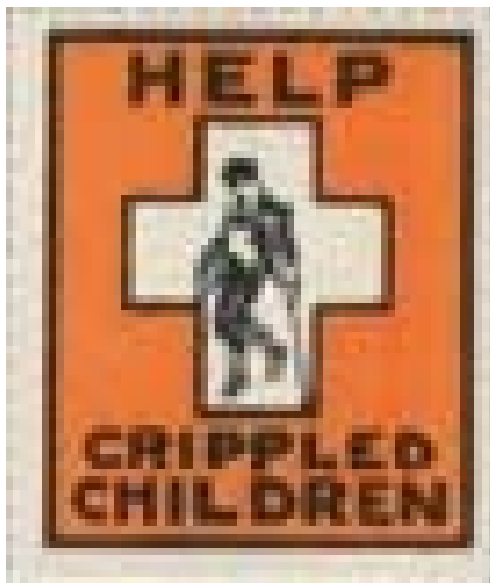


**EASTER SEALS ARC
OF
NORTHEAST INDIANA**



VOLUNTEER HANDBOOK

1/1/2008

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WELCOME!

Creating Solutions, Changing Lives....

Easter Seals Arc of Northeast Indiana welcomes you as a volunteer to our organization! It all began with volunteers such as yourself and has grown to a network of over 550 Easter Seal affiliate sites in the U.S. and Ability First in Australia.

This handbook was created to give you important information about the policies and expectations that will enhance your volunteer experience. Please take time to read through it and refer back to it as questions arise. If you don't find your answer here or have suggestions, contact the volunteer coordinator at 260-456-4534 x264.

Easter Seals Arc of Northeast Indiana reserves the right to modify the policies in this handbook without prior notice. This handbook replaces any prior policies dated before January 1, 2008.

We look forward to your talents and expertise.

Thank you for giving your time to help others. We hope that you find volunteering with Easter Seals Arc a positive and rewarding experience.

Easter Seals Mission....

To provide support
And encourage fulfillment
of dreams for
People with diverse abilities and needs.

Administrative Services: To provide support to clients and staff and serve as a liaison for services to the community.

Production and Work Training Services: To successfully operate a growing production and manufacturing operation that provides opportunities for adults to achieve their desired level of independence through traditional employment in a manufacturing setting and through local supported employment placement.

Community Living Services: To coordinate and/or provide a variety of support services to children and adults in the community to achieve independence.

Residential Services: To train and provide support to adults striving to achieve a maximum level of independence in a residential setting.

Supported Living Services: To train and provide support to adults learning to achieve independence in the community.

Intergenerational Services: To educate, encourage and empower children and adults so that they can develop confidence and seek their full potential.

Easter Seals Values....

INTEGRITY....We conduct business ethically and with a commitment to moral integrity.

RESPECT...We pledge to respect diversity, value differences of opinion, and honor the contributions of others.

SHARED PURPOSE... We share a sense of purpose in fulfilling our mission and thereby improving the lives of persons with disabilities.

EXCELLENCE...We are committed to continuous improvement in the quality of our programs, operations and the presence in our community.

CUSTOMER-FOCUSED...The persons we serve drive the types of services we offer and determine for themselves, within the confines of the standards and rules we are required to meet, where they will receive services and the types of services they wish to receive, and the duration of those services.

INDEPENDENCE...We believe in giving each person served the opportunity to become as independent as they choose. We believe that all persons have the ability to learn and that the challenges of learning motivate personal growth.

Easter Seals Vision...

Become the exemplary regional provider of service and outcome choices for people as characterized by:

- **Input from stakeholders**
- **Community partnerships**
- **Responsible fiscal position**
- **Competent and caring staff**
- **State of the art infrastructure**
- **Responsiveness**
- **Integrity**
- **Being viewed as employer of choice**
- **National recognition for quality services**
- **Recognition as an expert in services for people with autism**
- **Innovation in program development and delivery**

The Story of Easter Seals

Easter Seals has been helping individuals with disabilities and special needs, and their families live better lives for more than 85 years. Easter Seals offers a variety of services to help people with disabilities gain greater independence.

Tragedy Leads to Inspiration

In 1907, Edgar Allen, an Ohio-businessman lost his son in a streetcar accident. The lack of adequate medical services to save his son prompted him to sell his business and begin a fund-raising campaign to build a hospital in his hometown, Elyria, Ohio. Allen was surprised to learn that children with disabilities were often hidden from public view. Inspired by the discovery, in 1919 Allen founded what became known as the National Society for Crippled Children, the first organization of its kind.

The Seal

In the spring of 1934, the organization launched its first Easter “seals” campaign. To show support, donors placed the seals on envelopes and letters. Cleveland Plain Dealer J.H. Donahey designed the first seal. Donahey based the design on a concept of simplicity because those served by the charity asked “simply for the right to live a normal life.”

The lily – a symbol of spring- was officially incorporated as the Easter Seal logo in 1952 for its association with resurrection and new life and has appeared on each seal since.

The overwhelming support of the Easter “seals” campaign triggered a nationwide swell of grassroots efforts on the behalf of people with disabilities. By 1967, the “seal” was so well recognized that the organization formally adopted the name “Easter Seals.”

Local History

Easter Seals Arc began as the Johnny Appleseed School in 1954 with a small group of parents who held a dream for their children with developmental disabilities. That dream included education, skill training, recreation, integration and support that would enable their children to live within the community at the level of independence of their choice.

Now over 50 years later, the same principles and philosophy remain at the core of the ever growing list of services. Affiliations with both Easter Seals and The Arc empower us to provide the highest quality of services and resources for children and adults with a wide range of disabilities.

Volunteer Policies

Commitment to Volunteers

The achievement of goals of Easter Seals Arc is best served by the active participation of members in the community. To this end, we accept and encourage the involvement of volunteers at all levels of the organization and within all appropriate programs and activities.

Volunteers are viewed as a valuable resource. They shall be extended the right to be given meaningful assignments, the right to be treated as equal co-workers, the right to effective supervision, the right to full involvement and participation and the right to recognition for work done. In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the mission, values, goals and procedures of the agency.

At the core of Easter Seals Arc is a common passion for caring, shared by staff, volunteers and those who support its mission. This heartfelt commitment to helping people with disabilities and their families is what Easter Seals Arc is all about. We know that volunteers who give of their time and talents, share this commitment.

What you Can Expect as an Easter Seals Arc Volunteer

Your responsibility as a volunteer:

1. Be realistic and candid in accepting your assignment, taking into consideration your interests, skills and availability, as well as the needs of the agency.
2. Learn your volunteer assignment by completing required training, orientations, asking questions and staying in touch with the supervisor.
3. Contribute to ESA by being reliable and dependable in doing your job and working with employees.
4. Follow all policies and procedures of ESA, observe confidentiality when needed, and engage in appropriate public behavior at all times.
5. Participate in the feedback process by letting the volunteer coordinator know how you feel about your volunteer experience and by giving constructive suggestions for improvement in any area.
6. Develop your skills as a volunteer by participating in any training and development opportunities.

What You Can Expect Easter Seals Arc to Provide for You

1. A suitable assignment based upon your interests, skills and availability as well as the agency's needs.
2. Orientation and training to help you perform your job.
3. The opportunity to work as part of a team to contribute to the welfare of the community and people with disabilities, and to be recognized for your contribution.
4. The support you need to do your job, including necessary equipment, supplies, work space and helpful supervision.
5. The opportunity for feedback about your volunteer experience.
6. The chance to grow and develop as a volunteer through participating in other agency activities, special training events and meetings.

Volunteer Opportunities

PROGRAMS AND GENERAL VOLUNTEER OPPORTUNITIES

The following positions have flexible hours and are on-going projects of Easter Seals Arc. Supervised/Unsupervised client contact positions are indicated with ***ck** meaning the position requires background checks and screenings.

❖ RECREATION

Volunteers can participate in recreational activities by assisting the recreation coordinator at dances, bingo, crafts, attending local athletic events, bowling leagues and other programs scheduled. *ck

❖ RECEPTIONIST

Easter Seals Arc administrative department needs volunteers to greet, sign-in and direct visitors as they enter and leave the building.

❖ CLIENT OFFICE/DATA SUPPORT

Volunteer provides administrative support to Community Living for clients by inputting information into Danic for contact summaries, behavioral management, etc. This position includes some filing and special client projects.

❖ CLIENT STORE ATTENDANT

Production and Work Training Services operates a store for client purchases every other Friday. Volunteer would complete sales, price, label and load donated materials onto shelves.

❖ CLIENT ADVOCATE

Volunteer to provide one-to-one relationship for a client who has limited or no family contact. A client advocate could send cards, make phone calls, celebrate birthdays, holidays and special occasions, be a friend to the client. *ck

❖ STEPPING STONES READING PROGRAM

Stepping Stones Child Development Center provides educational programs. Volunteers work with children in small groups and read out loud to them and assist in the understanding of the material read. *ck

❖ CHILD CARE COMPUTER TEACHER

Stepping Stones Child Development Center has an opportunity for volunteers to assist the CDC teachers in developing and implementing a computer curriculum that will enhance the children's computer abilities. *ck

❖ MAINTENANCE HELPER

Easter Seals Arc maintenance department has opportunities to assist the maintenance supervisor with preventative maintenance, grounds work and other handy man jobs.

❖ **COMMUNITY OUTREACH PROGRAM VOLUNTEER**

Arc Foundation needs assistance in 3 community outreach programs developing a consistent marketing plan, hosting meetings and completing clerical tasks.

ANNUAL GIFTS

❖ **BLOOMFEST**

This annual event occurs in the spring to support our logo, the lily. Volunteers are needed to champion flower pre-sales in organizations, companies, local stores, restaurants and medical facilities. This could include setting up display, placing tent cards or simply recruiting co-workers & friends to purchase flowers.

❖ *Feel GOOD About Giving...* **LETTER WRITING CAMPAIGN**

Volunteers receive a Feel GOOD About Giving... letter writing kit complete with 12 preprinted letters, a letter opener, pen and 12 envelopes. Add a personal note and mail to friends, family & neighbors. It “Feels Good to Give” when you know your gift is helping people with disabilities in your own community.

❖ **SKRATCHER CARDS**

Volunteers are needed to get a scratcher card or solicit a group to have cards “scratched”. This is an opportunity to help the SPORT recreation program and to send approximately 50 people to Special Olympics. By receiving a card, volunteers ask friends and family to scratch off a couple of dots and then pay the amount shown. The person scratching receives a coupon sheet valued at \$50.

❖ **ARC 2 HEART TOURS**

Get to know us by having your next business or civic meeting at our facility and take a tour. Be inspired by seeing the clients at work, children at play and the diversity of our programs and services.

SPECIAL EVENTS

❖ **FISH FRY**

Easter Seals Arc holds an Ed Fox Fish Fry annually to raise funds for our recreation program. Volunteers are needed to help secure sponsorships and donated items. The committee begins meeting in January and concludes in May.

❖ **GOLF BENEFIT**

This Annual fundraiser is held in May. Volunteers are needed to recruit teams from their own companies, local businesses and organizations; solicit sponsorships and prizes; help with day-of-event logistics and to serve on the organizing committee.

❖ **WALK WITH ME**

Easter Seals Arc hosts a disability walk each fall. There are several ways a group could raise funds. Staff can help you complete your own mini-walk or event in

your town any time of year. Your group can register a team on-line and participate in the main walk. Volunteers are needed on the committee to assist in securing sponsorships, teams and planning the day-of-event logistics.

❖ **VINO, JAVA & JAZZ**

Easter Seals Arc hosts a gala in November. The event includes a tasting prepared by local chefs, silent and live auction and dancing to a jazz band. Volunteers are needed on the committee to assist in securing sponsorships, selling tables and tickets, securing silent auction items, recruiting chefs and locating a jazz band. Night-of-event volunteers are needed too.

COMMITTEES

Volunteers can serve on a number of committees or task forces to lend expertise in special events, annual gifts, or board of directors. Easter Seals Arc relies upon the assistance of individuals outside of the organization who truly wish to make a difference in the lives of adults and children with disabilities through the generous contribution of their time.

The preceding volunteer positions have description sheets available to you. However, programs grow and change and other positions may be available. Easter Seals Arc is not limited to only these positions.

If you have special talent and would be interested in working with people with disabilities to teach your skill, contact the volunteer coordinator to see if it is possible to create a special project or program.

An example of this is an individual came to the volunteer coordinator and asked if they could teach art to adults with disabilities. A curriculum was developed and now an art class is available for our clients.

Another example is our President had a dream to teach people with disabilities to ballroom dance. In working with USABDA, Fort Wayne Dance Sport and local studios, a dance program began and will become an event of the Special Olympics in 2008. If you are interested in volunteering for this program, contact the volunteer coordinator.

Recruitment and Selection Procedures & Policies

Volunteer Records, References and Privacy

Easter Seals Arc of Northeast Indiana (ESA) maintains records on each volunteer which are the property of ESA and are confidential. Volunteers are required to notify the volunteer coordinator and/or supervisor of any changes in emergency contact information, home address, phone numbers, e-mail address and to report any additional educational or skill training acquired after volunteering. It is the responsibility of the volunteer to regularly update their personal and emergency contact information.

Volunteers may review their records by notifying the volunteer coordinator and/or supervisor setting a time that is mutually convenient.

Volunteer Position Descriptions

Every registered volunteer position in the organization has a volunteer position description summarizing the principal duties, responsibilities, qualifications and essential work functions of the volunteer assignment. Volunteer position descriptions will be periodically updated to reflect any changes in that position.

Recruitment and Equal Opportunity

Volunteers are recruited without regard to gender, disability, age, race, color, national origin, veteran status or religion. Volunteers are recruited based upon their skills, abilities, desire and suitability to perform volunteer responsibilities.

Recruitment of Minors

Volunteers must be 18 years of age unless with an adult at special events or other organized events of ESA. Internships through high school programs are exempt.

Service at the Discretion of the Organization

Easter Seals Arc accepts the service of all volunteers with the understanding that such service is at the sole discretion of the agency. Volunteers agree that ESA may at any time, for whatever reason, decide to terminate the volunteer's relationship with the agency or to make changes in the nature of their volunteer assignment.

Application Process

All prospective volunteers are initially interviewed by the Volunteer Coordinator. The coordinator will explain the process and discuss any open volunteer position descriptions. Once a suitable position is agreed upon based on your interests, skills and availability, as well as the agency's needs, the coordinator will give you, the prospective volunteer an application packet. The volunteer coordinator will advise you as to what needs to be completed and signed depending on your level of interest. The categories are listed below:

Non-client contact: This is a much needed behind the scenes support for departments. Positions may include preparation for mailings, assembling packets and/or general clerical.

Supervised Contact: Volunteers may be working around or near children/clients but a staff member is always present. This type of position could include reading to children, teacher's aide, assisting staff in the workshop or the recreation program.

Unsupervised Contact: Volunteers work directly with clients and may provide transportation, attend community event or work in group home. An example of this is the Best Buddies College program and a client advocate.

Service Groups: These are groups who enjoy supporting the organization through a variety of one-time projects. Groups are from churches, schools, sororities, philanthropic organizations or community outreach programs. We work with these groups to develop a project that fits their objectives and the needs of the agency. A project might be a spring spruce-up day, day of special event or assisting in a letter writing campaign.

As the application packet is completed, the coordinator will contact the supervisor of the department that you are interested in volunteering for and an appointment will be scheduled for an interview with the supervisor. If both you and the supervisor mutually agree that the volunteer position is a match, then the application packet is forwarded to the Human Resource (HR) department. HR will complete the necessary background checks (if required). HR will contact you directly for any tests (drug and/or TB) required by Easter Seals Arc.

The departmental supervisor will schedule volunteer hours and supervise volunteers. It is the responsibility of the volunteer to turn in hours completed. It is the responsibility of the supervisor to turn in a tracking form to the volunteer coordinator who will log all hours.

Orientation & Training Requirements

Non-client Contact: Interview with volunteer coordinator, application, one-on-one department interview.

Supervised Contact: Interview with volunteer coordinator, application, limited background checks, one-hour orientation.

Unsupervised client Contact: Interview with volunteer coordinator, application, background checks, drug screen, 2-hour orientation.

Service Group: Interview with volunteer coordinator, application, one-on-one department interview, service group leader on site brief orientation.

The one-hour training required for the **supervised client contact volunteer** includes:

Introduction to Easter Seals Arc – Programs & Services
Review of Volunteer Policies & Procedures.

The two hour training required for the **unsupervised client contact volunteer** includes:

Introduction to Easter Seals Arc – Programs & Services
Review of Volunteer Policies & Procedures
Bloodborne Pathogen and Universal Precautions
Driver’s Education (if position requires volunteer to drive as part of their job)

Reference and Background Checks

Easter Seals Arc of Northeast Indiana strives to maintain a safe and productive workplace with honest, trustworthy, qualified, reliable and non-violent volunteers who do not present a risk of harm to their co-workers, clients or others. All reference and background checks will be performed in accordance with applicable federal and/or state laws and program regulations as needed prior to placement.

Supervision, Feedback and Other Policies

Role of Supervisors

Each volunteer has a supervisor who is responsible for direct management of that volunteer. The supervisor is responsible for the day-to-day management and guidance of the work of the volunteer and shall be available to the volunteer for consultation and assistance.

The supervisor has primary responsibility for developing suitable assignments for the volunteer, delineating the position description and providing feedback to the volunteer regarding their work.

Performance Feedback

Volunteers and their supervisors are encouraged to have informal, open and honest discussion on an ongoing basis about work performance and goals of the volunteer. A more formal performance review is conducted at 90 days and annual reviews will be performed on the anniversary date. Performance reviews are intended to reflect the volunteer's effectiveness on the job and are a continuing record of work performance. As a result of performance feedback, volunteer development activities may be pursued. Development efforts are focused on building the capabilities of all volunteers.

Communicating with Volunteer Coordinator

A supervisor is responsible for maintaining regular communication with the volunteer coordinator regarding the status of the volunteer they are supervising and are responsible for all timely and necessary paperwork to the coordinator. The volunteer coordinator should be contacted regarding any change in the work or status of the volunteer.

Each volunteer will be provided with contact information for the volunteer coordinator regarding questions or concerns.

Tracking Volunteer Hours

All volunteer hours are to be tracked and logged. Hours of service include the time spent in service in the office, home, special events and attending meetings or training classes.

Attendance

Easter Seals Arc expects all volunteers to assume diligent responsibility for their attendance and promptness. Volunteers who are unable to come to work or who will be late should notify their supervisor prior to their scheduled work time. Frequent absenteeism or lateness that is unexcused or excessive may result in separation.

Holidays

Easter Seals Arc observes the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Day before Christmas Day
- Christmas Day

When a holiday falls on a Saturday, the holiday will be observed on the previous Friday, unless otherwise designated by the President. When a holiday falls on Sunday, the holiday will be observed on the following Monday, unless otherwise designated by the President.

Leaving Volunteer Assignment and Exit Interview

A volunteer may decide to terminate their service at any time and for any reason. Notice of the volunteer's decision to separate should be communicated as soon as possible to the volunteer's supervisor. Volunteers are encouraged to give 2 weeks notice of intent to leave stating the reason for leaving and intended last day of work.

A volunteer who does not report to work for 3 or 4 consecutive assignments without contacting their supervisor may be considered to have abandoned the position and voluntarily left the position.

An exit interview should be scheduled on or before the last day of work. All agency property must be returned including equipment, supplies, policy manuals, documents, files, computers and accessories.

Awards and Recognition

Easter Seals Arc is committed to recognizing its volunteers. A service pin will be awarded for one year service and five year increments thereafter. Volunteers may be eligible for other awards and recognition as they arise.

Staff Volunteering

Any staff member who desires to do volunteer work outside their normal working hours, may do so with approval prior to volunteering. Staff can only volunteer for duties that would NOT be part of their normal position duties.

Volunteer/Client Relationships

Client Confidentiality

Volunteers, employees, consultants and agents of Easter Seals Arc will not discuss a present, past or future client with unauthorized individuals. This protects the client and/or family's rights to privacy. This right also extends to any and/or all documents on file at Easter Seals Arc.

All employees, consultants and volunteers are expected to maintain a professional relationship with clients at all times including contact during non-working hours. Abuse, neglect, exploitation and mistreatment are expressly forbidden. Some examples are listed below:

1. Volunteers shall not, at any time, take advantage of clients for personal or other's gain. This includes using the clients for chores or work benefiting others without pay unless the services are provided in the clients own residence as a normal and customary part of housekeeping and maintenance duties or the client desires to perform volunteer work in the community or for an organization that has obtained a certificate from the US Department of Labor authorizing the employment of workers with a disability at a special minimum wage rate.
2. Volunteers are prohibited from employing physical and verbal abuse or violating any client rights as punishment or in any relationship with clients. Physical abuse includes: forced physical activity, hitting, pinching, the application of painful or noxious stimuli, the use of electric shock, or the infliction of physical pain. Verbal abuse includes: screaming, swearing, name-calling, belittling, or other verbal activity that could cause damage to the individual's self-respect or dignity.
3. Volunteers must not discuss information about clients or share written information about clients with unauthorized persons. File material may only be shared or duplicated for persons or organizations outside Easter Seals Arc when there is a client or guardian-signed release, by order of the court or in the process of a monitoring agency's review of Easter Seals Arc.
4. Volunteers are prohibited from denying to clients any food, drink, sleep, shelter, physical movement for prolonged periods of time, medical care or treatment, use of the bathroom and other necessities of life, as punishment or for any other reason unless part of a physician's order.

5. Volunteers are prohibited from use of chemical/physical restraints or removal from the individual's environment without such actions as part of a specific behavior shaping plan agreed to by client or guardian and approved by a Human Rights Committee except to prevent significant harm to the individual or others.

6. Volunteers are prohibited from secluding (timing-out) clients by placing them in a room or other area from which exit is prevented except as a part of a specific behavior shaping plan detailed in the Individual Service Plan agreed to by the client or guardian and approved by the Human Rights Committee of the Board of Directors.

7. Volunteers cannot deny a client any leisure or recreation activity to which they would normally be entitled except as a part of a specific behavior shaping plan detailed in the Individual Service Plan and agreed to by client or guardian and approved by the Human Rights Committee of the Board of Directors.

8. Suspected instances of neglect, abuse, exploitation, client mistreatment or any infractions of this Policy by staff must be reported to the supervisor, Manager or President immediately. The Supervisor will then report the alleged violation(s) to the client's legal representative if applicable and to any other person according to BDDS regulations when applicable. Volunteers must report suspected or observed instances of neglect, abuse, or exploitation to Child Protective Services or Adult Protective Services according to BDDS regulations when applicable. Volunteers will not be subject to reprisal for reporting suspected instances of abuse, neglect, exploitation or mistreatment of a client. Volunteers who have been reported as violating this policy will be suspended immediately pending the outcome of an investigation. The investigation will be completed in a timely manner. Volunteers are required to participate honestly and completely in an investigation.

Client safety is of utmost importance to the staff at Easter Seals Arc. Abuse and neglect of clients will not be tolerated. In order to ensure proper treatment of clients and to protect staff from false accusations, Easter Seals Arc reserves the right to monitor clients and staff through video surveillance.

Problem Solving (Complaint) Procedure

Easter Seals Arc is concerned with any situation affecting the volunteer relationship. If you have a problem or a complaint concerning your volunteering or if you believe you are not being treated properly, you are encouraged and expected to take the appropriate steps set forth below in an effort to resolve the matter. These steps are made available for a volunteer to voice an opinion or discuss a problem with management without prejudice or fear of retaliation. No one may penalize you or treat you differently in any way for using this Problem Solving Procedure in good faith.

1. If a volunteer has a problem or complaint, the volunteer should discuss it with his or her immediate supervisor as soon as possible.

2. If the problem is not satisfactorily resolved or the problem is with the immediate supervisor, the volunteer has the right to discuss it with his or her Manager. It is expected that the problem will be brought to the attention of the Manager within ten (10) working days of its occurrence. The Manager has ten (10) working days to resolve or respond to the problem.
3. If the problem is still not satisfactorily resolved, the volunteer then has the right and is encouraged to discuss it with the Human Resources Director.
4. In the event the problem still has not been satisfactorily resolved, the volunteer has the right to present it to the President of Easter Seals Arc for final resolution. If the matter is brought to the President, the volunteer must present the problem in writing. The Human Resources Director will assist the volunteer, if requested, in the presentation of the problem to the President. The President will respond to the problem within fifteen (15) working days of receiving the written complaint; or, if the President is away from the agency premises, within fifteen (15) working days of the President's return. The President's decision on any complaint will be final.
5. At the President's discretion, a volunteer's written complaint may be presented to the Executive Committee of the Board of Directors for resolution. If this is done, the volunteer will be so notified; and the Executive Committee will make their decision within thirty (30) days. If the matter is presented to the Executive Committee, the Executive Committee's decision will be final.

Not all complaints can be resolved to everyone's satisfaction. However, in each case, the reason for the decision will be clearly explained to the volunteer. Human Resources personnel are available, at any time, to discuss and/or provide assistance on any complaint, problem, or concern that a volunteer may have.

Health & Safety

Workplace Safety and Security

Easter Seals Arc takes pride in being an agency of concerned and dedicated individuals working together to provide the highest quality services to our clients in a safe and efficient manner. In order to provide a secure, safe and healthy work environment, ESA provides information to volunteers periodically about workplace safety, health and security issues through email and other means.

Volunteers are discouraged from bringing large amounts of cash or other personal valuables to work unless absolutely necessary. Easter Seals Arc is not responsible for personal items that may be lost or stolen.

ESA believes that the majority of accidents are preventable. However, even under the best circumstances, an accident may occur. All volunteers are expected to follow safe work practices. If injury occurs, the volunteer is expected to stop the activity that caused the injury and seek first aid or medical attention. All accidents and/or injuries, regardless of how insignificant, should be immediately reported to the supervisor and an incident report completed. A reporting procedure for accidents, medical emergencies, and contagious diseases has been adopted that meets all legal requirements and must be complied with, by all volunteers.

Volunteers should feel free to report without fear of retaliation; any condition which they believe poses a safety, health or security risk in the workplace. ESA will investigate such reports promptly and thoroughly and take appropriate corrective action.

Volunteers who violate safety standards, who cause hazardous or dangerous situations, or who fail to report such situations may be subject to separation.

Health Hazards for Adult and Child Day Care

As follows is a list of health hazards that all adult/child care staff or volunteer may be exposed:

- a. Infectious Disease, including but not limited to: Hepatitis A, Cytomegalovirus (CMV), Chicken pox, Rubella, Measles, Pertussis (whooping cough), Fifth disease, Influenza, Tuberculosis, Shigellosis, Giardiasis, Meningococcal disease, Group A streptococcus, Ringworm, Scabies, Lice, Herpes, Cryptosporidiosis, Diarrhea caused by E. coli, Rotavirus, Campylobacterium, Salmonella, Diarrhea and vomiting
- b. Injuries and noninfectious diseases, including, but not limited to: Back injuries, Bites, Dermatitis
- c. Stress
- d. Environmental exposures, including, but not limited to: Art materials, Formaldehyde (indoor air pollution), Noise, Disinfecting solutions, Latex

Harassment Free Workplace

Easter Seals Arc is committed to a work environment free from unlawful harassment in which everyone is treated with respect and dignity while working or while on ESA premises. This policy has been established to emphasize a productive work environment free of harassment. ESA will not tolerate harassment based on sex, sexual orientation, race, color, religion, disability, age or national origin.

It is the policy of ESA that anyone in our organization who is found to have engaged in such harassment will be subject to disciplinary action up to and including separation.

ESA also recognizes that false accusations of harassment can have serious effects on innocent men and women. A factual determination by an investigator, based on all evidence found will resolve the issue of whether a harassment has occurred.

It is the responsibility of each volunteer to bring matters of this nature to the attention of ESA. Failure to report incidents may suggest acceptance and participation in such acts. Investigation of complaints will be designed to protect the privacy of the parties concerned.

Violence Free Workplace

Easter Seals Arc of Northeast Indiana is committed to preventing violence in the workplace and maintaining a safe work environment. Given the increasing violence in society, Easter Seals Arc of Northeast Indiana has adopted the following guidelines to deal with intimidation, harassment or other treats of violence that may occur on its premises.

Easter Seals Arc will not tolerate any conduct that threatens intimidates or coerces an employee, client, volunteer or member of the public at any time, including off-duty periods. Additionally firearms, weapons, and other dangerous or hazardous devices or substances are strictly prohibited from the premises of Easter Seals Arc without proper authorization.

All suspicious individuals or activities, including actual or threats of violence, both direct and indirect, should be reported immediately to your supervisor or any other member of management. This includes threats by employees, as well as threats by other volunteers, clients, vendors, solicitors or members of the public. Volunteers should not attempt to intercede or otherwise become involved with any actual or potentially intimidating, harassing or violent situation.

Volunteers are encouraged to bring their disputes or differences with other volunteers/employees to the attention of an appropriate member of management before the situation escalates into violence. Easter Seals Arc of Northeast Indiana will promptly and thoroughly investigate all reports of actual or threatened violence as well as suspicious individuals or activities. The identity of the individual making a report will be protected to the extent practicable. In order to maintain workplace safety and the integrity of its investigation, Easter Seals Arc may suspend employees, either with or without pay, pending investigation. Any volunteer determined to have participated in any threatened or actual violence, or other conduct that violates these guidelines, will be subject to disciplinary action up to and including separation.

Smoke Free Workplace

Easter Seals Arc is committed to the health and safety of all employees, clients and volunteers. Smoking of tobacco or any other substance is not permitted in ESA facilities or vehicles.

Drug Free Workplace

Easter Seals Arc maintains a workplace that is free from drugs and alcohol abuse. ESA will not tolerate the use of illegal drugs/alcohol or the abuse of legal drug use.

ESA reserves the right to establish drug and alcohol search and screening procedures consistent with applicable laws. While on ESA property or while performing ESA business off premises, volunteers are prohibited from unlawful possession, use, manufacture, distribution, sale or dispensation of illegal drugs or alcohol. Such conduct is also prohibited during nonworking time to the extent that it violates laws, negatively affects ESA activities or adversely affects the reputation of ESA.

Volunteers who are convicted of any drug or alcohol related offense including pleas of no contest, are obligated to inform their supervisor or Human Resources within 5 days of said conviction or plea. Failure to comply with this regulation may result in disciplinary action up to and including separation.

Personal Appearance

Volunteers are expected to maintain a personal appearance that is consistent with the needs for safety, for setting an appropriate example to clients, and for maintaining a suitable professional appearance in the execution of their duties.

Footwear Policy

Foot safety is very important. Slips and falls can easily occur if you are not wearing safe and proper footwear for the work that you do. Therefore, all volunteers who have direct client care will wear flat shoes with a non-slip sole, such as rubber or grooved and have a closed toe and heel. Volunteers that do not have direct client care should wear shoes appropriate for safety in their areas. In addition, any staff entering the production or dock areas at Production and Work Training Services must wear flat shoes with a non-slip sole and have a closed toe and heel. Please seek approval from your supervisor regarding the suitability of your footwear.

Personal Items Destroyed by Clients

When the direct physical action of a client results in damage to, or the destruction of, personal articles owned by volunteers of Easter Seals Arc which are being used in the scope and course of their duties, and when reasonable care has been shown by volunteer, then Easter Seals Arc will reimburse the volunteer for the cost for repair or the actual

cash value of the item (cost less depreciation) upon approval by the President through the Manager. Eyeglasses will be repaired through an Easter Seals Arc approved facility. Eyeglasses will only be replaced in the event they cannot be repaired.



Feel good about giving.

**Easter Seals Arc of Northeast Indiana
4919 Coldwater Road
Fort Wayne, IN 46825
260-456-4534**