



nami

National Alliance on Mental Illness

DuPage
County

Volunteer Handbook

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NAMI Proprietary/Confidential

Adapted from NAMI's 2014 Employee Handbook

This manual supersedes all prior written policies issued by NAMI DuPage

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The Volunteer Handbook

We are pleased you have joined the volunteer program at NAMI DuPage and hope you find volunteering with us a positive and rewarding experience.

The handbook is intended to serve as a guideline, describing the basic personnel policies and practices ordinarily applied by NAMI. This volunteer handbook confers no contractual rights on the volunteer; its provisions shall not constitute enforceable contractual obligations against NAMI.

The sole purpose of the provisions and guidelines is to give each volunteer relevant information that will help foster success in his/her position. This handbook represents a summary of the more important company guidelines at the time of publication and is not intended to be all-inclusive.

NAMI's procedures, policies and benefits are subject to change at the discretion of the Executive Director, in which case amendments may be communicated by written notice to volunteers. Specific areas of this document are subject to change over time.

This handbook is not intended to, nor does it create promises or representations of continued volunteers or future employment. Every volunteer has an at-will relationship with NAMI. This means that volunteers who are helping at NAMI do so with the understanding they will continue to assist NAMI until they, NAMI, or both parties desire to terminate the volunteer relationship.

We hope you find this volunteer handbook helpful for your relationship with NAMI DuPage. Your comments and suggestions for this handbook, or any area of our organization are always welcome.

If you have questions about any of the policies, please discuss it with your supervisor.

Welcome To Our Volunteers

Welcome!

It gives me great pleasure to welcome you to NAMI. You have become part of a national team that is committed to improving the lives of individuals across the lifespan with serious mental illness. NAMI has a long and proud history as the nation's voice on mental illness.

You will find your fellow volunteers and staff members to be skilled, hardworking and dedicated to NAMI's mission. I am committed to providing you with a work environment that will enable you to positively impact the organization and realize accomplishments.

I work daily with senior staff to create a work environment that values quality communication, honesty, and results. I recognize the importance of creating a work-life balance and the value of supporting your career goals.

I look forward to working with you to build a system of care in America that is one of hope, opportunity, and recovery. Again, welcome to NAMI.

Sincerely,

Angela Adkins Executive Director

Mission Statement

NAMI's mission is to provide support, advocacy, and education in order to improve the quality of life of individuals with mental illness and their families.

Who We Are

NAMI DuPage is a grass roots organization, funded primarily by individual donations and supported by volunteers with first-hand experience as caregivers and as individuals with mental illnesses. As an affiliate of the National Alliance on Mental Illness, a nationwide mental health advocacy organization dedicated to improving the quality of lives of people affected by mental illnesses. One of the largest and most innovative of 1,200 in the country and 41 in Illinois, our affiliate provides services and programs that offer relief, resources and importantly - hope for recovery - to individuals and families alike.

History

NAMI DuPage was founded by a group of parents in 1985 who were looking for services for their children who had been diagnosed with mental illnesses. By joining forces, they thought they could advocate for improved services. NAMI DuPage has grown from this small handful of people to an organization of over 1,000 members. NAMI has been a catalyst for change and reform in DuPage County.

The Importance of Volunteers

For over 15 years NAMI was run completely by volunteers. Because of this, volunteers are still the heart and soul of our organization. Although we have grown and now have some staff, there are still many needs that cannot be fulfilled without volunteers. Volunteers bring a variety of skills, experience, and knowledge to the organization that we would otherwise be unable to utilize. This has allowed NAMI DuPage to grow and impact more lives every year! The work of volunteers not only compliments the work done by our staff, but it expands it as well. Because of our limited resources volunteers are and will always be a vital and integral part of NAMI DuPage.

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Volunteering at NAMI DuPage

NAMI is thankful for the individuals who are willing to share their time and talents with us! We strive to treat volunteers with the same respect, rights, and regulations as staff members. Volunteers are a vital part of maintaining our operations and a key role in our success as an organization! Part of being a volunteer is gaining experience you would otherwise be unable to receive. As such, this makes being a volunteer a great privilege rather than a right. So, if for some reason you wish to resign your volunteer position you may do so at any time, just as NAMI can terminate the relationship at any time if deemed necessary.

Equal Opportunity

NAMI is an equal opportunity employer. Volunteer decisions are based on merit, business needs, and other considerations, and not on race, color, religion, sex, age, national origin, marital status, sexual orientation, gender identification, covered veteran's status, genetics, pregnancy, childbirth or related medical conditions, disability or any basis prohibited by law.

Any person who has a complaint under this policy against any supervisor, co-worker, member or volunteer should bring the problem to the attention of NAMI. Complaints may be discussed with the Executive Director, if a complaint is in reference to the Executive Director then the person may bring his/her complaint to the attention of the current President of the Board of Directors. Individuals may be asked to put their complaints in writing.

All complaints will be investigated. Consistent with NAMI's guidelines to investigate and remedy discrimination where it is found, the allegations of the complaint and the identity of the person involved will remain as confidential as possible.

Background Checks

NAMI may conduct reference and background checks on potential volunteers. Falsification or misrepresentation of self in person, on resume or on application or omission of relevant facts such as a conviction of a felony may result in termination. NAMI reserves the right to conduct these checks during the course of an individual's volunteer term.

Personnel Records and Administration

NAMI maintains a personnel file for each volunteer. The personnel file may include the volunteer's application, resume, training records, reviews, and other related or provided materials. Personnel files are the property of NAMI and access to the information they contain is restricted.

Current volunteers who wish to review their file should contact the Executive Director. With reasonable advance notice, volunteers may review and/or copy their own personnel file in the office and in the presence of their supervisor.

Please notify your supervisor immediately if there are any changes in the following information:

- Legal name
- Home address
- Home telephone number
- Person to call in case of emergency

Standards of Conduct

NAMI requires all members to adhere to professional standards and ethical practices expected of a professional organization as well as those that are dictated by sound business judgment. These practices are essential to the welfare of NAMI, to the reputation and long-range success of NAMI, and to the integrity and reputation of each program and service.

Whenever you are involved in a direct or indirect relationship with a NAMI program, service, and/or committee, your conduct is critical. At all times, you are a representative of NAMI and you are expected to meet the highest standards of ethical and professional conduct. Even the appearance of impropriety may damage our reputation and image, so every volunteer's commitment to this code of conduct is essential, and their conduct must reflect favorably upon themselves and NAMI.

At work and dealing with fellow volunteers and staff members, all volunteers are expected to conduct themselves in a professional manner, demonstrating respect and consideration for others. Volunteers are responsible for establishing and maintaining good working relationships, as necessary, with NAMI's clients, board, staff, and other volunteers as well as other professional and lay groups in the community.

Screening and Orientation

All candidates will undergo the same process consisting of applying, interviewing, and orientation. Some volunteer positions may require a more extensive screening process and more training than others. If your application has been accepted you will receive orientation on what your role will entail and training for your specific jobs. From time to time more training or a refresher orientation may be required.

Corrective and Disciplinary Action

At NAMI, volunteers are required to meet acceptable performance standards and comply with NAMI's guidelines and procedures. NAMI carries out corrective action in a way that takes into account the dignity and fair treatment of volunteers; offers the best chance of positive problem solving; ensures compliance with federal, state, and local laws; and best serves the overall purpose of NAMI.

When disciplinary action becomes necessary, action may be taken in a manner consistent with the seriousness of the infraction. Discipline may consist of a verbal warning, written warning, or discharge. Depending upon the seriousness of the incident and extenuating circumstances, discipline may begin at any of these stages at the sole discretion of the Executive Director.

Disciplinary Actions May Include:

Informal problem-solving discussion: These are day-to-day corrective efforts involving job performance or work habits. Most corrective actions hopefully will begin and end with this discussion.

Written warning: A written discussion outlines the problem, suggests steps to be taken to correct it, and addresses the possible consequences if the performance issue is not corrected. A copy of the warning is placed in the volunteer's personnel file.

Discharge: The termination from volunteering

Disciplinary actions are not necessarily progressive. A volunteer can receive a written warning or be terminated without having received a verbal warning or a written warning if the infraction or performance warrants the severity of the discipline.

Leaving the Volunteer Program

Since volunteering with NAMI is a privilege, both the volunteer and NAMI have the right to end the volunteer relationship, with or without cause, for any reason, at any time.

Voluntary: NAMI appreciates at least 2 weeks written notice if you plan to resign from your position. This will allow NAMI the opportunity to make arrangements to cover the vacancy created by your leaving. Your resignation letter should include the effective date of the resignation.

Involuntary: Wherever possible in such cases, NAMI will first attempt disciplinary actions before terminating the volunteer relationship. If termination is required a written letter stating the grounds and previous steps taken will be provided to the volunteer.

Exit Interview: After choosing to leave the volunteer program, NAMI would like the opportunity to meet with the volunteers leaving. Complaints and suggestions concerning the work environment, supervisor, position, office procedure, and responsibilities are encouraged at this time.

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Who is a Volunteer?

Someone who contributes time, effort and talent to a need or cause without profiting monetarily. In order to be a volunteer at NAMI DuPage you must first apply, go through a short interview, and then receive orientation for your volunteer duties. Volunteers are not taking the job of an employee or replacing any employees.

Types of Volunteers

NAMI DuPage has several volunteer opportunities and is constantly expanding to allow more volunteers to participate. Two main types of volunteers include as needed/occasional and ongoing.

- **As Needed/Occasional** – these opportunities fluctuate with the current activities taking place at NAMI DuPage. These often include preparation for fundraisers, helping at fundraisers, and wrap up from recent events. Some of these jobs are mailings, decorations, helping at events such as the Run/Walk and Benefit Gala, and other duties as needed.
- **Ongoing** – these opportunities are needs that NAMI needs fulfilled on an ongoing basis. These include activities such as data entry and answering phones. Other positions include group facilitators, NAMI speakers, family-to-family, NAMI Basics and recreation programs. Those positions require more extensive screening and training.

This list is by no means an all-inclusive and finite list of all volunteer opportunities. All volunteers are viewed as a case by case basis. We will try to accommodate the schedules, need, skills, and passions of all volunteers. This includes creating new positions for volunteers to be able to utilize their talents. As a small organization we welcome the diversity that all employees and volunteers bring!

Can and Can Not Do

- **CAN NOT** say you are/were a NAMI employee on a resume or social media site
- **CAN** say you volunteered and ask your supervisor for a letter of recommendation
- **CAN NOT** act on behalf of NAMI outside the scope of your assigned role
- **CAN** represent NAMI to the best of your ability in your assigned role
- **CAN NOT** use NAMI as a dating service
- **CAN** make friends and acquaintances through NAMI

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Harassment

The volunteers of NAMI should be able to enjoy a work environment that is free from all forms of discrimination, including sexual harassment or harassment based on any other factor prohibited by law. Sexual harassment is a form of discrimination that undermines the integrity of the employment relationship. No employee should be subject to unsolicited and unwelcome sexual overtures or conduct, either verbal or physical, or in any other form.

The following behaviors may be grounds for termination:

- Unwelcome sexual advances
- Requests for sexual acts or favors
- Insulting or degrading sexual remarks or conduct directed against another employee
- Threats, demands, or suggestions that an employee or volunteer's work is contingent upon toleration of, or acquiescence to, sexual advances
- Retaliation against employees or volunteers for complaining about such behaviors
- Any other unwelcome statements or actions based on sex that are sufficiently severe or pervasive so as to unreasonably interfere with an individual's work performance, or create an intimidating, hostile, or offensive working environment

Harassment, other than sexual harassment, is verbal or physical conduct that denigrates or shows hostility or aversion to an employee because of race, color, religion, age, national origin, disability, covered veteran's status, marital status or any basis prohibited by law when such conduct has the purpose or effect of unreasonably interfering with an employee's work performance, creating an intimidating, hostile, or offensive work environment, or otherwise adversely affects an individual's volunteer opportunities.

Harassment may include, but is not limited to, verbal abuse and ridicule, including slurs, stereotyping, and offensive jokes and comments; threatening, intimidating, or hostile acts; and displaying or distributing offensive materials, writings, graffiti, or pictures.

Any person who has a complaint of harassment against any superior, co-worker, volunteer, or committee member should bring the problem to the attention of NAMI. Complaints may be raised with your immediate supervisor or the Executive Director. If the complaint is in reference to the Executive Director of NAMI, then the person should bring his/her complaint to the current President of the Board of Directors. Individuals may be asked to put their complaint in writing.

Complaints of harassment will be investigated as promptly as possible. The allegations of the complaint and the identity of the persons involved will remain as confidential as possible. The results of the investigation will be communicated to all involved parties. Any individual determined to have violated this policy may be subject to appropriate discipline, up to and including termination. NAMI prohibits retaliation against anyone for having raised such a complaint in good faith or cooperating with an investigation of a complaint.

Volunteer-Staff Relations

Although it is encouraged that volunteers and staff maintain friendly relationships, some guidelines are in place to protect both parties. Please be mindful of others, not everyone wants to have a personal relationship in the work environment. Personal relationships are not prohibited, but if someone says no to an offer for a social gathering do not persistently ask. Listed below are some basic guidelines to follow when interacting with NAMI DuPage staff and other volunteers:

- Treat everyone equally
- Respect people and personal boundaries
- Do not ask for personal favors
- Unless previously agreed upon, do not call staff after work unless it is a work related emergency. Remember, you can always leave a voicemail on their work phone or send an email!
- If someone says “no” to a social gathering do not ask repeatedly

Ethics and Confidentiality

NAMI is proud of its high standard of honesty and integrity in all business practices. It is part of our obligation as members of NAMI to maintain the highest degree of integrity. No volunteer is permitted to use any knowledge or connections made through their position as a volunteer for personal advantage or gain. As volunteers of NAMI, you may have access to confidential information that must not be disclosed to anyone.

Drug-Free Workplace

The unlawful manufacture, distribution, possession, or use of controlled substances or unauthorized alcoholic beverages on the premises of NAMI or while conducting business off-site is absolutely prohibited. It is also prohibited for employees to report to work under the influence of illegal drugs or alcohol, doing so will result in disciplinary actions including termination; or NAMI may require, at manager’s discretion that satisfactorily participate in an approved drug abuse assistance program if desired to continue employment and/or reinstatement. Volunteers are expected to be in a suitable mental and physical condition at work capable of performing their jobs satisfactorily and behaving properly. These guidelines are in accordance with the requirements of the Drug-Free Workplace Act of 1998. Drug testing may be required under this statute or other local and/or state laws.

Conviction of a criminal drug statute violation, which occurred on NAMI’s time or premises, NAMI will need to be notified immediately through supervisor, manager, or Executive Director no later than 5 days after

conviction. NAMI in turn will notify the contracting or granting agency within 10 days of receiving notice, and will take appropriate personnel and/or disciplinary action within 30 days of receiving notice.

Smoke-Free Workplace

NAMI maintains a smoke-free environment and prohibits the use of any and all tobacco products on the premises. Volunteers wishing to smoke may do so only in designated areas outside the building.

Attendance and Punctuality

When a regularly scheduled volunteer has an unplanned absence, illness, or emergency, he/she should call his/her supervisor prior to his/her usual start time. If the supervisor is unavailable to take your call, please leave a message stating where you can be reached and the supervisor will get back to you.

It is the responsibility of each volunteer to inform his/her immediate supervisor for any absence (vacations, leave of absence, etc.) from volunteer commitments.

Dress Code and Personal Appearance

How volunteers behave and dress are reflections of NAMI. To others, each volunteer is a representation of NAMI. Each Volunteer's manner of speech, courtesy, neat and pleasant appearance contributes to the image of NAMI. Please use good judgment when selecting casual attire for the office (ie, no shorts, spaghetti straps, torn jeans, sweats or bare-midribs). Also consider the activity you will be performing when choosing what to wear (ie. Sandals would be bad for lots of carrying heavy objects). On occasion, the dress policy will change for the needs of a specific event. In such cases volunteers will be notified in advance.

Personal Business

NAMI's equipment, such as telephones, fax machines, copiers, and computers, generally should be used for business matters only, and therefore personal use should be kept to a minimum, except in emergencies.

- **COMPUTERS: Computers used at work are the property of NAMI and therefore only work matters should be performed on those computers.** Volunteers should have no expectation of privacy with regard to the material on their computer. NAMI may inspect computers at any time without notice. In addition, all work should be done on NAMI computers. Using your personal computer for work matters should be limited to a minimum.

- **PERSONAL TELEPHONE CALLS:** We understand that some local personal phone calls are necessary during the business day. Local personal telephone calls should be limited both in time and nature so as not to interfere with your responsibilities. Personal business should be transacted during a break or with minimum impact on your daily work.

Internet

NAMI's Internet is a business tool, which means that its use should be primarily for business-related purposes. NAMI expects that all volunteers will conduct themselves honestly and appropriately on the Internet and respect copyrights, software licensing rules, property rights and prerogatives of others. To ensure that all employees are responsible and productive users of the Internet, any unacceptable use is prohibited. Unacceptable use may include, but is not limited to: use for personal gain or advancement; use that interferes with the volunteer's own or another individual's performance or productivity; use that interferes with the company's network or communication/information systems; developing, accessing or distributing material which harasses or disparages others, contains ethnic or racial stereotypes, contains pornographic, profanity, violent or sexually explicit images, messages or cartoons, or solicits for commercial ventures or outside organizations; or use that violates any applicable law. Any unacceptable use of the Internet may result in disciplinary action, up to and including termination.

NAMI may monitor its volunteers' use of its computer devices. NAMI reserves the right to review, audit, intercept, access, and disclose all matters on NAMI's e-mail and telecommunication systems at any time with, or without employee notice. NAMI software may record and store for management use the electronic e-mail messages send and receive the Internet address of any site that I visit, and any network activity in which files are transmitted and received. Access of this data is only limited to review by authorized management personnel with approval from Executive director. Volunteers do not have the authority (unless otherwise indicated) to access anyone else's file or voicemail, unless given approval by the Executive Director.

Safety Procedures

NAMI is committed to the importance of safety and considers safety a paramount responsibility. Please practice safe office procedures and follow safety guidelines, including instructions issued by NAMI, the building management, or public emergency services concerning fire drills and other practices. Unsafe conditions that you cannot remedy should be immediately reported to the Office Manager so that corrective action may be taken at once.

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Volunteer Guidelines for NAMI Social Media Participants

NAMI Social Media participants (NSMP) posting and responding on NAMI social networking channels must work under and be authorized by the Executive Director. Only authorized volunteers are allowed to post, monitor and respond in the organization's social networking pages including but not limited to the media channels Facebook, Twitter, YouTube, LinkedIn and Blog Spot and others. Activity plans, photo and graphics, postings and measurement data are to be approved/reported as requested.

The purpose of NAMI's social media engagement is to support NAMI's marketing and communications strategy and to expand the NAMI community through online engagement. All existing HR policies will apply when using or posting to NAMI social media channels.

Whistle Blower Policy

It is the policy of NAMI that volunteers have an open opportunity to bring to the attention of NAMI governance allegations of wrongdoing or malfeasance on the part of NAMI staff, its officers, employees and independent contractors. This includes but is not limited to violations of law, gross waste of NAMI funds or property, or abuse or neglect of fiduciary duty. Not by way of elimination but by way of explanation, these allegations will usually fall into the following categories:

- Commission of criminal offences
- Instances of regulatory non-compliance
- Issues of probity and propriety, e.g. fraud, theft bribery, corruption and embezzlement

Retaliation towards those who report such allegations will not be tolerated. Those who retaliate, interfere with investigations, or destroy or conceal evidence will be subject to immediate disciplinary actions to the full extent of the law.

Procedures for Complaints of Retaliation

NAMI's policy prohibits retaliation against any individual who lodges a good faith complaint of unlawful discrimination, or harassment in the workplace, who files a charge regarding the same or who participates in any related investigation or proceeding.

The Executive Director shall receive allegations pursuant to the provisions of this policy. Reports of alleged wrongdoing should be submitted in writing and include a verifiable name, address and telephone number of the reporter to the Executive Director. However, reports or allegations may be submitted anonymously as well.

The Executive Director or his/her designee will conduct an investigation of the complaint. Referrals shall be made to the appropriate law enforcement agencies when there is reason to believe that a crime may have been committed.

An individual who believes that retaliation prohibited by this policy has occurred must, within sixty (60) days after the alleged prohibited action has taken place, file a complaint with the Chairman of the NAMI Audit Committee.

Each report of retaliation will follow the same investigative policy rule as outline above. A prompt investigation will be conducted and a written report will be sent to the NAMI Board of Directors within ninety (90) days of the date on which the allegations were received. The Board of Directors will take appropriate action on the report's recommendations.

In the event that the matter falls within the jurisdiction of NAMI's Equal Employment Opportunity grievance procedure, and is not the result of the reporting of wrongdoing, the matter will be referred to the Executive Director for appropriate action.

This policy is not to be substituted or used in place of other NAMI personnel policies for personnel matters other than those described above.

Grievance Procedures

It is NAMI's policy to ensure that volunteers with a grievance relating to their position can use a procedure, which can help to resolve grievances as quickly and as fairly as possible without reprisal. If you have a grievance about your position you should discuss it informally with your immediate supervisor. We hope that the majority of concerns will be resolved at this stage. If you feel the matter has not been resolved, you should use the following procedure:

1. Put your grievance in writing to your immediate supervisor. The supervisor must give a written response within five working days in an endeavor to resolve the matter.
2. If the matter is not resolved, raise the matter, in writing, with the Executive Director. The Executive Director must provide a written response in five workdays. You may be accompanied or represented at this meeting by a fellow volunteer or employee of your choice.
3. If the matter is not resolved to your satisfaction, you should put your grievance in writing to the President of the Board. You will be entitled to have a meeting with the Board President to discuss the matter. The Board President will give his/her decision within seven workdays of the meeting. The Board President's decision is final.

Alternate Procedure:

If because of the nature of the complaint it is untenable to contact either the supervisor or Executive Director, the complainant may contact the Secretary of the Board of Directors who will handle all grievances in a confidential manner. He/she will then report the grievance to the president of the board who will respond in writing to the grievance within five business days of the received complaint.

The process outlined above is an internal grievance procedure and therefore neither volunteer nor NAMI will be represented by counsel.

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Acknowledgement and Receipt of Handbook

This volunteer handbook distributed in October 2015 supersedes all previous volunteer policy memos and handbooks.

I have received a copy of the volunteer handbook. I understand that it is my obligation to read and become familiar with the contents. If I have questions, I understand that I should talk to my supervisor.

Furthermore, I understand that:

- **I understand that the policies and benefits discussed and described in this handbook may be changed from time to time, with or without advance notice, at the sole discretion of NAMI.**
- **This handbook represents a summary of the more important company guidelines at the time of publication and is not intended to be all-inclusive.**
- **I understand that a copy of this page will be placed in my personnel file.**
- **I must disclose any guardianship preventing me from signing a legally binding contract for myself.**

In addition I have read and understand the following:

- **NAMI's Internet and E-Mail Usage Guidelines (Handbook page 18)**
- **NAMI's Drug-Free Workplace Compliance Agreement (Handbook page 16)**

Employee Name (Please Print)

Employee Signature

Date

Executive Director Signature

Date

CC: Personnel File

NAMI Volunteer Contract

Name _____

Address _____

City _____ State _____ Zip _____

Home Phone # _____ Cell Phone # _____

Email _____

Role that the volunteer is being assigned to:

Volunteer Assignment/Program Name _____

Dates/Times _____

NAMI reserves the right to cancel any program if enrollment is not adequate, if there is severe weather, if there is a facility conflict, ect. The volunteer will be properly notified by NAMI when this may happen.

By signing this form you are agreeing to the following terms and conditions:

1. Will work all dates/times of programs listed on this form.
2. Will notify the NAMI Volunteer Coordinator when I cannot work due to sickness or other emergency circumstances.
3. Is expected to uphold and abide by the Americans with Disabilities Act (ADA).
4. Volunteer has received the NAMI volunteer Handbook and any additional information and/or training and has read through all given materials including all policies and safety/emergency procedures. NAMI reserves the right to give any future additional materials or trainings if needed to the volunteer.
5. The volunteer understands and agrees to keep the confidentiality of any sensitive discussions had or materials given about the program participants.
6. Will assume and fulfill all duties of the contracted agreement.
7. * Please note: a NAMI Waiver and Release form regarding liability and photo/video may need to be signed in the near future.

Failure to comply with any of the above will necessitate a meeting with the NAMI Volunteer Coordinator. If the situation remains uncorrected, the volunteer will be subject to dismissal from the program and/or agency.

I agree to fulfill the terms of this agreement throughout the dates/times specified. I also understand that these conditions will hold true for any additional program(s) or areas that I may be assigned to but may not originally been listed on the confirmation Sheet.

Signature of NAMI Volunteer _____ Date _____

Signature from Authorized NAMI Staff _____ Date _____

CC: Personnel File