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Corvallis For Refugees- Volunteer Coordination Policy

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1. General Policy

Salem For Refugees and Corvallis For Refugees created this volunteer handbook to provide clear guidelines and expectations for our volunteers. Our goal is to ensure that volunteers are well-informed about their roles, responsibilities, and the organization's policies. By offering this handbook, we aim to empower volunteers with the knowledge they need to contribute effectively to our mission. We believe that an informed volunteer is a successful volunteer, and we hope that this handbook will serve as a valuable resource to support volunteers in their efforts to make a positive impact in our refugee community.

Discrimination:

Salem For Refugees and Corvallis For Refugees will not tolerate conduct by any employee, contractor or volunteer that harasses, disrupts, or interferes with another's work or volunteer performance, or which creates an intimidating, offensive, or hostile environment.

We want to maintain a working environment free from all forms of harassment and discrimination. Behavior such as telling ethnic jokes; making religious slurs; using offensive slang or other derogatory terms regarding a person's race, sexual orientation, age, sex, national origin, or disability; or mimicking one's speech, accent or disability are examples of prohibited conduct and will not be tolerated. Retaliating against or harassing individuals by making derogatory comments regarding protected status or characteristics, and any other words or conduct that might create a hostile or offensive working atmosphere are prohibited.

Sexual Misconduct:

All forms of harassment are prohibited. It is our policy to emphasize that sexual harassment is specifically prohibited. Conduct is considered sexual harassment if:



1. Quid pro quo, where submission to the conduct is in any way deemed to be a term or condition of employment, volunteering, or support/help; and/or where submission to or rejection of the conduct is used as a basis for such decisions; and/or
2. The conduct has the purpose or effect of unreasonably interfering with an individual, or creating an intimidating, hostile, or offensive work environment. Sexual Harassment consists of unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature.
3. Conduct such as sexual or sexist language, jokes, or innuendoes; nude, profane, or obscene cartoons, drawings, or photographs; whistling; staring; and inappropriate touching are not tolerated at Salem For Refugees or Corvallis For Refugees. Cell phone use, including text messages and other similar electronic communications, can be included in harassing behavior.

Please reference our policy on procedures to address any form of sexual misconduct referenced in our resources section at the end of this handbook.

Reporting Incidents of Harassment or Discrimination:

If a volunteer believes that they have been harassed, has witnessed harassment, or suspects any violation of our harassment/discrimination policy, the volunteer must immediately report the matter to our Volunteer Coordinator, or another Salem For Refugees or Corvallis For Refugees staff member that they feel comfortable talking with. That Salem For Refugees or Corvallis For Refugees staff member must report the matter to the Volunteer Coordinator, or HR as soon as possible, ideally within 24 business hours. All complaints of harassment and/or discrimination will be investigated promptly and impartially. Discretion will be used during the investigation to maintain as much confidentiality as possible while effectively completing the investigation. Any volunteer who is found, after appropriate investigation, to have engaged in harassment of another



volunteer, or of a client, contractor or Salem For Refugees or Corvallis For Refugees staff member, will be subject to appropriate action up to and including dismissal.

Confidentiality:

Volunteers are also responsible for maintaining confidentiality of all information they are exposed to while serving as a volunteer. This information may involve a single staff, volunteer, client, contractor and others or involve overall program or organizational business. Any and all client or donor information including names, addresses, phone numbers and other data should not be shared without the client informed consent.

Please refer to your volunteer confidentiality agreement as a signed agreement to abide by. Failure to maintain confidentiality shall result in termination of the volunteer relationship or appropriate corrective action will be taken.

Cultural Sensitivity

Dress:

Salem For Refugees and Corvallis For Refugees volunteers are not held to specific dress guidelines, but are asked to maintain standards of personal cleanliness and modesty. At Salem For Refugees and Corvallis For Refugees, we serve families from many different cultures and religions, most of which value modesty, especially for women. Keep this in mind when choosing your outfit so that what you wear will convey respect to the families you are serving. For those volunteering within a Salem For Refugees or Corvallis For Refugees office, there is a specific business-casual dress code.



Proselytism:

Salem For Refugees and Corvallis For Refugees programs and services are offered equally to all eligible individuals solely on the basis of need. We do not discriminate in the provision of services based on religion, among other criteria. Our program participants and beneficiaries are not required to profess a certain faith nor are they required to participate in religious activities in order to receive services. The profession of a particular faith will not secure preferential treatment or additional benefits of any kind for the participant or beneficiary.

As an organization, we do not condone proselytization, which is the use of coercion to force someone to convert to a particular religion; nor do we utilize public funding to conduct activities associated with proselytization. In serving clients, many of whom have experienced traumatizing situations including persecution, it is vital that all staff, volunteers, interns, and contractors be particularly sensitive to avoid even implied expectations of religious conformity.

Volunteers and interns should be mindful and respectful of the cultural context and faith traditions of those individuals whom we serve. Whether an individual is part of a specific religion or not, and whether we believe they may ever become a part of any specific religion or not, our firm policy at Salem For Refugees and Corvallis For Refugees is to provide the same caring service to all.

Postured of humility and learning:

In our volunteering program within a multicultural setting, we prioritize a posture of humility and continuous learning. We recognize the richness of diverse perspectives and actively seek to understand and appreciate them. Through this approach, we aim to cultivate mutually transformative relationships where volunteers and communities learn and grow together, fostering a deeper sense of understanding, respect, and solidarity.



Micro-aggression:

Microaggressions are subtle, often unintentional expressions of bias or discrimination that can undermine the dignity and well-being of individuals from many groups. Salem For Refugees and Corvallis For Refugees are committed to create a welcoming and inclusive environment for all.

We define microaggressions as any action, verbal or non-verbal, that communicates preference or hostility to a specific nationality or community, derogatory remarks, or negative stereotypes toward individuals based on their race, gender, sexual orientation, disability, or other characteristics.

Our goal is to raise awareness for our volunteers about microaggressions in all forms of communication and interactions within our program. Volunteers are expected to be mindful of their language and behavior, avoiding any actions that may cause harm or discomfort to others.

We encourage open dialogue and feedback to ensure that our program remains inclusive and supportive of all volunteers and community members.

Assumptions:

Cultural assumptions are beliefs or stereotypes about a particular cultural group that are often made unconsciously and can lead to misunderstandings, miscommunications, or unintended disrespect.

We define cultural assumptions as generalizations or stereotypes that are applied to individuals based on their cultural background, without considering their unique experiences, beliefs, or values. These assumptions can manifest in language, behavior, or expectations that may marginalize or exclude individuals from different cultural backgrounds.



To promote cultural sensitivity and understanding, we encourage volunteers to be aware of their own cultural assumptions and to approach interactions with an open mind and a willingness to learn.

Generalization:

Cultural generalizations are broad assumptions or stereotypes that attribute certain characteristics or behaviors to an entire cultural group, often overlooking the diversity and individuality within that group. These generalizations can perpetuate stereotypes and contribute to a lack of understanding and empathy among volunteers and community members.

To promote a more inclusive and respectful environment, we encourage volunteers to approach interactions with cultural humility, recognizing that each individual is unique and should not be defined by their cultural background.

We provide training and resources to help volunteers understand the impact of cultural microaggressions, assumptions, and generalizations, to foster a more inclusive and respectful environment for all. If you need support to learn more about these topics, please contact our Volunteer Coordinator.

Notice of Media Coverage:

Throughout our organization from fundraising/promotional events, to volunteer functions or tasks; volunteers may be photographed and/or recorded along with clients, staff, contractors and community members. Photos will be used to promote Salem For Refugees and Corvallis For Refugees programs and events. Volunteers may be featured in print and/or social media to increase awareness for Salem For Refugees and Corvallis For Refugees and volunteers may appear in some of these photos. These types of media include: brochures, web, social media, and other types of media.



Safety - Insurance, Warehouse, etc. (Accident Reporting)

Salem For Refugees and Corvallis For Refugees recognizes that the work and physical surroundings volunteers encounter may range depending on the task they are performing. Salem For Refugees and Corvallis For Refugees will provide training and proper tools to safely perform tasks, but also we ask that all volunteers only perform tasks after receiving the necessary safety training. If a volunteer is injured while performing assigned duties, the supervisor on site must be informed immediately. It is important that volunteers immediately report any unsafe or discriminatory conduct to a Salem For Refugees or Corvallis For Refugees employee. For emergency procedures regarding fire, earthquakes or else please consult with the lead on site.

In addition to complying with the safety standards in this handbook, volunteers must also adhere to any additional safety standards set by on-site Team Leads or staff on site.

Mandated Reporting/Abuse Reporting:

In case of immediate danger to you or our clients, dial 911 and notify the authorities. When you are safe and able to communicate, please also notify our staff.

If you become aware of domestic violence or child abuse during your volunteer activities with Salem For Refugees or Corvallis For Refugees, please report your concerns immediately to our Director of Resettlement. If the Director is unavailable, reach out to any leader within our organization. Keep this information confidential and do not discuss it with anyone else.



Upon receiving a report, our Director of Resettlement or leadership team may initiate an internal process. This process is designed to gather information, respond accurately to requests, clarify allegations, and identify necessary changes to ensure better compliance with the law.

It is important to remember that it is not your role to question the individuals involved or to investigate; leave that to the authorities. Everyone, including volunteers, are encouraged to report suspected abuse to law enforcement or the ODHS Child Abuse Hotline at 1-855-503-SAFE (7233). Certain professionals, including all of our staff, are mandated by law to report suspected domestic violence, child abuse, and neglect to law enforcement or the ODHS Child Abuse Hotline.

Criminal Background Determination

Salem For Refugees and Corvallis For Refugees serve vulnerable populations and communities seeking a safe and thriving environment as they resettle in the United States. To ensure safety, we require background checks every 2 years, reviews and training for all new employees and volunteers that may be in close contact with our clients or have access to their sensitive information.

We welcome volunteers from diverse backgrounds, and encourage becoming involved to support our new neighbors. While some individuals may have past criminal offenses in their background, this does not automatically disqualify you from volunteering. Each individual is evaluated on a case by case basis.

Please see our Appendix 1 for **Procedure** and Appendix 2 for our **Screening Process**.



2. Volunteer Correction

Grievance for Volunteers (Conflict Resolution):

Salem For Refugees and Corvallis For Refugees strives to treat all volunteers respectfully and equitably. If volunteers believe they have not been treated fairly, or encounter an issue that wish to bring to the attention of Salem For Refugees or Corvallis For Refugees, they can follow these steps:

1. If a volunteer has a complaint or grievance, the volunteer is to first discuss the complaint or grievance with the person they may be in conflict with. If the volunteer's complaint is against the volunteer's immediate supervisor, the volunteer should also seek to discuss the complaint or grievance with their immediate supervisor.
2. If there are no resolutions with the initial conversation, the Volunteer can submit their complaint via written form physical or via email to the Volunteer Coordinator for Salem For Refugees or Corvallis For Refugees, or if unavailable, to any Salem For Refugees or Corvallis For Refugees leadership or staff manager. The form's recipient will, if necessary, gather more information, determine if the complaint warrants further action and, as appropriate, act to resolve the complaint. This determination will be made within **10 business days**, and then will be provided to the volunteer with an explanation and notification.

Supervision:

Salem For Refugees and Corvallis For Refugees are dedicated to ensuring the success of volunteers by providing training and support. Supervisors of volunteers play a crucial role in this



process, ensuring that volunteers are well-prepared and effectively deployed to fulfill the organization's mission.

If a supervisor, staff member, or lead volunteer notices any performance issues or improper handling of tasks by a volunteer, the responsible party will engage in a conversation with the volunteer to provide guidance and corrections to ensure tasks are performed safely and effectively by following the next steps:

1. **Conversation:** Our lead staff or lead volunteer will have a direct, in-person or virtual discussion with the volunteer to address performance concerns, provide feedback, and discuss ways to improve. This allows for immediate feedback and the opportunity for the volunteer to ask questions or seek clarification.
2. **Written:** Formal documentation of the performance issues, feedback, and any agreed-upon actions discussed during the conversation. This can include emails, performance improvement plans, or written warnings, and serves as a record of the communication.
3. **Follow-Up:** Monitoring the volunteer's performance and behavior after the initial conversation and providing additional support, guidance, or feedback as needed. This helps ensure that the volunteer is making progress towards improvement.
4. **Resignation or Termination:** If the volunteer is unable to improve despite efforts to support them, the organization may need to initiate the resignation or termination process.

Resignation:

Volunteers are valuable assets to Salem For Refugees and Corvallis For Refugees. At the same time, Salem For Refugees and Corvallis For Refugees understands that the volunteer's commitment has a beginning and an end. Salem For Refugees and Corvallis For Refugees request that if possible, volunteers give a two weeks' notice before their last day. This helps



Salem For Refugees and Corvallis For Refugees adjust the schedule and provide backup for the roles of the volunteer.

Termination:

If any volunteer is not adhering to the previously listed policies, or engages in dangerous or illegal actions while volunteering under the supervision of a Salem For Refugees or Corvallis For Refugees staff or volunteer lead at any event, task or activity under the umbrella of the organization. The volunteer may be asked to leave, or be terminated from their volunteer position. The organization and its contractors reserves the right to terminate any volunteer at their discretion.

3. Minors

Volunteer Policy and Procedure for Underage Volunteers and Waiver of Liability:

As Salem For Refugees and Corvallis For Refugees actively seek to engage with our local communities to support refugee newcomers, it is important to clarify the terms under which certain age groups can volunteer. To ensure the safety of all individuals, we have developed specific guidelines and policies for underage volunteers. These guidelines will help us manage and avoid potential risks and create a positive experience for everyone involved.

Policy

Volunteering opportunities with Salem For Refugees and Corvallis For Refugees are available for all ages, with restrictions depending on the age and task assigned. The following guidelines are applicable to all underage volunteers:

- Volunteers with children under 16 years of age are encouraged to bring their children to volunteer. The activity lead can assign a suitable task for the minor(s). These tasks must be performed under the supervision of the parent or guardian at all times.



- Minors over the age of 16, but under the age of 18 who volunteer without an approved adult guardian must provide a signed [Release and Waiver of Liability Form](#) to Salem For Refugees or Corvallis For Refugees to be stored in the minor's file.
- The Release and Waiver has a time limit from the date parent or guardian signed until the day prior of the minor's 18th birthday. Parents and guardians can withdraw their consent by submitting their withdrawal in written form to our office at *Salem For Refugees 1400 Broadway St. NE Salem, OR 97301*.
- Minors over the age of 16, but under the age of 18 are not allowed to drive staff, clients, contractors or volunteer leads to any or from any Salem For Refugees or Corvallis For Refugees functions, classes, affiliated sport events and games or activities under any circumstances.
- Minors over the age of 16, but under the age of 18 may not bring other minors to volunteer without a parent or guardian signed release or a parent or guardian present.

Termination of Underage Volunteer

If any minor is not adhering to the previously listed policies, or engages in dangerous actions while volunteering under the supervision of a Salem For Refugees or Corvallis For Refugees staff or volunteer lead at any event, affiliated contractor events, task or activity under the umbrella of the organization. The parents or guardians will be contacted via phone, or if not available via text while the minor volunteer is present and may be asked to leave, or be terminated from their volunteer position. The organization reserves the right to terminate an underage volunteer at their discretion.



4. Drivers

All potential driver volunteers must undergo a driver's background check and submit a copy of their valid insurance card before they can participate in any driving activities for Salem For Refugees or Corvallis For Refugees. The background check will be conducted in accordance with local regulations and will include a review of the driver's driving record and any relevant criminal history that applies in context to a driver. Please see [Appendix 2](#) for clarification of the process.

Once the driver's background check and insurance verification are complete, the volunteer will be cleared to participate in driving activities. It is the responsibility of the volunteer to maintain a valid driver's license, insurance coverage, and a safe driving record throughout their time as a volunteer driver.

Failure to comply with these requirements may result in the volunteer being disqualified from driving activities. We prioritize the safety and well-being of our volunteers and clients, and these measures are in place to ensure a safe and positive experience for everyone involved.

Driving Expectations:

In order to ensure safe driving practices, speed limits, and other driving laws must be observed at all times. Salem For Refugees and Corvallis For Refugees are not responsible for fines incurred by volunteers while driving clients, staff members, or lead volunteers or to/from Salem For Refugees or Corvallis For Refugees events. Volunteers are responsible for reporting any accidents, no matter how minor, to the police before leaving the scene of the accident and as soon as possible to the organization via their direct staff supervisor or Volunteer Coordinator. In the event of any accident with a staff member, contractor or client present, the individual should stop as near to the scene as possible and gather the necessary insurance and contact information of the parties involved and cooperate with law enforcement officials.



Mobile Devices while driving:

In the State of Oregon it is illegal to use a handheld mobile phone while driving, this is defined as “Distracted Driving”. Although using a hands-free phone while driving is not specifically illegal, drivers who do so could be charged with “failing to have proper control of their vehicle”. Hands-free phones do not significantly reduce the risks because of the mental distraction of taking part in a phone conversation or glancing at the screen at the same time as driving. A hands-free phone can be used as a GPS, but only while securely held in a cradle, with the route programmed before the journey. If the driver needs to input new directions, they should only do so when parked in a safe place, with the vehicle engine switched off.

5. Financial

Compensation:

The Code of Federal Regulations recognizes a volunteer as an “Individuals who donate their services without promise, expectation or receipt of compensation. Section 3 of the Federal Labor Standards Act (FLSA) and 29 CFR 553.101 indicate that individuals are volunteers of a public agency when they meet all of the following criteria:

1. Perform hours of service for civic, charitable or humanitarian reasons without promise, expectation, or receipt of compensation for the services rendered. The statute clarifies that a volunteer performing such service can either receive no compensation or be paid expenses, reasonable benefits or a nominal fee to perform such services;
2. Offer their services freely and without coercion, direct or implied, from the employer;
3. Are not otherwise employed by the same public agency to perform the same services as those for which they propose to volunteer. In other words, employees can qualify as



volunteers if they either volunteer for different agencies or perform different services than they are employed to perform.

Reimbursement:

Salem For Refugees and Corvallis For Refugees reimburses contractors, volunteers, consultants, and staff for reasonable expenses incurred while purchasing items or performing services on behalf of the organization, only when authorized by leadership and approved in advance.

Contractors, volunteers, consultants and staff can request and fill out a reimbursement form when they are eligible to receive reimbursement for such purchases or activities. The reimbursement form will contain the specific information related to that particular event, along with any special policy provisions that may be applicable.

If you need to seek reimbursement, you must request and complete the appropriate reimbursement form and submit it to our office within 30 days of the qualified event. In order to receive reimbursement, a completed form along with all itemized receipts (copies or originals) must be included. Reimbursement forms not accompanied by itemized receipts will not be processed.

Staff as Volunteers:

Salem For Refugees and Corvallis For Refugees were built by committed volunteers. We value and encourage our employees' commitment to volunteerism and community service within our organization. To ensure that employees can volunteer in a manner that aligns with our values and policies, the following guidelines apply:



1. Voluntary Participation- Employees must voluntarily choose to participate in volunteer activities. Participation in volunteer work should not be coerced or influenced by leadership.
2. Outside of Regular Work Hours- Volunteer work should be conducted outside of the employee's regular work hours. This ensures that the volunteer work does not interfere with the employee's job responsibilities.
3. Non-Compensation- Employees will not receive compensation, including wages, for any volunteer work they perform. When the staff member is presented with a volunteer opportunity, leadership will communicate that this task is not paid and falls outside of regular paid work. This helps ensure that volunteer work is truly voluntary and not seen as a way to earn additional income. The work should be charitable in nature and not for personal gain or profit.

Employees who wish to volunteer should discuss their plans with their supervisor to ensure that the volunteer work aligns with these guidelines and does not conflict with their job responsibilities.

Changes to Policy and Guidelines

Salem For Refugees and Corvallis For Refugees and any affiliated extension of the organization reserves the right to update their policies at their discretion. Policies and guidelines are reviewed periodically based on the needs of the organization or as it may be required by law. Please check the effective date posted at the beginning of the policy for updates.



Forms:

- [Release and Waiver of Liability Form](#)
- [Salem For Refugees Volunteer Application and Background Form](#)
- [Corvallis For Refugees Volunteer Application and Background Form](#)
- [Salem and Corvallis Mobile Vehicle Record and Background Form](#)

Procedures:

- [Sexual Misconduct Policy and Procedure](#)

Appendix - 1 : Criminal Background Determination Procedure

1.- Background Check Disclosure and Confidentiality Waivers

All interested volunteers must complete, sign and submit a formal background check form to our office. Once received, all forms will be uploaded and stored on our TouchPoint software, maintained in a file for each applicant. The disclosure and authorization form grants the organization permission to conduct an initial background check (and, subject to state law, monthly updates up to one year) utilizing a third party service to process the background check.

The background investigation cannot be lawfully conducted without a signed disclosure and authorization form. Applicants can be advised that they will not be considered for a volunteer role without submitting the signed form. Any volunteer can withdraw their application by submitting their withdrawal in written form to our office at *Salem For Refugees 1400 Broadway St. NE Salem, OR 97301.*



2.- Negative Report and Actions Taken

If our consumer reporting agency reports information which may be used, in whole or in part, as a basis for an adverse action (e.g. denying volunteer position), our volunteer coordinator will use their discretion and seek counsel, if necessary; to determine in which capacity a volunteer can serve or if they will be denied a volunteering position all together. Once a decision has been internally reached, the volunteer coordinator will communicate with the volunteer applicant about the negative report and what decision has been made.

Salem For Refugees and Corvallis For Refugees and any affiliated extension of the organization reserves the right to deny any interested volunteer or terminate previously approved volunteer individuals at any time and for any reason.

3.- Exceptions or Explanations

If the applicant has proof or reason to believe the evaluation of their volunteer application was made incorrectly (e.g. a case of mistaken identity). The applicant in question may seek a review and reevaluation of the decision made by providing a written request of consideration, their full social security number and a form of ID issued by a government agency. If the explanation is reasonable under the circumstances, and sufficient proof and identification has been submitted, the applicant may be given the opportunity to volunteer at a reserved capacity or full capacity depending on the circumstances and applicable policies. However, if the applicant's explanation is determined to be insufficient, or the applicant refuses to provide the forms of identity previously stated, then Salem For Refugees and Corvallis For Refugees reserves the right to proceed with their decision of denial or exclusion.

4.- Documentation and Retention of Documents

Salem For Refugees and Corvallis For Refugees will store all background check forms and applicable communications on the decision of the individual's denial. All documentation will be held for (5 years) or (10 years).



Appendix - 2: Screening Process

The following factors will be considered for applicants volunteering with Salem For Refugees and Corvallis For Refugees with a criminal history.

Volunteer with the following criminal markers on their background check will **not** be eligible to serve as a volunteer:

- Felonies that include a component involving physical violence
- Any criminal act involving sexual nature, no matter how long ago it occurred
- Non-violent felonies within the past five (5) years
- Any criminal felony or misdemeanor conviction that resulted in physical and/or mental harm to a minor (no time limitations)
- Any volunteer who presently is or has been registered in a local, state or national sex offender registry

The term “conviction” applies to the final disposition of any given criminal acts. You must also consider if the felony was pleaded down to a misdemeanor, in that case then the following misdemeanors guidelines should apply:

- Misdemeanors concerning physical force or intimidation of force towards an individual (adult or minor) in the past ten (10) years
- Misdemeanors whereby sexual based conduct took part, including prostitution, solicitation. Said acts including but not limited to pornography, lewd conduct, and indecent exposure irrespective of how long ago they took place
- Both felony and misdemeanor convictions relating to cruelty to animals within the last ten (10) years
- Misdemeanor drug & alcohol offenses within the past five (5) years.



Examples include, but are not limited to: driving under the influence, simple drug possession, drunk and disorderly, public intoxication, possession of drug paraphernalia, etc.

DUI Charge Clarification:

After the expiration of the 5 year statute of limitation of a DUI charge, Salem For Refugees or Corvallis For Refugees may consider individuals for volunteer tasks that do not involve transporting clients, staff and volunteer leads. Each case will be reviewed individually, taking into account the severity of the offense and with counsel that may include but not limited to our legal representatives, established leadership and insurance providers.