



Volunteer Handbook

2015



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Dear NVFS Volunteers:

Welcome to the NVFS family! We appreciate the time you have taken in selecting your volunteer position with us. Volunteers are the backbone of NVFS and play an integral and unique role addressing the critical needs of our community.

The purpose of this *Volunteer Handbook* is to:

1. Provide you with important information about the agency including mission, values, history and clients served
2. Answer common questions all volunteers have such as dress code, scheduling, training and orientation
3. Cover important policies including expectations, professional boundaries, codes of conduct and ethics
4. Serve as a reference of accessible information to jog your memory and answer future questions that may arise

This past year, nearly **4,000 volunteers donated over 67,000 hours of time – a value of nearly \$1.8 million** to NVFS. Your dedication and commitment to NVFS means our clients have a much richer experience, our staff has much-needed support and more resources go where they are most needed – to our community's most vulnerable individuals and families.

Whether or not you volunteer directly with clients, we know you care about the urgent and growing needs in our community. We are very pleased that you are donating your time to NVFS and we will do our very best to make it a fulfilling and rewarding experience. We look forward to working with you and welcome hearing from you!

Sincerely,



Karen Horowitz

Director of Volunteer & Internship Engagement

Meet the Volunteer Department Program Staff:

Karen Horowitz, Director of Volunteer & Internship Engagement
571.748.2626 | khorowitz@nvfs.org

Volunteer Coordinators:

- **Navara Cannon**, ncannon@nvfs.org, 571.748.2536
Programs based in Fairfax, Loudoun or Arlington counties or Alexandria City (includes Multicultural Center, Training Futures Tysons, Arlington Early Head Start and Head Start, Loudoun Early Head Start, Oakton).
- **Jan Hawkins**, jhawkins@nvfs.org, 571.748.2621
Programs based in Prince William County (includes SERVE, Training Futures Manassas, Manassas Early Head Start).
- **Angelica Newham**, anewham@nvfs.org, 571.748.2674
Hilda Barg Shelter in Woodbridge, VA.

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Impact & Benefits of Volunteering

Why are volunteers important to NVFS?

You—our volunteers—aren't just important, you are vital to NVFS's success and are truly the backbone of our agency. We understand that it takes an investment of time and resources for NVFS volunteers to be successful so we invest in you, our volunteer program and our volunteer management staff to ensure volunteerism is not just supported, but most important, effective, vibrant and enduring. And the benefits are significant!

What are the benefits of volunteering?

- **Volunteering connects you to others and to your community.** It's an opportunity to meet a variety of people from all walks of life and to learn from one another. Connecting with your community makes it a better place to live, work and play.
- **Volunteering is good for your health.** Studies show that volunteering contributes to and improves physical health, especially in older adults. Volunteering also leads to greater life satisfaction and improved self-esteem, lowers the risk of depression, stress and even disease, and even contributes to a longer life.¹
- **Volunteering can advance your career and it's a resume builder.** Whether you are unemployed looking for work, want to advance your career or want to change careers altogether, volunteering can help you reach your goal. Always include your volunteer experience on your professional resume—it's a fact that hiring managers take notice of applicants who volunteer.²
- **Volunteering is fun and feels good!** Choosing activities you already enjoy or have always wanted to try, and engaging with a cause or population that is particularly meaningful to you is a recipe for a great time. Plus giving back and making a difference feels good.
- **Volunteering helps you learn more about yourself and recognize personal growth.** A common refrain from volunteers across the board is the feeling that they've received just as much, if not more, than they have given. It has taught them something about themselves they hadn't realized, helped them find a new passion, helped them to be more empathetic towards others and significantly improved their self-confidence.

What benefits does NVFS offer volunteers?

- We distribute a monthly volunteer e-newsletter and recognize volunteers informally on a daily basis and formally through an annual awards program and through special volunteer gatherings.
- Volunteers have an opportunity to view job postings through NVFS's intranet, *SharePoint*, and apply for open positions within the agency. Although many positions are posted internally and externally simultaneously, having access to *SharePoint* allows volunteers to view and apply for some positions that are only made available internally or are posted internally for a short period before being posted externally. If a volunteer meets all the essential requirements for the position they are applying for and includes their NVFS volunteer service, HR will mention the current or previous volunteer involvement when forwarding the application to the hiring manager.
- We can write recommendation letters and serve as references for volunteers applying for jobs, scholarships and professional training programs.

¹ Health Benefits of Volunteering: A Review of Recent Research, Corporation for National and Community Service, http://www.nationalservice.gov/sites/default/files/documents/07_0506_hbr_brief.pdf

² Volunteering and its Surprising Benefits, http://www.helpguide.org/life/volunteer_opportunities_benefits_volunteering.htm



Mission, Values and Guiding Principles

Who We Are:

NVFS is a private, 501(c)3 nonprofit organization dedicated to helping individuals and families find new paths to self-reliance and brighter futures. NVFS is an innovator of efficient and comprehensive service methods and has been recognized nationally for its effectiveness in creating sustained financial and social independence for its clients.

What We Do:

NVFS permanently lifts families out of poverty and helps them secure hopeful futures with a continuum of services to those who need us most: the hungry and homeless, the unemployed and the working poor, the Head Start student, the foster child, the gang member, the asylum seeker and the uninsured.

The agency takes a holistic approach to serving families. This means that when a client comes to us for emergency assistance, our case managers also identify other ways to help such as referrals to other programs within NVFS and to government agencies and nonprofit partners. As a result, families can access a variety of support systems in place to overcome their challenges. By investing in our neighbors, we are fundamentally changing lives while making our community a better place for everyone.

Mission:

To empower individuals and families to improve their quality of life and to promote community cooperation and support in responding to family needs.

Why We Do It:

Families are the fabric of our community. When we invest in families, communities are strengthened and Northern Virginia becomes a better place to live, work and give.

Values:

We believe that families are at the heart of our society and need to be strengthened and preserved. Services should be affordable, accessible and of high quality. All people should have access to adequate housing, health care, food and clothing. Communities should be supportive environments for families.

CIRCA:

NVFS staff and volunteers are committed to contributing to our agency's positive culture. As ambassadors of our organization, we will engage our community to advance the NVFS mission by:

- **Communication** – *exchanging information and ideas*
- **Integrity** – *conducting oneself in an honorable manner*
- **Respect** – *recognizing and understanding differences and diversity*
- **Collaboration** – *working cooperatively*
- **Accountability** – *meeting commitments*

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NVFS History

Since our earliest days, NVFS has helped to strengthen and empower families because we believe that strong, healthy families create healthy communities – the kind of communities where we all want to live. This work continues today with major initiatives to:

- Address the issues of secure, affordable housing in a challenging economy.
- Provide access to necessary health care and medications for children and adults.
- Offer job training that improves quality of life and provides adequate support for families.
- Provide a safe, stimulating place for growing preschool children to learn and play.

Originally established in 1924 by volunteers in Alexandria, NVFS is in our Northern Virginia communities to help people in need. Those first volunteers in Alexandria noticed that poor children in their community had no coats and their families had no coal to heat their homes. NVFS addressed those basic, but critically important, needs.

Over 90 years later, NVFS continues to address the needs of many communities in our region – over 36,000 individuals and families each year – with a wide range of programs designed to deal with the current problems of today. As these needs emerge and change over time, NVFS's programs adapt to respond to what is needed – when it is required. **We are proud of this legacy of responsiveness** and our long history of collaboration and partnerships with other agencies and numerous community and government partners.

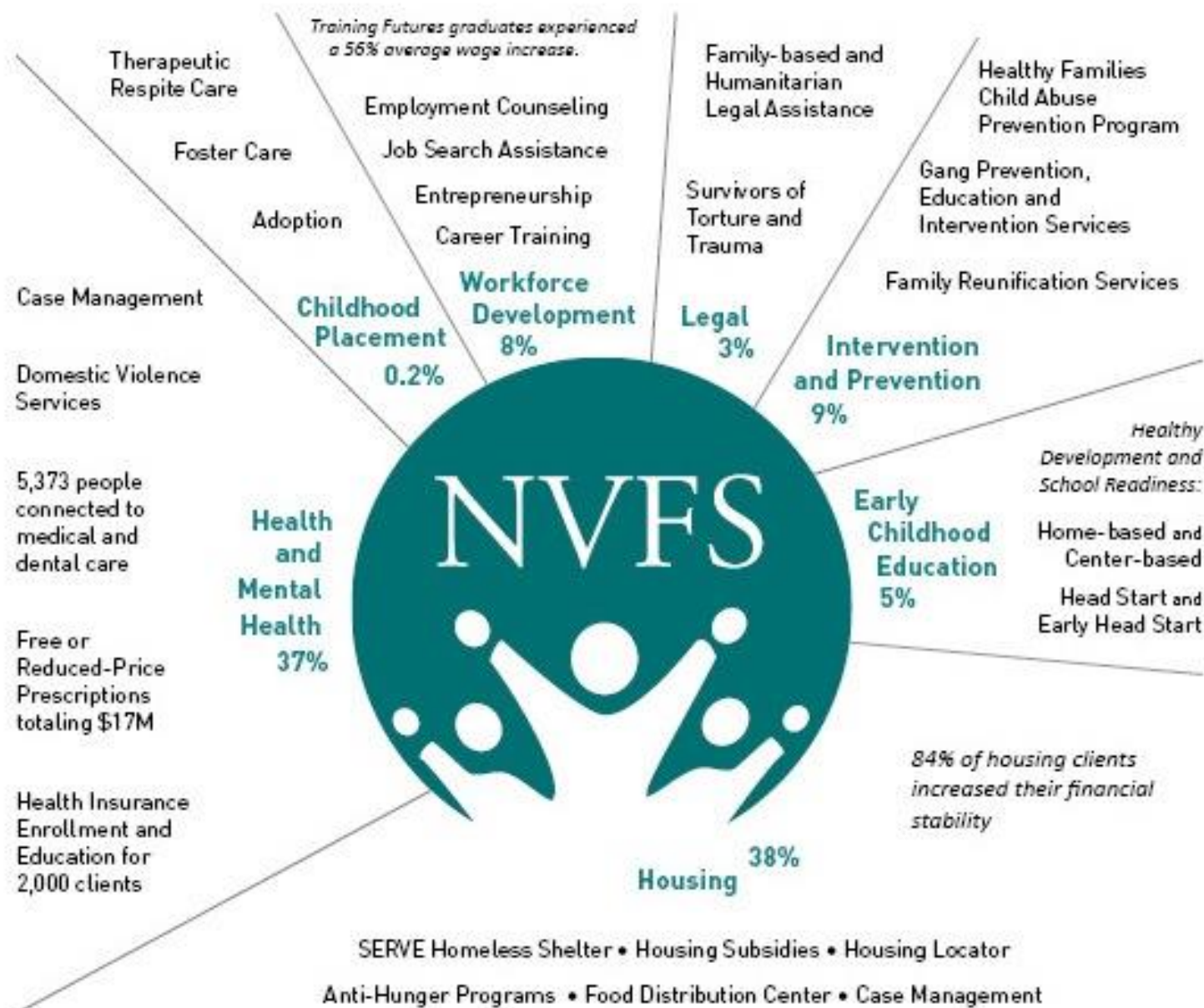
No one can accurately predict what the next 90 years may bring, though the needs of our vulnerable individuals and families will most likely continue to be part of the challenges we face in the northern Virginia region and NVFS will continue to play a pivotal role in addressing these needs and challenges.

NVFS has built a steadfast legacy of support and service that we pledge to provide through our mission to empower individuals and families to improve their quality of life, and to promote community cooperation and support in responding to family needs. With continued commitment of our partners and supporters, including a cadre of volunteers, we may all enjoy the benefits that come with that promise.

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[Youtube.com/novafamilyservice](https://www.youtube.com/novafamilyservice) • [Linkedin.com/company/northern-virginia-family-service](https://www.linkedin.com/company/northern-virginia-family-service)

Northern Virginia Family Service: Why We Are Here

With 19,664 cases and 33,647 people served, NVFS offers stability to our neighbors in need and services and advocacy for those who cannot speak for themselves. Our clients are primarily female (63%), represent the working labor force (68% are between 19 and 65 years old), and like our Northern Virginia region, are racially and ethnically diverse. Percentages below represent the percent of total agency population served; chart is not to scale.



"A Great Place to Live" Comes At a Price:

- The cost of living in Northern Virginia is 40% higher than the national average
- Average rent for an apartment is \$1,800/month or \$21,600/year
- A family of four living in the Northern Virginia suburbs needs \$88,615 to obtain a secure, modest standard of living (Source: RPI)



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Mary Agee
Northern Virginia Family Service

NVFS Locations

Offices

1 – Administrative Headquarters
10455 White Granite Drive, Suite 100
Oakton, VA 22124
571.748.2500

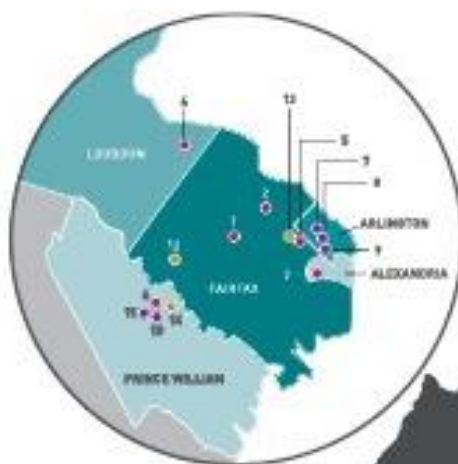
2 – Training Futures – Tysons
8605 Westwood Center Drive, Suite 503
Vienna, VA 22182
571.748.2860

3 – Alexandria Office
5249 Duke Street, Suite 308
Alexandria, VA 22304
571.748.2840

4 – Loudoun Office
14 Pidgeon Hill Drive, Suite 180
Sterling, VA 20165
571.748.2790

5 – Multicultural Center
6400 Arlington Boulevard, Suite 110
Falls Church, VA 22042
571.748.2800

6 – Training Futures – Manassas
9485 Innovation Drive, Suite 103
Manassas, VA 20110
703.530.3041



Centers

7 – George Mason Head Start Center
1801 N. George Mason Drive
Arlington, VA 22207
571.748.2700

8 – Early Head Start – Vermont Center
First Presbyterian Church
601 N. Vermont Street
Arlington, VA 22203
571.748.2760

9 – Early Head Start – Arlington Mill
909 S. Dinwiddie Street
Arlington, VA 22204
571.748.2709

10 – Early Head Start – Georgetown South
9444 Taney Road
Manassas, VA 20110
571.748.2770

11 – SERVE (Family Shelter, Early Head Start & Food Distribution Center)
10056 Dean Drive
Manassas, VA 20110
571.748.2600

Thrift Shops

12 – Clock Tower – Centreville
6031 Centreville Crest Lane
Centreville, VA 20121
703.803.3337

13 – Clock Tower – Falls Church
2860 Annandale Road
Falls Church, VA 22042
703.237.1910

14 – Save 'N' Serve – Manassas
10360 Portsmouth Road
Manassas, VA 20109
703.335.2659

Northern Virginia Family Service: Organization Chart



Northern Virginia
Family Service



NVFS Volunteer Engagement Frequently Asked Questions

Getting Started:

What training is provided for volunteers?

All volunteers must take an agency orientation online before their first volunteer shift. Training specific to a volunteer's position varies from program to program and can include group training sessions, observing/shadowing staff and/or on-the-job training. This training is provided by program staff who schedule the training directly with new volunteers.

What should I wear?

The agency dress policy is business casual. Although in many cases volunteers may dress casually, they should exert a certain amount of judgment in the choice of clothing. Please avoid clothing that is too revealing or has text or images that may make others uncomfortable.

EXCEPTION: Volunteers at Training Futures must wear business attire. Training Futures operates in a simulated office environment where trainees are required to wear business professional dress. This business attire policy extends to volunteers and staff, so please dress accordingly to positively contribute to and support the learning environment.

Scheduling:

Will I have a set schedule for volunteering?

In most cases, volunteers will have a set volunteer schedule so their shift(s) falls on the same day and time each week. The schedule is determined by the volunteer and their supervisor based on the volunteer's availability and the program's needs. In some cases, the volunteer and supervisor may decide on a schedule week-to-week or as needed, depending on the program and project. The majority of volunteer positions though do require a set schedule.

What if I can't come for my scheduled volunteer shift?

Volunteers are an essential part of effective and efficient programs and services. When a volunteer doesn't report for their assigned shift, the immediate result is that the staff is left short-handed and might be redirected from their primary role to fill an unexpected void. The long-term result is that clients receive less intensive services and fewer clients are served.

Since a volunteer missing a scheduled shift can have such a significant impact on the clients, volunteers are asked to ***please notify their site supervisor at least two weeks in advance if they must miss a shift.*** We recognize unexpected, unavoidable reasons such as illness or a personal emergency may arise; in this case the volunteer should notify their site supervisor via phone and/or email ***as soon as possible*** so adjustments can be made.

Is NVFS ever closed?

NVFS observes the following holidays each calendar year: New Year's Day, Martin Luther King Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day. Additionally, NVFS observes the day after Thanksgiving as a holiday.

What happens if there is inclement weather?

Decisions regarding inclement weather are not based on announcements made by the federal or local governments or the schools. If NVFS is closed or opening late due to inclement weather, there will be a message on NVFS's **Inclement Weather Hotline (571.748.2998)** by 6:30AM notifying staff and volunteers of any closings or delays. If the office closes early, managers and supervisors are responsible for notifying their staff, including volunteers, who are affected; most do so by email. If NVFS is open during inclement weather and a volunteer isn't able to come because of road conditions or child care, they should ***contact their site supervisor before their scheduled shift by phone and/or email to inform them of their absence.***

Logistics

Are there age restrictions for volunteering?

There is a minimum age requirement of 16 for most volunteer positions. However, the minimum age for formal mentoring is 21. There are limited regular onsite volunteer opportunities for youth as young as 12 when accompanied by a parent/guardian, which are determined on a case-by-case basis. Since onsite opportunities are limited for younger children, NVFS encourages them to volunteer by coordinating mini-drives in their schools, churches, scout troops, etc. on behalf of NVFS and by attending special events as guests.

Where should I park my car?

Most facilities have plenty of open parking available. The exceptions are in Arlington at George Mason Center, where volunteers must place a parking pass in their windshield, and Arlington Mill, which has a 4-hour parking limit.

Will I have a place to put my belongings when I'm volunteering?

While you can put your belongings in a break room or at your work station, these are not secure locations. We strongly recommend that you only bring what is necessary to your volunteer site.

What should I do if I need to take a break during my volunteer shift?

Volunteers are welcome to take brief breaks of about 5-10 minutes and up to 30 minutes for lunch during their volunteer shift, as needed and within reason. Please always notify a staff member before taking a break so we know we haven't lost you! In some cases, such as classroom settings, you may be asked to delay your break for a few minutes to ensure appropriate adult-to-child ratio requirements are met. Most facilities have break rooms, water fountains, refrigerators, microwaves, etc. Volunteers are welcome to utilize these resources. All facilities have access to restrooms.

What is the expectation regarding computer use?

Volunteers who need to use a computer to perform their work will be provided with adequate equipment and workspace. Computer use should be limited to volunteer duties only. Phones, faxes and copier machines should also be used for volunteer duties only. If you have an extenuating circumstance, please ask your onsite supervisor for approval.

What is the cell phone use etiquette at NVFS?

Please switch your cell phone to silent mode or vibrate during your volunteer shift and minimize use (phone, texting, etc.) while volunteering to only those circumstances that require prompt attention.

Who should I notify if I need to stop volunteering?

NVFS recognizes that volunteers can't stay forever! If you need to stop volunteering or need to discontinue your assignment for an extended period, ***please give your site supervisor and your Volunteer Coordinator as much advance notice as possible*** (preferably two weeks or more). We greatly appreciate having sufficient time to prepare for the transition and recruit a new volunteer.

Are background checks required?

Some NVFS volunteer positions require background checks. This varies depending on licensing requirements and the nature of the volunteer work. All volunteers who directly interact with clients are required to submit to a criminal record background investigation through the Commonwealth of Virginia. In some cases, volunteers interacting with youth clients may also be required to submit to a Child Protective Services Central Registry Check. Volunteers for Early Head Start, Head Start and some shelter programs must also provide proof of a negative TB test (if positive, doctor letter that the TB isn't contagious) from within the last 6 months. Additional background checks such as fingerprinting and sex offender searches may also be required for some positions. Volunteers are notified of the background check requirements at their interview, before committing to a volunteer position(s) and all background checks must be submitted to NVFS before the volunteer begins their service.

Is there insurance coverage for volunteers?

NVFS carries a Volunteer Accident Policy that has a \$50,000 Medical Expense Benefit to cover immediate medical costs in the event of an injury incurred while participating in approved volunteer activities that are part of the volunteer's role at NVFS. This is Excess coverage so it is applied after any health insurance that the volunteer carries. Any volunteer who incurs an injury while volunteering should contact the Director of Volunteer & Internship Engagement (571.748.2626 or khrowitz@nvfs.org) as soon as possible after an incident for more details.

What happens to all of the forms I submit to become a volunteer?

NVFS securely maintains files for all active volunteers in the Volunteer Coordinator offices at the agency. Files are retained for a minimum of two (2) years after a volunteer's service ends and then the files are securely shredded.

Recording Volunteer Hours

How should I record my volunteer hours?

At most sites, there will be a volunteer sign-in sheet or binder in which volunteers should sign in and out every visit. If you forget to do so, please just record those hours the next time you come.

For those volunteering remotely, please maintain a log of your volunteer hours and report them to your supervisor at the end of every month. This can be done on a spreadsheet or simply by tracking volunteer hours on your personal calendar, totaling them and emailing that number at the end of the month. The volunteer's supervisor should also send a monthly email reminder to submit volunteer hours.

Why do I need to track my volunteer hours?

It is absolutely critical that all volunteers log all of their volunteer hours. NVFS needs accurate numbers to support grant funding requests and reports, which represents 57% of the agency's budget. Without your support logging your hours, we can't describe the program success and impact made possible by our volunteers—you are critical to our survival.

Guidelines for Engaging with Clients

What is the policy on client confidentiality?

All volunteers must read and sign the agency's *Confidentiality Statement* before starting. It is critically important to follow all confidentiality guidelines to ensure the rights of our clients aren't being violated and to also be aware of the limits of confidentiality, particularly regarding child abuse/neglect. Please contact your volunteer coordinator if you need a copy of the *Confidentiality Statement*. Here are some examples of situations in which confidentiality is breached:

- Sharing a client's name and/or any identifiable information about the client verbally or in writing with anyone outside of the agency, including confirming or denying whether someone is a client.

- Discussing a client's situation with anyone outside the agency, even if not using their name. It's safest to stick to general information when talking about your volunteer experience with others. Here are some examples: "I mentor an at-risk teen who has faced a lot of challenges" or "I teach job skills to adults who are trying to move from blue collar to white collar careers."
- Initiating contact with a client upon unexpectedly seeing them in a public setting. Instead, let them decide whether or not to initiate contact with you. If they say hello to you first, it is okay to greet them in return before continuing on your separate ways.

How much can I share about myself with clients?

It's always best to keep the focus on helping the clients and let them do the majority of the sharing. Your role is to ask open-ended questions and be an active listener so they know you care about them—this is the best way to build rapport. Don't share with one client something that could be misinterpreted or something you wouldn't want to have shared with others. Before sharing, ask yourself, "*Will sharing this be helpful to them and, if so, how would it help?*"

What should I do if a client "friends" me on Facebook or asks for my email address or phone number?

Please don't share your personal contact information with clients or share your online social networks with them. If a client asks you for this information please tell them that, while you do care about them, sharing personal contact information is against the agency's policies.

Can I transport clients if they need a ride?

Volunteers should never transport clients and are not authorized to do so for any distance or any reason even if it's just taking them a couple of blocks to a bus stop. There is no liability insurance for volunteers who transport clients without approval.* If a client is persistent in asking, please refer them to a program staff member for further assistance.

* **EXCEPTION:** A select few volunteer positions do allow client transportation for approved purposes only. Volunteers whose role allows for this must read and sign a *Driving Agreement Form*, and a *Client Transportation Agreement* must be signed by the volunteer and the client (or guardian if client is a minor) before any transportation is provided. In this case, volunteers may transport clients for approved purposes only.

Can I bring gifts to clients for special accomplishments? Can I invite a client to my home for a meal?

Volunteers must maintain professional boundaries to protect themselves, avoid perceived favoritism or unintentionally make a client uncomfortable. As such, volunteers should never give a gift directly to a client and clients should never be invited to one's home (nor should your address be shared with them). While we understand these gestures are because our volunteers have generous hearts, this is a critical professional boundary in the helping field that must be maintained.

I noticed a client's shoes are worn through their soles. Can I bring them a new pair the next time I come?

Volunteers should never give a donation or gift directly to a client. If you find yourself in a situation like this, always notify program staff to make sure they are aware that the client has a need; staff have agency and community resources available to assist the client. While volunteers are welcome to make donations, the donation should always be given to the agency and never to a specific person or family.

A client is treating me disrespectfully, what should I do?

If you are being treated disrespectfully, the client will respond best to measured reason. You can calmly tell them that you don't appreciate being treated that way, explain why and then give them an opportunity to respond. If the client continues to behave inappropriately, let staff know so the matter can be further addressed.

What should I do if I have a question about volunteer/client boundaries?

Any time you are unclear about a volunteer/client boundary, please ask your staff supervisor to explain it to you more clearly. Also, if you have an interaction with a client and are wondering afterwards if you handled it correctly, please discuss it with your staff supervisor. We understand that boundaries are complicated and people—including staff—make mistakes so we will help you reflect on the interaction and come to a better understanding of the correct way to engage with clients in the future.

Your Opinion & Ideas Matter!

How can I take on more responsibility and/or expand my role?

We welcome this! Once you begin volunteering, if you see other or additional ways you feel you can support the agency or if you have a special skill you'd like to put to use for us but aren't sure how, please talk to your site supervisor. Instead of casually mentioning it in conversation or in passing, we recommend that you set a time to meet with your supervisor. You are always encouraged to email or call your Volunteer Coordinator too.

What is the best way for me to voice any concerns I might have?

NVFS encourages feedback and takes volunteers' concerns seriously. Please begin by talking to your site supervisor, especially if your concern is about a client or is specific to the program in which you volunteer. If you aren't comfortable speaking with that person, please contact your Volunteer Coordinator. If you have a particularly serious concern or feel your concern isn't being addressed, please contact Karen Horowitz, Director of Volunteer & Internship Engagement.

Workplace Culture & Guidelines

Code of Ethics

NVFS employees and volunteers will comply with all laws and regulations that govern organizational practices. They must recognize that the agency established itself in a legal category responsible "to serve the larger public good." It assumed a solemn public trust and, as such, receives the benefits of tax exemption and the opportunity to accept voluntary contributions and donations. The relationships that NVFS staff and volunteers have with clients, colleagues and community partners should be carried out with the highest regard for ethical values, principles and conduct.

As appropriate to this moral and legal responsibility, each employee and volunteer pledges to:

1. Acknowledge that all organizational activities are in support of the agency mission and values that strive to support our clients and communities with a caring attitude.
2. Treat clients, colleagues and community members with respect, courtesy, fairness, and dignity, being sensitive to individual differences, focusing on the well-being of each other and clients, practicing under the rule of "do no harm."
3. Offer services without regard to race, gender, age, religion, disability, national origin, marital status, veteran statutes, sexual preference, political affiliation or any other protected status.
4. Be responsible for conducting the business of the agency with honesty and trustworthiness in communications, behaviors, decisions, and professional practices.
5. Maintain a loyalty to NVFS and its clients; agreeing to represent the agency with professional integrity, safeguarding confidential information, maintaining objectivity, and avoiding actions that put personal interests ahead of the public benefit.
6. Strive for personal excellence, and a commitment to be a good NVFS citizen, making good use of agency resources for the benefit of the agency mission.

7. Observe and adhere to all ***Ethical Codes of Conduct*** associated with individual disciplines, and continually strive to improve competence and the quality of services.
8. Recognize that clients, staff and volunteers have rights and an established review/grievance process is in place for any violation of those rights. Grievances, executed in good faith, are received in accordance with policies, and free from interference, coercion, restraint, discrimination, penalty or reprisal.
9. Accept the obligation to know and obey all laws that govern agency operations, and accept the legal obligation to report to authorities as outlined in agency procedures.
10. Commit to the highest possible standards of ethical, moral and legal business conduct, and take responsibility for reporting suspected violations through the proper (internal) authorities.

Additionally, in order to provide professional services to clients based on their needs while safeguarding personal information and the confidentiality of program decisions, each employee and volunteer pledges to:

1. Obtain the informed consent and participation of those we serve in decisions about their own service, care, and/or treatment;
2. Assure privacy and confidentiality for those we serve, and
3. Safeguard the right of consumers of our services to file grievances in accordance with prescribed procedures.

Non-Discrimination Policy

NVFS is committed to a workplace free of discrimination and harassment based on race, color, mental or physical disability, national origin, age, religion, gender, sexual orientation, marital status, familial status, veteran status, genetic information or other protected status and in compliance with all federal, state and local laws. Offensive or harassing behavior against someone based on protected status will not be tolerated. This policy covers all employees, clients, volunteers, vendors, and others who enter our workplace.

Workplace Boundaries

NVFS employees and volunteers are expected to observe professional and personal relationship boundaries. Personal, non-business relationships within NVFS or between NVFS employees, volunteers, vendors, clients or third parties may arise; however, such relationships may not:

1. Create a conflict of interest
2. Improperly or adversely impact business decision-making
3. Create the appearance of such an impact

Rules of Conduct

To ensure orderly operations and provide the best possible work environment, employees and volunteers are expected to follow the rules of conduct. This is crucial in order to protect the interests and safety of everyone. NVFS requires each individual, including staff and volunteers, to adhere to the *Rules of Conduct* in order to protect the integrity of the organization. Anyone found to not be observing *Workplace Boundaries* or the *Rules of Conduct* may face disciplinary action.

While not possible to list all forms of behavior considered unacceptable, the following list provides examples of some infractions of the rules of conduct:

- Theft or inappropriate removal or possession of property
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer or use of alcohol or illegal drugs in the workplace
- Fighting or threatening violence in the workplace

- Aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress
- Sexual or other unlawful harassment
- Causing physical injury to another person
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Unauthorized use of telephone, mail system or other agency-owned equipment
- Unauthorized disclosure of confidential records
- Being dishonest including, but not limited to, deception, fraud, lying, cheating or theft
- Sabotaging agency equipment
- Engaging in indecent behavior
- Demonstrating gross misconduct or other serious violations of NVFS's policies and procedures
- Crossing professional boundaries with client relationships
- Violating safety policies and practices

Political and/or Religious Activity

As an organization receiving funds from federal agencies, NVFS must administer programs in a politically and religiously non-partisan manner. NVFS must avoid actions that can reasonably be construed as intended to favor one political party or religious belief over another or to influence the outcome of any public election. The use of programs funds, provision of services and assignment of personnel must not result in the identification of NVFS with any activity that is designed to influence an election of a candidate for public office. Employees and volunteers may not engage in partisan political or religious activities during their work time or while volunteering. However, they may do so as a private citizen on their own time and offsite.

Problem Solving & Grievance Procedures

NVFS strongly believes in an open door, open communication policy as an important benefit to the Agency and to employees and volunteers. The purpose of this process is to provide and maintain the best possible work conditions by securing equitable solutions to complaints and grievances that may arise. No employee or volunteer will be subject to any adverse action simply because a complaint is filed in good faith and the employee or volunteer honestly believed it to have merit. However, an employee or volunteer may receive disciplinary action if a complaint contains charges that are justified and found to have been willfully or falsely made. Investigating, processing and other actions regarding a complaint are handled in as confidential a manner as possible.

PROBLEM SOLVING & GRIEVANCE PROCEDURES		
Steps	Role	Procedure
Step 1	Employee or Volunteer	Contact supervisor in person or by phone as soon as employee or volunteer becomes aware of an incident or action of concern.
Step 2	Employee or Volunteer	Discuss issue first with Staff Supervisor; if that person is not available, then discuss the incident with your Volunteer Coordinator
Step 3	Staff Supervisor or Volunteer Coordinator	Review incident to determine if further action is required and document the issue in issue log.
Step 4	Staff Supervisor	Request the person with the issue to put it in writing if the incident or action of concern continues, giving rise to the level of a complaint.
Step 5	Employee or Volunteer	Submit a statement, in writing, explaining the nature of the complaint and send to your Staff Supervisor. If the complaint relates to the supervisor, send the statement to your Volunteer Coordinator and the Director of Volunteer & Internship Engagement.
Step 6	Staff Supervisor or Volunteer Coordinator	Submit complaint in writing to the Director of Volunteer & Internship Engagement if the complaint relates to the conduct of or actions taken by an employee or a volunteer.
Step 7	Director of Volunteer &	Review complaint as soon as possible and provide a written response to the person with the

	Internship Engagement	complaint, explaining that resolution might require investigation, conciliation, mediation, discipline, etc. Copy the Volunteer Coordinator and the Director of Quality Assurance.
Step 8	Supervisor and Director of Volunteer & Internship Engagement	Review and discuss response, and accompanying documentation, to determine appropriate action to be taken to bring the issue to resolution. If the complaint is not resolved to the employee or volunteer's satisfaction, suggest an appeal in writing should be made to the Director of Quality Assurance.
Step 9	Employee, Volunteer or Supervisor	Send appeal in writing if your complaint is not resolved to your satisfaction. The appeal should be sent to the Director of Quality Assurance, who will review the complaint and take appropriate action to resolve it as soon as reasonably possible. The appeal must be filed within five days of receipt of the initial written response.
Step 10	Director of Volunteer & Internship Engagement	Issue a written response to the appeal. If the complaint is still not resolved to the employee or volunteer's satisfaction, inform them that they may appeal in writing to the President/CEO; the appeal must be filed within five days after the second written response is issued.
Step 11	Employee, Volunteer or Supervisor	Submit appeal in writing to the President/CEO; the appeal must be filed within five days after the second written response is issued.
Step 12	President/CEO	Review the complaint as soon as possible and take appropriate action to resolve it as soon as reasonably possible. The decision will be issued in writing and is considered final and binding.

Role Assessment, Reassignment & Termination

The Volunteer Services Department, in consultation with a volunteer's site supervisor and the volunteer, may determine that a volunteer's assigned role is not a good fit for the volunteer and/or the agency. In such instances, the Volunteer Coordinator, site supervisor and volunteer will meet to discuss concerns and determine the appropriate course of action. Such action could include, but is not limited to, trial periods, signed agreements, reassignment or termination. Records of all discussions, meetings and other communication are maintained in the volunteer's file.

Does your company offer a matching gift or time for employees who volunteer?

This workplace practice is fairly common with companies offering their employees paid time off to volunteer, dollar matches for time volunteered, and/or dollar matches for donations employees make to their favorite charities. Contact your employer's HR department to see if your company participates in any of these programs so you can maximize the impact of your support! If your employer supports such programs, please contact the Director of Volunteer & Internship Engagement.

APPENDIX

The **Real Impact** of Northern Virginia Family Service



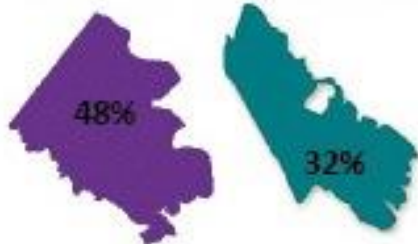
*Investing in Families,
Strengthening Communities*

56%

Job training
graduates
reported a
wage gain of
56% or more



80% of clients come from
Fairfax & Prince William



*Remaining 20% come from the rest of Northern Virginia

33,647 people served

62% of our clients live at-
or-below the poverty line



For a family of 4,
that is \$23,850 a year

SERVE provided nutritious
food to nearly **10,000**
people to alleviate
hunger



100% of our
at-risk youth did
not get involved
with gangs

98% of Head Start
students are ready for
Kindergarten



79% of children remained in
stable foster care placements



60% of homeless
shelter residents
are employed



On average, **50** homeless
children depend on SERVE for
shelter and meals every day



97% of clients who left the
SERVE homeless shelter are now
in stable, permanent homes



10,000+

clients received access to
health care
(physical, dental, & mental)



67,589
volunteer hours
donated



4,119
volunteers

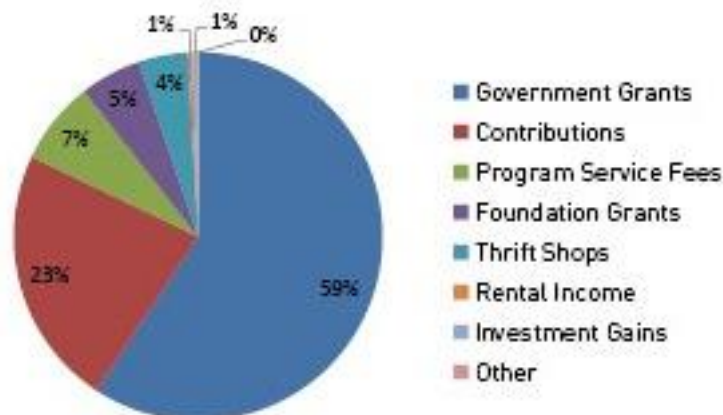
Northern Virginia Family Service has been empowering individuals and families to improve their quality of life for 90 years. It is through our partnership with generous supporters like you that we can continue making *real impact* in our community.



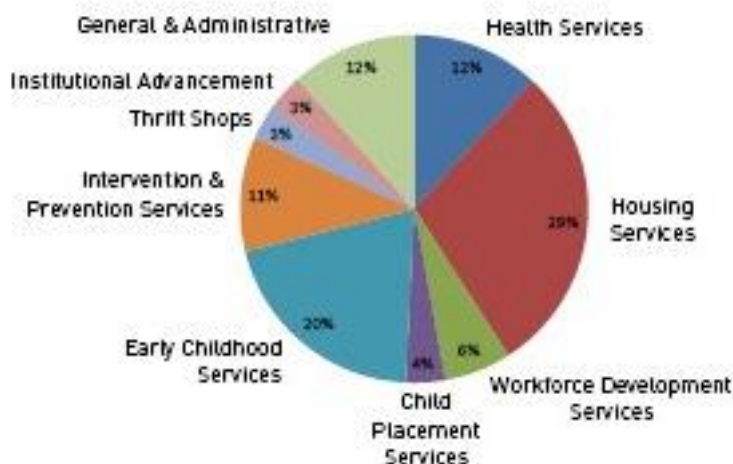
NVFS FINANCIAL REPORT

Generous Community Support Makes All Things Possible:
With government and foundation grants, corporate sponsorships and individual donations, NVFS was able to assist nearly 34,000 in Northern Virginia last year.

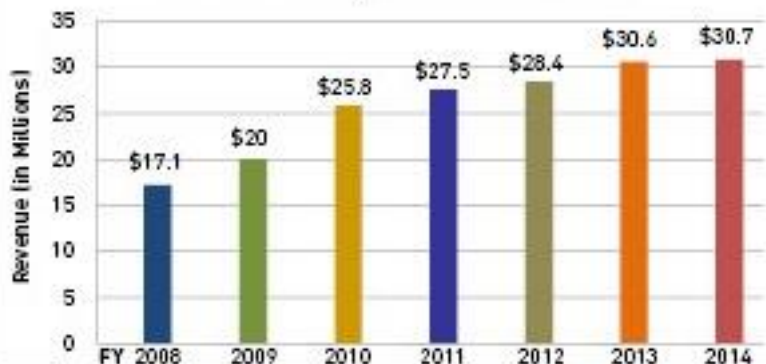
FY 2014 Operating Revenue and Support



FY 2014 Operating Expenses



Recent History of NVFS Growth



Fiscal Year 2014 data