



**DOLLS FOR DAUGHTERS**

KENZI'S KIDZ

# **Volunteer Handbook**

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## FOREWORD

Thank you so much for your desire to change the lives of underprivileged children in Colorado. You, as a volunteer, are vital to Dolls for Daughters & Kenzi's Kidz and our organization as a whole, as we rely on you to help us realize our mission.

Dolls for Daughters & Kenzi's Kidz are dedicated to *improving and supporting underprivileged children and their families in Colorado.*

This Volunteer Handbook has been written to serve as a guide for the organization/volunteer relationship.

There are several things to keep in mind about this handbook. First, it contains only general information and guidelines. It is not intended to be comprehensive or to address all of the possible applications of, or expectations to, the general policies and procedures described. For that reason, if you have any questions concerning the applicability of a policy or practice to you, you should address your specific questions to the Dolls for Daughters & Kenzi's Kidz Leadership (Executive Director or Volunteer Coordinator). Neither this handbook nor any other company document confers any contractual right, either expresses or implied, to remain a Dolls for Daughters & Kenzi's Kidz Volunteer.

The procedures, practices and policies described here may be modified or discontinued from time to time. We will try to inform you of any changes as they occur.

This handbook and the information in it should be treated as confidential. No portion of this handbook should be disclosed to others, except Dolls for Daughters & Kenzi's Kidz employees and others affiliated with Dolls for Daughters & Kenzi's Kidz whose knowledge of the information is required in the normal course of business.

Welcome to the Dolls for Daughters & Kenzi's Kidz family!

## **VOLUNTEER HANDBOOK ACKNOWLEDGEMENT**

I have received my copy of the Volunteer Handbook.

The volunteer handbook describes important information about Dolls for Daughters and Kenzi's Kidz, and I understand that I should consult with the Executive Director or Volunteer Coordinator regarding any questions not answered in the handbook. I have entered into this relationship with Dolls for Daughters and Kenzi's Kidz voluntarily. Accordingly, either I or Dolls for Daughters & Kenzi's Kidz can terminate the relationship at will, with or without cause, at any time, so long as there is not violation of applicable federal or state law.

This handbook and the policies and procedures contained herein supersede any and all prior practices, oral or written representations, or statements regarding the terms and conditions of my volunteer relationship with Dolls for Daughters and Kenzi's Kidz. By distributing this handbook, the company expressly revokes any and all previous policies and procedures that are inconsistent with those contained herein.

I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and my revisions made to it.

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Volunteer's Signature

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Volunteer's Name (Print)

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Date

# **DIVERSITY**

## **Anti-Discrimination Statement**

It has been and will continue to be the policy of Dolls for Daughters & Kenzi's Kidz to be fair and impartial in all of its relations with its employees, volunteers, and applicants for employment and to make all employment/volunteer-related decisions without regard to race, religion, color, national origin, age, sex, ancestry, sexual orientation, gender identification, disability, or any other categories protected by federal, state or local law.

## **Anti-harassment Policy and Complaint Procedure**

Dolls for Daughters & Kenzi's Kidz is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to be in a professional atmosphere that promotes equal opportunities and prohibits unlawful discriminatory practices, including harassment. Therefore, Dolls for Daughters & Kenzi's Kidz expects that all relationships among persons within the organization will be business-like and free of bias, prejudice and harassment.

Dolls for Daughters & Kenzi's Kidz encourages reporting all perceived incidents of discrimination or harassment. It is the policy of Dolls for Daughters & Kenzi's Kidz to promptly and thoroughly investigate such reports. Dolls for Daughters & Kenzi's Kidz prohibit retaliation against any individual who reports discrimination or harassment or who participates in an investigation of such reports.

If a party to a complaint does not agree with its resolution, that party may appeal to the Dolls for Daughters & Kenzi's Kidz Executive Director.

False and malicious complaints of harassment, discrimination or retaliation may be the subject of appropriate disciplinary action.

# VOLUNTEER INFORMATION

## Volunteer Opportunities

### Dolls for Daughters & Kenzi's Kidz Office Volunteers

Dolls for Daughters and Kenzi's Kidz runs programming from our office at 50 S. Steele Street, Suite 250 Denver, CO 80220. We can use a limited number of volunteers to help us at a time in the office. Volunteers help with data entry, thank you phone calls, research, event planning and other activities.

### Off-Site Volunteers

Volunteers who do not come into the office can help with a variety of events and activities that help make Dolls for Daughters what it is today.

- \* Sit on an event committee (Bowl a Thon, Golf, Auction, Luncheon, Toy Shop)
- \* Collect backpacks, water bottles and lunchboxes for our Packz4Kidz program
- \* Collect toys for our toy shop
- \* Pick up donation items
- \* Pick up toy donations from businesses
- \* Help day of an event (Bowl a thon, Golf, Auction, Packz4Kidz, Luncheon, Toy Shop)

If a volunteer has an idea, we are open to any new idea that will help us be more effective and efficient in impacting families in Colorado.

## Volunteer Discipline Policy

Every volunteer has the duty and the responsibility to be aware of and abide by existing procedures and policies. Volunteers also have the responsibility to perform his/her duties to the best of his/her ability and to the standards as set.

The use of disciplinary action is to address issues such as poor work performance or misconduct. Our discipline policy is designed to provide a corrective action process to improve and prevent a recurrence of undesirable behavior and/or performance issues.

The following outlines Dolls for Daughters discipline process:

- **Verbal warning:** A supervisor verbally counsels a volunteer about an issue of concern, and a written record of the discussion is placed in the volunteer's file for future reference.
- **Written warning:** Written warnings are used for behavior or violations that a supervisor considers serious or in situations when a verbal warning has not helped change unacceptable behavior. Written warnings are placed in a volunteer's personnel file. Volunteers should recognize the serious nature of the written warning. Written warnings will be in the form of "write ups."
- **Dolls for Daughters** can dismiss a volunteer at any time for not complying with policies.

# **WORKPLACE SAFETY**

## **Drug-Free Workplace**

Dolls for Daughters has a no tolerance policy for drugs on Dolls for Daughters property or at any event related to Dolls for Daughters. If a volunteer is suspected of being under the influence during their shift, they will be sent home. If a volunteer is confirmed of being under the influence of drugs or alcohol, they will be asked to discontinue volunteering with the organization.

## **Workplace Bullying**

Dolls for Daughters defines bullying as “repeated inappropriate behavior, either direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, while working with the organization.” Such behavior violates the company’s code that all volunteers be treated with dignity and respect.

The purpose of this policy is to communicate to all volunteers that the company will not tolerate bullying behavior. Volunteers found in violation of this policy will be disciplined up to and including termination.

## **Anti-Sexual Harassment Policy**

Dolls for Daughters is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that prohibits sexual harassment.

It is unlawful to harass a person (an applicant or employee) because of that person’s sex. Harassment can include “sexual harassment” or unwelcome sexual advances, requests for sexual favors, and other verbal or physical harassment of sexual nature.

Harassment does not have to be of a sexual nature, however, and can include offensive remarks about a person’s sex. For example, it is illegal to harass a woman by making offensive comments about women in general.

Both victim and the harasser can be either a woman or a man, and the victim and harasser can be the same sex.

Although the law doesn’t prohibit simple teasing, offhand comments, or isolated incidents that are not very serious, harassment is illegal when it is so request or severe that it creates a hostile or offensive work environment or when it results in an adverse employment decision (such as the victim being fired or demoted).

The harasser can be the victim's supervisor, a supervisor in another area, a co-worker, or someone who is not an employee of the employer, such as a client or a customer.

The purpose of this policy is to communicate to all volunteers that the company will not tolerate sexual harassment behavior. Volunteers found in violation of this policy will be disciplined up to and including termination.

## **Safety**

It is the responsibility of each volunteer to conduct all tasks in a safe and efficient manner complying with all local, state and federal safety and health regulations and program standards.

Volunteers have the responsibility to identify and familiarize themselves with the emergency plan for the site in which they are volunteering. Please be aware of any Emergency Exits at locations that are off site from the Dolls for Daughters office. An Emergency Evacuation Plan can be found at the Dolls for Daughters office.

It is the responsibility of the volunteer to complete an Incident Report for each safety and health infraction that occurs by an employee, volunteer or that the volunteer witnesses.

Dolls for Daughters requires that every person in the organization assumes the responsibility of individual and organization safety. Failure to follow company safety and health guidelines or engaging in conduct that places the volunteer, client, employee or company property at risk can lead to disciplinary action and/or termination.

## **Smoke-Free Workplace**

Dolls for Daughters maintains a smoke and tobacco –free office. No smoking or other use of tobacco products is permitted in any part of the building or at off-site program locations, Dolls for Daughters events, or in vehicles rented by Dolls for Daughters. All employees, interns, work-study students, and volunteers are expected to abide by this policy while on Dolls for Daughters premises, at off-site program locations, or in vehicles rented by Dolls for Daughters.

Personnel who violate the smoking policy will be subject to disciplinary action.

# **WORKPLACE EXPECTATIONS**

## **Confidentiality**

Our children, families, and other clients entrust the organization with important information relative to their personal lives. It is our policy that all information considered confidential will not be disclosed to external parties or to employees without a “need to know.” If a volunteer questions whether certain information is considered confidential, he/she should first check with his/her immediate supervisor.

This policy is intended to alert volunteers to the need for discretion at all times and is not intended to inhibit normal business communications.

All inquiries from the media must be referred to the Executive Director of Dolls for Daughters.

## **Attendance and Punctuality**

Please let the Volunteer Coordinator or your supervisor know if you are unable to attend your regularly scheduled volunteer shift in advance. If you are sick, or unable to attend last minute, please send the Volunteer Coordinator or your supervisor an email notifying them that you are unable to attend.

## **Attire and Grooming**

It is important for all volunteers to project a professional image while at work by being appropriately attired. Dolls for Daughters volunteers are expected to be neat, clean and well-groomed while on the job. Clothing must be appropriate to the type of work being performed.

Dolls for Daughters is confident that volunteers will use their best judgment regarding any attire and appearance. Management reserves the right to determine appropriateness. Any volunteer who is improperly dressed will be counseled or in severe cases may be sent home to change clothes.

## **Social Media**

Volunteers may not post financial, confidential, sensitive or proprietary information about the company, clients, employees or applicants.

Volunteers may not post obscenities, slurs or personal attacks that can damage the reputation of the company, clients, employees or applicants.

You may post pictures of our programs and participants on your social media outlets with permission. However, out of respect for our participants privacy, as well as their safety, do not use their names in conjunction with their photos.

### **Volunteer Files**

Volunteer files are maintained by Dolls for Daughters management and are considered confidential. The Executive Director is the only employee authorized to access personnel file information.

Representatives of government, licensing, or law enforcement agencies, in the course of their duties, may be allowed access to file information.