



**OFFICE USE ONLY**

Volunteer Name \_\_\_\_\_

Date of Application \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Verified by: \_\_\_\_\_

Passed CORI?  Yes  No

Passed SORI?  Yes  No

**VOLUNTEER CHECKLIST**

- Volunteer Information and Preferences
- Volunteer Acknowledgement Waiver
- Confidentiality Agreement
- Public Relations Policy and Media Release Form
- Code of Conduct Agreement
- Volunteer Handbook
- CORI Acknowledgement Form
- CORI Request for information Form
- SORI Request for information Form



**CONTACT INFORMATION**

Full Name \_\_\_\_\_

Date of Birth \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Gender  Male  Female  Non-Binary

Home Address \_\_\_\_\_

City \_\_\_\_\_ Zip Code \_\_\_\_\_

Phone Number \_\_\_\_\_ Email \_\_\_\_\_

**EMERGENCY CONTACT INFORMATION**

Emergency Contact Name \_\_\_\_\_ Emergency Phone \_\_\_\_\_

Relationship to Volunteer \_\_\_\_\_ Alternate Phone \_\_\_\_\_

**VOLUNTEER PREFERENCES**

Please indicate the days and times that work best for you to volunteer by checking all applicable options.

	Sun	Mon	Tues	Wed	Thurs	Fri	Sat
AM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Are you available to volunteer on a year-round basis? \_\_\_\_\_

In which areas would you like to help volunteer in?

- Gardening & Landscaping
- School Dances
- Community Supper
- Tutoring / Mentoring
- Preschool Helper
- Community Program Assistant
- Children's Events
- Special Events / Fundraisers
- Instructor

Kindly provide details regarding your areas of specialization, along with any relevant certifications or experience you possess.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## VOLUNTEER ACKNOWLEDGMENT WAIVER

**Please read this entire document carefully before signing.**

In consideration of the volunteer service opportunity offered by Berkshire South Regional Community Center, Inc., a charitable, not-for-profit corporation, organization and existing under the laws of Massachusetts, including all officers, directors, board members, trustees, employees, representatives, volunteers, members and all other persons or entities associated with it (collectively referred to herein as "BSRCC"), I acknowledge and agree as follows:

- I wish to volunteer and/or donate my services to BSRCC. I am doing so because of BSRCC's charitable, educational and public service purposes. I am making a willing and free choice to volunteer my services. By volunteering my services, I am not entitled to payment of any wages or compensation. No promise of future payment or compensation has been made to me. I am volunteering for my own personal enjoyment/benefit.
- Volunteer activities at BSRCC may include educational and/or recreational activities that require physical exertion ("Activities"). I take responsibility for having appropriate skills, physical conditioning, equipment and supplies for these Activities. These Activities may include inherent and other risks, hazards and dangers that can cause or lead to injury, property damage, illness, mental or emotional trauma, paralysis, disability or death to volunteers or others. I understand that BSRCC cannot assure my safety or eliminate these risks. I am volunteering with knowledge of the risks. Therefore, I assume and accept full responsibility for the inherent and other risks of these Activities (Both known and unknown), and for any injury, damage, death or other loss suffered by me, Resulting from those risks.
- I agree to release and not sue BSRCC (as BSRCC is defined above) in regard to all claims, liabilities, suits or expenses (hereafter collectively "Claim" or "Claims"), including Claims caused or alleges to be caused by the negligence of BSRCC (but not its gross negligence or intentional or reckless misconduct), for any injury, damage, death or other loss to me in any way connected with my participation as a volunteer for BSRCC, Or my use of BSRCC Equipment or facilities.
- I understand and agree to waive all claims I may have against BSRCC, and Agree that neither I, nor anyone acting on my behalf, will make a claim or file a lawsuit against BSRCC.
- I agree that the substantive laws of Massachusetts govern this Document and all other aspects of my relationship with BSRCC, and that any mediation, suit, or other proceeding must be filed or entered into only in Massachusetts.
- Any portion of this Document deemed unlawful or unenforceable shall not affect the remaining provisions, and those remaining provisions shall continue in full force and effect. This Document shall be considered a sealed Document.

**I have carefully read, understand and voluntarily sign this document and acknowledge that it shall be effective and binding upon me and my Heirs, executors, representatives and estate.**

\_\_\_\_\_

Printed Name

\_\_\_\_\_

Signature

\_\_\_\_/\_\_\_\_/\_\_\_\_

Date



## PUBLIC RELATIONS POLICY

BSRCC encourages the promotion and publicity of programs and the facility. We want to make sure that we have a shared approach to the media. Therefore, the following policy has been set in place for all employees, volunteers, and Board Members.

- The Executive Director serves as the official spokesperson for Berkshire South Regional Community Center.
- All news briefs, articles, and requests for interviews and photographers must be reviewed and approved by the Executive Director prior to release.
- Should you receive inquiries from the media, refer them to the Executive Director or a named designee.
- Do not grant any interview or make public comment concerning BSRCC without explicit approval of the Executive Director.
- The Chairman and President should notify the Executive Director of any comment to the media.
- Only Board Members who have received permission from or who have consulted with the Executive Director may make comments to the media.

## MEDIA RELEASE FORM

I hereby give Berkshire South Regional Community Center, its Executive Director, Board of Directors, Staff, and Volunteers the absolute and irrevocable right and permission, with respect to photographs, video, or testimonial taken of/from me, or in which I may be included with others:

- To copyright the same in his own name, or any other name that he may choose.
- To use, reuse, publish, republish, air and re-air the same in whole or in part, individually or in conjunction with other photographs, in any medium and for any purpose, include (but not exclusive to) Illustration, promotion, advertising and trade.
- To use my name in connection wherewith, if he so chooses.

I Hereby release and discharge Berkshire South Regional Community Center, its Executive Director, Board of Directors and marketing Staff from any and all claims and demands arising out or in connection with the use of the above, including any and all claims for libel.

This authorization and release shall also ensure to the benefit of the legal representatives, licensees and assigns of the individual.

**I am over the age of eighteen. I have read both the Public Relations Policy and the Media Release form and fully understand and agree to the contents thereof.**

_____	_____	___ / ___ / ___
Printed Name	Signature	Date
_____	_____	___ / ___ / ___
Printed Name	Parent / Guardian if under 18	Date

## CODE OF CONDUCT AGREEMENT

Each employee & volunteer understands that he or she has been entrusted to conduct business in Berkshire South Regional Community Center's best interest and in accordance with appropriate ethical values. This requires that we:

- Know and comply with all laws and government regulations that relate to the performance of our jobs.
- Strive in the performance of all job responsibilities to abide by, and exhibit as an example for others, high standards of ethical conduct.
- Employees have a responsibility to keep confidential information within BSRCC. This means information should not be discussed with your family friends, relatives, members or business acquaintances. Nor should it be discussed with other employees. Treat all information with discretion and do not discuss confidential information.
- Keep confidential all terms of employment to include but not limited to: salary, management decisions, employment agreements, and benefit information.

We are committed to maintaining and enforcing consistent, reliable procedures assuring that any violation of Code of Conduct is appropriately reported and acted upon.

## BSRCC WORK ETHIC PRINCIPLES

BSRCC has established standards of work ethics principles guide employees & volunteers in performing their work duties with integrity and in a professional manner. Every employee/volunteer is expected to give BSRCC his/her cooperation, personal interest, efficient production and general compliance with policies. As a BSRCC Employee you are expected to affirm the following:

- You will not discriminate against or refuse professional services to anyone on basis of race, color, creed, age, sex, sexual orientation, religion, disability, marital status or national origin.
- You will demonstrate a genuine interest in all persons served and work to their best interests.
- You will respect the privacy of all persons served and maintain appropriate confidentiality of all information obtained in the course of professional service.
- You will respect the confidences of and treat your coworkers/co volunteers with respect, courtesy, and good faith.
- You will not engage in or condone any form of harassment or discrimination.
- You are committed to providing the highest quality of service; professional assistance and cooperation to those you serve.
- You will continually assess your personal strengths, limitations, biases and effectiveness and strive to become and remain proficient.
- You will use professional integrity and seek assistance for any problem that impairs your performance.
- You will be honest.

**I have read both the Code of Conduct Agreement and the BSRCC Work Ethic Principles and fully understand and agree to the contents thereof.**

\_\_\_\_\_

Printed Name

\_\_\_\_\_

Signature

\_\_\_ / \_\_\_ / \_\_\_

Date

\_\_\_\_\_

Printed Name

\_\_\_\_\_

Parent / Guardian if under 18

\_\_\_ / \_\_\_ / \_\_\_

Date





**THE COMMONWEALTH OF MASSACHUSETTS  
EXECUTIVE OFFICE OF PUBLIC SAFETY AND SECURITY  
Department of Criminal Justice Information Services 200**  
Arlington Street, Suite 2200, Chelsea, MA 02150  
TEL: 617-660-4640 | TTY: 617-660-4606 | FAX: 617-660-5973  
MASS.GOV/CJIS



**This form is not to be faxed. Please return form to organization .  
Criminal Offender Record Information (CORI)  
Acknowledgement Form**

To be used by organizations conducting CORI checks for employment or licensing purposes.

\_\_\_\_\_ is registered under the  
(Organization)  
provisions of M.G.L. c.6, § 172 to receive CORI for the purpose of screening current and otherwise qualified prospective employees, subcontractors, volunteers, license applicants, or current licensees.

As a prospective or current employee, subcontractor, volunteer, license applicant or current licensee, I understand that a CORI check will be submitted for my personal information to the DCJIS. I hereby acknowledge and provide permission to

\_\_\_\_\_  
(Organization)  
to submit a CORI check for my information to the DCJIS. This authorization is valid for one year from the date of my signature. I may withdraw this authorization at any time by providing \_\_\_\_\_  
(Organization)

with written notice of my intent to withdraw consent to a CORI check.

I also understand, that \_\_\_\_\_ may conduct  
(Organization)  
subsequent CORI checks within one year of the date this Form was signed by me.

By signing below, I provide my consent to a CORI check and affirm that the information provided on Page 2 of this Acknowledgement Form is true and accurate.

\_\_\_\_\_  
*Signature of CORI Subject*

\_\_\_\_\_  
*Date*



**THE COMMONWEALTH OF MASSACHUSETTS  
EXECUTIVE OFFICE OF PUBLIC SAFETY AND SECURITY  
Department of Criminal Justice Information Services**  
200 Arlington Street, Suite 2200, Chelsea, MA 02150  
TEL: 617-660-4640 | TTY: 617-660-4606 | FAX: 617-660-5973  
MASS.GOV/CJIS



**SUBJECT INFORMATION**

Please complete this section using the information of the person whose CORI you are requesting.  
The fields marked with an asterisk (\*) are required fields.

\* First Name: \_\_\_\_\_ Middle Initial: \_\_\_\_\_

\* Last Name: \_\_\_\_\_ Suffix (Jr., Sr., etc.): \_\_\_\_\_

Former Last Name 1: \_\_\_\_\_

Former Last Name 2: \_\_\_\_\_

Former Last Name 3: \_\_\_\_\_

Former Last Name 4: \_\_\_\_\_

\* Date of Birth (MM/DD/YYYY): \_\_\_\_\_ Place of Birth: \_\_\_\_\_

\* Last **SIX** digits of Social Security Number: \_\_\_\_ -- \_\_\_\_  No Social Security Number

Sex: \_\_\_\_\_ Height: \_\_\_\_\_ ft. \_\_\_\_\_ in. Eye Color: \_\_\_\_\_ Race: \_\_\_\_\_

Driver's License or ID Number: \_\_\_\_\_ State of Issue: \_\_\_\_\_

Father's Full Name: \_\_\_\_\_

Mother's Full Name: \_\_\_\_\_

**Current Address**

\* Street Address: \_\_\_\_\_

Apt. # or Suite: \_\_\_\_\_ \*City: \_\_\_\_\_ \*State: \_\_\_\_\_ \*Zip: \_\_\_\_\_

**SUBJECT VERIFICATION**

The above information was verified by reviewing the following form(s) of government-issued identification:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Verified by:

\_\_\_\_\_  
*Print Name of Verifying Employee*

\_\_\_\_\_  
*Signature of Verifying Employee*

\_\_\_\_\_  
*Date*





# BERKSHIRE SOUTH REGIONAL COMMUNITY CENTER



BERKSHIRE SOUTH REGIONAL  
COMMUNITY CENTER, INC.

**Volunteer Handbook**

Print Date: May 2009

# INTRODUCTION TO BERKSHIRE SOUTH REGIONAL COMMUNITY CENTER

## WELCOME

The Board of Trustees, the Executive Director, the Management Team and your co-workers would like to take this opportunity to welcome you to BSRCC. We are all deeply committed to making this organization a success. Each of us has an important role in that effort. You are vital to the success of BSRCC.

## HISTORY

In 1996 a group of community leaders assembled to discuss the need for recreational, cultural, educational and social activities in South Berkshire County. Reinforced by the findings of the Lodestar Report commissioned by Berkshire United Way and the Berkshire Taconic Community Foundation that the top issue in South County was the inadequacy of recreational facilities and programs, the dream of the Community Center began to take shape.

The Board of Trustees is comprised of men and women representing a diversity of specialties including fundraising, finance, architecture, building, law, programming and land conservation.

Fund raising began along with discussions with the community as to specific needs. The final plans for the Community Center included an Aquatics Center with a six-lane pool, children's splash playground and warm water pool; a gymnasium; a fitness center; a 200-seat auditorium; a youth center; an early childhood center; an arts and crafts room; meeting rooms and offices. It is situated on an eighty-acre tract of land--four acres for the buildings and 76 acres of woodlands for trails and outdoor programming.

In June of 2001 we celebrated the official groundbreaking for the building. Construction on the 40,000 square foot facility spanned a full year.

The Community Center opened its doors to the public July 2002.

## MISSION STATEMENT

The mission of Berkshire South Regional Community Center is to build a sense of community and common purpose throughout the region and to enhance the recreational, educational, cultural, health and social well being of the residents of the Southern Berkshires. Berkshire South is a non-profit, non-sectarian organization open to all, regardless of ability to pay.

## BOARD OF TRUSTEES

The Board of Trustees shall have the entire charge, control and management of the corporation and its property and may exercise all or any of its powers.

## MANAGEMENT TEAM

**Executive Director**  
**Managing Director**  
**Director of Programs & Marketing**  
**Director of Finance**  
**Director of Development**

## VALUES AND BEHAVIORS Board Approval: 12/17/04

BSRCC is committed to the development and maintenance of positive volunteer relations. As an organization, we subscribe to the following values and expect our volunteers to make every effort to demonstrate their importance.

### VALUES

#### **Excellence**

We take pride in delivering the highest quality services.

#### **Fun**

We place enjoyment at the core of the services we offer and the environment in which we work.

#### **Member/Community Focus**

We consider meeting the needs of the people we serve to be our primary concern. Their safety, growth and health are the first considerations of every decision.

#### **Respect and Balance**

We treat people fairly and with dignity and keep a healthy perspective about life and work.

#### **Accountability & Teamwork**

We take personal responsibility for achieving results.

#### **Integrity**

We inspire trust and confidence in our members, our community and ourselves.

#### **Learning**

We learn and grow from our experience as individuals and as an organization.

#### **Openness**

We value and embrace different backgrounds, ideas and contributions.

#### **Openness**

We are innovative.

### HOW WE BEHAVE

- Work effectively.
- Acknowledge and recognize individual and team accomplishments.
- Learn from and build on the accomplishments of others.
- Practice both perseverance and flexibility.
- Respond positively to every effort.
- Provide for a safe, healthful, pleasant environment.
- Take joy in what you do.
- Seek out and listen to members.
- Treat members with courtesy.
- Respond promptly and positively to member needs.
- Measure, improve and innovate to continuously meet the changing needs of our members and community.
- Support others in achieving their goals.
- Treat each other with respect, compassion, dignity and common courtesy.
- Speak positively of others.
- Honor the value of people's time.
- Listen patiently to others.
- Express disagreement openly and respectfully.
- Respect choices in work/life balance.
- Respect yourself and others by presenting a neat, well-groomed appearance while at work.
- Take initiative to get things done.
- Team with others to achieve common goals.
- Work toward solutions rather than making excuses or placing blame.
- Provide needed information and support to others, regardless of your role.
- Exceed expectations.
- Maintain confidentiality.
- Give honest and open feedback.
- Keep promises and commitments.
- Speak up when you feel something is not right.
- Accept good and bad news gracefully.
- Obey the letter and the spirit of the law.
- Admit and learn from mistakes.
- Say, "I don't know" if you don't.
- Look for and take advantage of opportunities to learn and teach.
- Ask for coaching and feedback.
- Invest in the learning of others.
- Ask questions.
- Encourage the sharing of ideas.
- Value diverse points of view.
- Value diverse people.
- Communicate openly and honestly with others.
- Connect your ideas to the ideas of others.
- Look for the good in the ideas of others.

**Respect and Balance**

We treat people fairly and with dignity and keep a healthy perspective about life and work.

**Accountability & Teamwork**

We take personal responsibility for achieving results.

- Treat each other with respect, compassion, dignity and common courtesy.
- Speak positively of others.
- Honor the value of people's time.
- Listen patiently to others.
- Express disagreement openly and respectfully.
- Respect choices in work/life balance.
- Respect yourself and others by presenting a neat, well-groomed appearance while at work.
- Take initiative to get things done.
- Team with others to achieve common goals.
- Work toward solutions rather than making excuses or placing blame.
- Provide needed information and support to others, regardless of your role.
- Exceed expectations.

## **ACKNOWLEDGEMENT OF HANDBOOK** Board Approval: 12/17/04

BSRCC volunteers, upon reviewing the volunteer Handbook, must sign an "Acknowledgment of volunteer Handbook" form indicating that they have read and understand the policies and standards as written. A reasonable amount of time will be allowed to read through the volunteer Handbook. After the acknowledgment form is signed and dated it will be filed in the volunteer's file.

### **Reference Checks**

Board Approval: 12/17/04

BSRCC conducts reference checks on all people hired or volunteering including criminal record investigations and CORI (Criminal Offender Record Information) checks as required by law. BSRCC expects all volunteers to sign a release of information form to facilitate reference checks.

You will need to supply us with current copies of any pertinent certification or registrations. You will also be required to keep these up to date.

## **ON THE JOB**

### **Organization Structure**

Board Approval: 12/17/04

- **The Board** of Trustees provides the overall guidance for BSRCC. The Board functions in both a general advisory capacity (approving of yearly budgets, approval of policies, and sit on committees to advise specific areas) and also hires the Executive Director.
- **Executive Director** – The Executive Director is hired by the Board of Directors and is responsible for all operations of the community center.
- **Management Team** – The Management Team is made up of the Managing Director, The Director of Programs & Marketing, Director of Finance and the Development Director. These directors report to the Executive Director.
- **Department Directors and Managers** – These volunteers have supervisory responsibilities and may include such positions as Director of Adult & Senior Programs, Fitness, Youth Services, Marketing, Development, and Human Resources etc. Department Directors report to members of the management team.
- **Staff** – These employees hold positions such as lifeguards, instructors, maintenance, front desk associate, etc.
- **Volunteers**- Volunteers support all departments at the Center doing everything from custodial work to committee work and event planning. Volunteers report directly to the department they are working for.

### **Organization Property**

Board Approval: 12/17/04

It is important to the success of BSRCC, its members, employees, and volunteers that all business information, physical property and other assets are protected. We want to ensure that everything is in the best possible working condition and can be properly utilized.

BSRCC related information or property, including, but not limited to, documents, files, records, computer files, equipment such as copiers, fax, computers, postage machines, athletic equipment, etc. should be used only in the course of performing duties on behalf of BSRCC.

### **Non-Solicitation**

Board Approval: 12/17/04

We know you all have lives outside of the Center—and that's important! But we need to be careful about letting the things we do outside of work (like working for an association, collecting money for charities, etc.) get in the way of being productive in the workplace.

Therefore, employees and volunteers (or anyone you know) may not solicit for any other business, organization or association while on our property or when conducting our business. Also, no one will be permitted to distribute literature or printed materials of any kind or to sell merchandise. You also can't use our property/communications vehicles (e-mail, fax, copier, etc.) for solicitation purposes of any kind. The only exceptions are for BSRCC sponsored charities or events, or if part or all of the facility is rented by another not-for-profit organization for a specific fund-raising event.

## Conflict of Interest

Board Approval: 12/17/04

Employees, volunteers and members of their immediate families are expected to avoid any involvement, which could be, or could be reasonably considered to be, a “conflict of interest”. A “conflict of interest” is any circumstance that could cast doubt on an volunteer’s ability to act objectively with regard to BSRCC’s interests.

Sometimes conflicts of interest will develop accidentally or unexpectedly. If this happens, report the matter to your supervisor. Usually these problems can be resolved if they are handled quickly and openly.

Conflicts of interest would include, but are not limited to:

- Investments or outside interests in any individual or organization that supplies to, gives funding, or purchases from BSRCC.
- Outside employment, such as practicing a profession, acting as a consultant, or serving as a participant in the management or operation of a business enterprise that supplies to or purchases from BSRCC.
- Using information gained as a result of your work at BSRCC to benefit the operation of a similar organization.
- Appropriating a business opportunity that may be of interest to BSRCC where knowledge of such opportunity is obtained in the course of a volunteer’s duties.
- Openly or secretly giving gifts, commissions, gratuities or other payments to any individual, firm or entity as a means of improperly inducing business. Accepting gifts, payments, favors, special considerations, discounts, or entertainment from members, prospects or suppliers beyond the common courtesies of accepted business practices.
- Volunteer personnel files, compensation information, and other sensitive volunteer information.
- Personal member and consumer information including but not limited to the release of names and information of members, or enrollees of any BSRCC program.

When in doubt, be sure to ask your manager.

## Confidentiality Policy

Board Approval: 12/17/04

In consideration of each volunteer’s relationship with Berkshire South Regional Community Center (including any subsidiaries or Affiliates of the Center), the receipt of confidential information while associated with the center shall be handled according to the following policy.

All Proprietary Information (“Proprietary Information” is all information and any idea, whatever form, tangible or intangible, pertaining in any manner to the business of Berkshire South Regional Community Center, or any of its Affiliates, or its volunteers, clients, consultants, or business associates, which was produced by any employee or consultant of the Center in the course of his or her employment or consulting relationship or otherwise produced or acquired by or on behalf of the Center.) not generally known outside of the Center’s organization, and all Proprietary Information so known only through improper means, shall be deemed “Confidential Information.” By example and without limiting the foregoing definition, Proprietary and Confidential Information shall include, but not be limited to:

- Personnel files, compensation information, and other sensitive employee or volunteer information.
- Personal member and consumer information including but not limited to the release of names and information of members, or enrollees of any BSRCC program
- Computer programs, software, electronic codes, data, know-how formats,;
- Information about costs, markets, sales, contracts and lists of members, donors and distributors;
- Business, marketing, and strategic plans;
- Forecasts, unpublished financial information, budgets, projections, and member identities, characteristics and agreements;

Confidential Information is to be broadly defined and includes all information that has or could have commercial value or other utility in the business in which the Center is engaged or contemplates engaging, and all information of which the unauthorized disclosure could be detrimental to the interests of the Center, whether or not such information is identified as confidential information by BSRCC Regional Community Center.

Term of Agreement: Each volunteer’s agreement of this policy (as recognized by signature on the handbook acknowledgement form) shall continue in full force and effect for the duration of my relationship with Berkshire South Regional Community Center and shall continue thereafter until terminated through a written instrument signed by both parties.

## Code of Conduct

Board Approval: 04/28/06

Each volunteer understands that he or she has been entrusted to conduct business in Berkshire South Regional Community Center's best interest and in accordance with appropriate ethical values. This requires that we:

- Know and comply with all laws and government regulations that relate to the performance of our jobs.
- Strive in the performance of all job responsibilities to abide by, and exhibit as an example for others, high standards of ethical conduct.
- Volunteers have a responsibility to keep confidential information within BSRCC. This means information should not be discussed with your family friends, relatives, members, or business acquaintances. Nor should it be discussed with other volunteers. Treat all information with discretion and do not discuss confidential information.
- Keep confidential all terms of employment to include but not limited to: salary, management decisions, employment agreements, and benefit information.

We are committed to maintaining and enforcing consistent, reliable procedures assuring that any violation of Code of Conduct are appropriately reported and acted upon.

## Appearance

Board Approval: 12/17/04

In vogue or out? We aren't that concerned with whether or not you are wearing the latest fashions. We ask you to be clean and neat in your appearance and habits and to wear clothing that is suitable to your work. Many positions will require you to wear a uniform (usually a certain type of shirt). In other situations we'd like you to use some professional common sense – so nothing risqué or t-shirts with offensive messages. Shoes are required at all times outside of the pool area. And when working with a member of the community, on or off-site, dress appropriately with their work culture or the nature of the meeting at hand. BSRCC reserves the right, at its sole discretion, to determine what constitutes appropriate attire and appearance under this policy.

## Time Records

Board Approval: 04/28/06

Attendance records for volunteers and volunteers are organization records, and care must be exercised in recording your hours worked, overtime hours and absences. Accuracy is important. Please fill out your timesheet and submit to you supervisor on a biweekly basis.

## Communications

Board Approval: 12/17/04

### Public Relations and Media

BSRCC encourages the promotion and publicity of programs and the facility. We want to make sure that we have a shared approach to the media. All news briefs, articles and requests for interviews and photos must be reviewed and approved by the Executive Director prior to release. Should you receive inquiries from the media, refer them to the Executive Director or a named designee. Do not grant any interview or make public comment concerning BSRCC without the explicit approval of your supervisor.

### Electronic Communication

We need to keep in mind that while electronic communications are the quickest and most efficient way to communicate, these tools at work are the property of BSRCC and are to be used solely for job related reasons.

Specifically, we are talking about software and business equipment (including but not limited to) fax, copiers, computers, e-mail, voicemail, phones, cell phones and the Internet.

The contents of all electronic communication are neither private, privileged, nor confidential from the management of the organization. Each volunteer agrees and consents that by using these systems, he or she waives all expectation of any right to privacy to the extent permitted by law. This applies to all volunteers and to any other individuals or entities with access to or who use any of BSRCC's electronic communication systems.

Some more guidance:

- We reserve the right to review, audit, monitor, access, copy, delete and disclose any and all messages or documents created, received or sent over any of these electronic communication systems without notice to the volunteer or other user creating, reviewing or being copied on the message or document.
- We do not allow the transmission of material that is unlawful, fraudulent, threatening, abusive, obscene or defamatory or that encourages conduct that would constitute a criminal offense or give rise to civil liability.
- These electronic communication systems cannot be used for offensive or inappropriate communications which could be considered pornographic or could constitute sexual harassment or racial discrimination or discrimination of any other kind. Messages containing sexually suggestive comments or images, racial slurs, gender-specific or age-specific comments will be considered offensive.
- Volunteers cannot use these electronic communication systems to send non-organization related business solicitations.
- Volunteers cannot use the Internet to enter websites that are pornographic or sexual in nature, or to engage in gambling or other illegal or inappropriate activities.
- Volunteers cannot enter Internet chat rooms using a BSRCC e-mail address. We need to be careful about statements made on behalf of BSRCC that are not necessarily representative of the organization's viewpoint.

If you don't follow these guidelines, we will take appropriate disciplinary action, up to and including immediate termination.

## **Inappropriate Conduct**

Board Approval 04/28/06

Listed below are *some* examples of inappropriate conduct at BSRCC. This list should not be viewed as being all-inclusive. Types of behavior and conduct that the BSRCC considers inappropriate and which could lead to disciplinary action up to and including termination of employment without prior warning at the sole discretion of BSRCC include, but are not limited to, the following:

- Inappropriate behavior towards members, visitors or staff.
- Willful violation of an established policy, guideline or rule.
- Falsification of organization records.
- Failure to follow a reasonable work order.
- Unauthorized entry to the building after hours or prohibiting unauthorized individuals to enter the building at unauthorized times.
- Theft or unauthorized use of BSRCC's building or services.
- Deliberate non-performance of work.
- Theft or unauthorized possession of, or use of property belonging to any co-worker, visitor, member of BSRCC.
- Excessive absenteeism or lateness.
- Destruction of any supplies, equipment or property.
- Possession of dangerous weapons on the premises.
- Public disclosure of non-public BSRCC information.
- Poor performance or carelessness.
- Use of BSRCC time and facilities for personal matters; e.g., telephone, mail, computer, entertaining visitors, gambling, distribution of any literature in the working areas, etc.
- Misuse of electronic communications.
- Neglecting work or interfering with the work of others.
- Smoking on BSRCC property.
- Insubordination.
- Dishonesty.
- Violating BSRCC's nondiscrimination and/or sexual harassment policy.
- Soliciting or accepting gratuities from members or visitors.
- Engaging in excessive, unnecessary, or unauthorized use of BSRCC's supplies, particularly for personal purposes.
- Reporting to work intoxicated or under the influence of non-prescribed drugs.
- Manufacturing, possessing, using, selling, distributing, or transporting illegal drugs.
- Bringing or using alcoholic beverages on BSRCC property.
- Fighting or using obscene, abusive, or threatening language or gestures.
- Disregarding safety or security regulations.
- Failing to maintain confidentiality of BSRCC, member or visitor information.
- Obscene hand gestures
- Other misconduct

## **Work Ethic Principles**

Board Approval: 12/17/04

BSRCC has established standards of work ethic principles guide volunteers in performing their work duties with integrity and in a professional manner. Every volunteer is expected to give BSRCC his/her cooperation, personal interest, efficient production and general compliance with policies. As a BSRCC volunteer, you are expected to affirm the following:

- You will not discriminate against or refuse professional service to anyone on basis of race, color, creed, age, sex, sexual orientation, religion, disability, marital status or national origin.
- You will demonstrate a genuine interest in all persons served and work to their best interests.
- You will respect the privacy of all persons served and maintain appropriate confidentiality of all information obtained in the course of professional service.
- You will respect the confidences of and treat your coworkers with respect, courtesy, and good faith.
- You will not engage in or condone any form of harassment or discrimination.
- You are committed to providing the highest quality of service; professional assistance and cooperation to those you serve.
- You will continually assess your personal strengths, limitations, biases and effectiveness and strive to become and remain proficient.
- You will use professional integrity and seek assistance for any problem that impairs your performance.
- You will be honest.

## **Reporting Abuse or Neglect**

Board Approval: 12/17/04

BSRCC has members from and provide programs to all segments of our community. These persons include children, the elderly, the developmentally disabled, and the mentally ill. Any volunteer who suspects an abusive or neglectful situation is occurring at BSRCC is required to immediately bring this situation to the attention of a supervisor. Those volunteers who are classified as “mandatory reporters” should check with their supervisor for specific instructions concerning reporting abuse. Volunteers are expected to comply with all relevant Massachusetts law concerning reporting abuse or neglect.

## **Policy Prohibiting Harassment**

Board Approval: 12/17/04

Simply put, harassment won't be tolerated at BSRCC—in any way, shape or form. Specifically, racial, sexual or any form of other illegal harassment on the basis of one of the Protected Classes is prohibited. You are responsible for assuring that the workplace and work related activities are free from all types of harassment on the basis of one of the Protected Classes or other forms of illegal discrimination or harassment, whether implied or expressed. In compliance with state and federal law regarding sexual harassment, BSRCC has adopted the following policy specifically with respect to sexual harassment. The policy, however, applies to any form of harassment.

It is the goal of BSRCC to promote a workplace that is free of sexual harassment. Sexual harassment of volunteers occurring in the workplace or in other settings in which volunteers may find themselves in connection with their employment is unlawful and will not be tolerated by this organization. Further, any retaliation against an individual who has complained about sexual harassment or retaliation against individuals for cooperating with an investigation of a sexual harassment complaint is similarly unlawful and will not be tolerated. To achieve our goal of providing a workplace free from sexual harassment, the conduct that is described in this policy will not be tolerated and we have provided a procedure by which inappropriate conduct will be dealt with, if encountered by volunteers.

Because BSRCC takes allegations of sexual harassment seriously, we will respond promptly to complaints of sexual harassment and where it is determined that such inappropriate conduct has occurred, we will act promptly to eliminate the conduct and impose such corrective action as is necessary, including disciplinary action where appropriate.

Please note that while this policy sets forth our goals of promoting a workplace that is free of sexual harassment, the policy is not designed or intended to limit our authority to discipline or take remedial action for workplace conduct which we deem unacceptable, regardless of whether that conduct satisfies the definition of sexual harassment.

## **Definition of Sexual Harassment**

Board Approval: 12/17/04

In Massachusetts, the legal definition of sexual harassment is this: "sexual harassment" means sexual advances, requests for sexual favors, and verbal or physical conduct of a sexual nature when:

- (a) submission to or rejection of such advances, requests or conduct is made either explicitly or implicitly a term or condition of employment or as a basis for employment decisions; or,
- (b) such advances, requests or conduct have the purpose or effect of unreasonably interfering with an individual's work performance by creating an intimidating, hostile, humiliating or sexually offensive work environment.

Under these definitions, direct or implied requests by a supervisor for sexual favors in exchange for actual or promised job benefits such as favorable reviews, salary increases, promotions, increased benefits, or continued employment constitutes sexual harassment.

The legal definition of sexual harassment is broad and in addition to the above examples, other sexually oriented conduct, whether it is intended or not, that is unwelcome and has the effect of creating a work place environment that is hostile, offensive, intimidating, or humiliating to male or female workers may also constitute sexual harassment.

While it is not possible to list all those additional circumstances that may constitute sexual harassment, the following are some examples of conduct, which if unwelcome, may constitute sexual harassment depending upon the totality of the circumstances including the severity of the conduct and its pervasiveness:

- Unwelcome sexual advances -- whether they involve physical touching or not;
- Sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life; comments on an individual's body, comment about an individual's sexual activity, deficiencies, or prowess;
- Displaying sexually suggestive objects, pictures, cartoons;
- Unwelcome leering, whistling, brushing against the body, sexual gestures, suggestive or insulting comments;
- Inquiries into one's sexual experiences; and,
- Discussion of one's sexual activities.
- All volunteers should take special note that, as stated above, retaliation against an individual who has complained about sexual harassment, and retaliation against individuals for cooperating with an investigation of a sexual harassment complaint is unlawful and will not be tolerated by this organization.

## **Complaints of Sexual Harassment**

Board Approval: 12/17/04

If any of our volunteers believes that he or she has been subjected to sexual harassment, the volunteer has the right to file a complaint with our organization. This may be done in writing or orally.

If you would like to file a complaint you may do so by contacting the Executive Director, Director of Operations, or anyone on the management team with whom you have the greatest level of comfort. This person is also available to discuss any concerns you may have and to provide information to you about our policy on sexual harassment and our complaint process.

## **Sexual Harassment Investigation**

Board Approval: 12/17/04

When we receive the complaint we will promptly investigate the allegation in a fair and expeditious manner. The investigation will be conducted in such a way as to maintain confidentiality to the extent practicable under the circumstances. Our investigation will include a private interview with the person filing the complaint and with witnesses. We will also interview the person alleged to have committed sexual harassment. When we have completed our investigation, we will, to the extent appropriate inform the person filing the complaint and the person alleged to have committed the conduct of the results of that investigation. If it is determined that inappropriate conduct has occurred, we will act promptly to eliminate the offending conduct, and where it is appropriate we will also impose disciplinary action.

### Disciplinary Action

If it is determined that inappropriate conduct has been committed by one of our volunteers, we will take such action as is appropriate under the circumstances. Such action may range from counseling to termination from employment, and may include such other forms of disciplinary action, as we deem appropriate under the circumstances.

### State and Federal Remedies

In addition to the above, if you believe you have been subjected to sexual harassment or any other form of harassment, you may file a formal complaint with either or both of the government agencies set forth below. Using our complaint process does not prohibit you from filing a complaint with these agencies. Each of the agencies has a short time period for filing a claim (EEOC - 300 days; MCAD - 6 months).

1. The United States Equal Employment Opportunity Commission ("EEOC") One Congress Street, 10th Floor Boston, MA 02114, (617) 565-3200.
2. The Massachusetts Commission Against Discrimination ("MCAD") 424 Dwight Street, Rm. 220, Springfield, MA 01103, (413) 739-2145

BSRCC has “zero tolerance” for harassment or discrimination.

### **Violence**

Board Approval: 12/17/04

In this complex world we live in, we feel the need to bring this up. Acts or verbal/written threats of physical violence, including intimidation, harassment, and/or coercion, which involve or affect BSRCC or which occur on our property won't be tolerated. Here are examples (although the list is not exhaustive) of conduct that is not acceptable. We can take disciplinary action, up to and including immediate termination, in the event that you do any of the following:

- Use or possession of firearms, ammunition, weapons or explosives concealed or otherwise (regardless of whether a license or permit is held for such items) on our premises or while off premises acting within the scope of our business.
- Hitting or shoving an individual.
- Threatening an individual or his/her family, friends, associates or property with harm.
- Intentional destruction or threatening to destroy our property.
- Theft of our property or the property of your colleagues, members, or visitors (including records, supplies, materials, personal belongings, equipment).
- Making harassing or threatening phone calls, e-mails or any other kind of communication.

If you know of any incidents of threats or physical violence or potential violations of this policy—report it immediately! It's in the best interest of you, your colleagues and our members. All such reports should be made to your supervisor and the Executive Director.

### **Alcohol and Other Drugs**

Board Approval: 12/17/04

We want everyone to have a safe and productive environment. Drugs and alcohol, as we are all aware, can have a negative impact on that. With that in mind, you should know that volunteers must not:

- Engage in the manufacture, sale, purchase, distribution, dispensation, possession, and use or be under the influence of illegal drugs while on our property or while conducting our business off-site.
- Intentionally misuse over the counter or prescription drugs so that it impairs your job performance or threatens safety, health, security and property.
- Bring onto BSRCC's premises or property, be in possession of, be under the influence of, use, consume, distribute or attempt to distribute, manufacture or dispense of any form of alcohol while working for BSRCC or conducting BSRCC business (on or off our property) except (and in moderation, of course!) for authorized BSRCC sponsored social activities or business entertainment purposes.

To the full extent permitted by law, we have the right to question you, to have you take a medical or physical test or exam or to search you or your property at anytime if there is a suspicion that you are in possession of or under the influence of illegal drugs or alcohol while at work. Violating any of the points above may result in disciplinary action, up to and including immediate termination of employment.

### **Smoking**

Board Approval: 12/17/04

In this health conscious world we live in, we are looking out for you! That means no smoking allowed in any of our space, neither inside nor outside, including the parking lot and grounds. We are totally smoke-free!

## **Safety and Security**

Board Approval: 12/17/04

Accidents can happen. In case someone gets injured or is sick, you may need to act quickly and intelligently. Here are some guidelines:

- If someone appears to be seriously hurt, call 911 and let your manager and the receptionist know what is going on.
- Take the time to report unsafe conditions, equipment, practices, accidents or injuries (no matter how small) to your supervisor or to any member of the management team.
- Pay attention and observe any safety tips, regulations and procedures we might have. These are established with the best interest of you and our members in mind.
- When an accident occurs on BSRCC property, whether to members, visitors or volunteers, the matter should be referred immediately to a supervisor or manager regardless of how insignificant the accident may appear. The supervisor or manager shall complete a Report of Injury form. This procedure is necessary in order to provide immediate medical aid to an injured person and to facilitate a full and prompt report to the insurance company. When the accident involves customers, volunteers or visitors, volunteers should not make any statements to persons outside BSRCC as to their opinions of the cause of the accident or who is at fault.

## **Investigations**

Board Approval: 12/17/04

Along the lines above your safety and the safety of our members is key. We want you to feel good about your work environment. To that end, on occasion, we might need to do investigations if we believe that there has been some type of improper conduct. Specifically, we can do a search if we suspect that something has been stolen, if there is a question about a security issue, if we think that someone may possess a weapon, or is holding, selling, buying or using illegal drugs on our premises, etc. Therefore, we reserve the right to search any BSRCC volunteer or anyone entering our property while performing services for us. We are also able to search the property, equipment, and storage areas including, but not limited to clothing, personal effects, vehicles, buildings, rooms, facilities, parking lots, desks, files, cabinets, lockers, lunch and equipment boxes or bags and equipment or any other area or article on our premises. We can conduct an inspection at any time at our discretion.

If a volunteer doesn't cooperate with an inspection or we find something inappropriate, illegal or stolen in the possession of a volunteer after an investigation, that person will be subject to disciplinary action, up to and including immediate termination.

END