



# Volunteer Handbook & Policy Manual

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# **OUR PHILOSOPHY**

## **Mission Statement**

PLUR Angels is a peer-to-peer harm reduction nonprofit organization, which utilizes volunteers to support health and security services and community outreach to participants at electronic music events and festivals.

## **The Heart of Our Mission**

Since POPNYE on December 31<sup>st</sup>, 2012, PLUR Angels has been dedicated to supporting our community. PLUR Angels is comprised of volunteers who are committed to harm reduction and education. We invite people of all backgrounds to volunteer their time and services to our organization. Every member of the PLUR Angels family is valuable and everyone's time, talents, and efforts are special gifts that are to be appreciated, respected, and recognized. The right role can be found for any person with a desire and heart to serve.

# VOLUNTEER HANDBOOK

## Introduction

Welcome and thank you for your interest in volunteering with PLUR Angels. We are happy that you have joined our team to provide a safe and positive environment for event participants. Our words and actions are for the ultimate purpose of providing safety and representing the ideals of PLUR (Peace, Love, Unity, and Respect). With these goals in mind, PLUR Angels must be able to assist in an atmosphere of trust and respect for each other. It is our hope that you will join us in this spirit of partnership and that your time here at PLUR Angels is successful and fulfilling. We hope your volunteer experience will be rewarding, enjoyable, and worthwhile.

This handbook will provide you with general policies and practices of PLUR Angels. You are encouraged to familiarize yourself with the contents of this handbook, as it will answer many common questions concerning your volunteering. To retain necessary flexibility in the administration of policies and procedures, PLUR Angels reserves the right to change, add to, or eliminate any of the policies described in this handbook.

## PLUR Angels 101

PLUR Angels improves the safety for event attendees, provides educational services, and promotes “partying responsibly.” We facilitate a familiar community and a positive experience for the participant, which further ensures their satisfaction and safety.

## What does a PLUR Angel do?

- Surveys the venue, monitoring the wellbeing of participants
- Observes and reports potentially harmful situations to event medical staff and security.
- Carries a supplies pack with basic safety items.
- Communicates basic safety tips to event participants.
- Provides information about the venue and available resources.
- Maintains a professional mindset and work ethic while volunteering, by limiting prolonged personal cell phone use and/or socialization time.
- While on shift, you may be asked to keep a record of participants you assist and any medical supplies you hand out

## **Our commitment to our volunteers:**

- Volunteers and staff should be given opportunities to learn and grow within the organization. The work of every volunteer is valued equally.
- All volunteers are treated with dignity and respect.
- PLUR Angels value volunteers by giving them meaningful tasks, tools to succeed, and supervision to complete their tasks safely and efficiently.
- Volunteers are responsible for their conduct at events, and for meeting their commitment to PLUR Angels, production companies, venues, medical personnel, event attendees, and the ideals of PLUR.
- All volunteers receive frequent and accurate information about PLUR Angels' activities and operations provided through regular, open, one-on-one communication with staff, through publications, and through conversations with volunteer leaders.
- Volunteers provide our organization with credibility, insight, perspective, diversity, and expertise that enlightens our operations, helps fulfill our mission, and engages the community in our activities.

## **To implement this philosophy, PLUR Angels' leaders and staff will:**

- Actively seek and encourage participation of volunteers in all areas of the organization including: planning, problem solving, training, social and community functions, and administration.
- Share strategic and business plans and on-going schedules to inform volunteers and staff, and focus their energies.
- Respond to all inquiries from prospective volunteers in a timely manner to facilitate their orientation and scheduling.
- Match volunteers with tasks that meet their interests and skills, with clear instructions, deadlines, materials, tools, and freedom to complete the tasks.
- Foster personal growth among volunteers by providing skilled supervision, training, and opportunities to learn new skills.
- Train all volunteers and production and venue staff who are willing to learn.
- Give volunteers a meaningful work and praise, directly and frequently.
- Consider all volunteer requests, suggestions, and grievances in a respectful and timely manner.

- Work together to continually renew and reinforce our mutual commitment to the mission of PLUR Angels.

## **Admission Process**

The process to join PLUR Angels is designed to ensure our volunteers are capable of providing the best quality of service to standard. The admission process includes, but is not limited to, the following steps:

1. Phone interview.
2. Read, sign, and comprehend the Volunteer Handbook & Policy Manual.
3. Pass the PLUR Angels exam with a score of 85% or better.

After this process is completed, you are required to complete one training event as designated by PLUR Angels Management. After completion of your first training event, and approval of performance from PLUR Angels Management, a volunteer is eligible to volunteer for any event PLUR Angels provides services for.

## **Training Outline**

### **Event Procedures**

*Note: Archangel = Manager on Duty*

- Arrive on time to your assigned event
- Park in specified location provided by your Archangel
- Go to PLUR Angel designated “base” location
- Sign In (do not leave this area)
- Archangel will give you an introduction
- Archangel will lead you through a walkthrough of the venue
- Distribution of radio and supplies
- Teams will be assigned
- Important notes will be disclosed about your venue

- Schedules and break times will be distributed
- Questions from volunteers for the Archangel
- Event begins
- Return all unused items and sign out

## **Teams**

You will always be in a group of two. One person will be the “Runner.” The other person will be the “Anchor.” The more experienced Angel will be the Anchor, while the Angel with less experienced will be the Runner. If you both have a similar amount of experience then you are free to decide. In order to maintain the safety of both you and your partner, never leave your partner unless you are executing an Emergency Procedure or using the restroom. Even while on break, you are to remain with your partner.

## **Supply Distribution**

Volunteer shirts and supplies will be given out at the beginning of the event after you have signed in, had your walkthrough, and your manager has given you instructions for the night.

*Supplies we carry: tampons, gloves, earplugs, condoms, bandages, hair ties, safety cards, and sanitary wipes.*

## **Surveying the Venue**

The first interaction we will have with any participant who looks like they need assistance will be a “thumbs up”. If they are able to respond with eye contact and a successful “thumbs up”, we continue surveying the venue. If they are not able to give a “thumbs up”, or an effective response, then you will start to perform a Wellness Check on him/her with 4 questions.

## **4 Wellness Check Questions**

There are four questions you will ask to get an idea of the participants’ wellbeing. The four concepts you will operate on are: Person, Place, Time, and Event. Always let the participant know that you are going to be asking them a series of questions prior to beginning so that they do not feel caught off guard during a Wellness Check.

Person: What is your name?

Place: What city are you in?

Time: What day of the week is it?

Event: Who is the headliner?

When the participant is able to answer all four questions, the term used to describe that is “A&O x4.” A&O stands for “Alert & Oriented.” If a participant is only able to answer three questions, the term would be “A&O x3”, and so on. You are primarily looking for them to be able to answer all 4 questions. If they score anything less than all 4 questions correct, consider executing an Angel Alert.

## Angel Alert

This is in the event that you are convinced the person needs medical assistance. After asking the Wellness Questions, depending on the participant’s mobility, you will do 1 of 2 things:

1. Escort them to medical with your partner (if the participant is mobile).
2. If they are immobilized, then execute an Angel Alert to receive assistance. The Runner/Anchor have different responsibilities for each team role.
  - A. **Runner:** During an Angel Alert, moves to an open area that the Archangel would be coming from so that s/he can find your team easily.

*For example, if you and your partner are in a bleachers area, the runner would move to position him/herself at the nearest entryway to that section and keep an eye out for the Archangel. The runner will also be responsible for using the flashlight to help light dark areas so that the Archangel is able to find your team more easily.*

- B. **Anchor:** Stays with the participant and is responsible for executing 4-Step Safety Process. The Anchor is also responsible for recording basic information of the situation on a log that will be collected at the end of the event.

## 4-Step Safety Process

1. Am I safe? Do you have your gloves on? Are you safe in this situation if your partner leaves? Never engage, or leave your partner, in a situation where you aren't safe. Your safety is always first.
2. Is the participant safe? Always ensure you are aware of the participants’ environment and general condition. Assess the situation carefully before reporting.
3. Radio a manager for assistance and use one of the three designated codes provided in the section above.
4. If the event is taking place at night or indoors, shine your flashlight in the strobe mode, towards where you expect assistance will be arriving.

Continue the maintenance of these steps until assistance has arrived. Once assistance has arrived, continue to help the participant until staff notifies you otherwise.

## Effective Communication

Effective communication is more than just aiming to create a conversation or performing a Wellness Check and also involves being mindful of your body language when approaching a participant. It is important that you are not creating an uncomfortable situation for anyone involved. Introduce yourself and explain what a PLUR Angel does. Ask the participant if they are okay with you coming and sitting next to them (you are entering their personal space, and need to respect that).

Always leave an open space between you and the participant (45 degrees vs. face-to-face) so that s/he does not feel like they are trapped, which may create a stressful situation. An open space helps the participant feel like they are able to leave if they get uncomfortable. When speaking to a participant be sure to use a calm, slow voice to help minimize any unintentional stress. Only one Angel should perform a Wellness Check as too many people can create a feeling of being trapped. Even too much eye contact can come across as threatening to a participant so try to break it once in a while.

## Radio Communication

Each team will be assigned a radio. The team member that will have the radio is called the Anchor. Make sure your radio is set on the right channel and that you are wearing it comfortably. When using the radio press the button and wait a few seconds before you speak. Ensure that you are speaking clearly and concisely into the microphone. Do not to use any participants' name. Only use your team number and our radio codes to communicate over the radio.

## Code System

**Code 1:** I have a mobile participant and I am escorting them to treatment area.

**Code 2:** A participant is immobile and in need of assistance.

**Code 3:** A participant and/or myself are in danger.

**Code 4:** Cancel previous call.

## Examples of Situations for Each Code

### Code 1

- A participant says that they are not feeling well and would like to go to the medical treatment area and is able to stand on their own. You and your partner are able to lead them to medical without the assistance of medical personnel.
- A participant is not able to answer all four Wellness Check questions and is only partially holding him/herself up. With the help of friends, you and your partner are able to lead the participant to the medical treatment area.
- A participant states that they are not completely sure how they are feeling, but know that they want to go somewhere calm and quiet to rest for a bit. You or your partner offer to lead them up to the medical treatment area and the participant willingly comes with you.



### **Code 2**

- A participant is not able to answer all four Wellness Check questions and is not able to stand up on their own. They are either alone, or their friends are not able to help move the participant. Medical personnel may be needed to move the participant to the medical treatment area.
- A participant fell down and appears to have twisted their ankle/leg and is unable to walk. Medical personnel may be needed to move the participant to the medical treatment area.
- A participant appears to have fallen and hit their head on something. Medical personnel is needed to safely move the participant to the medical treatment area

### **Code 3**

- You or your partner witness two participants getting into a fight with one another and security may need to be notified
- You or your partner are in direct danger
- You or your partner witness any kind of unwanted or non-consensual physical violence, domestic violence, or sexual assault, or a participant informs you that they or someone else has been sexually assaulted.
  - Note: Sexual assault is any unwanted, forced, or coerced sexual act whether or not there was penetration. If you are reporting any form of unwanted physical contact, be ready to give Archangel and/or security personnel a description of all parties involved.

### **Code 4**

- A participant that seemed to be unresponsive so the Anchor calls a Code 2 gets up and walks away

## **Initiating a Call**

To make a radio call, wait for the channel to clear and then call the name or team number you are trying to contact twice (to ensure the message is heard) followed by your team number.

Ex: "Team 6, team 6. This is team 3."

Wait for response from team or person you are contacting. If you do not hear a response, it means that "Team 6" may not have heard your call or is not able to take the call at that exact moment. Wait a moment and then try again before preceding.

Once you have heard a response from "Team 6" you may proceed by stating your code and location if necessary, followed by a response from "Team 6" indicating that your message was heard.

Ex: "Go for Team 6"  
"Code 2, seats section 313"  
"Copy that"

## **Effective Use of the Radios**

- Think about what you need to communicate before initiating a call.
- Listen to make sure that the channel is clear before initiating a call. Only one person can talk at once so be sure that you are not interrupting another call.
- Speak loud (without yelling) and clearly, slowly and be brief. State the code and your team's location while leaving out any other details to ensure that the message is heard.
- While using the shoulder mic, use your hand to cup the mic to help block out any background noise and make your message clearer. If you are positioned near the stage, turn away so that your body can help block this background noise or, if possible, move to a location that would make it easier to initiate the radio call.
- When stating locations that involve numbers, be mindful that over the radio certain numbers can be difficult to distinguish (ex/ 315 vs 350). In these cases state the section number digit by digit to ensure that your message is heard
  - Ex/ three-one-five or three-five-zero

## **Things to Avoid While Using the Radio**

- Profanity of any kind
- Excessive or unnecessary information regarding the participant. Keep it simple and to the point to avoid any confusion
- Use of any personal information about the participant
- Side conversations that do not pertain to an Emergency Procedure. If you have a question about a non-emergency situation (for instance, if during your shift you come across a participant that appears to be altered, but still responsive and you and your partner are not sure how to proceed) you may ask to talk to the Archangel in person. Use the protocol stated above for using the radio to see if the Archangel is free to meet you in a designated location.
- Using the radio in a way that disrespects any other Angel on or off duty

## Schedule

There will be a schedule for most events. It can be found in the PLUR Angels Volunteer Group. For each hour, find your team number and you'll see what part of the venue you are supposed to be in. Don't forget to rotate to the next designated station on the hour. Depending on the length of the event you and your partner will have a 15-30 minute break. These breaks must be taken together in the designated location (Angel base). It is expected that a volunteer stay for the entire duration of the scheduled event to maintain the safety of all scheduled volunteers.

	7	8	9	10	11	12
Water Left (If you're looking at stage)	1,2	5,6	9,10	13,14,1	2,3,4	Treatment
Water Right (If you're looking at stage)	3,4	7,8	11,12	2,3,4	5,6,7	Treatment
Main Floor Patrol	5,6,7,8,9	9,10,11,12,13	13,14,1,2,3	5,6,7,8	8,9,10,11	Treatment
Bleacher Patrol	10,11,12,13	14,1,2,3	4,5,6,7	9,10,11	12,13,14	Treatment
Dispatch	14	4	8	12	1	Treatment
Management (Float)	15, 16	15, 16	15, 16	15, 16	15, 16	Treatment

\*Responsibilities for your particular area vary by event.

# POLICY MANUAL

## Volunteer Relationship

A volunteer is anyone who provides time and talent to PLUR Angels through work at events, committee, social media, or any other group or project. We thank you, and all volunteers, for the personal investment you make in our organization and its mission. We strive to provide support, supervision, and recognition to our volunteers.

As a volunteer you have the right to:

1. Be assigned appropriate tasks according to ability, skill, interests, availability, and training.
2. Receive training and supervision for the tasks accepted.
3. Receive a job description for your assignment when appropriate.
4. Be treated as a fellow team member who contributes to PLUR Angels through your volunteer work.
5. Make suggestions about your assignment and the PLUR Angels volunteer program, and be acknowledged by staff.
6. Expect that PLUR Angels will be a good steward of your time.
7. Be given appropriate expressions of appreciation and recognition.
8. Be trusted with confidential information if needed to help carry out assignments.
9. Expect that records will be kept; documenting areas of interest or positions held (and if applicable, time spent volunteering, commendations, etc.)
10. Be treated with a spirit of friendliness and cooperation so that PLUR Angels will continue to be known as a "great place to volunteer."
11. A safe and inviting environment to work in that is free of harassment and discrimination.

PLUR Angels expects volunteers to:

1. Read this Handbook and understand all outlined information presented.
2. Embody our mission statement and value.
3. Exemplify PLUR within our community and others.
4. Know your own duties and stay on task.
5. Cooperate with staff, your fellow volunteers, and maintain a team attitude.
6. Voice your opinions and contribute your suggestions to improve PLUR Angels' tasks. Sign in and out each time you arrive for an assignment.
7. Be on time for scheduled meetings and assignments.
8. Honor your commitment and come when scheduled.
9. Treat all volunteers, staff, and participants with respect.
10. Adhere to all policies and procedures outlined in this handbook.
11. Inform managers of any violations of policies & procedures you become aware of on behalf of other volunteers.
12. Communicate appropriately to other volunteers if there are conflicts.
13. Include Managers in any conflicts that you cannot resolve on your own.
14. Communicate with your Volunteer Coordinator if your contact information changes (email, phone number etc.)

Remember, you help to create the healthful, pleasant, and safe volunteering conditions that PLUR Angels intend for you. We need your help in making each volunteering event enjoyable and rewarding.

## **Community Service**

PLUR Angels welcome community service volunteers from civic groups, schools, community assistance programs, and the judicial system. Community service volunteers are responsible for maintaining an accurate timesheet and to ensure it is signed at the beginning and end of each day by a PLUR Angels supervisor or duly appointed person. Community service volunteers must also sign in and out on PLUR Angels volunteer sign in sheets. This is the only information that will be entered in our database. PLUR Angels does not recognize breaks or lunches to be community service time. Only actual time worked will be credited for community service.

For appropriate placement within our organization, PLUR Angels reserve the right to know the offense related to court-ordered community service. In all other respects, court-ordered community service volunteers will be treated and held accountable to the same standards as all other volunteers.

## **Age of Volunteers**

PLUR Angels Supervisors evaluate the abilities and competency of all volunteers and assign appropriate, safe activities, as availability and conditions permit. The minimum age to volunteer is 18. There is no maximum age for PLUR Angels volunteers.

## **In the Case of Personal Injury**

You and PLUR Angels share responsibility for establishing and maintaining a safe volunteer environment. PLUR Angels will attempt to ensure a safe environment and to comply with federal, state, and local safety regulations. In turn, you are expected to obey safety rules and to exercise caution in all of your volunteer activities. You are asked to report any unsafe conditions to your supervisor immediately. Any accident, which results in injury, regardless of how insignificant, must be reported promptly to your supervisor. A first aid kit is located at all venues and a staffed medical station is available at all events. A supervisor will advise you of exact locations on site.

## **Absence and Lateness**

The positions that volunteers fill are critical to PLUR Angels. If you fail to show up, others must take on the tasks you were expected to accomplish. If you are unable to attend a scheduled volunteer day, or if you will arrive late, please contact your Volunteer Coordinator with at least 48 hours' notice. Please note however, that only absences due to an emergency (personal or family) will be excused within 48 hours of a scheduled event. If you are unable to make a scheduled shift for any other reason, and cancel within 48 hours of the event, your actions will result in disciplinary action.

## **Sign-in Sheets**

Volunteer sign-in sheets are very important to our organization. All volunteers must sign in and out on the forms provided at each event.

## **Dress Code While Volunteering**

All volunteers must have the full front of their PLUR Angel shirt visible at all times and wear clothing that is not in any way revealing and creates a professional appearance as well as provide protection from potentially harmful substances while assisting participants (regardless if volunteer is sitting, standing or walking a participant to medical). Clothing and accessories (kandi, jewelry, socks, etc.) should not have references to alcohol or illegal drugs while in their PLUR Angel shirt. While wearing a PLUR Angel shirt, volunteers must be representing a positive image of our organization.

Each volunteer should carry necessary supplies in a way that makes them easily accessible in the case of an Emergency Procedure. Gloves should be in front pockets or looped in a way that the volunteer is able to put them on in a moment's notice. The flashlight should be attached to your fanny pack via carabineer or put in a place so that it is easily accessible if necessary.

## **Confidential Information**

PLUR Angels have an obligation to production companies, venues, participants, medical personnel, and volunteers to maintain their confidentiality and to respect their privacy. Every person served by PLUR Angels has the right to confidentiality. At the same time, every volunteer must use his or her best judgment. If you are aware of a safety issue that requires immediate attention, especially if it involves volunteers, please direct your concern immediately to the PLUR Angels Supervisor.

This confidentiality extends to after your volunteer shift is over into social media. Volunteers may not post or release any information about participants, medical personnel and other volunteers in a way that makes this confidential information public in any way.

## **Harassment and Discrimination**

PLUR Angels are firmly committed to providing a positive environment free of discrimination and bias. Each volunteer is personally responsible for maintaining such an environment. PLUR Angels prohibit any actions, words, jokes, or comments based on an individual's race, sex, sexual preferences, ethnic background, age, religion, physical condition, or other legally protected characteristic. Any conduct or action, whether overt or subtle, which creates an offensive or hostile work environment is prohibited and will be grounds for immediate disciplinary action.

PLUR Angels prohibit any harassment between volunteers, employees, or other non-employee on the basis of sex. No volunteer, male or female, should be subjected to unsolicited or unwelcome sexual overtones and conduct, either verbal or physical. Mis-

conduct applies to males and females, and includes harassment between individuals of both sexes and the same sex. Any volunteer who believes he or she is a victim of sexual or discriminatory harassment is encouraged to let the harasser know that his or her behavior is unwelcome. In addition, volunteers who believe they have been harassed must immediately report the matter to a Supervisor or the Executive Director; a grievance is then filed.

## **Removal From a Shift**

There are several reasons why an Angel may be removed from their shift. An Archangel may remove a volunteer from their shift because of a health or medical reason. Typically this would not result in a disciplinary action and is more aimed at protecting the wellbeing of the volunteer.

Behavior that goes against what is outlined in the policy or procedures may also result in an Angel being removed from their shift and can be due to a single or series of incidents during a shift. In the case of a series of incidents during a shift, the Archangel will speak with the Angel in private to let them know how what they are doing conflicts with their duties as a volunteer. If after two warnings the volunteer is still repeating the same or similar action, the Archangel will ask the volunteer to remove any staff wristbands or credentials, return all PLUR Angel materials and escort him/her out of the venue. In the case of a single incident requiring removal, the Archangel will call the volunteer back to base to speak with him/her about the action, remove any staff wristbands or credentials, collect all PLUR Angel materials, and escort the volunteer out of the venue.

Removal due to incidents that violate what is outlined in the policy or procedures may result in further disciplinary action.

## **Off-Duty Angels**

A PLUR Angel volunteer is considered to be off duty when they are not in their PLUR Angel shirt. Please note that many of the same standards are held when a volunteer is off shift as when they are working an event as a PLUR Angel. Volunteers may never share confidential information pertaining to any specific medical or personal information gathered while volunteering as a PLUR Angel, or harass or discriminate any PLUR Angel volunteer, employee, or other non-employee for any reason.

Depending on the nature of the event, for instance in the case of multi-day festivals, while off-duty volunteers may not, at any time, be under the influence of illegal drugs that may impact their ability to remain sober during a volunteering shift. Volunteers should also be mindful that while the use of alcohol may be permitted while off shift (as long as they remain sober during shift), each volunteer is still representing PLUR Angels as an organization and should conduct him or herself in such manner.

## Grievances

Under this policy, a grievance is defined as any event, condition, rule, or practice which the volunteer believes violates his or her civil rights, treats him or her unfairly, or causes him or her any degree of unpleasantness or unhappiness on the job. A grievance may also deal with an attitude, or an opinion or statement held by a staff member or fellow volunteer.

Volunteer grievances are of great concern to PLUR Angels Management, regardless of whether the problem is “large” or “small”. To provide prompt and efficient evaluation of, and response to grievances, we have established a procedure for all volunteers. It is PLUR Angels’ policy to give full consideration to every volunteer’s opinion. There will be no discrimination against or toward anyone for his or her part in presenting a grievance. All grievances are handled confidentially.

The grievance procedure is:

- If urgent action is needed, notify the site supervisor or site host immediately.
- Attempt to discuss your grievance with your supervisor to work out the problem.
- If you are unsatisfied, submit your complaint in writing to the Director of Human Resources within 15 business days from the date the incident occurred.
- A response should be made within 5 business days.
- If you are not satisfied within 5 days of how your written complaint was handled, you may appeal by submitting your written complaint to the Director of Operations (COO) or Executive Director (CEO).
- If the complaint is with the executive director, then submit it to the Director of Operations.
- The Executive Director or Chief Operations Officer (COO) should respond within 5 business days.
- If you are still unsatisfied, you may ask that your written complaint be taken to the Board of Directors. Within 30 days, the Board of Directors will act on your grievance, affirming or denying your request, choosing to investigate further, or choosing to allow the volunteer to present their issue to the board. The Board of Directors’ decision is final.



## Volunteer Conduct

PLUR Angels is an at-will agency and has the right to cease the relationship with a volunteer without cause, but will always consider the cause leading to the termination. Although it is not possible to list all the forms of behavior or conduct that are considered unacceptable in the volunteer environment, the following are examples of infractions or conduct that may result in the limitation and cease of relationship with the volunteer. Please note that certain actions will result in immediate termination.

The following actions will result in **Immediate Termination**:

- Theft or inappropriate removal or possession of PLUR Angels property
- Misuse of agency funds, equipment, or materials
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcoholic or illegal drugs in the work place, while on duty or while wearing PLUR Angels uniform
- Fighting or threatening violence in the volunteer environment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the work place
- Gross misconduct or insubordination
- Over three absences without 48 hours' notice

The following actions will result in an immediate **probationary or suspension** period of volunteer:

- Repeated failure to follow a supervisor's reasonable request or to carry out a reasonable assignment
- Releasing confidential information
- Repeatedly showing up late for a scheduled shift without contacting Volunteer Coordinator beforehand
- Not adhering to any of the outlined policies or procedures
- Boisterous or disruptive activity in the volunteer environment
- Abuse or mistreatment of attendees, volunteers, or employees \*
- Violation of safety or health rules \*
- Violation of PLUR Angels anti-discrimination policies and procedures \*
- Negligence or improper conduct leading to the damage of property \*

\*Depending on severity of action, these behaviors may result in immediate termination

Following each action determined to be at the probationary/suspension level, a volunteer will receive one mark on their volunteer record. If a volunteer accumulates three marks during their time as a volunteer, regardless of how much time elapses between instances, the volunteer will be terminated from the PLUR Angels.

## **Contact Information**

Website: [www.plurangels.org](http://www.plurangels.org)

E-mail: [info@plurangels.org](mailto:info@plurangels.org)

## VOLUNTEER ACKNOWLEDGEMENT

I acknowledge the PLUR Angels Volunteer Handbook and Policy Manual in whole and understand I should consult with the PLUR Angels Management if I have any questions about the policies or procedures contained therein.

I understand that from time to time there may be revisions to the Volunteer Handbook and Policy Manual. Such revisions will require the prior approval of the Board of Directors and will be communicated to volunteers.

I have entered into my volunteer relationship with PLUR Angels voluntarily and acknowledge there is no specified length of volunteering. Accordingly, either PLUR Angels or I can terminate the relationship at will, with or without cause, at any time.

Furthermore, I acknowledge that this manual is neither a contract of employment or volunteering, nor a legal document. Although some or all of the policies and procedures may have been explained to me verbally, I understand that it is my responsibility to fully read and comply with the policies contained in this handbook and any revisions made to it.

---

Volunteer's Signature

---

Date Signed

---

(print)

**Volunteer's Name**

# VERIFICATION OF HOURS

## ***Volunteer's Information***

Name: \_\_\_\_\_

Last

First

Middle

Address: \_\_\_\_\_

Street Address

Apt#

City

State

Zip Code

Phone Number: \_\_\_\_\_ Email Address: \_\_\_\_\_

## ***Volunteer Hours***

Date	Event	Time In	Time Out	Supervisor Printed Name	Supervisor Phone Number	Supervisor Signature

***NOTE:*** Any falsified time sheets will be subject to disciplinary action by PLUR Angels Management. All time sheets must be signed, thereby verified, and approved by the appropriate supervisors.

Total Hours Worked: \_\_\_\_\_

*As a PLUR Angels volunteer, by signing below, I hereby certify that the hours shown herein were worked by me and certified by an authorized representative of the above named organization.*

X \_\_\_\_\_