreparable injury to Books for Keeps and, accordingly, Books for Keeps will be entitled, in addition to any other rights and remedies it may have at law or in equity, to seek an injunction enjoining and restraining volunteer from doing or planning to do any such act and any other violation or threatened violation of Section 16. Books for Keeps shall be entitled to recover from volunteer all of Books for Keeps' costs and expenses, including reasonable attorneys' fees, incurred by Books for Keeps in the course of enforcing this provision.

17. DOCUMENT RETENTION

Books for Keeps also maintains a policy of retaining only those documents (including paper documents, emails, voicemails, and computer files) which must be legally retained and which are needed to operate Books for Keeps. Volunteers should be aware that, if Books for Keeps becomes involved in a lawsuit or an investigation, it may have an obligation to immediately preserve certain categories of relevant documents. Accordingly, only unnecessary records may be shredded and/or deleted.

If volunteer has a question as to whether a document must legally be retained, volunteer must contact his or her supervisor. The purpose of this policy is to ensure the safety and security of Books for Keeps' clients and donors while ensuring compliance with Books for Keeps' legal obligations.

18. PHOTOGRAPHS/CAMERAS

Volunteers are not permitted to take photographs and/or video or audio recordings (collectively "Images") while on Books for Keeps premises or at Books for Keeps functions unless specifically requested by their supervisor to do so. If requested by Books for Keeps to take Images, volunteer shall strictly follow Books for Keeps' instructions on the types of Images that volunteer is allowed to take when given permission to do so. Those who will be photographed and/or video or audio recorded by volunteers must give their written permission to be photographed and/or recorded in any way.

Volunteer hereby irrevocably grants and conveys unto Books for Keeps, without limitations, all right, title and interest in any and all Images taken of volunteer during their activities with Books for Keeps including, but not limited to, any royalties, proceeds, or other benefits derived from such photographs or recordings. Volunteer consents, in advance, to Books for Keeps' use of volunteer's name, photograph, voice, or likeness for all promotional purposes related to Books for Keeps and its sponsors and beneficiaries and waive all rights to privacy in connection therewith.



19. WORK MADE FOR HIRE AND ASSIGNMENT

In addition to Section 18, the volunteer may create certain works on behalf of Books for Keeps that may be copyrighted under the laws of the United States. To the extent that any such works are created, volunteer will be considered to have created a work made for hire as defined in 17 USC Section 101, and Books for Keeps shall have the sole right to the copyright. In the event that any work created by the volunteer does not qualify as a work for hire, for any reason, the volunteer agrees to assign without limitations, all of your rights, title and interest in the work to Books for Keeps. This includes, but is not

limited to, any royalties, proceeds, or other benefits derived from such works created including photographs or recordings.

20. PERSONAL INFORMATION

Volunteers are prohibited from giving out their personal information or any employee or other volunteer's personal information (including mailing address, e-mail address and/or telephone number) or the personal information of anyone else associated with Books for Keeps. This policy is designed to protect volunteer's privacy and security (and other volunteers' privacy and security) and to prevent volunteer (or other volunteers) from receiving personal phone calls, visits and requests from the children or their families.

21. SUSPECTED CHILD ABUSE

If a child tells volunteer of an incident or volunteer has reason to suspect child abuse it MUST be reported. Books for Keeps defines child abuse as physical, sexual, or emotional abuse, or neglect of the child, or any other unsafe circumstances affecting the child. In the event volunteer learns of or suspects child abuse, Books for Keeps requires volunteer to follow the approach outlined below.

If a child confides in volunteer or volunteer suspects abuse, do not ask questions of the child, as this may cause confusion or a change in the story. Instead, report the incident to Books for Keeps' Executive Director or the person in charge of the event if the Executive Director is not available. The person in charge of the event should make a factual report to the Executive Director. The Executive Director will then report the suspected child abuse to the proper authorities.

If volunteer is told of the abuse of a child, then as soon as practicable, volunteer must document: (a) the child's exact words, (b) the date and time of the child's communication of the abuse to you, and (c) a detailed description of any physical evidence.

If volunteer makes the report of suspected abuse, Books for Keeps will assume that volunteer's report was made in good faith. Books for Keeps will not penalize volunteer if the accusation volunteer conveys results in a case which cannot be sustained.

22. CONFLICT OF INTEREST

Volunteers should avoid any activity, agreement, business investment or interest, or other situation which could be construed as a conflict with Books for Keeps' best interests or which give the appearance of taking money, merchandise, or services from participants or vendors for personal gain.

Good judgment should prevent the possibility of a conflict of interest arising. If a volunteer engages in any activity or transaction which might cause a conflict between personal and organizational interests, however, information about that potential conflict must be disclosed in advance to the Executive Director.

23. WHISTLEBLOWER POLICY

Books for Keeps requires that volunteers observe and practice a high standard of ethics with regard to their responsibilities. All individuals who volunteer with Books for Keeps are expected to practice honesty and integrity and comply with any and all applicable laws and regulations.

Books for Keeps has an open door policy and encourages volunteers to share their questions, concerns, suggestions and complaints with someone who can properly address them. Issues should first be presented to the volunteer's supervisor and, if necessary, Books for Keeps' executive director. If the concern is not resolved to the volunteer's satisfaction, the volunteer should contact a member of the Board of Directors.

Books for Keeps will conduct a prompt investigation into all complaints raised pursuant to this policy. Volunteers who raise complaints under this policy have an obligation to assist with resolution of Books for Keeps' investigation. If warranted, Books for Keeps will take corrective action. Further, those who violate state or federal law may be prosecuted or suffer other legal consequences.

Volunteers are expected to invoke this policy in good faith and should have reasonable grounds for raising a complaint under this policy. Any volunteer who makes knowingly false allegations against Books for Keeps under this policy may be prohibited from performing any future volunteer work with Books for Keeps.

Books for Keeps will not retaliate against any volunteer because of complaints of harassment or discrimination or because of cooperation with any investigation. Violations or suspected violations of this Policy may be reported anonymously. Books for Keeps will endeavor to keep those reports confidential, if possible, during its investigation.

Where complaints are not reported anonymously, the Executive Director will notify the volunteer raising a complaint under this policy to confirm receipt of such complaint.

RELEASE AND WAIVER OF LIABILITY

**NOTICE – THIS IS A LEGAL DOCUMENT THAT CONTAINS A GENERAL RELEASE.
It should be read carefully and understood fully before signing.**

The undersigned ("Volunteer"), intending to be legally bound in favor of **Books for Keeps, Inc.**, a Georgia nonprofit corporation (the "BFK"), and any person or entity that is the recipient of services or work from Volunteer ("Recipient"), and their respective parent and affiliated companies, directors, trustees, officers, employees, staff, volunteers, members, agents, successors and assigns (individually a "Released Party" and collectively the "Released Parties").

Volunteer desires to volunteer for the BFK and engage in the activities related to being a volunteer. Volunteer understands that the activities may include working at Recipient's facilities, working in the BFK's facilities and travel to and from locations where the BFK is performing its services. The BFK is willing to accept Volunteer as a volunteer on its projects and allow Volunteer to be present at Recipient's facilities or in the BFK's facilities on the condition that Volunteer release the Released Parties by signing this Release.

In consideration of the foregoing and for other good and valuable consideration, the receipt and sufficiency of which are acknowledged by Volunteer, Volunteer does hereby freely, voluntarily and without duress execute this Release under the following terms:

1. Waiver and Release. Volunteer covenants not to sue and does hereby release, forever discharge, defend and hold harmless the Released Parties from any and all liability, claims, demands and causes of action of whatever kind or nature, either in law or in equity, arising out of or relating to Volunteer's work or services for BFK, or Recipient. Volunteer understands and acknowledges that this Release discharges the Released Parties from any liability or claim that the Volunteer may have against the Released Parties with respect to any bodily injury, personal injury, illness, death or property damage that may arise out of, occur during or result from Volunteer's work or services for the BFK, or Recipient, regardless of whether caused in whole or in part by an act or omission of a Released Party. Volunteer also understands that, except as otherwise agreed to by a Released Party in writing, the Released Parties do not provide any medical, health, disability or liability insurance coverage for injury, illness, death, disability or property damage suffered by Volunteer, a Released Party or by third parties.

2. Medical Treatment. Volunteer hereby authorizes each employee and staff member of the BFK: (1) to act on Volunteer's behalf in providing first aid and securing medical treatment for Volunteer in the event of injury or illness to Volunteer; and (2) to act on Volunteer's behalf in accepting financial responsibility (which shall be borne solely by Volunteer) for all first aid and medical treatment secured for Volunteer. Volunteer covenants not to sue and hereby releases, discharges, defends and holds harmless the Released Parties from any claim, demand or cause of action whatsoever arising out of or relating to any first aid or medical treatment rendered in connection with the Volunteer's work or services for BFK, or Recipient.

3. Assumption of the Risk. The Volunteer understands that work or services for the BFK as a volunteer may include activities that involve inherently dangerous risks, including but not limited to handling, sorting, and distributing books, traveling to distribution centers, and using warehouse equipment.

Volunteer hereby expressly and specifically assumes the risk of damage, injury, harm or death in connection with such work or services for the BFK as a volunteer.

4. Age. Volunteer hereby certifies that as of the date of signing this Release, Volunteer is 18 years of age or older, OR if Volunteer is under 18 years of age, this Release must be signed by a Parent or Legal Guardian. The signature of an individual in the Parent/Guardian signature block below certifies that he or she is the Parent or Legal Guardian of Volunteer with full legal authority to bind Volunteer and the Parent or Legal Guardian to the terms of this Release.

5. Media Release. Volunteer hereby grants and conveys unto the BFK all right, title and interest in any and all photographic images and video or audio recordings made by or for BFK during Volunteer's participation in BFK's projects, including, but not limited to, any royalties, proceeds, or other benefits derived from such photographs or recordings.

6. Governing Law. Volunteer expressly agrees that this Release is intended to be as broad and inclusive as permitted by the laws of the State of Georgia, and that this Release shall be governed by and interpreted in accordance with the Laws of the State of Georgia without giving effect to its conflict of laws rules. Volunteer agrees that in the event that any clause or provision of this Release shall be held to be invalid by any court of competent jurisdiction, the invalidity of such clause or provision shall not otherwise affect the remaining provisions of this Release, which shall continue to be enforceable. Volunteer agrees that the sole and exclusive jurisdiction and venue for litigation between Volunteer and the BFK shall be a state or federal court having jurisdiction over Clarke County, Georgia.

Volunteer Signature _____

Volunteer email _____

Age as of the date of signing this Release (if under 18) _____

Printed Name _____

Address _____

City/State/Zip _____

If Volunteer is under 18 years of age, the Release must be signed by a Parent or Legal Guardian:

Parent/Guardian signature _____

Printed Name _____

Address _____

City/State/Zip _____

ACKNOWLEDGEMENT FORM

By signing this Acknowledgment Form, I hereby acknowledge that I have reviewed Books for Keeps' Handbook and I agree to fully abide by the policies set forth in Books for Keeps' Handbook.

I understand that the purpose of the Handbook is to provide volunteers of Books for Keeps with general information regarding the policies and procedures Books for Keeps attempts to follow in most cases. I also understand that because of the nature of Books for Keeps' operations and the variations inherent in individual situations, the policies and procedures set out in these policies may not apply to every situation. I understand that under no circumstances are the policies and procedures contained in the handbook to be considered promises by Books for Keeps.

I understand and acknowledge that Books for Keeps may, in its sole discretion, interpret, modify, revise, delete, or add to any of the policies or procedures contained herein. I understand that Books for Keeps may do this at any time, with or without notice and that Books for Keeps' decisions in this regard will be final.

I understand that, as an unpaid volunteer, Books for Keeps is not my employer, and I will not be compensated for the work that I perform for Books for Keeps.

I further understand and agree that my volunteering may be terminated by Books for Keeps at any time for any reason. Additionally, I understand that I may terminate the volunteer relationship at any time.

I HAVE READ THE ABOVE STATEMENTS, AND I UNDERSTAND AND AGREE TO ABIDE BY BOOKS FOR KEEPS' HANDBOOK.

Date

Volunteer's Printed Name

Volunteer's Signature

