



GOODWILL OF WESTERN MISSOURI **AND EASTERN KANSAS** **RAISE YOUR HAND VOLUNTEER** **GUIDELINES**

Last updated 11.20.2020

I. WELCOME

a. Raise Your Hand Volunteer Philosophy

Goodwill of Western Missouri and Eastern Kansas's (Goodwill) volunteers recognize the Power of Work and collaborate with Goodwill team members to make sure Good goes further.™ They offer time, talent, ideas and passion to serve the community. They increase the impact of Goodwill's mission and help build awareness for the programs & services Goodwill offers.

b. Definition of a Volunteer

A Raise Your Hand volunteer is an individual who offers his or her time, energy, and skills to Goodwill of their own free will and without expectation of compensation.

Goodwill also welcomes individuals completing other types of service or learning, such as Senior Community Service Employment Program (SCSEP) participants, court-mandated volunteers, corporate-sponsored volunteers, and return to work participants.

c. Raise Your Hand Values

The Program aims to provide an exceptional volunteer experience. We match your talents and interests with activities that further Goodwill's mission and fit into your schedule. We value your ideas, energy, and time to provide and improve services that empower our participants to earn and keep employment. You are members of our team, and as such, we hope you will uphold our organizational values.

Goodwill allows our values to guide our actions:

- **Lead:** Everyone has value - help them find it and celebrate it.
- **Grow:** Learn constantly and strive continually to better ourselves.
- **Partner:** Be good citizens, maximize value of donations, and support sustainability.
- **Innovate:** Always seek new and better ways to accomplish our mission.
- **One Agency:** Work collaboratively to build a legacy from which future generations will benefit.

II. ABOUT GOODWILL OF WESTERN MISSOURI AND EASTERN KANSAS

a. Goodwill Mission Statement

Goodwill empowers people to discover their potential and adapt for the future through the power of work.

b. Goodwill History

Thanks to many dedicated individuals, agencies, and organizations, our non-profit organization has been providing services for those in need in and around greater Kansas City for 125 years.

It all began in 1894, when the Helping Hand Institute was founded in Kansas City, Missouri. Across the country in 1902, Rev. Edgar J. Helms, a Methodist minister and early social innovator, founded Goodwill Industries on the east coast in Boston, Massachusetts. Goodwill Industries grew, and in 1925 Goodwill Industries of Greater Kansas City opened the first repair shop at St. Peter's Evangelical Church on Oak Street.

These two separate non-profit organizations, the Helping Hand Institute and Goodwill Industries of Greater Kansas City, merged in 1978 to form the Helping Hand of Goodwill Industries. As the agencies evolved into one entity, it became apparent that a name better reflecting the geographical scope of its programs and services was needed. In 2010, the organization changed to its present name, Goodwill of Western Missouri and Eastern Kansas.

c. Goodwill Programs and Services

Today, Goodwill is a non-profit leader in the Kansas City region providing resources and services to individuals who have barriers to obtaining employment. We believe every person deserves the opportunity to work. “Barriers to employment” is widely defined; it may be generational poverty, a disability or a criminal record. Individuals with barriers may be homeless, in a treatment program, diagnosed with a mental illness, or overcoming health issues. No matter the barrier, Goodwill helps break it down and provides people the opportunity to become self-sufficient. In fact, 88¢ of every dollar spent empowers people with disadvantages and different abilities to earn and keep employment through local individualized programs and services. More information on Goodwill’s current programs and services may be found on our website, www.mokangoodwill.org.

All of the Goodwill programs and services are available to clients at no cost and the services are provided directly. Goodwill assists in determining any eligibility requirements and/or referrals if necessary.

III. VOLUNTEER POLICIES AND PROCEDURES

a. Ethics/Code of Conduct

Raise Your Hand volunteers commit to:

- Understand and agree to the mission & objectives of the Goodwill Raise Your Hand Volunteer Program.
- Abide by all Program policies.
- Value sustainability and empowering job seekers through gainful employment.
- Serve as a Goodwill advocate in our community.
- Represent Goodwill in a positive light through all interactions while volunteering.
- Refrain from public criticism of fellow volunteers, paid staff, the organization, donors, and/or participants.
- Request help, training, or guidance as needed.
- Provide feedback to the Strategic Initiatives Team and/or direct supervisors to enhance the Program.
- Uphold the dignity of others regardless of race, gender, sexual orientation, age, religion, physical or mental ability. More information on Goodwill’s People First Language policy may be provided at your request.

b. Conflict of Interest

Goodwill believes in transparency and operates for the benefit of our community and clients. Raise Your Hand volunteers must support high standards and avoid any situations where a conflict of interest might exist. Conflicts of interest should not occur between volunteers, clients, employees, employers, customers, merchandise, and/or relationships with vendors and suppliers. If you are unsure if a conflict of interest exists, please ask for guidance from Goodwill's Strategic Initiatives Team.

Examples of a conflict of interest to AVOID include:

- Receiving gifts or giving gifts in exchange for any special consideration, favor, or exchange of money by Goodwill.
- Volunteering for Goodwill while working for a competing organization.
- Performing a task outside of volunteer position duties or beyond Goodwill’s mission, while representing Goodwill.

As a volunteer, you are an important part of our team and should hold yourself and others affiliated with Goodwill to the highest ethical standards. If you are concerned about a violation of our Code of Conduct or any of the policies included in this guide by another volunteer, paid staff, intern, or board member, you may discuss the issue with a member of the Strategic Initiatives Team, your volunteer supervisor, or use Goodwill’s confidential EthicsPoint reporting hotline: 888-216-3187.

c. Confidentiality

Volunteers may be privy to confidential information in certain volunteer roles. Volunteers are responsible for maintaining the confidentiality of all information they are exposed to, whether that information involves paid staff, fellow volunteers, donors, clients, employers, or the overall business of Goodwill. Each volunteer must sign a required Volunteer Agreement form at the time they complete their volunteer application; this form includes confidentiality expectations. The form

remains in effect as long as the volunteer is actively engaged with Goodwill. Breach of confidentiality will be cause for discipline, up to and including release from the Program.

Information considered confidential includes, but is not limited to:

- Goodwill clients' personal information, work history, and physical and mental abilities.
- Volunteers' contact information.
- Goodwill's financial and fundraising information as well as any information about Goodwill generally unavailable to the public.

More information about the confidentiality policy may be provided upon request.

d. Harassment/Discrimination

Goodwill does not tolerate behavior that violates someone's rights under the law, threatens or causes bodily harm to another individual, or in any way makes the volunteer environment hostile to another volunteer, employee, or client. Goodwill strives to ensure that all are able to enjoy an environment free from harassment and prohibits any acts of verbal or physical threat, harassment or contact, as well as sexual advances among fellow volunteers or employees/clients. Violation of this policy will be cause for discipline, up to and including release from the Program. More information on the Harassment/Discrimination policy at Goodwill may be provided at your request.

e. Media Guidelines

Volunteers must consult with a member of the Marketing and Communications Team prior to taking any media action with reference to, or affecting, Goodwill. Volunteers should not speak to any member of the media about Goodwill, its affiliates, or its activities.

We love when our volunteers share about their efforts and our organization on social media! Be conscious, though, that your use of social media may also reflect on Goodwill, due to your involvement in the Program. You must make it clear you speak solely for yourselves as individuals. Keep in mind that any of your conduct that adversely affects your performance, the performance of fellow volunteers, or otherwise adversely affects volunteers, customers, donors, people who work on behalf of Goodwill or the Goodwill's legitimate business interests may result in disciplinary action up to and including release from the Program.

f. Eligibility

Individuals 16 to 18 years of age may volunteer at Goodwill after they complete and submit the appropriate volunteer paperwork signed by a parent or guardian.

Individuals 18 years of age and older may volunteer at Goodwill once they have completed and signed the required paperwork.

Upon approval of the Strategic Initiatives Team, a person under the age of 16 may volunteer as long as his or her parent or guardian is a Program participant and accompanies that participant at appropriate volunteer opportunities.

The following are considered ineligible to volunteer with Goodwill:

- Individuals under the age of 16 (unless accompanied and given prior approval)
- Current, hourly employees of Goodwill
- Former Goodwill employees who did not depart the organization in good standing
- Individuals who have certain felony convictions - decisions will be made on a case by case basis

g. Acceptance and Participation

If you are eligible to participate in the Program, you will be considered a member volunteer once you complete the application and submit a volunteer agreement and a photography release (optional). You are not guaranteed a particular volunteer position, however; some volunteer opportunities require additional screening such as an interview and/or background check.

h. Drugs and Alcohol

We ask that volunteers refrain from smoking while participating in Goodwill activities.

While on Goodwill property or while participating in any Program activity, you may not use, possess, distribute, sell, transport or be under the influence of alcohol or drugs, or have drugs present in your system (other than those prescribed by a physician). Violation of this policy may result in discipline up to and including release from the Program.

i. Dress Code

While Goodwill's business operations may vary, one theme should remain constant: neat, clean, and well-groomed image of our team members.

Dress appropriately for the type of work that you are performing. More information about certain volunteer roles may be found on our website, or by contacting the Strategic Initiatives Team.

j. Attendance

We count on our volunteers to honor their time commitments. Goodwill expects every volunteer to report on time and stay for the duration of their volunteer assignment, unless approved by a member of the Strategic Initiatives Team or your direct Supervisor at least 24 hours before the start of the relevant volunteer shift or event. Below is the discipline scheme. An attendance issue is defined as an absence, tardiness, or early departure without advanced notice and approval.

1. First attendance issue = a conversation.
2. Second attendance issue = written notification.
3. Third attendance issue = possible reassignment or release from the Program.

A volunteer who fails to report to his or her assignment without notification more than once will be assumed to have voluntarily terminated the position.

k. Safety Rules and Regulations

Goodwill will provide appropriate training to ensure that you understand our safety policies and your individual roles and responsibilities in maintaining a safe working environment. Please follow all safety regulations and instructions, wear appropriate safety equipment, practice proper lifting techniques, and use caution to ensure a safe experience. If an accident or injury occurs while you are participating in the Program, you must report the incident to your onsite Supervisor and/or a member of the Strategic Initiatives Team; those staff members will create an incident report. Call 911 if the injury requires immediate medical attention.

l. Shopping

Goodwill is so grateful to its volunteers. We are happy to offer 20% off store discount coupons to volunteers to thank them for their time and effort on behalf of our organization. Each volunteer may be eligible for one coupon each month that they complete volunteer activities.

Goodwill's success depends heavily on the sale of donated goods and our ability to create and maintain public trust that we will maximize the value of all donations in support of our Mission. As such we have certain guidelines for employee and volunteer shopping. Adhering to these guidelines is critical to maintaining public trust. These guidelines apply to all retail stores and the outlet store/Retail Operations Center. Violations of this policy may result in corrective action up to and including termination.

Purchase Process

- All purchases must take place during normal store hours when the store is open to the public.
- The volunteer must be off-duty and not wearing any identifiable uniform or nametag associated with Goodwill.
- The coupon must be presented at time of purchase to be applied.
- All items purchased must be removed immediately from the retail location at the conclusion of the purchase. Items purchased by volunteers may not be held or stored in the store at any time.

- Purchases may take place prior to or at the conclusion of a volunteer shift in any retail location however the out-of-uniform restriction still applies.

While shopping, volunteers are considered “customers”; therefore, they are not allowed in back rooms, break rooms, production areas or offices within the stores.

The purchase policy does not apply to online purchases made through any third-party selling sites such as ShopGoodwill, eBay or Amazon.com for books. In these cases, as long as goods are available equally to all consumers, volunteers may purchase from them.

Donations received by Goodwill are meant for resale to the general public and at no time will any volunteer be permitted to purchase any items not already for sale on the sales floor. No merchandise may be purchased, taken or held from the back room, production areas, trash receptacles, compactors, baler, dumpster, headquarters or any other area that is off limits to customers and visitors.

m. Dismissal

Volunteers who do not adhere to the policies and procedures outlined in this guide and during orientation and training, or who fail to satisfactorily perform their volunteer assignments, may be subject to discipline up to and including dismissal. A volunteer will not be dismissed without an opportunity to discuss the infraction(s) with a member of the Strategic Initiatives Team. Wherever possible, Goodwill will endeavor to take corrective action and give the volunteer an opportunity to improve performance. However, grounds for immediate dismissal may include, but are not limited to: abuse or mistreatment of clients, volunteers, donors, or paid staff; failure to abide by volunteer policies and procedures; theft of property or donation; being under the influence while volunteering; and failing to report a conflict of interest.

n. Training and Orientation

Volunteer orientation and training will be provided by Goodwill. Volunteers are required to complete orientation and training prior to serving in any capacity. You may be required to complete multiple trainings, should you perform different positions throughout your time in the Program. Depending on the volunteer position or event, this training may take place online, in writing, and/or in person. All ongoing volunteers must observe the four safety training videos prior to service.

At your request, you may be provided with a copy of any of the following documents: position description(s), the volunteer agreement, the photography release, and/or orientation and training materials. Please don't hesitate to ask a Goodwill staff person if you are unsure about any of the tasks or responsibilities expected of you throughout your volunteer experience.

o. Supervision

The success of Goodwill's services and events requires a high degree of responsibility and shared purpose from paid staff and volunteers. We expect volunteers to complete their assigned tasks, those outlined in the expectations section of the position description and/or those given directly by a supervisor, to the best of their ability and in a timely and safe manner.

Every volunteer will be accountable to the Strategic Initiatives Team and, if different, the Supervisor listed in the position description. The Strategic Initiatives Team and/or your Supervisor can provide the materials and training necessary to successfully carry out your duties and answer any questions related to your volunteer activities. They are also responsible for evaluating your performance as a volunteer, consistently communicating with you regarding past and future volunteer activities and events with Goodwill, and encouraging and incorporating your feedback to improve your volunteer experience and the entire Program.

If your Supervisor is not onsite for your event or shift, you may reach him or her at the phone number and/or email provided to you when you started volunteering.

p. Performance Evaluation

If you are a single-event or one-time volunteer, you will receive real time feedback from your supervisor relevant to that particular day's activities and goals. Notes and a rating regarding your behavior, quality of work, and the specifics of your performance will also be recorded in your confidential volunteer file. We hope you come back!

If you have accepted a volunteer position for any other term of service, your Supervisor is responsible for having ongoing, informal check-ins with you. You will always have the opportunity to request a formal evaluation from your Supervisor, and discuss your performance with your Supervisor and/or a member of the Strategic Initiatives Team. Notes and ratings regarding your behavior, quality of work, and the specifics of your job will be recorded regularly in your confidential volunteer file.

q. Communication

You can find updated information on Goodwill's website and on GivEffect. GivEffect is the best place to see upcoming volunteer events and shifts. New positions, if created, will be posted on our website. Occasional newsletters will also go out to those who have opted-in to the Volunteer email communication via GivEffect, including information about upcoming opportunities, impact of former opportunities, and pictures.

At any time, if you have questions, concerns, or suggestions, please communicate directly with the Strategic Initiatives Team. Their phone numbers and email addresses will be provided during orientation and are also posted on our website.

r. Recognition and Benefits

Goodwill values the time, effort, and passion you dedicate to our mission when you volunteer! We are happy to regularly offer 20% off coupons to volunteers.

s. Program Evaluation

Goodwill values feedback and suggestions from all members of its team, including volunteers. Volunteers will receive an experience evaluation survey annually. Volunteers are also encouraged to provide feedback to their Supervisor and/or the Strategic Initiatives Team at any time through phone, email, or conversation. Your feedback will be used to improve the Program.