

WEST VIRGINIA STATE COUNCIL
VIETNAM VETERANS OF AMERICA, INC.

SERVICE OFFICERS AND
VOLUNTEER HANDBOOK

July 2017



Created by WVSC June 14, 2009
Amended July 2017

An interesting and challenging experience awaits you as a Volunteer of West Virginia State Council Vietnam Veterans of America, Inc. (in this manual, hereafter referred to as WVSC-VVA.) To answer some of the questions you may have concerning your time with us, we have written this handbook. Please read it thoroughly and retain it for future reference.

WVSC-VVA recognizes the value of our volunteer. As such, we work very hard at providing our volunteers with a pleasant and friendly work environment that balances the needs of our volunteer with the needs of WVSC-VVA. We expect our volunteer to conduct themselves in a professional manner and ask that our service officers maintain professionalism always with our clients and the public.

Our past and present success is based on the daily efforts of our hard-working volunteers. We strive to have a long-term relationship with our service officers, and hope that all volunteers work toward a "team" approach. Throughout WVSCVVA, whether you have been volunteering with us for many years WVSCVVA or are a new service officer, it is important that you share our sense of pride in what we do and our commitment to provide the highest level of service to the clients we serve.

Welcome to WVSC-VVA! We wish you the best of luck and success in your position and hope your time as a service officer relationship with WVSC-VVA will be a rewarding experience.



THE PURPOSE OF OUR HANDBOOK

The purpose of our Handbook is to communicate the policies and practices of WVSC-VVA. It is extremely important that our Service Officers understand the policies that relate to veteran's benefits, service officer's classification, rules, regulations and procedures, volunteer policies, and personnel practices. Do not hesitate to contact the President, Vice President or Treasurer, with any questions you may have regarding any part of this handbook.

GENERAL PERSONNEL POLICY/Service Officers RELATIONS

Because we realize the importance of every Service Officer to the successful operation of our State Council, and because we earnestly want each volunteer to be successful and happy in his/her work, we want everyone to be aware of the following WVSC-VVA policies:

To find the best available person whenever a vacancy occurs.

To aid in the development of each person in becoming an effective and enthusiastic volunteer.

To offer advancement from within whenever practical.

To treat each person with consideration and respect.

To avoid any favoritism of one person over another.

To provide a clean, healthy, and safe place to work.

To try compensating service officers for supplies and travel only.

To recognize length of service where other qualifications are approximately equal.

To make available service officers information concerning developments in the business which affect them?

To expect each volunteer to show a real interest in his or her work and to do a productive job every day.

These policies are intended to help create and maintain a service officer's relations climate in which people will work together effectively and with enthusiasm.

Service Offices at Will

This Service Officer Handbook is not a contract of employment and does not alter the Service Office-at-will relationship under West Virginia State law. Any volunteer may terminate service with WVSC-VVA, at any time without any reason. In addition, WVSC-VVA may terminate any of its service offices at any time without any reason. Benefits and general policies set forth herein are subject to change at the discretion of WVSC-VVA with or without notice. If there are any employment agreements, it must be in writing and authorized by WVSC PRESIDENT and Officers of WVSC.

Changes or Modifications

WVSC-VVA reserves the right to interpret, change or modify any section of this Handbook. The volunteer benefits, personnel policies, WVSC-VVA procedures and rules of this manual will remain in effect unless you are notified in writing that changes are necessary.

As previously mentioned, any questions about any topic covered in this book should be directed to The President, Vice President or Treasurer

Volunteers Selection

WVSC-VVA recruits and selects our service officers through advertising, referrals, résumés, interviews and background checks. Our members are encouraged to refer to us qualified persons to be considered as services officers. We interview many candidates before selecting those who demonstrate the ability, experience, skills and cooperative spirit that we seek in our volunteers. Based on a total assessment, we choose those applicants with the highest qualifications.

Change in Status

Service Officers are responsible for keeping the information in their personnel record up to date. Change of name, address, telephone number, personal status, number and age of dependents, are very important for our purposes and must be reported immediately. Please notify The President, Vice President or Treasurer when changes occur in any of these or other matters.

WVSC-VVA will not be responsible for any errors that may occur from failure to update this information.

The Americans with Disabilities Act (ADA)

WCSC-VVA does not discriminate against qualified individuals with a disability who, with or without reasonable accommodation, can perform the essential functions of the volunteer position that such individual holds or desires. Specifically, it is our policy to promote, and maintain terms, conditions and privileges of volunteers in a manner which does not discriminate on a basis of a disability of a qualified individual.

Equal Opportunity

We are an Equal Opportunity volunteer organization. We do not discriminate on the basis of race, religion, creed, color, sex, age, national origin, marital status, veteran status, or handicap/disability.

This policy applies to all terms and conditions of volunteering, including, but not limited to placement, termination, transfer, leave of absence, and training.

Discrimination based on any of the above groups is strictly prohibited. Any volunteer who engages in such conduct is subject to appropriate disciplinary action up to and including immediate removal.

We encourage you to bring any perceived violation of this policy to our attention immediately. We recommend you report the conduct to The President, Vice President or Treasurer, who will respond to your concern quickly and in as confidential a manner as is possible.

Sexual Harassment

While all forms of harassment are prohibited, WVSC-VVA has an explicit policy prohibiting the sexual harassment of its volunteers. Specifically, sexual harassment means unwelcome sexual advances, requests for sexual favors, and/or other verbal or physical conduct of a sexual nature when any/all of the following conditions exist:

Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's volunteer; or,

When submission to or rejection of such conduct by an individual is used as the basis for volunteering decisions affecting that individual; or,

Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or is creating an intimidating, hostile, or offensive working environment.

WVSC-VVA has the responsibility to maintain a workplace free of any form of sexual harassment. That means that no volunteer shall threaten or insinuate, either explicitly or implicitly, that a Service Officer refusal to submit to sexual advances will adversely affect the volunteer evaluation, advancement, assigned duties, shifts, and career development.

The responsibility for maintaining a workplace free of any form of sexual harassment is not limited to supervisors. All volunteers, supervisory or non-supervisory, are prohibited from engaging in conduct including, but not limited to:

Sexual flirtations, touching, advances, or propositions;

Verbal abuse of a sexual nature (e.g., swearing, jokes or comments of a sexual nature, etc.);

Graphic or suggestive comments about an individual's dress or body;

Using sexually degrading words to describe an individual, and

Displaying sexually suggestive objects or pictures in the workplace, including photographs or posters.

If you believe that the actions or words of a supervisor or fellow volunteer constitute unwelcome sexual harassment, you have a responsibility to report that behavior to The President, Vice President or Treasurer immediately. All complaints of harassment will be investigated discreetly and promptly. Any service officer, supervisor, or manager who, after investigation, is found to have engaged in harassment will be subject to appropriate disciplinary action, up to and including termination.

Any volunteer who makes WVSC-VVA aware of sexual harassment activities will not suffer adverse job consequences because of a complaint.

Fair Treatment Policy

WVSC-VVA expects every person in our organization to be treated with fairness, respect and dignity. We will not tolerate harassment or discrimination of any kind in WVSC-VVA.

If you believe you have encountered any kind of harassment or discrimination from a co-worker, supervisor, agent, client or visitor, please advise The President, Vice President or Treasurer immediately. Reports will be investigated on a strictly confidential basis.

Performance Reviews/Advancement

Performance reviews are administered at the end of the first three months for new volunteers and annually thereafter on the anniversary date. In addition, interim reviews will be conducted if needed.

Each volunteer will be reviewed at least annually.

Your work is based on many job-related factors. Every effort is made to ensure that each volunteer is treated fairly in relation to job classification, performance, attendance, cooperation, and productivity.

NO Full-time Employees

There will not be any full-time hourly employees.

NO Part-time Employees

There will not be any part-time Employees

Former Employees

No former volunteers may seek employment with WVSC-VVA. Each request will be reviewed by The President, Vice President and officers of WVSC.

Temporary Agencies

WVSC-VVA may not hire temporary personnel during periods of high seasonal workload, or when short-handed.

Hours of Operation/Lunch Periods

Regular hours for volunteers are from 8:30 a.m. to 5:00 p.m. or as agreed upon by the volunteer and WVSC.

Any volunteer who does not do reports for three consecutive months will be considered to have voluntarily resigned from their position if they have not advised the WVSC officers of a long absence.



Military Leave

WVSC-VVA recognizes the importance of the Military Reserve and National Guard, and will permit military leave for active duty. A copy of the notice sent by the military unit must be provided when it is received.

A service officer who is a member of a reserve military organization of the United States of America, or of the National Guard, and who attends a regular military training camp, will be given necessary time off for such training.

WVSC-VVA will comply with all government regulations concerning individuals who enlist in the military or who are called for active duty.

Bereavement

Each service officer is entitled to time off for bereavement in the case of a death in their family or spouse's immediate family. Immediate family includes parents, grandparents, children, spouse, brother or sister.

If additional time is required, service officers may be used with the approval of WVSC-VVA.

Jury Duty

Jury Duty leave will be granted to volunteers who are summoned to serve. Jurors will be expected to give as much notice as possible to the WVSC-VVA.



Leave of Absence

Because we are a small organization, we can guarantee granting a leave in all cases.

Requests must be submitted in writing to The President of WVSC for leave, and will be approved on an individual basis.

All leaves are granted.

If the leave (up to a maximum of 90 days) is granted, WVSC-VVA will make every effort to return service officers on leave to a position at the end of their leave. WVSC-VVA cannot, however, guarantee return to the position held before the leave.

Family and Medical Leave Act

WVSC-VVA complies with the provisions of the Family and Medical Leave Act that is effective August 5, 2008

CONDITIONS OF THE LEAVE ACT

A service officer may request a leave upon the birth or adoption of a child of the volunteer, or one's placement for foster care; or

A service officer may request a leave when the volunteer's spouse, child or parent has a serious health condition and requires care from the employee. WVSC-VVA will also give eligible volunteer job-protected, unpaid leave for their own serious health condition.

A serious health condition means an illness, impairment or physical or mental condition that involves either:

Inpatient care in a hospital, hospice, or residential medical care facility or
Continuing treatment by a "Health Care Provider"

During the leave period, WVSC-VVA will not continue any benefits such as disability insurance, sick leave, annual leave, and educational benefits, if applicable.

Unless there are unusual circumstances such as sudden changes in health, WVSC-VVA expects volunteer to give 90-day or more notice of the service officers intent to take leave.

A certification issued by a health care provider may be required to support a volunteer request for a leave due to a serious health problem. When required, the service officer must provide a copy in a timely manner. This certificate must include:

The date the condition began

Its probable duration

Appropriate medical facts and

An assertion that the service officer is unable to perform the volunteer job function or that a volunteer is needed to care for a sick family member for a specified period.

Should WVSC-VVA have reason to doubt the validity of an eligible service officer certification, WVSC-VVA can request a second opinion by another health care provider designated or approved by the WVSC-VVA.

Service Officers returning to work have the right to be returned to the job position that they held when they went on leave.

If a volunteer fails to return to work after the leave period has expired, WVSCVVA will find a replacement.

All requests for participation in the Family and Medical Leave Act must be made through The President and officers of WVSCVVA.

Other Absences

All other absences from work are considered unexcused and will result in disciplinary action.

COMPENSATION

Any discrepancies or questions about your travel pay should be raised immediately. WVSC-VVA makes every effort to be accurate and will correct errors as quickly as possible. Authorized check pick-up by other than the volunteer must be in writing.

WVSC-VVA will not give advances or loans.

Volunteer Benefits

WVSC-VVA does not offer benefits at any time.

Disability Coverage

All Service Officers are not covered by any short-term disability insurance,

Workers' Compensation

West Virginia State Workers' Compensation benefits will not be paid.

The cost of Workers' Compensation is not paid by WVSC-VVA.

Unemployment Insurance

Unemployment Insurance is not available.

The cost of this coverage is not paid by WVSC-VVA.

Social Security

Social Security Benefits are not available for retirement, survivor's benefits, and medical costs.

SAFETY

Safety Procedures

WVSC-VVA believes it is the responsibility of each volunteer to contribute to the safe operation of WVSC-VVA.

The safety of our service officers, our clients, and the general public is a primary consideration in the operation of WVSC-VVA

All employees must be familiar with the following Accident Plan and safety information:

Accident Plan

In case of an accident, STOP WORK, and take the following steps:

Provide aid to the injured person.

Eliminate the cause of the accident.

Call the President, Vice President or Treasurer immediately.

Take steps to prevent a second accident.

Prepare a written accident report with the full details of the accident and submit it to The President, Vice President or Treasurer on the day of the accident.

FAILURE TO FOLLOW SAFETY RULES AND PROCEDURES WILL LEAD TO DISCIPLINARY ACTION, UP TO DISCHARGE!

Illness or Injury

If you are injured or become ill while at work, report immediately to The Vice President or Treasurer. Get first aid or medical care immediately. An accident report must be completed, even if the injury appears minor.

When an injury requires medical care or hospitalization, you should be accompanied by another volunteer or able-bodied person who will then contact The President, Vice President or Treasurer with details as soon as possible.

General Safety

Create your own “safety awareness:” Most accidents are the result of one person’s carelessness.

Before using any equipment, make sure you have read the instructions or have received proper instructions.

Absolutely no alcoholic beverages are allowed in any vehicles being used for business.

No alcoholic beverages may be consumed during any volunteer hours, including lunch or break times.

Horseplay is dangerous and will not be tolerated.

Recommendations for safety equipment, practices or procedures should be brought to the attention of The President, Vice President or Treasurer, in writing.

You are encouraged to detect hazardous conditions and to report any of these to The President, Vice President or Treasurer.

Keep your work place clean: Good housekeeping promotes safe and efficient work. Do not allow trash or scrap to accumulate in your work area.

OSHA and Safety

The Federal Occupational Safety and Health Act (OSHA) is designed to provide a safe work environment and eliminate unsafe conditions. All OSHA directives must be carried out.

Any suspected safety hazard should be brought to the attention of The President, Vice President or Treasurer immediately.

Hazard Communication Program

For chemicals and other hazardous materials used in the business, please refer to the appropriate product specifications.

Work Area Maintenance

Good organization is one of the first prerequisites of a quality employee and good housekeeping is one form of expressing this quality. All desks should be kept in good order. This means that each volunteer of WVSCVVA is responsible for having a neat desk at the close of the day's work. Extra supplies not used should be returned to storage files or supply cabinets and scratch paper or other useless material destroyed. The safety factor is part of this requirement, as well as the dictates of good order and good taste.

SECURITY

Building Security

If your office is open other than normal hours, service officers must take precautions to secure their safety, prevent theft and reduce accidents. To minimize problems that could occur, volunteers must keep all exterior doors locked, and allow no unauthorized person to enter.

Personal Belongings

Please do not bring any personal valuable belongings to your office. Our insurance policy does not cover the loss, theft or damage of these items, and WVSC-VVA will not be responsible for any personal loss of these items.

Property

The purpose of all WVSC-VVA property is the smooth operation of our daily responsibilities. All equipment must be used appropriately, handled carefully and kept in good condition.

Failure to properly use, maintain, care for or report malfunctions of any WVSC-VVA property may lead to disciplinary action.

POLICIES AND PROCEDURES

Philosophy of Working Together

An organization like WVSC-VVA must be governed by certain rules and regulations. Our goal is to be fair and consistent in our policies and to strive for mutual respect among our SERVICE OFFICERS. We encourage open communication, cooperation and cheerfulness. We ask our VOLUNTEERS to be part of the solution to our work-related problems, rather than part of the problem. Through teamwork, all VOLUNTEERS and WVSC-VVA can be successful. Your kindness, consideration, helpfulness and professional attitude on the job will perpetuate the good reputation of WVSC-VVA.

Personal Appearance

WVSC-VVA takes pride in its office and services, and each volunteer's personal appearance and work habits are expected to contribute to this image. Service officers are expected to dress in a neat, clean and professional manner and will be advised of any dress code.

Misrepresentations

Any type of misrepresentation is considered an extremely serious matter and will result in disciplinary action. Misrepresentation on an application, related forms or records or on any WVSC-VVA business document is strictly prohibited, as is any unauthorized or personal use of letterhead or business forms.

Removal or Damage of Property

Removing or damaging WVSC-VVA's, co-worker's or client's property, funds or belongings is strictly prohibited. SERVICE OFFICERS who remove property from any Office must have permission from the President, Vice President or Treasurer. Any volunteer who assists in, or violates this policy will be prosecuted to the fullest extent of the law.

Telephone Use

The primary purpose of the telephones at WVSC-VVA is for business use. All non-emergency personal calls are discouraged and must be kept to a minimum. No personal long-distance calls are permitted without prior approval by The President,

Vice President or Treasurer. Inappropriate or excessive use of the telephone for personal calls will result in disciplinary action
Personal Use of WVSC-VVA's Supplies/Equipment.

Employees are not permitted personal use of any WVSC-VVA supplies, postage, office supplies, or other items used in our operation without permission of The President, Vice President or Treasurer.

Any violation of this policy can result in disciplinary action.

Unauthorized Work

WVSC-VVA volunteers are expected to perform work only for WVSC-VVA during the workday.

Any Volunteers who performs unauthorized work, claims that WVSC-VVA work has been done when such is not the case, or performs any act of fraud or deceit, will be subject to disciplinary action, including possible termination.

Smoking Policy

In compliance with the Public Health Law of West Virginia, we have adopted a policy on the smoking of tobacco in the work place.

NO SMOKING IS PERMITTED IN OR AROUND THE BUILDING.

Service officers who smoke in no-smoking areas are in violation West Virginia and WVSC-VVA policy.

Violation of the smoking policy may result in disciplinary action, up to and including discharge.

Confidentiality

WVSC-VVA is involved with many different clients with unique, confidential information and needs. It is important that all information is treated with discretion and confidentiality.

As service officers of WVSC-VVA, you may not discuss, photocopy, duplicate or reveal information in any form to anyone outside WVSC-VVA. Information obtained as a result of your working/Volunteering with WVSC-VVA and contact with our clients can only be used during your employment with us. This information is considered proprietary. Any unauthorized use, collection, copying, removal or transfer in any manner of this information not in the best interest of WVSC-VVA may be grounds for immediate dismissal from employment or other legal action.

This policy applies to internal documents and records as well as any information concerning clients, other employees, vendors or suppliers in any form for unauthorized use to anyone outside WVSC-VVA.

Disciplinary Action

If the need arises to correct a situation in which an employee has violated WVSC-VVA procedures, regulations or policy, depending on circumstances, oral warnings, written warnings, suspensions may be appropriate. Services officers as a condition of volunteers are required to acknowledge in writing any written warnings.

In addition to the policies, procedures, rules and regulations in this handbook, the following, not meant to be all-inclusive, are job-related actions that may result in disciplinary action:

Negligent or careless performance of duties;

Theft;

Refusal to perform assigned tasks, or an act of insubordination;

Fighting, sleeping, gambling, or horseplay;

Possession of weapons on WVSC-VVA property;

Use of threatening or abusive language, or harassment or intimidation of other employees, clients or public;

Revealing confidential information regarding clients.

Volunteers Concerns

Our service officers are an essential element in the success of WVSC-VVA. Volunteers should attempt to resolve any difficulties with a co-worker at that level. If the situation is not resolved, it should be discussed with The President, Vice President or Treasurer.

Waste Prevention

All service officers can make WVSC-VVA more profitable by conserving resources. volunteer is required to cooperate with respect to any recycling efforts as set forth by WVSC-VVA, in compliance with county and local laws.

SUBSTANCE USE (Drugs and Alcohol)

Service officers should be aware that use of drugs or alcohol in the work place is strictly prohibited. It is estimated that substance abusers are three times as likely to be involved in on-the-job accidents and absences. Use of these endangers fellow workers and public safety.

Workplace Substance Use

Reporting to work under the influence of intoxicants, or use or possession of alcohol or drugs at work is strictly prohibited. Any volunteer who possesses, uses or sells illegal drugs, or who is found to have illegal drugs present in their system when reporting to work, at work, or during working hours, will be subject to disciplinary action, up to and including discharge.

Service officers are required to notify WVSC-VVA of any *prescription drugs* they are taking which could, in any way, affects work performance or driving ability.

WVSC-VVA reserves the right to inspect and/or search all WVSC-VVA property, as well as a VOLUNTEERS personal property on WVSC-VVA premises, for illegal drugs. Refusal to submit to any such inspection or search will subject the SERVICE OFFICERS to disciplinary action, up to and including discharge.

Service officers must report any problems, their own or those they encounter from others, that are a result of alcohol or drugs to the President, Vice President or Treasurer immediately.

COMMUNICATION PROCEDURES

Communication/Open Door

Any questions about your job, compensation, hours or anything connected with your work can be frankly and fully discussed with The President, Vice President or Treasurer.

If a personal situation develops which will affect your work availability, we expect you will bring it to the attention of The President, Vice President or Treasurer.

Volunteers are expected to keep WVSC-VVA fully informed of all matters and developments regarding the progress of work and client relations.

Adverse Correspondence

Any memos, letters, telegrams, legal notices, summonses, or other forms of business communication of a negative nature addressed to any volunteer of WVSC-VVA are to be immediately given to The President, Vice President or Treasurer.

Volunteers receiving complaints of unfair treatment, client dissatisfaction, expressions of distress, and all legal documents, are to notify The President, Vice President or Treasurer who will act upon them immediately.

Suggestions

Giving and receiving feedback is encouraged in order to promote a positive, productive and cooperative atmosphere. Service officers should notify the President,

Vice President or Treasurer of any suggestions that may be valuable to our productivity and our success. All suggestions will be carefully reviewed and implemented if possible.

Public Relations

The courteous, professional treatment of the public by all employees helps to build a loyal base of clients for our services.

Courtesy to our clients is the least costly of all the services we perform, yet the most rewarding. Whether in person or on the telephone, YOU represent WVSC-VVA to our clients and to the public and community at large. We ask that all volunteer make every effort to represent WVSC-VVA in the most polite and professional image.



CONCLUSION

In general, we have mentioned benefits, procedures and responsibilities. We have saved the most important for last because it is the very reason we have a job – our clients.

We must always remember that the person we all work for is THE CLIENT.

The client is not an interruption to our business; the client IS our business!

In order to retain these clients, we want to assure that our excellent reputation continues by always giving the best client care possible. Working together cooperatively toward this goal provides us with a secure future and with our most important commodity, a good reputation. We are in a very competitive business and depend on a loyal base of clients in order to be successful.

Thank you for taking the time to review this handbook. If you have any questions, suggestions or concerns please contact The President, Vice President or Treasurer.



**I have read the SERVICE OFFICERS AND VOLUNTEER HANDBOOK
and here by agree to all parts of this Handbook:**

Print Name _____

Signature _____

Date: _____

Please return this page within 30 days to the:

West Virginia State Council

Chief Service Officer

P.O. Box 49

Nemours, WV. 24738-0049

If this page is not returned for any reason, we will revolt your certification!