



# VOLUNTEER HANDBOOK

JANUARY 1, 2020

BEYOND THE BELL  
BEYOND THE BELL  
990 Iris Drive SW, Suite 301, Conyers, GA 30094

# Welcome to Beyond The Bell

Dear Volunteer,

Welcome to Beyond The Bell! We are delighted that you have chosen to volunteer your time with us. We understand that your time is precious, and we are honored that you are willing to spend some of it with us. Each and every day our organization depends on volunteers like you to ensure that we operate efficiently and successfully. Volunteers at Beyond The Bell do everything from teach our classes, participate in planning and attending events and fundraising activities. In short, Beyond The Bell could not operate without dedicated volunteers like you.

The Volunteer Handbook provides answers to many of the questions you may have about the volunteer programs we offer. It covers policies and procedures and our mutual responsibilities. You are responsible for reading and understanding the Volunteer Handbook, and for adhering to Beyond The Bell's policies and procedures. If anything is unclear, please discuss the matter with the Executive Director. Again, on behalf of our staff and everyone here at Beyond The Bell, we welcome you to our volunteer program. Thank you for taking time to help us decrease the rates of alcohol and substance abuse among youth!

Sincerely,

Sandra Dean  
Executive Director

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# Purpose of this Handbook

This handbook has been produced to help you become a better Beyond The Bell volunteer. This book will share with you a little of our history, philosophy, practices, and policies as well as all the benefits we will provide to you as a valued volunteer. No volunteer handbook can answer all the questions you might have about our program. It is in our volunteer orientation that we can better get to know each other, express our views, and volunteer together in a harmonious relationship. We hope this Handbook will allow you to feel comfortable with us. We depend on you – your success is our success. Please don't hesitate to ask questions. Your **volunteer coordinator** will gladly answer them. We believe you will enjoy your volunteer work and your fellow volunteers here. We also believe you will find Beyond The Bell a great place to volunteer. We ask that you read this Handbook carefully and refer to it whenever questions arise. We also suggest that you take it home so your family can become familiar with Beyond The Bell and our policies.

# Mission, Vision & History

## Mission Statement

To utilize all resources in the targeted communities to effectively provide prevention programs, effective interventions and/or resources when appropriate and to reduce substance abuse among youth.

## History

Beyond The Bell was founded in 2002 as a non-profit organization whose mission was to provide afterschool and summer enrichment programs. The program began with 25 youths who attended the free program. There was no funding available at the time from grants. The agency applied for small funding sources such as Target, Walmart and Sam's Club in order to provide services to young people. Eventually, funding in the forms of grants and donations began to come in and additional programs such as underage drinking prevention, life skills and of course homework assistance became a reality. Today, Beyond The Bell provides prevention programs in four communities including DeKalb County, Upson County, Rockdale County and the City of Savannah.

# Volunteer Expectations

## What You Can Expect from Beyond The Bell

- Respectfulness of your commitment, time & confidentiality
- To be part of a team
- Ongoing support from everyone on the BTB Staff
- An inclusive, welcoming culture
- To be recognized and appreciated for your work
- The right to say no to projects and tasks that make you uncomfortable

Beyond The Bell is an inclusive, supportive organization where volunteers can expect to be treated with respect. We respect your valuable time and commitment to our program, as well as your right to confidentiality as a volunteer.

## What Beyond The Bell Expects From You

- Honor your commitment to our program
- Cooperate with BTB staff and fellow volunteers
- Be prompt and reliable
- Notify us of any changes to your commitment as a volunteer
- Keep all communications, that is not publicly available, regarding our program, BTB staff and donors confidential
- Maintain a respectful relationship with community and target population

Our expectations are more clearly outlined in the Policies & Procedures section of this guide starting on page 7.

# Volunteering with Beyond The Bell

## The Orientation Process

1. Attend Volunteer Orientation
2. Complete Volunteer Application Form
3. Complete Volunteer Agreement Form
4. Start volunteering!

## Positions

There are a variety of opportunities to volunteer your time and skills at Beyond The Bell. Volunteers can teach our classes, assist with event planning and recruitment, fundraising activities and with day-to-day operations.

If you have a question about who you should be reporting to, contact the Executive Director, and she will direct you to the appropriate staff person.

# Volunteer Policies & Procedures

As a new volunteer, it will take time to adjust to your new surroundings and the way things operate at Beyond The Bell. This Handbook is designed to help you adjust to your new role and answer questions about the policies, procedures and expectations at Beyond The Bell.

## Onboarding & Joining the Team

### Background Checks

Volunteers who will be working with children are required to get a criminal history background check prior to volunteering. If a criminal history is present, offenses will be evaluated on a case-by-case basis as works best for the organization.

### Identification

While volunteering with Beyond The Bell, we ask that you wear a name badge to identify yourself as a volunteer.

### Parking

There is no charge for parking and a sticker is not required. Volunteers can utilize the parking lot at the main office or the other parking lots at respective regions.

### Confidential Information

We have an obligation to the community and target population to maintain their confidentiality and respect their privacy. Every community served by Beyond The Bell has the right to confidentiality. That

being said, however, every volunteer must use his or her best judgment. If you are aware of an issue that requires immediate help, please inform the Volunteer Coordinator.

As you work with the staff, information of a confidential matter may be shared with you. You must not share this information with anyone who does not have a professional right or need to know. This applies to making copies of any Beyond The Bell records, reports or documents without prior approval. Release of any confidential information to unauthorized persons can result in dismissal from your service.

## Security

Maintaining the security of Beyond The Bell offices is every volunteer's responsibility. Develop habits that ensure security as a matter of course. For example:

- Always keep cash properly stored. If you are aware that cash is insecurely stored, immediately inform the person responsible.
- Know the location of all alarms and fire extinguishers and familiarize yourself with the proper procedure for using them.
- Be cautious and aware of who is in the office. Notify a staff member if you have concern over an individual at the office.

## Expense Reimbursement

You must have the volunteer coordinator's written authorization prior to incurring any expense on behalf of Beyond The Bell. To be reimbursed for all authorized expenses, you must submit an expense report accompanied by receipts and approved by your Volunteer Coordinator.

## **Standard of Conduct**

## Rules of Conduct

By agreeing to volunteer with us, you have a responsibility to Beyond The Bell and to your fellow volunteers to adhere to certain guidelines for conduct. Beyond The Bell tries to limit rules to a minimum. The purpose of the rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary. When each person is aware that he or she can fully depend upon fellow volunteers to follow the rules of conduct, then our organization will be a better place to volunteer for everyone.

## Drugs & Substance Abuse

Beyond The Bell has no desire to intrude into its volunteers' personal lives. However, both on-the-job and off-the-job involvement with any mood-altering substances can have an impact on our organization and on Beyond The Bells' ability to achieve its objective of safety and security. Therefore, all volunteers are expected to report to the agency free of the effects of any mood-altering substances.

The possession, sale, or usage of mood-altering substances while volunteering is a violation of safe volunteer practices and will be subject to dismissal. Volunteers who show signs or evidence of having consumed alcohol and/or drugs will not be permitted entrance to Beyond The Bell. Violators will be dismissed from all volunteer programs.

## Equal Volunteering Opportunity

Beyond The Bell provides equal volunteering opportunity for everyone regardless of age, sex, color, race, creed, national origin, religious persuasion, marital status, sexual orientation, political belief, or disability that does not prohibit performance of essential job functions. All matters relating to volunteering are based upon ability to perform the job, as well as dependability and reliability.

## **Office Environment**

## Absences & Lateness

Volunteers are important to Beyond The Bell's mission. If you cannot make your volunteer shift for whatever reason, please notify the Volunteer Coordinator for your respective region as soon as possible.

The listing of Volunteer Coordinators by region can be found in the Contact Section of this document.

## Attendance

Sign-in time sheets help us track your volunteer hours. Please sign in when you begin your volunteer service and sign-out when you are finished. At Beyond The Bell, sign-in sheets are located at the Project Implementation Specialist's desk at each region. For volunteer service at a specific region, please work with the **Volunteer Coordinator** to ensure your hours are tracked properly.

## Dress Code

Beyond The Bell has a casual dress code on Friday's, but we ask that your attire is business casual on Monday thru Thursday. Business casual attire includes suits, pants, jackets, blouses, shirts, skirts and dresses, no jeans. Other examples of appropriate business attire include a polo shirt with pressed khaki pants, a sweater and a shirt with corduroy pants, a jacket with skirt or slacks and a blouse or a sweater with a skirt or pants. Pantsuits and sports jackets also fit the business casual work environment if not too formal. Volunteers have the option to dress casually each Friday by wearing jeans and T-shirt unless there are outside meetings or events. T-shirts are not allowed if they contain sexist, racist or other derogatory phrases. Tank tops, mini-skirts, flip-flops are not allowed.

If you have additional questions on what may or not be appropriate, please contact your Volunteer Coordinator for your respective region. If the Coordinator feels your attire is out of place, you may be asked to change into proper attire.

## Separation

### Termination Policy

Beyond The Bell is an at-will agency and has the right to terminate a volunteer without cause, but will always consider the cause leading to the termination. In general, failure to adhere to the policies of Beyond The Bell is cause of immediate release.

Grounds for immediate dismissal may include, but are not limited to:

- Gross misconduct or insubordination
- Reporting for a volunteer assignment under the influence of alcohol or drugs
- Theft of property or misuse of agency funds, equipment or materials
- Falsifying statements on the volunteer application or during the interview process
- Illegal, violent or unsafe acts
- Abuse or mistreatment of the community, youth participants, volunteers or staff
- Releasing confidential information
- Unwillingness to support and further the mission of the organization

### Unacceptable Activities

Generally speaking, we expect each person to act in a mature and responsible way at all times. However, to avoid any possible confusion, some of the more obvious unacceptable activities are noted below. Your avoidance of these activities will be to your benefit as well as the benefit of Beyond The Bell. If you have questions concerning any volunteer or safety rule, or any of the unacceptable activities listed, please see your volunteer coordinator for an explanation.

If a volunteer violates any rules established by Beyond The Bell, including the following rules, that person may be subject to discipline up to, and including, immediate discharge.

- Willful violation of any agency rule; any deliberate action that is extreme in nature and is obviously detrimental to Beyond The Bell.
- Willful violation of security or safety rules or failure to observe safety rules or Beyond The Bell safety practices; failure to wear required safety equipment; tampering with Beyond The Bell or safety equipment.
- Negligence or any careless action that endangers the life or safety of another person.
- Possession or consumption of alcoholic beverages is prohibited at any Beyond The Bell event designed for the participation of minors.
- Possession or use of all illegal drugs or other illegal substances is prohibited.
- Excessive tardiness or absenteeism.
- Unauthorized possession of dangerous or illegal firearms, weapons or explosives on agency property or while on duty.
- Engaging in criminal conduct or acts of violence or making threats of violence towards anyone on agency premises or when representing Beyond The Bell; fighting, or horseplay, or provoking a fight on agency property, or negligent damage of property.
- Insubordination or refusing to obey instructions properly issued by your volunteer coordinator.
- Threatening, intimidating or coercing fellow volunteers on or off the premises - at any time, for any purpose.
- Theft of agency property or the property of fellow volunteers or clients; unauthorized possession or removal of any agency property, including documents, from the premises without prior permission from management; unauthorized use of agency equipment or property for personal reasons; using agency equipment for profit.
- Dishonest, willful falsification or misrepresentation of your application for volunteering or other volunteer records; alteration of agency records or other agency documents.
- Breach of confidentiality of personnel information.
- Malicious gossip and/or spreading rumors; engaging in behavior designed to create discord and lack of harmony; interfering with another volunteer on the job; willfully restricting volunteer output or engaging others to do the same.
- Immoral conduct or indecency on agency property.

## Resignation

While we hope both you and Beyond The Bell will mutually benefit from your continued volunteering, we realize that it may become necessary for you to leave your job with Beyond The Bell. If you anticipate having to resign your position with Beyond The Bell, you are expected to notify your Volunteer Coordinator in writing as far in advance as possible and make arrangements for an exit interview.

### Exit Interview

In instances where a volunteer voluntarily leaves, Beyond The Bell would like to discuss your reasons for leaving and any other impressions the volunteer may have about Beyond The Bell. If you decide to leave, you will be asked to grant us the privilege of an exit interview. We hope that the interview will help us part friends, as well as provide insight into possible improvements. All information will be kept strictly confidential and will in no way affect any references that Beyond The Bell will provide to another company.

# Feedback

An efficient, successful operation and satisfied volunteers go hand in hand. Volunteer grievances are of concern to Beyond The Bell, regardless of whether the problems are large or small. In order to provide for prompt and efficient evaluation of, and response to, grievances, Beyond The Bell has established a Feedback Procedure for all volunteers. It will always be Beyond The Bell to give full consideration to every volunteer's opinion.

There will be no discrimination against or toward anyone for his or her part in presenting grievances. Under this policy, a grievance is defined as any event, condition, rule, or practice which the volunteer believes violates his or her civil rights, treats him or her unfairly, or causes him or her any degree of unpleasantness or unhappiness on the job. A grievance may also deal with an attitude, a statement, or an opinion held by a manager or volunteer.

The Feedback Procedure is as follows:

## **1. Address your volunteer coordinator.**

If you feel that any volunteering condition, policy, practice, or action by Beyond The Bell is unjust, you should tell your volunteer coordinator about it and discuss the matter confidentially and in private with him or her. If for some reason your volunteer coordinator fails to offer you the opportunity to discuss the matter, or if the discussion does not lead to a satisfactory conclusion, then proceed to the next step.

## **2. Meet with the executive director.**

Your volunteer coordinator's immediate supervisor, the executive director, will review the grievance and ask you to meet with him or her. At this meeting, you should feel free to openly discuss your complaint and substantiate your reasons for feeling the way you do. In most cases, the matter will usually be resolved at this stage.

## **3. Meet with the board.**

Following the meeting with our executive director, if you are still displeased with the decision rendered, you should bring the problem directly to our Board. The problem will be discussed with all concerned and a final decision rendered. The Board's decision will be binding on all.

The sole purpose of this Feedback Procedure is to give each volunteer and Beyond The Bell a chance to clear up any problem, complaint, friction, or grievance.

## Gifts, Tips & Soliciting

Occasionally, volunteers will receive gifts from the community. In general, it is okay to accept cards and other gifts that are under \$10. Be sure to use your best judgment when determining whether or not it is appropriate to accept any gift. Any questions regarding gifts should be directed to the Volunteer Coordinator.

When volunteering your time with Beyond The Bell, we ask that you refrain from soliciting any political and religious beliefs. While some of our clients are very religious, we ask that you maintain a personal yet professional relationship with them throughout your time as a volunteer. We ask that you do not solicit your own business enterprise or any other private charities.

# Contact Information

Listed below are the members of our leadership and volunteer team. If you have any questions, you can contact member of our lead team listed below and we will happily address your questions and/or concerns.

Sandra Dean

Executive Director

(770) 285-6037

beyondthebell@comcast.net

Karen Wilcox

Project Coordinator, Region 3

(770) 285-6037

karenwilcoxbtb@gmail.com

Lindsey Grovenstein

Project Coordinator, Region 5

(912) 335-8332

lgrovensteinbtb@gmail.com

Leah Raiford

Project Coordinator, Region 6

(770) 938-6100

leahraifordbtb@gmail.com

# Volunteer Agreement

I hereby acknowledge receipt of the Beyond The Bell Volunteer Handbook. I understand that it is my continuing responsibility to read and know its contents.

By signing this form, I acknowledge that I been given a copy of the Beyond The Bell Volunteer Handbook. I understand that it summarizes Beyond The Bell’s volunteer guidelines and expectations of me as a volunteer. I understand that volunteering with Beyond The Bell is not for a specified term and is at the mutual consent of Beyond The Bell and myself. I agree to abide by the Policies and Procedures laid out in the Volunteer Handbook.

By signing this form, I agree to:

- Honor my commitment to the program
- Cooperate with BTB staff and fellow volunteers
- Be prompt and reliable
- Notify the volunteer coordinator of any changes to your commitment as a volunteer
- Keep specified information about the program confidential
- Maintain a respectful relationship with clients
- Model professional behavior, through both dress and decorum
- Discuss any and all issues with BTB staff
- Promote the safety of the parents, youth, staff and volunteers by adhering to all BTB rules and guidelines

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Print Name

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Signature

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Date