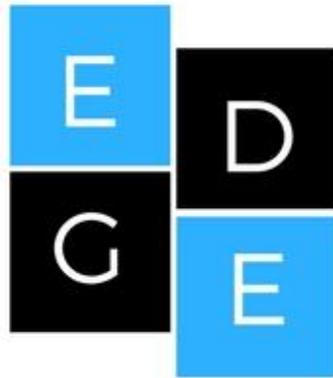


Volunteer Handbook

Policies & Procedures



MENTORING



Volunteer Handbook

Last Updated September 2020

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Acknowledgement of Receipt of Volunteer Handbook with Policies & Procedures

Please read through the entire handbook and upon completion, sign the statement below. This is your copy. At the end of the handbook, sign a copy of the same document and return to EDGE's Mentor Coordinator or Executive Director.

I, _____, have received a copy of the Volunteer Handbook with Policies and Procedures from EDGE of York County. I read the entire handbook and agree to follow and abide by all of the procedures, rules and policies that it contains.

I understand that the Volunteer Handbook is intended to cover the procedures, rules and policies most often applied to day-to-day activities. These policies are subject to change at the sole discretion of EDGE of York County.

From time to time, I may receive updated information concerning changes in policy. I am aware that I may ask questions about procedures, rules and policies.

I agree to consult with EDGE Mentor Coordinator or Executive Director should any situation arise during an event which requires clarification, consultation, or appropriate input before making a decision.

I further agree to represent EDGE in a professional and courteous manner in which reflects the organizations key messages and core values.

By my signature below, I acknowledge, understand, accept, and agree to comply with the information contained in the volunteer handbook provided to me.

Signature of Volunteer

Print Name of Volunteer

Date

From the desk of the Executive Director

Dear Volunteer,

Welcome to the EDGE family. I am delighted that you've chosen to volunteer with our organization and help girls find meaning, a sense of self, and ways of giving back to the community. It takes a special person to volunteer and that's you! I am forever grateful for your commitment to EDGE's mission.

The volunteer handbook is provided as a guide to help you navigate the world of volunteering with EDGE of York County. If you have any questions, please don't hesitate to contact me at info.edgeofyorkcounty@gmail.com or 980-264-0604. EDGE Board of Directors may re-examine our policies and procedures at any given time and update accordingly. We promise to keep you abreast to all updates.

Thank you for making this community a better place for our girls and for being "SOMEBODY" in their lives.

Sincerely,

Lorrie

Lorrie Domin
Executive Director

Our Mission

VISION

To transform our community, one girl, one step, one encouragement, and one Biblical truth at a time.

MISSION

Our mission is to spark purpose for professional, personal, spiritual, and community growth in young women through meaningful mentoring relationships.

VALUES

- **Christ-Centered:** Following Jesus Christ and modeling the Word of God in all we do
- **Church-Driven:** Partnering to equip mentors and mentees for growth and community
- **Individuals:** Every person is uniquely created by God and is full of His-given potential
- **Community:** We work out our best lives in the framework of small group community
- **Safety and Transparency:** Serving all participants and partners with clear guidelines and communication
- **Honor and Respect:** Teaching and modeling high esteem, value and regard in all we do
- **Grace:** Everyone is imperfect and in need of love, kindness, and more chances
- **Growth and Transformation:** Through equipping, developing, growing, and engaging mentors, youth, and adults, all will experience lasting changes

MOTTO

Everybody needs somebody.

STRATEGY

Equip for life and leadership. Develop strong values. Grow in faith. Engage with community.

Statement of Faith

Our belief is to love the one true God above all else, love yourself, then faithfully love and serve others (Matthew 22:35-40). This guiding principle leads us in our love and passion to serve youth in our community.

The statements that follow are all in alignment with this belief.

- We believe that the Bible is the only, inspired, infallible, and authoritative Word of God.
- We believe that there is one God, eternally existent in three Persons: Father, Son, and Holy Spirit.
- We believe in the Deity of our Lord Jesus Christ, in His virgin birth, in His sinless life, in His miracles, in His vicarious death and atonement through His shed blood, in His bodily resurrection, in His ascension to the right hand of the Father and in His personal return in power and glory.
- We believe that people are sinful and lost, saved by faith alone in the Lord Jesus Christ, and regenerated by the Holy Spirit.
- We believe in the continuing ministry of the Holy Spirit, by who's indwelling the Christian is enabled to live a Godly life.
- We believe that salvation is a gift of God's grace through faith in the finished work of Jesus Christ on the cross.
- We believe that good works are results of salvation, not requirements for salvation.
- We believe in the spiritual unity of believers in Christ, and the evidence of that unity being shown by how we love one another.
- We believe in the sanctity of life and that God has ordained all the days of the person's life before they were born.

Our Programs

1-to-1 Mentoring: Having a vision of what can be accomplished is critical to bringing women and girls out of a poverty mindset. Our Mentoring Program pairs young women with women leaders and, for nine months, guides pairs through monthly activities focused on goal setting, networking, and sustainability. Our Mentors coach participants one-on-one and provide connections in various areas of leadership, entrepreneurship, higher education, and service, all framed from the perspective that when young, low-income women can see and interact with even one example of someone who understands their situation and still succeeded, they could be inspired to do the same.

Mentoring Circles: Circles are Christ-centered mentoring groups dedicated to serving mentors, young adults, youth and their families.

Circles offer a safe small group community to process the demands and challenges of life through Biblical discussions and enrichment activities designed to build character, self-esteem, godly purpose, and civic engagement.

Circles recognize the responsibility to provide a safe and structured environment to learn and grow, empowering the sense of responsibility to be successful, productive, purpose-minded citizens.

YELL Leadership Program: Youth Engaged in Leadership and Learning was developed with the support and guidance of individuals and organizations who partnered with the John W. Gardner Center for Youth and Their Communities of Stanford University between 2000 and 2006. Youth Leadership takes on many names and forms; youth voice, youth participation, youth civic engagement, youth decision making, and youth empowerment, among others. While this curriculum is aimed at promoting and supporting youth as leaders, it does not hold a single definition of leadership. Instead, the curriculum encourages youth and adults to look at leadership in context and to find value in different attitudes and definitions of leadership.

Along with the YELL curriculum, mentees will engage in four areas of leadership; home, school, church, and community. YELL operates as a circle option (see mentoring circles above.)

Referral Program: We know that no single organization can tackle all the challenges women and girls are facing, especially those in underrepresented and vulnerable populations, but together we can mobilize resources to address their most pressing issues. Our referral program connects young women with local organizations that address core needs that fall outside of our expertise. Our resource coordinators and case managers work discreetly with our mentors and participants to identify their needs and match them with appropriate resources.

Operational Policies and Procedures

Alcohol, Drugs, Tobacco, and Firearms Policy

EDGE prohibits and discourages the use of drugs, tobacco, alcohol, and firearms. Staff, volunteers, vendors, contractors, and participants are prohibited from using drugs, tobacco, and alcohol, or possessing firearms prior to or while engaged in program activities. Any suspected violations should be reported to the respective Program Coordinator and Executive Director.

Alcoholic Beverages

No EDGE staff member, vendor, contractor, participant, or volunteer shall possess or consume beer, wine, or other alcoholic beverages while actively engaged or prior to actively engaging in program activities, nor shall they endorse the use of alcohol. Mentors and mentees may go to a location where minors are allowed, and alcohol is served provided that the mentor and minor do not consume any alcohol.

Drugs

No EDGE staff member, vendor, contractor, participant, or volunteer shall manufacture, possess, distribute, or use any illegal substance while actively engaged or prior to actively engaging in program activities.

Tobacco

The intent of EDGE is to create a smoke- and tobacco-free environment. To that end, smoking and the use of all tobacco products is prohibited on the premises of EDGE and those involved with the program must refrain from the use of such products while engaged in mentoring. The use of tobacco products includes but is not limited to cigarettes, cigars, pipes, chewing tobacco, snuff, or other matters or substances that contain tobacco.

Weapons, Firearms, and Other Dangerous Materials

The possession or use of firearms, firecrackers, explosives, toxic or dangerous chemicals, or other lethal weapons, equipment, or material while participating in program activities is strictly prohibited.

Any violations of this policy will result in the immediate suspension and/or termination of the mentoring relationship. In addition, violations of this policy may result in notification being given to legal authorities that may result in arrest or legal action, and may be punishable by fine and/or imprisonment.

The possession, use or sale of illegal drugs is never acceptable in our business environment. Also, the abuse of prescription and over-the-counter drugs and alcohol can

compromise your performance and conduct. We recognize that substance abuse can be successfully treated. Seeking help or assistance is not considered grounds for discipline, but refusal to get help in certain circumstances may be. It is your responsibility to get professional help to improve your performance or conduct.

Attendance and Absenteeism

We understand that, from time to time, certain situations may arise that prevent staff, volunteers or participants from fulfilling commitments or attending scheduled activities. If this is the case, they are asked to alert their respective mentor, Program Coordinator, or Supervisor of any scheduled absences—such as vacation—as far in advance as possible so that they can find an appropriate substitute or arrangement. In the event of an unscheduled absence—illness or emergency—they are asked to alert their respective mentor, Program Coordinator, or Supervisor as soon as possible, preferably 24 hours before the scheduled activity begins, where feasible.

Punctual and regular attendance is an essential responsibility of everyone. Any tardiness or absence causes problems for fellow staff, volunteers and participants, especially when a staff or volunteer is absent, as others must perform his or her work. Any staff member, vendor, contractor, participant, or volunteer who fails to report without notification for 2 consecutive activities or more will be considered as having voluntarily terminated their involvement with our programs.

Child Abuse and Mandatory Reporting Policy

EDGE does not tolerate child abuse. It is our policy that all staff, volunteers, and other program representatives must report any suspected child abuse and/or neglect of agency clients or program participants immediately. All such suspected reports must be made to appropriate state and/or local authorities. The individuals must follow the mandatory reporting of child abuse and neglect procedure.

1. All suspected incidents of child abuse or neglect, recent or otherwise, must be reported to the Program Coordinator and/or Executive Director immediately, the same day if possible.
2. The Program Coordinator and/or Executive Director must fill out the Child Abuse and Neglect Report form, provided on page 11, detailing critical information about the alleged incident of abuse or neglect. Once completed and reported, this form will be kept with the mentee's or participant's application to the program.
3. The Program Coordinator and/or Executive Director must then report the information to the state Department of Children and Family Services (DCFS) within 24 hours per state statute.

4. In some cases, the DCFS may require the mentor to be interviewed or contact them directly. In such cases, the Program Coordinator and/or Executive Director will accompany the mentor as allowed by DCFS.

Any staff, volunteers, or participants accused of child abuse or neglect will be investigated by the agency. If a minor is involved, the parent/guardian will be immediately informed of the suspicion. Contact with program youth will be restricted or eliminated and/or the person in question suspended from program participation per the decision of the Executive Director and Board of Directors until such investigation is concluded.

Staff, volunteers, or participations found to have engaged in child abuse, or to have used EDGE facilities, property, or resources to engage in child abuse are subject to possible legal and/or disciplinary action, including permanent dismissal from our organization and/or programs.

Child Abuse and Neglect Report

Name of student/child: _____

Age of student/child: _____

Person making report to EDGE: _____

Relationship to student/child: _____

Reporter's Contact Information

Address: _____

Address: _____

Email Address: _____

Phone: _____

Report Information

Reported to EDGE Staff name: _____

Date Reported: _____

Reported to DCFS Staff name: _____

Date Reported: _____

Name of person suspected of abuse or neglect: _____

Relationship to Student/child: _____

Describe suspected abuse or neglect; include the nature and extent of the current injury, neglect, or sexual abuse to the student/child in question:

Describe, if known, the circumstances leading to the suspicion that the student/child is a victim of abuse or neglect:

Describe, if known, any previous injuries, sexual abuse, or neglect experienced by this student/child or other children in this family situation and any previous action taken, if any.

Signature of Executive Director

Date

Signature of Staff

Date

Confidentiality Policy

It is our policy to protect the confidentiality of our participants, vendors, staff, volunteers, and their families. Primarily, confidential information includes, but is not limited to contact information and identifying personal information (i.e. social security number); current and past staff, volunteer, and participant records; criminal and background check results; and anything marked as confidential.

Except for the limitations expressed below, EDGE representatives (including staff and volunteers representing our organization) will only share confidential information about participants, vendors, staff, volunteers, and their families with other EDGE staff and the Board of Directors (upon formal motion). Further, all prospective participants, vendors, staff, volunteers, and their families should be informed of the scope and limitations of confidentiality by program staff and volunteers.

Limits of Confidentiality

Information from participant, staff, and volunteer records may be shared with individuals or organizations as specified below under the following conditions:

- Summative information may be gathered, given results are anonymous, and the identify personal information of the individuals are concealed.
- Names, photographs, and videos, etc. of participating individuals may be used in agency publications or promotional materials.
- Members of the Board of Directors have access to participant, staff, and volunteer records only upon authorization by a formal motion of the board. The motion shall identify the person(s) to be authorized to review such records, the specific purpose for such review, and the period during which access shall be granted. Such members of the board granted access shall be required to comply with the agency policies on confidentiality and may be use the information only for purposes stated by the approved action of the board of directors. Known violations shall be reported to the board chairman. A violation of the agency's confidentiality policy by a board member shall constitute adequate cause for removal from the board.
- Information may only be provided to law enforcement officials or the courts pursuant to a valid and enforceable subpoena.
- Information may be provided to legal counsel in the event of litigation or potential litigation involving the agency. Such information is considered privileged information, and its confidentiality is protected by law.
- Program staff and volunteers are mandatory reporters and as such must disclose information if a participant, vendor, staff member, volunteer, and/or their families may be dangerous to or intends to harm him/herself or others.
- Name and contact information are shared with match mates only after the involved parties have agreed to be formally matched with an individual mentor or circle group. Additional information to be shared may include: date of birth, age, gender,

ethnicity, personal interests, employment or education status, marriage or family status, living and transportation situation, reasons for applying to the program, a summary of why the individual was chosen for the match, expectations for match participation, and other information disclosed during the mentor or mentee orientation. Results of driving records and criminal histories may also be shared if relevant.

Safekeeping of Confidential Records

The Executive Director is considered the custodian of confidential records. It is her responsibility to supervise the management of confidential information to ensure safekeeping, accuracy, accountability, and compliance with policies.

Requesting Confidential Information from Other Agencies

A participant, staff, vendor, and volunteer's right to privacy shall be respected by the agency. Requests for confidential information from other organizations or persons shall be accompanied by a signed release from the involved participant, staff, and volunteer, and/or parent/guardian and authorized by the Executive Director.

Violations of Confidentiality

A known violation of the agency on confidentiality by a participant, staff, vendor, and volunteer may result in a written warning or disciplinary action such as suspension or termination from the program and/or possible legal action.

By signing and acknowledging our policies and procedures, individuals agree to not disclose confidential information on participants or EDGE to anyone outside of the organization. When in doubt, ask the respective Program Coordinator or Executive Director to determine if something they become aware of is considered confidential or proprietary information.

Disciplinary Procedure

The following guidelines may be used, at the sole discretion of EDGE to discipline a participant, staff, vendor, and volunteer of a policy infractions:

- Step 1: Verbal warning with documentation in the individual's file.
- Step 2: Written warning to the individual and copy in the individual's file.
- Step 3: Termination/Dismissal of the individual.

These guidelines are based on cumulative problems, regardless of whether the infraction is of the same general nature as a previous warning. The use of these disciplinary practices in no way alters the fact that engagement with EDGE is "at-will".

Dismissal or Withdrawal Policy

Engagement with EDGE is “at-will”. A participant, staff, vendor, or volunteer may resign from service or program participation with the organization at any time.

Dismissal of a participant, staff, vendor, or volunteer is a serious consideration. Before an individual is dismissed or formally withdrawn from our program or organization, we will attempt to reconcile the solution, including a meeting between staff and the individual involved. Dismissal of an individual may take place if the individual is unreliable, unresponsive, irresponsible, disruptive, demonstrates inappropriate behavior, or fails to adhere to the policies and procedures of EDGE.

Dress Code Policy

Participants, vendors, staff, and volunteers are generally expected to dress in casual or business casual attire, or as outlined in any specific program or event guidance. Individuals who are inappropriately dressed will be asked to excuse themselves from the event or session and/or parents called to pick them up to change clothes.

Driver Safety Policy

It is our policy to allow staff or volunteers and participants to transport together in their own private vehicles. Nevertheless, the safety and well-being of our staff, volunteers and participants is of critical importance to the organization. Thus, staff, volunteers and participants who drive on organizational business at any time will be expected to follow all the procedures below:

- Drivers must possess an active driver’s license and automobile insurance.
- Drivers must have a clean driving record for the last three years.
- All safety equipment including blinkers, lights, brake and back-up lights, seat belts, tires, and brakes must be in good operating condition.
- All individuals are expected to wear seat belts always while in a moving vehicle being used for EDGE business. No one may drive or ride in any seat that does not include a working seat belt.
- Use of handheld mobile devices, whether personal or business owned, while behind the wheel of a moving vehicle being used on EDGE business is strictly prohibited. The use of hands-free technology may be warranted in unusual or emergency circumstances.
- Engaging in other distracting activities including, but not limited to, eating, putting on makeup, reading or changing radio stations or music, is also strongly discouraged while driving, even when in slow-moving traffic.
- Use of alcohol, drugs, or other substances, including certain over-the-counter cold or allergy medications that in any way impair driving ability, is prohibited.

- Drivers are expected to follow all driving laws and safety rules and must adhere to posted speed limits and directional signs, use turn signals, and avoid confrontational or offensive behavior while driving.
- Drivers should never allow anyone to ride in any part of the vehicle not specifically intended for passenger use.
- Individuals must promptly report any accidents to local law enforcement as well as to the respective Program Coordinator or Executive Director.
- Individuals are also expected to report any moving or parking violations received while driving in rental vehicles purchased by the organization.
- If any of the above policy is not followed, the individual will not be allowed to transport participants in a private automobile and/or may face other disciplinary consequences.

Transportation Assistance Policy

All program locations and events are located within York County. For participants with transportation concerns, EDGE will work directly with participants, parents, and assigned mentors to try and mitigate transportation issues.

Eligibility Policy

It is the policy of EDGE that each participant and volunteer must meet the defined eligibility criteria as defined below, or as outlined in the specific program guidance. EDGE lead staff should be knowledgeable of and understand all eligibility and required commitment criteria required for volunteer and participant participation in the program. Extenuating circumstances may be reviewed at the discretion of the Program Coordinator and acceptance may then be allowed with the expressed approval of the Executive Director when all eligibility requirements are not clearly met.

Participant Eligibility

As a rule, to be eligible for our programs, a participant must:

- Be a young woman between 12-25 years old
- Be highly motivated to learn new leadership and professional skills
- Be highly motivated to participate in a mentoring group or relationship
- Obtain parent/guardian permission for program participation (if under 18 years of age)
- Complete an online or paper application, and participate in a participant orientation

Volunteer Eligibility

As a rule, to volunteer for our organization, an individual must have:

- The ability and desire to work with young adults
- A positive attitude and good listening skills
- Experience working with people from diverse urban backgrounds
- Complete application and participate in volunteer orientation
- Complete a background check
- Be willing to communicate regularly with EDGE personnel
- Be willing to abide by EDGE's policies and procedures
- Have access to an automobile or reliable transportation
- Have a current driver's license, auto insurance, and good driving record
- Have a clean criminal history
- Have never been accused, arrested, charged, or convicted of child abuse or molestation
- Not be a convicted felon:
 - If the applicant has been convicted of a felony, then they may be considered only after a period of 7 years with demonstrated good behavior and an appropriate and corrective attitude regarding past behaviors
- Not be a user of illicit drugs
- Not use alcohol or controlled substances in an excessive or inappropriate manner
- Not be currently in treatment for substance abuse
 - If a substance abuse problem has occurred in the past the applicant must have completed a non-addictive period of at least 5 years
- Not currently be under treatment for a mental disorder or have been hospitalized for a mental disorder in the past three years
- Not have falsified information during the screening process

Emergency Evacuation Procedure

If an emergency alarm system is activated during organizational or program activities or events, all individuals are to calmly leave the building by way of the nearest exit. Once outside the building, please check with the Executive Director or respective Program Coordinator so they know you are safe and that everyone got out of the building. The Executive Director, Program Director, or emergency agent may give further instructions at that time.

Evaluation, Data Collection, and Dissemination Policy

Evaluation is a key component in measuring the success of our programs and for making continuous improvements in the effectiveness and delivery of program services. To guide ongoing evaluation efforts, EDGE uses a logic model which outlines the resources, activities, outputs, and outcomes necessary for success of our programs. The program outputs are primarily monitored through internal tracking sheets, customized for EDGE's informational, strategic, and capacity building needs. The tracking spreadsheets allow local program staff and program facilitators to input information including days of operation, hours worked, number of volunteers engaged, the number of participants served, and the specific program activities provided. Therefore, EDGE can run accurate and detailed reports to assess impact, capacity, operations, and sustainability.

Data Collection

EDGE measures short and intermediate-term program outcomes, which corresponds to changes in participant's sense of meaning and purpose, self-esteem, and civic engagement. Data is collected through participant assessments administered as pre- and post-mentoring surveys. The data and responses are then used to assess participant satisfaction, the general outcomes defined in the EDGE logic model, and the outlined outcomes for specified services or events.

Our evaluation focuses on the impact of programs on the sense of meaning and purpose, self-esteem, and civic engagement. The purpose of this evaluation plan is to ensure that programs meet the evaluation requirements of EDGE, ensuring that our program is accomplishing proposed output and outcome measurements. Evaluation results inform program staff and the Board of Directors with continuous improvement efforts and future planning.

Food Handling Safety Procedure

Safe steps in food handling and storage are essential to prevent food-borne illness. You can't see, smell, or taste harmful bacteria that may cause illness. Therefore, food vendors and volunteers responsible for food handling for EDGE programs, trainings, and events are expected to adhere to the below food handling and safety practices:

- Always wear gloves when in contact with food.
- Do not place food or boxes directly on the floor or ground. Use an approved pallet or table to set any items upon.
- Never cross-contaminate; for example, do not touch meat and then fruits and vegetables.
- Cover your mouth and nose when you sneeze or cough. Cough or sneeze into a tissue and then throw it away. If you don't have a tissue, cough or sneeze into your upper sleeve or elbow, not your hands.

- Clean your hands often. When available, wash your hands with soap and warm water, then rub your hands vigorously together and scrub all skin surfaces. Wash for 15-20 seconds. It is the soap combined with the scrubbing that helps dislodge and remove germs. When soap and water are not available, alcohol-based disposable hand wipes or gel sanitizers may be used. If using a gel, rub the gel in your hands until they are dry. The gel doesn't need water to work; the alcohol in the gel kills germs that cause colds and the flu.
- Avoid touching your eyes, nose or mouth. Germs are often spread when a person touches something that is contaminated with germs and then touches his or her eyes, nose or mouth. Germs can live for a long time (some can live for two hours or more) on surfaces like doorknobs, desks and tables.
- Stay home when you are sick and check with a health care provider when needed.
- When you are sick or have flu symptoms, stay home, get plenty of rest and check with a health care provider as needed. Remember: keeping your distance from others may protect them from getting sick. Common symptoms of the flue include:
 - Fever (usually high)
 - Headache
 - Extreme tiredness
 - Cough and sore throat
 - Runny or stuffy nose
 - Muscle aches
 - Nausea, vomiting and diarrhea

Harassment Policy

EDGE is committed to maintaining an environment free of harassment. EDGE prohibits unlawful harassment based on sex (including sexual harassment, gender harassment and harassment due to pregnancy, childbirth or related medical conditions) and harassment based on race, religion, creed, color, national origin or ancestry, physical or mental disability, medical condition, marital status, age, sexual orientation or any other status protected under federal or state law or local ordinance or regulation. This policy applies to all persons involved in the operation and prohibits unlawful harassment by any staff member, volunteer, vendor, or participant.

Sexual Harassment

Sexual harassment is unwanted sexual attention of a persistent or offensive nature made by a person who knows or reasonably should know that such attention is unwanted. Sexual harassment includes sexually oriented conduct that creates an intimidating hostile, or offensive environment. While sexual harassment encompasses a wide range of conduct, some examples of specifically prohibited conduct includes:

- Threatening, directly or indirectly, to retaliate against an individual, if the individual refuses to comply with a sexually oriented request.
- Engaging in sexually suggestive physical contact or touching another individual in a way that is unwelcome.
- Displaying, storing or transmitting pornographic or sexually oriented materials using EDGE equipment or facilities.
- Engaging in indecent exposure.
- Making sexual or romantic advances toward an individual and persisting despite the individual's rejection of the advances.

Sexual harassment can be physical and/or psychological in nature. An aggregation of a series of incidents can constitute sexual harassment even if one of the incidents considered on its own would not be harassing. Individuals are prohibited from harassing others whether or not the incidents of harassment occur on EDGE premises and whether or not the incidents occur during operating/program hours. Sexual harassment can involve males or females being harassed by members of either sex. Although sexual harassment is typically thought of as involving a person in either sex. Although sexual harassment is typically thought of as involving a person in a greater position of authority as the harasser, individuals in positions of lesser or equal authority can be found responsible for engaging in prohibited harassment.

If an individual believes that they have been subject to harassment or any unwanted unlawful attention, they should:

- Make their unease and/or disapproval directly and immediately known to the harasser

- Make a written record of the date, time, and nature of the incident(s) and the names of any witnesses
- Report the incident to the respective Program Coordinator and Executive Director
- All incidents of harassment or inappropriate sexual conduct must be reported regardless of their seriousness

Whistleblower Policy:

EDGE of York County has an open-door policy and encourages volunteers to share their questions, concerns, suggestions, or complaints with someone who can address them properly. EDGE adheres to a reporting responsibility with no retaliation policy.

1. Reporting Responsibility

It is the responsibility of all directors, officers, employees, and volunteers to comply with EDGE of York County's policies and procedures, all applicable laws and regulations, and report violations or suspected violations in accordance with the whistleblower policy.

2. No retaliation

No director, officer, employee, or volunteer in good faith reports a suspected violation shall suffer harassment, retaliation, or adverse consequence based on the report of violation.

Non-Discrimination Policy:

EDGE of York County's policy is not to discriminate on the basis of race, ethnicity, national origin, color, sex, marital status, political belief, religion, immigration status, or disability.

Onboarding Procedure

All persons inquiring to be potential volunteers or participants must speak directly to the Mentor Coordinator or Executive Director. If the appropriate program staff members are unavailable, other agency staff should courteously take a message and inform inquirers they will be contacted within 3-5 business days. Program staff must respond with the times and dates of upcoming orientation sessions (mentor- or mentee- specific).

The Mentor Coordinator or Executive Director must then hold 30- to 60-minute orientation session by phone or in-person with the mentor or mentee, either in a group or one-on-one format, to provide more detailed information about the program. Orientation sessions are held primarily to create interest among prospective participants and volunteers and allay any concerns they may have about the program. After the prospective individuals attend the orientation session, the Mentor Coordinator may proceed with screening procedures for those who are interested and willing to make the required commitment.

During the orientation, our program staff provides a verbal program overview of the following, adjusting the message to whether they are potential volunteers or participants:

- Overview of the organization and programs
- Time and duration commitments of respective programs
- Overview screening requirements
- Mentor or volunteer role descriptions (volunteers only)
- Overview of policies and procedures
- Application information (mentor- or mentee- specific), and
- Instructions on submitting a background check (volunteers only) and the required Parental Consent Form (for mentees, where applicable)

Orientation attendance will be recorded on the new volunteer tracking sheet or Mentoring Program tracking sheet. If a volunteer or participant schedules their attendance and fails to attend a session twice without prior notification and good reason as deemed by the Mentor Coordinator, she will not be accepted into the program.

Screening Procedure

The applicant must return all completed materials included on the application including their contract information, information release, and acknowledgement of policies and procedures. The decision to accept an applicant into the program will be based upon a final assessment done by program staff at the completion of the mentor or mentee screening during orientation.

All volunteers and participants are expected to meet the eligibility criteria outlined within the Mentor Eligibility Checklist. However, extenuating circumstances may be reviewed

at the discretion of the Mentor Coordinator and acceptance may then be allowed with written approval of the Executive Director when all eligibility requirements are not clearly met. Documentation of the screening process must be maintained for each applicant and placed in confidential files.

Additional Volunteer Screening Procedures

In accordance with the EDGE program eligibility and screening policies, the Mentor Coordinator or Executive Director should also complete the steps below to determine if a candidate qualifies to become a volunteer.

- The applicants must include on the application two professional references, and complete the volunteer background section.
 - The listed references will be provided a character reference survey, which can be complete online or by hard-copy. At least 2 of the 3 listed references must complete and submit a positive response to the character reference survey within 2 weeks of the reference check request for the volunteer application to be considered.
- Completion of a background check must also be provided at this time. We ask individuals to make the appropriate monetary donation on our website to cover the cost of the background check or pay background check directly via a link.
- Any incomplete information may possibly result in the delay or denial of an application being processed.
- As each component of this screening process is completed, the Mentor Coordinator will update the checklist on the new volunteer tracking sheet.
- If applicant is rejected for any reason, the applicant's file should be placed into the file area of ineligible applicants. EDGE is not obligated to provide a reason for accepting or rejecting a volunteer.

Background Screenings

All staff and volunteers must complete a background check. We ask individuals to make the appropriate monetary donation on our website to cover the cost of the background check or pay background company directly through the link provided in EDGE email. The background check may include a screening of the volunteer's driving record, criminal history, references, and employment in states where they have resided in the last 7 years. If a potential staff member or volunteer has had a background screening with another organization, that organization may submit to EDGE on their letterhead, an official signed statement that a clear background check has been completed and is on file. In these cases, the potential staff member or volunteer may be exempt from the administrative processing fee.

By signing and acknowledging EDGE's policies and procedures, staff and volunteers understand that the information obtained might be used in determining a suitable mentor/mentee match or staff/volunteer role placement. Any information released to you, the applicant, nor anyone outside of the organization other than the respective Mentor Coordinator, Executive Director, and/or Board of Directors. In certain rare cases, certain limited details of driving records or criminal histories may be shared with participants, or parents of participants, during the mentoring match process if they are found to be relevant and disclosure necessary.

Online Communications Policy

EDGE recognizes that staff, volunteers, vendors, and participants may choose to express themselves by posting personal information on the internet through personal websites, blogs, social networking sites, forums, news groups or chat rooms, by uploading content, or by making comments at other websites or blogs (i.e., Facebook, LinkedIn and Twitter). We value their creativity and respect their interest in engaging in these forms of personal expression on their own time, should they choose to do so.

However, staff, volunteers, vendors, and participants may not use these or like avenues to harass or threaten other volunteers, participants, vendors or staff or reveal confidential information about our participants or organization. Embarrassing or unkind comments about other EDGE volunteers, staff, clients, or competitors are also inappropriate. These individuals are legally and personally responsible for content posted to the internet, in a blog or otherwise, and can be held personally liable for defaming others, revealing trade secrets or proprietary information, and copyright infringement, among other things.

If, in the process of making a personal post or upload on the internet, they identify themselves as affiliated with EDGE, whether by explicit statement or by implication, they must clearly state that the views expressed in the post, or at the blog or website, are theirs alone, and do not reflect the views of the organization.

Individuals may not use EDGE trademarks, logos, or other images, nor make false or misleading statements about EDGE's philosophy, products, services, opinions, or affiliations with other companies without the expressed permission of the Executive Director.

Parental Consent Policy

All participants who are under the age of 18 require parental consent to participate in program events and activities. A parent/guardian must complete and provide the appropriate parental consent form with the program application. The Parental Consent Form requires that the parent/guardian, grant permission for:

1. The student to participate in EDGE program.
2. Any photographs of the student engaged in EDGE programming to be used for promotional material, media coverage, and announcements.
3. The student to take part in pre- and post-program surveys.

Parental approval, support and enthusiasm will greatly increase their child's success in this program. Therefore, if a mentee is a minor, mentors must maintain a clear line of communication with the mentee's parent or guardian to ensure continuous approval of the mentor/mentee relationship and mentoring activities. If there are difficulties in doing so, the mentor should contact the Mentoring Program Coordinator.

Problem-Solving Procedure

When individuals work or volunteer together, problems may arise. It is important to all involved that such problems are resolved as quickly as possible. Our problem-solving procedure provides individuals with the opportunity to have a review of any problem, dispute or misunderstanding that arises during volunteering or participating in program activities:

- In situations where differences arise between individuals or volunteers and staff, first try to resolve these differences amongst the parties involved.
- If a neutral party is needed, inform the respective Program Coordinator. Under no circumstances should you make these differences public or involve other members of the organization.
- If the grievance is regarding the Program Coordinator, contact the Executive Director.

The general process for resolving problems will follow the IDEAL model that includes:

- **I**dentify the problem and have a clear understanding of the problem between the individuals involved.
- **D**evelop alternative solutions that should address the problem.
- **E**valuate the strengths and weaknesses of each solution.
- **A**ct on the most constructive solution.
- **L**earn from how the solution worked and repeat the IDEAL process if necessary.

Mentoring Program Policies and Procedures

1-to-1 Matching Procedure

New mentors will be matched only when a mentee match is available. By preparing more mentors than the current need, we can ensure our participants are matched with a professional who aligns with their immediate needs rather than a random match. This means that new mentors may not be matched immediately and a wait time anywhere from 2 weeks -3 months may apply. We encourage mentors in waiting to still stay involved via meet-ups and other EDGE events, and to stay turned to the Volunteer Newsletters for other volunteer opportunities.

To begin the match process, the Program Coordinator reviews the application, interview notes, and interest information of both the mentee and mentor to determine match suitability. The greatest weight will be placed on the mentee preferences and needs. A match selection will be made using the following match suitability criteria as a guide:

1. Mentor, mentee, and/or parent/guardian preferences
2. Common personal interests
3. Compatibility of meeting times
4. Geographical proximity
5. Similar career or industry interests
6. Appropriate gaps in age
7. All matches must be female adult to female youth/young adult

Once a potential match is identified, and prior to contacting any of the prospective participants, the Program Coordinator must review the files of the potential mentor and mentee to ensure all screening procedures have been completed and both have met all the eligibility criteria. As this is determined, the Program Coordinator fills out the Mentoring Program tracking sheet.

The Program Coordinator then first contacts the prospective mentor and without using the participant's name, describes and provides information about the mentee to determine if there is interest by mentor. Given initial interest by the mentor, the Program Coordinator then provides the mentee and/or the mentee's parent/guardian (if applicable) with a description and information about the selected mentor. The mentee is informed last to minimize disappointment if either the mentor and/or parent/guardian does not approve of the suggested match in some way.

Once both parties agree to the match, the mentor takes the lead in scheduling a time for an introductory meeting between the mentor, mentee, and parent/guardian (if applicable). The initial meeting might include discussions such as:

- General introductions
- Talking about the mentee's interest, hobbies, and goals
- Each party sharing why they are interested in being a mentor/mentee

If all agree to move forward with the match, Mentoring Program agreements must be completed and signed by all parties.

Record-Keeping Policy

It is the policy of EDGE that each step of the mentoring match process be documented by creating a file for each potential mentor and mentee. All records are to be kept confidential and are to be covered by the conditions outlined in the Confidentiality Policy. Archival records or those records of past applicants and participants will be maintained and kept confidential for a period of ten years after the close of their participation in the program. After ten years, the records may be shredded and discarded with approval from the Executive Director and destroyed only by approved individuals.

The Mentor Coordinator must keep stringent records of all program activities, utilizing approved forms. All files should be regularly maintained and updated within an electronic database and/or hard copy filing system. The creation of new forms or the revision of existing forms must be documented and adhere to the limitations of approved policies and procedures.

Supervision

Once the match or circle group is made, program staff will add the mentor/mentee name to the Mentoring Program tracking sheet. The Mentor Coordinator or another program staff person will be assigned to support and monitor all parties within a given match including the mentor, mentee, parent/guardian and mentoring circle.

The coordinator will schedule a follow-up call to both the mentor and mentee 30 days and 90 days following their initial match date. At the 30-day check-in, the coordinator will make a phone/personal contact with all parties to determine how the first meeting went. At the 90-day check-in, the coordinator will follow up to gather information regarding meeting dates, times, activities, and how the match is proceeding. To assess how the match is proceeding, program staff may inquire about the following and/or probe beyond to uncover core issues:

- Are they enjoying participating in the match or circle group?

- How do they feel it is going?
- Are they having any difficulties?
- Is the relationship developing as they would like?
- If not, why do they think it is not?
- Are there any concerns or issues that should be addressed by program staff?
- Do they need more support or any intervention?

Check-in meeting notes will be added to the mentoring tracking sheet and/or mentor and mentee's files. If both 30- and 90- day attempts to contact each party go unanswered, a written letter or note will be sent requesting they call the Mentor Coordinator.

Worksheets and tools will also be sent monthly to each party to provide same activities, suggested discussion topics, worksheets, and other supporting information.

Other Match Support

It is the responsibility of the Mentor Coordinator to provide other support to the mentor and/or circles, including but not inclusive of the following:

- In collaboration with the Executive Director, plan and implement at least one group social activity or training for mentor/mentee matches and/or circle per quarter.
- Facilitate an ongoing circle group for mentors virtually or in-person to provide sharing of best practices, problem solving, training, and networking opportunities.
- In collaboration with Executive Director access community resources to obtain and disseminate tickets to community events and activities for matches and/or circle groups.

Gift Giving Policy

The relationship, time, and experiences mentors and mentees share together is an invaluable gift to the mentee. However, for those who feel they need to do something special for their mentee, please remember to keep it small. Gift giving is allowed; however, volunteers are asked to limit gifts to participants to small rewards for a job well done, birthdays, graduations, celebrations and the like. Do not offer loans or sums of money to participants, and please be careful about gifts of food as both the abundance of allergies complicate food gifts.

Mentors may decide to pay for mentoring related activities, if costs are reasonable. However, they are not required. Before deciding to spend money on a minor mentee, consider the family's feelings. Mentors should make sure to not make parents or guardians feel unable to provide for their child. If thinking of giving a mentee a gift, for

example, ask the family for advice on what the mentee may like. This will help them feel included and will give the mentor some spending parameters.

If a mentor decides not to cover costs for their mentee, they should not feel guilty. If a mentor has been spending money on the mentee for mentoring activities, and would prefer no longer doing so, they might consider talking with the mentee about splitting the costs, or making outings more cost effective for them both. For example, if a mentor would like to work with their mentee on financial literacy, they can establish a monthly spending budget for doing things together and ask the mentee to make decisions about how they will spend it. It is a best practice to set the pace early in the mentoring relationship as to how mentoring activity costs are to be divvied up.

Expense Reimbursement Policy

EDGE Board of Directors recognizes staff and volunteers may incur expenses on behalf of EDGE of York County. It is EDGE policy to reimburse reasonable expenses approved by Executive Director. All expenses over \$25 needs ED approval.

Expense Report

Reimbursement will be made based on an expense report submitted within four weeks of receipt date. Forms must include purchase receipt or expense will not be reimbursed.

Receipts

Receipts are required for all expenditures related to EDGE of York County.

Overnight Visits and Out-of-Town Travel Policy

It is the policy of EDGE to encourage mentor/mentee visits within their own community and to discourage overnight visits. However, mentees over the age of consent may choose to do so if they are comfortable. For minors, overnight visits and out-of-town trips are permitted under the following conditions:

- Overnight visits and out-of-town travel may occur with the accompaniment of the parent/guardian or another person designated by the parent/guardian.
- All parties must report all such occurrences to Mentoring Program staff the nature of the activity, and the purpose.
- For out-of-town trips of more than one day's duration, the mentor must check-in with the parent/guardian daily by phone, if possible.
- During permissible out-of-town travel, the mentor should review and abide by all terms outlined in the Driver Safety Policy.
- For all admissible out-of-town travel, the mentor must write-out or type a detailed itinerary of the trip, and provide this to the parent/guardian prior to leaving, and include the following:

- The destination(s)
- Cell phone number, places being visited, and lodging information
- Times and dates of departure and arrival at each location being visited; and
- Expected time of return

Problem Resolution Procedure

If the coordinator assesses that there is a potential problem with the match and/or circle, the coordinator will attempt to clarify the potential problem and work with the mentor, mentee, and/or parent/guardian to resolve the issue early. The general process for resolving problems will follow the IDEAL model described within the Problem-Solving Procedure outlined earlier in this manual.

When the match or circle problem involves a lack of contact on the part of the mentor or mentee, the program staff must investigate the reasons for lack of contact with the offending party, and make efforts to ensure the match or circle is meeting according to the contracted amount of time per month. If a problem area continues, the coordinator should consult with other staff members and/or community resources to define a viable approach to addressing the problem and proposing potential solutions. If the problem cannot be resolved, formally closing the mentor-mentee relationship may be necessary. At that time, it would be determined if either or both parties are suitable for matching with other partners or would benefit from another circle. All support and supervision by program staff must be recorded on the respective mentor/mentee files and Mentoring Program tracking sheets, referencing any notes included in the files.

Closure Procedure

It is EDGE's policy that all mentors and mentees must participate in closure procedures when their match or circle ends. Closure is defined as the ending of a formal match relationship regardless of the circumstances of the match/circle ending or whether they intend to have future contact informally beyond the match/circle duration.

At the point it is decided that a match/circle is closing, the Mentoring Coordinator will instruct all participants through the closure process. All closures must be classified as to the reason for the match/circle ending.

1. A planned closure is one that has been known about for a period such as three months or more. Common reasons for planning a match closure may include the match/circle is reaching the end of the nine-month commitment, and/or the goals of the match have been achieved.

2. Extenuating circumstances for match closure are usually more sudden in nature, and beyond the control of the program and/or its participants, i.e., relocation or moving away, or an unexpected personal crisis.
3. A difficult match closure is due to relationship or behavioral difficulties, i.e., lack of cooperation or contact, parental disapproval, irreconcilable issues, lack of compatibility, and/or violations of program policies and guidelines.

Hence, the match may end at the discretion of the mentor, mentee, parent/guardian, and/or Mentor Coordinator. In the case of extenuating or difficult match closures, attempts will be made to have a closure meeting to include program staff, the mentor, and mentee. In the absence of a meeting, program staff will attempt to contact all parties by phone to inform them the match/circle is closing and how best to proceed in closing the match/circle. The parent or guardian may attend if he/she desires. It is left to the discretion of the Mentor Coordinator whether an individual will be reassigned to another match or circle in the future based upon past participation performance.

In all three closure cases, the mentor and mentee will be asked to complete Exit Surveys. In all circumstances, the mentor and mentee will also receive a Closure Letter stipulating the match has formally ended and any future contact is beyond the scope and responsibility of EDGE of York County.

While no party is expected to continue the relationship beyond the formal end of a match/circle, successful matches may continue in the program beyond the contract period. Future contact will be at the mutual and informal agreement of the mentor, the mentee, and the parent/guardian.

Evaluation Procedure

Mentee and mentor survey and evaluation data will be collected at the end of each nine months of participation in the program. Confidential surveys will be emailed to mentors and mentees and returned directly to EDGE program staff. Survey questions will be based on but not limited to measures such as sense of meaning and purpose, civic engagement and circle-group climate. EDGE program staff will be responsible for evaluation efforts, and will oversee partnerships with any applicable external independent evaluators to implement any relevant evaluation activities. Data will be tabulated, evaluated, and compiled into reports at the end of each quarter for those participants reporting that quarter. EDGE staff will meet monthly to review program data and make any necessary program modifications accordingly.

Acknowledgement of Receipt of Volunteer Handbook with Policies & Procedures

(EDGE Copy)

Please read through the entire handbook and upon completion, sign the statement below and return to EDGE's Mentor Coordinator or Executive Director.

I, _____, have received a copy of the Volunteer Handbook with Policies and Procedures from EDGE of York County. I read the entire handbook and agree to follow and abide by all of the procedures, rules and policies that it contains.

I understand that the Volunteer Handbook is intended to cover the procedures, rules and policies most often applied to day-to-day activities. These policies are subject to change at the sole discretion of EDGE of York County.

From time to time, I may receive updated information concerning changes in policy. I am aware that I may ask questions about procedures, rules and policies.

I agree to consult with EDGE Mentor Coordinator or Executive Director should any situation arise during an event which requires clarification, consultation, or appropriate input before making a decision.

I further agree to represent EDGE in a professional and courteous manner in which reflects the organizations key messages and core values.

By my signature below, I acknowledge, understand, accept, and agree to comply with the information contained in the volunteer handbook provided to me.

Signature of Volunteer

Print Name of Volunteer

Date

