



Volunteer Policy of

Dekalb Public Services Corporation

Empowering Families, Strengthening Communities

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Section I — Purpose of the Volunteer Policy

The Volunteer Policy of DeKalb Public Services Corporation (“the Corporation”) establishes the standards, expectations, and operational procedures governing all individuals who serve the organization in an unpaid capacity. Volunteers play a central role in delivering community-focused programs, educational initiatives, and family-support services. This policy ensures that all volunteer activities advance the Corporation’s charitable mission, operate within legal and ethical boundaries, and maintain the highest levels of safety, professionalism, and public trust.

Section II — Definition of a Volunteer

A volunteer is any individual who:

- Donates time and services without expectation of compensation;
- Performs tasks authorized by the Corporation;
- Functions under the guidance of the Corporation’s staff, officers, or designated program leaders.

Volunteers are **not** considered employees and are not eligible for wages, benefits, or any form of compensation. Nothing in this policy shall be interpreted as creating an employment relationship.

Section III — Eligibility and Qualifications

To serve as a volunteer, individuals must:

- Demonstrate a commitment to the Corporation’s mission and values;
- Comply with all organizational policies, procedures, and codes of conduct;

- Complete required orientation or training for assigned roles;
- Provide accurate contact information and emergency contacts;
- Submit to background checks when required based on program sensitivity (e.g., youth programs, vulnerable populations);
- Be at least 16 years of age unless granted special approval for supervised youth volunteer activities.

The Corporation reserves the right to approve or decline volunteer participation at its discretion.

Section IV — Volunteer Roles and Responsibilities

Volunteers may support the Corporation in various activities, including but not limited to:

- Community event coordination and outreach
- Youth and family program assistance
- Educational workshops and literacy programming
- Administrative, clerical, or operational support
- Distribution of materials, resources, and community aid
- Set-up, tear-down, hospitality, and logistics support during events

Every volunteer shall:

- Perform tasks responsibly and professionally;
- Follow all safety rules and instructions;

- Respect confidentiality and private information encountered while volunteering;
- Represent the Corporation in a respectful, mission-aligned manner;
- Report incidents, concerns, or misconduct immediately to the designated supervisor.

Section V — Supervision and Accountability

All volunteers shall be assigned to a supervisor, officer, or designated program lead responsible for:

- Providing instructions and expectations;
- Overseeing attendance and participation;
- Ensuring adherence to organization policies;
- Addressing concerns, corrective actions, or role changes.

Volunteers are required to follow the direction of the supervising individual at all times. Failure to do so may result in removal from volunteer duties.

Section VI — Conduct Expectations

Volunteers must comply with the Corporation's:

- Code of Conduct
- Non-Discrimination & Anti-Harassment Policy
- Conflict of Interest Policy
- Confidentiality Policy

- Social Media and Communications Policy
- Safety Protocols

Prohibited conduct includes, but is not limited to:

- Harassment, discrimination, intimidation, or disrespectful behavior;
- Unauthorized use of organizational property or confidential information;
- Possession or use of alcohol, drugs, or weapons on-site;
- Representing the Corporation publicly without authorization;
- Engaging in political campaigning while acting as a volunteer.

Section VII — Confidentiality Requirements

Volunteers may access sensitive information related to clients, families, community members, or internal operations. All such information must remain strictly confidential. Volunteers must:

- Not disclose personal information about any program participant;
- Not share internal documents or communications without authorization;
- Follow data-privacy expectations established by the Corporation.

A breach of confidentiality is grounds for immediate dismissal from volunteer service.

Section VIII — Training and Orientation

The Corporation may require volunteers to complete orientation or training before participating in certain programs. Training may include:

- Overview of mission and values
- Program-specific responsibilities
- Safety and emergency procedures
- Confidentiality and data privacy
- Client-interaction standards
- Cultural-competency expectations when serving diverse communities

Completion of required training is mandatory for continued volunteer service.

Section IX — Safety and Risk Management

Volunteers must follow all safety procedures established by the Corporation. This includes:

- Reporting injuries or unsafe conditions immediately
- Using equipment only as instructed
- Following emergency protocols
- Maintaining a safe and respectful environment for all participants

The Corporation may remove volunteers from activities that present safety risks or misconduct.

Section X — Reimbursement of Expenses

Volunteers are not compensated for their services. However, pre-approved expenses may be reimbursed if:

- The expense is necessary for program operations;
- It is authorized in advance by an officer or program lead;
- A receipt is submitted according to financial-control policies.

Unauthorized expenses will not be reimbursed.

Section XI — Volunteer Records and Documentation

The Corporation will maintain records including:

- Volunteer applications or sign-up forms
- Background check confirmation (when applicable)
- Training completion logs
- Attendance records
- Incident reports (if any)

Volunteers must ensure all required forms and consents are completed accurately.

Section XII — Conflict of Interest for Volunteers

Volunteers must act in the best interest of the Corporation. They shall:

- Not use their volunteer role for personal, business, or financial gain;
- Disclose potential conflicts to the supervising officer;
- Refrain from participating in decisions where a conflict exists.

Volunteers may not approve contracts or financial commitments on behalf of the Corporation.

Section XIII — Removal or Dismissal of Volunteers

The Corporation may suspend or remove a volunteer at any time for:

- Violation of policy
- Unsafe or disruptive behavior
- Breach of confidentiality
- Failure to follow directions or training
- Conduct detrimental to the Corporation's mission

Dismissal may occur with or without prior warning, depending on the severity of the issue.

Section XIV — Acknowledgment of Volunteer Policy

All volunteers must sign an acknowledgment stating that they:

- Have read this Volunteer Policy
- Understand the expectations and responsibilities
- Agree to comply with all rules and procedures
- Understand that volunteering is at-will

This acknowledgment will be kept in the volunteer's file.

Name: _____

Signature: _____

Date: _____

