



Educational
Alliance

VOLUNTEER HANDBOOK



MC

MANNY CANTOR CENTER
Educational Alliance



WELCOME



Dear Educational Alliance Volunteer,

Welcome! We are thankful for your desire to make a difference at Educational Alliance. Our volunteer program, More Hands, More Hearts, re-imagines volunteerism as a means of empowering and strengthening our local community. We create meaningful opportunities that empower committed and skilled volunteers like you to serve in strategic, mission aligned ways. Your help and support allows us to provide critical services more effectively. Put simply, we could not do our work without you.

Educational Alliance volunteers are community members who create positive change through acts of service. Our volunteers represent the socioeconomic, ethnic, lingual and religious diversity of our neighborhood and work together with us in support of our shared vision for the community. They are young families sorting in our materials center, retirees and college students serving lunch side by side to our older adults, and local artists and professionals who mentor our teens throughout the college application process.

The enclosed handbook is meant to provide you with the information and guidelines you will need to be successful as a volunteer with us. Should you have any questions, suggestions or feedback, please do not hesitate to let us know. Thank you for all you do for our community. We look forward to seeing you at our Center soon.

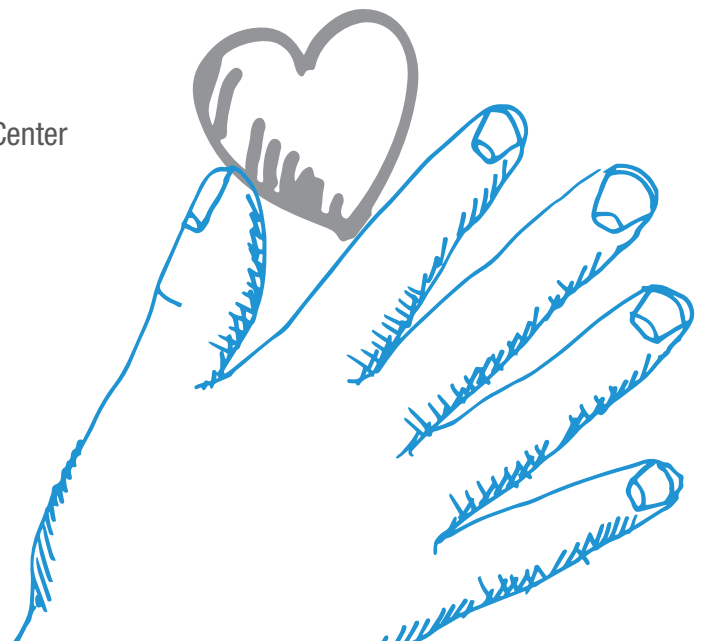
Sincerely,

A handwritten signature in black ink that reads "Alan".

Alan van Capelle
President and Chief Executive Officer

A handwritten signature in blue ink that reads "Joanna Samuels".

Rabbi Joanna Samuels
Director, Manny Cantor Center



CHANGING VOLUNTEER ROLES

We understand that sometimes a role might not be the right fit or a volunteer needs a change of scenery. We are happy to work with volunteers to switch roles and ensure a great experience. Let the volunteer manager know if there are other opportunities or roles of interest.

PROBLEM RESOLUTION

Volunteers have the right and should feel comfortable to report any treatment they feel is unfair or inappropriate. A volunteer should share their issue with the Volunteer Team in writing and can request an in-person meeting if they prefer to discuss the issue face to face. All issues that are reported will be reviewed and staff will work to ensure that appropriate actions are taken to correct the issue when necessary.

ATTENDENCE

If a volunteer needs to cancel or change a shift, they should notify their program supervisor and the volunteer manager as soon as possible (24 hours or more before). If a volunteer misses three shifts within a six month period without proper notification they will be subject to dismissal. Additionally, volunteers should plan to arrive to their shifts on time and stay for the duration they signed up for; excessive lateness or leaving early (unless permitted by the program staff) will subject the volunteer to dismissal.

SEPARATION

The volunteer may at any time, for whatever reason, decide to sever their relationship with the agency. Since volunteers are critical to the continued operation of programs, we ask that volunteers (when possible) communicate their decision to the program supervisor and the volunteer manager at least one week prior.

DISMISSAL

Educational Alliance reserves the right to reassign or dismiss volunteers when such action is in the best interest of the volunteer, the agency, and/or the clients and members. Reasons for dismissal may include, but are not limited to:

- a.** Refusal to attend volunteer orientation or other required trainings.
- b.** Refusal to give suitable references or disclose past convictions for crimes.
- c.** Missing more than three scheduled shifts within a six month time period with giving adequate notice or following proper procedures.
- d.** Excessive lateness.
- e.** Disclosure of confidential information.
- f.** The use of alcohol or other inappropriate substances while a project.
- g.** Involvement in any illegal activities.
- h.** Failure to adhere to any Manny Cantor Center and Educational Alliance policies and procedures.
- i.** Any inappropriate behavior.
- j.** In the event a volunteer is dismissed, we will provide verification of volunteer hours but Educational Alliance will be unable to provide a recommendation.

VOLUNTEER CODE OF CONDUCT

DEFINITION OF VOLUNTEER

A volunteer is anyone who, without compensation or expectation of compensation beyond reimbursement, performs a task at the direction of and on behalf of the agency. A volunteer must be officially accepted and enrolled by the agency prior to performance of the task. Volunteers shall not be considered as employees of the agency.

NONDISCRIMINATION

Volunteers are providing equal opportunity regardless of race, nationality, ethnicity, religion, sex, age, disability, marital, gender identity or expression, citizenship, pregnancy, military status. This nondiscrimination policy applies equally to the treatment of clients and members.

DRUG-FREE WORKPLACE

To ensure a safe, productive environment and the well-being of all volunteers, program participants, employees, and property, the use, sale, distribution, manufacturing or possession of alcohol, illegal drugs, or controlled substances during volunteer shifts or on any agency property is strictly prohibited. Under no circumstances are volunteers permitted on premises under the influence of illicit or controlled substances.

HARASSMENT

Educational Alliance is committed to a volunteer environment in which all individuals are treated with respect and dignity. Each individual has the

right to volunteer in a welcoming and professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices, including harassment. Therefore, Educational Alliance expects that all relationships among persons in the office will be professional and free of bias, prejudice, and harassment.

WHISTLEBLOWER HOTLINE

A volunteer who suspects wrongdoing by fellow volunteers or staff should first reach out to their program supervisor or the volunteer manager to address the matter directly. If the matter cannot be resolved at this level, the volunteer should contact Human Resources and/or a member of the Senior Executive Team. If these avenues feel unsafe or are found to be ineffective, then a call or email to the hotline is appropriate. Any EA volunteer may make an anonymous complaint about an alleged violation by calling 1-866-398-0010, by placing a web-based report at www.listenupgroup.com, or by mailing a written report to Listen Up Reports, P.O. Box 274, Highland Park, IL 60035. This policy is NOT a substitute for following the complaint procedures applicable to discrimination

SAFETY AND SECURITY

For your protection, the Alliance seeks to provide its volunteers with a safe and secure working environment and promote safe practices and procedures to reduce the risk of incidents and accidents. Volunteers must adhere to fire alarm drills

and all safety messages. Accidents sometimes occur because we are in a hurry and don't follow simple safety rules. Safety is an individual responsibility. Immediately report to the person in charge of your area and the Facilities Department should you notice anything out of the ordinary or any loss of personal belongings of a volunteer, staff member, client, or visitor. Also note, the safekeeping of your personal property is your responsibility. The Alliance is not responsible if a loss occurs.

CONFIDENTIALITY

Educational Alliance are very cognizant of HIPPA Privacy Laws as it pertains to our clients, employees and volunteers. With this in mind it is imperative that volunteers must maintain the confidentiality of all confidential, personal or proprietary information to which they are exposed to, regardless of the subject matter of the information. This includes, but is not limited to, the names, locations or images of clients they encounter through their work with Educational Alliance and any of its affiliates, as well as confidential, personal or proprietary information about the agency itself made available to the volunteer. Within your volunteer work at EA and MCC you might hear or read personal information, which could be someone's address or medical or legal issues they are facing, and so it is of the utmost importance to be discreet and keep this information confidential to protect the clients that come to us for support.

“The best way to find yourself is lose yourself in the service of others.”
-Gandhi





