

Alzheimer's Services of the Capital Area Volunteer/Intern Policy and Procedure Packet

Vision & Mission Statement

The Vision: To make a significant difference in the lives of those coping with Alzheimer's in our community.

Mission Statement: The mission of Alzheimer's Services of the Capital Area is to teach, care for, and connect with those in our community affected by Alzheimer's disease and other memory-related impairments.

Personnel Philosophy

Alzheimer's Services personnel philosophy is based on the belief that the well-being of Alzheimer's Services and the well-being of its staff and volunteers are interconnected. Our commitment is to ensure that every employee, intern, or volunteer is treated in a fair, consistent and equitable manner; to create a stimulating, supportive atmosphere in which they may work; and to aid and encourage them in the realization of their full potential.

We recognize that the success of this philosophy depends in large measure on the manner in which management and staff carry out their obligations to each other and volunteers as well as Alzheimer's Services.

Hours of Operation

Normal weekday office hours are from 8:30 a.m. to 4:30 p.m.

Reimbursement of Expenses

Alzheimer's Services volunteers may periodically incur nominal expenses to attend off-site meetings, make deliveries or purchases. To assure prompt reimbursement for related and reasonable expenses (including lodging and meals), volunteers are required to submit an expense report with receipts. All expense reports should be submitted within two weeks of travel and must be approved by the supervising employee.

When a volunteer uses her/his own car for authorized travel, Alzheimer's Services will reimburse for mileage at the current IRS Mileage Allowance Rate per mile, unless otherwise arranged. Actual mileage documentation is required. Volunteers using their personal cars will be required to provide proof of liability insurance on their vehicle.

Personal Information

If there is any change in a home address, telephone number, emergency notification information or any other pertinent personal information, it is the volunteer's responsibility to notify the supervisor as soon as possible.

Conflicts of Interest Policy

Alzheimer's Services of the Capital Area Volunteer/Intern Policy and Procedure Packet

This policy applies to board members, staff and certain volunteers of Alzheimer's Services of the Capital Area. A volunteer is covered under this policy if that person has been granted significant independent decision-making authority with respect to financial or other resources of the organization. Persons covered under this policy are hereinafter referred to as "interested parties."

Conflict of Interest

A conflict of interest may exist when the interests or concerns of an interested party may be seen as competing with the interests or concerns of the organization. There are a variety of situations that raise conflict of interest concerns including, but not limited to, the following:

Financial Interests

A conflict may exist if an interested party, or a relative or business associate of an interested party, directly or indirectly benefits or profits as a result of a decision made or transaction entered into by the organization. Examples include situations where:

- The organization contracts to purchase or lease goods, services, or properties from an interested party, or a relative or business associate of an interested party.
- The organization purchases an ownership interest in or invests in a business entity owned by an interested party, or by a relative or business associate of an interested party.
- The organization offers employment to an interested party, or a relative or business associate of an interested party, other than a person who is already employed by the organization.
- An interested party, or a relative or business associate of an interested party, is provided with a gift, gratuity or favor of a substantial nature from a person or entity that does business, or seeks to do business, with the organization.
- An interested party, or a relative or business associate of an interested party, is gratuitously provided use of the facilities, property, or services of the organization.

Other Interests

A conflict may also exist where an interested party, or a relative or business associate of an interested party, obtains a non-financial benefit or advantage that he or she would not have obtained absent his or her relationship to the organization, or where his or her duty or responsibility owed to the organization conflicts with a duty or responsibility owed to some other organization. Examples include where:

- An interested party seeks to obtain preferential treatment by the organization for himself, or relative or business associate.
- An interested party seeks to make use of confidential information obtained from the organization for his own benefit, or for the benefit of a relative, business associate, or other organization.
- An interested party seeks to take advantage of an opportunity, or enable a relative, business associate or other organization to take advantage of an opportunity, which he or she has reason to believe would be of interest to the organization.

Violations of Conflict of Interest Policy

Alzheimer's Services of the Capital Area Volunteer/Intern Policy and Procedure Packet

If the Board has reason to believe that an interested party has failed to disclose an actual or potential conflict of interest, it shall inform the person of the basis for such belief and afford the person an opportunity to explain the alleged failure to disclose.

If, after hearing the response of the interested party and making such further investigation as may be warranted in the circumstances, the Board determines that the interested party has in fact failed to disclose an actual or possible conflict of interest, it shall take appropriate disciplinary and corrective action.

Confidentiality

Certain information contained in the office files/records of Alzheimer's Services is to be treated as confidential information. The unauthorized release or disclosure of information, documents, records, personnel files, financial records or any other information deemed confidential or proprietary by Alzheimer's Services, along with any information pertaining to employees of Alzheimer's Services, donors, clients or individuals with Alzheimer's and their families is strictly prohibited. Only authorized staff is permitted access to Alzheimer's Services personnel files and financial records. Any staff person wishing to review her/his own personnel file may do so at the discretion of Alzheimer's Services, after submitting a written request to her/his supervisor.

Holidays

Alzheimer's Services observes the following holidays:

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|---------------------|----------------------------------|
| 1. New Year's Day | 6. Thanksgiving |
| 2. Good Friday | 7. Friday following thanksgiving |
| 3. Memorial Day | 8. Christmas Day |
| 4. Independence Day | 9. Christmas float |
| 5. Labor Day | |

Safety Policy and Procedures

Alzheimer's Services' safety program has one objective that takes precedence over all other considerations: ensuring the personal safety of all employees and clients. A secondary goal is to protect and preserve the property. Alzheimer's Services complies with all applicable federal, state, and local safety laws. If an incident involving safety or security issues occurs, an incident report must be completed within 24 hours and given to the Executive Director.

Drug and Alcohol Free Work Environment Policy

Alzheimer's Services is committed to promoting and maintaining efficient operations and a safe, healthy and productive work environment for its employees and volunteers. To further these goals, Alzheimer's Services adopts this policy for a drug and alcohol free work environment. Compliance with this policy is a condition of volunteering at Alzheimer's Services. The organization is unwilling to assume any risk created by the presence of drugs, alcohol and

**Alzheimer's Services of the Capital Area
Volunteer/Intern Policy and Procedure Packet**

controlled substances in the workplace. Nothing in this policy is intended to create contractual or other legal obligations on the part of Alzheimer's Services or such rights on the part of any volunteer.

Policy Statement

1. Prohibition Against Presence of Alcohol, Drugs, and Controlled Substances

To ensure a safe, productive work environment on all Alzheimer's Services' premises, and to safeguard Alzheimer's Services' property, Alzheimer's Services strictly prohibits the use, sale, transfer or possession of alcohol, drugs, drug paraphernalia or controlled substances on any Alzheimer's Services' premises. Alzheimer's Services' vehicles, as well as private vehicles parked on Alzheimer's Services' premises, are locations included within this prohibition.

Additionally Alzheimer's Services strictly prohibits any person with any detectable amount of drugs or controlled substances present in his or her body, or who is under the influence of alcohol, from being on Alzheimer's Services' premises. Alzheimer's Services further prohibits any volunteer from being on duty, whether on or off Alzheimer's Services' premises, with any detectable amount of drugs or controlled substances present in his or her body, or under the influence of alcohol. Any non-employee (including visitors, contractors, employees of contractors, etc.) found in violation of this policy, or suspected of having alcohol, drugs or controlled substances present in his or her body, may be refused entry on to or removed from Alzheimer's Services' premises and denied future access. Furthermore, depending on the circumstances, other action, including notification of appropriate law enforcement agencies, may be taken against any violator of this policy.

This policy prohibits the use of illegal as well as the abuse of legal drugs.

2. Legal Drugs

Any volunteer taking a drug or other medication, whether or not prescribed by a physician, which is known or advertised as possibly affecting or impairing judgment, coordination, or other senses, or which may adversely affect the ability to perform work in a safe and productive manner, must notify management prior to starting work or entering Alzheimer's Services' facilities. A management official will decide if the employee can remain at work or on Alzheimer's Services' premises and what restrictions, if any, are deemed necessary or appropriate. Any volunteer violating this policy is subject to disciplinary action, up to and including immediate discharge.

Workplace Harassment Policy

Alzheimer's Services strictly prohibits harassment of employees or volunteers in the workplace. For purposes of this policy, harassment is defined as inappropriate conduct, either real or perceived, of a verbal or physical nature, based on a person's sex, age, race, color, national origin, religion, marital status, veteran status, citizenship, disability or union affiliation.

Violations of this policy shall subject an employee to appropriate disciplinary action, up to and including immediate termination of employment.

Alzheimer's Services of the Capital Area Volunteer/Intern Policy and Procedure Packet

Smoking Policy

Alzheimer's Services' premises are a smoke-free environment.

Dress and Decorum

Many visitors come to our facility throughout the year. Accordingly, it is important to maintain an appropriate appearance, avoiding extremes in attire and style. The key guideline: dress in a professional manner that reflects well on our organization. No visible tattoos, tattoos must be covered by clothing or make-up. No visible body piercings other than earrings. Studs or pierced jewelry must be removed during work including any representation of Alzheimer's Services outside normal office hours.

Personal Telephone Calls

Because our telephone system is of vital importance to our business, all personal calls must be of short duration and held to an absolute minimum. Use of cell phones for personal calls and/or text messages during the business hours should be kept to a minimum and not interfere with the work environment. Cell phones are not to be used for any purpose whatsoever while driving. This includes, but is not limited to placing or receiving calls; composing sending, and/or reading text or other messages (such as e-mail); and accessing the Internet. **Use of a cell phone, in any way, while driving on official Alzheimer's Services business is grounds for immediate termination.**

Electronic Communications Policy

Alzheimer's Services currently provides various electronic tools, such as access to the programs and databases contained on Alzheimer's Services' internal network, e-mail capability, access to external information and systems via the Internet, the use of personal computers, network stations and internet devices and the software that resides on them (referred to collectively as PC in this policy), as well as the use of voice mail. These tools are provided for the sole purpose of assistance in the performance of duties.

These policies apply to all employees and volunteers using Alzheimer's Services' systems. By using Alzheimer's Services' PC and/or voicemail systems, each agrees to comply with these policies and acknowledges and consents to Alzheimer's Services' right to monitor its systems and the information exchanged and/or stored on these systems.

General

- (1) All hardware and software provided by Alzheimer's Services for use by its employees and volunteers as well as all products generated by the use of this hardware and software are owned exclusively by Alzheimer's Services.

**Alzheimer's Services of the Capital Area
Volunteer/Intern Policy and Procedure Packet**

- (2) By utilizing computer hardware, software, telephones, voice mail and other communications systems and equipment owned and provided by Alzheimer's Services, employees and volunteers waive all rights to personal privacy on these systems and equipment. Employee use of Alzheimer's Services' PC, Internet, e-mail and voicemail systems is neither private nor confidential.
- (3) Alzheimer's Services may, at any time and without further notice, monitor any and all aspects of its systems, including but not limited to Internet access and usage, sites visited on the Internet (even those visited outside of business hours), material downloaded or uploaded, internal and external e-mail sent and received, database and software usage on Alzheimer's Services' internal network, PC contents and usage, as well as telephone and voice mail systems, to ensure they are being used properly and for Alzheimer's Services business and to monitor the business that is being conducted.
- (4) Use of these systems in a manner that would violate applicable law and/or any policy of Alzheimer's Services are strictly prohibited.
- (5) Alzheimer's Services will not be responsible for any damages direct or indirect, arising out of the improper use of any of the systems mentioned above.

E-Mail (Internal and External)

- (1) E-mail sent and /or received on any Alzheimer's Services' system or device is the property of Alzheimers Services and is intended solely for carrying out Alzheimers Services business. Employees and volunteers should exercise the same care in drafting e-mail and posting items to newsgroups as they would for any other written communication. Anything created on the computer or the Internet may, and likely will, be reviewed by others.
- (2) Employees and volunteers should not consider e-mail communications private or confidential, despite any such designation by either sender or recipient.
- (3) Alzheimer's Services' management can and will enter any of the various e-mail systems and review, monitor, copy, print or delete any or all messages drafted or received by employees, interns and volunteers whether they have been held, sent, or reviewed, and disclose such messages to others. The use of passwords to gain access to e-mail is for the protection of Alzheimer's Services; therefore, the do not assume that messages are confidential even though a private password is used. Alzheimer's Services reserves the right to monitor email communication, including information exchanged or stored on computers, the Internet or other email systems, at any time.

**Alzheimer's Services of the Capital Area
Volunteer/Intern Policy and Procedure Packet**

PC and Internet Usage

- (1) As a condition of providing employees and volunteers with access to Alzheimer's Services PC systems and the Internet, Alzheimer's Services places certain restrictions on workplace use of the Internet and those systems. Alzheimers Services encourages employee use of the Internet and other systems:
 - a. To communicate with employees and clients in relation to assigned duties:
 - b. To acquire information related to , or designed to facilitate the performance of regular assigned duties; and
 - c. To facilitate performance of any task or project in a manner approved by the volunteer's supervisor.

- (2) At no time may employees and volunteers of Alzheimer's Services visit sites on the Internet which are not business related or which are otherwise unacceptable by management, including but not limited to the following
 - a. Sexually oriented sites;
 - b. Racist sited or any other site advocating discrimination against those in protected classes;
 - c. Sites using explicit language or containing violent images;
 - d. Gambling related sites; or
 - e. Chat rooms.

Activities in which employees and volunteers are prohibited from engaging include, but are not limited to:

- a. Sending, receiving, displaying, storing, viewing, printing or otherwise disseminating material that is, or contains content that is, fraudulent, harassing, illegal, embarrassing, sexually explicit, obscene, excessively violent, intimidating, defamatory or disparaging of others based on their race, national origin, sex, sexual orientation, age, disability, religious or political beliefs. Employees and volunteers encountering such material should report it to their supervisor immediately.

**Alzheimer's Services of the Capital Area
Volunteer/Intern Policy and Procedure Packet**

- b. Displaying, disseminating, downloading, printing, or in any way using copyrighted materials (including articles and unlicensed software) in violation of copyright laws.
- c. Sending, receiving, storing, viewing, printing, disseminating or otherwise using proprietary data, trade secrets or other confidential information of Alzheimer's Services in violation of Alzheimer's Services policy or proprietary or confidentiality agreements.

Employee or volunteer use of PC and Internet Systems as well as telephone and voice mail system is neither confidential nor private. Monitoring of these systems, including but not limited to, the information exchanged or stored on these systems, will occur. Alzheimer's Services reserves the right to monitor at any time.

A. Internet

Internet access is provided to individuals based upon business needs to benefit Alzheimer's Services through connection to worldwide information resources. Employees, interns and volunteers have a responsibility to maintain and enhance Alzheimer's Services' public image while accessing the Internet by following these guidelines.

1. Use of Internet access via Alzheimer's Services hardware and software are representing Alzheimer's Services. As such, conduct should be ethical and lawful at all times. Channels may be accessed for official company business to gain technical or analytical information and to establish business contacts.
2. Internet access should not be used for personal use, gain or advancement of personal views, for solicitation of non-company business, or results in the disruption of Alzheimer's Services' network operation or interfere with personal productivity at work.
3. Abusive, profane or offensive language transmitted through Alzheimer's Services' system is strictly prohibited.
4. Employees or volunteers may not download software without the express acknowledgement and permission of the appropriate manager and/or the Information Systems designee, to ensure that proper licenses are obtained and viruses are not transmitted.
5. Employees or volunteers may not send/upload Company copyrighted materials. Trade secrets, proprietary information, or similar materials, protected health information or other personal information about patients or employees, to third parties. Employees or volunteers may not violate copyright laws in regard to receipt/download of materials available on the Internet by copying and disseminating information.

**Alzheimer's Services of the Capital Area
Volunteer/Intern Policy and Procedure Packet**

6. All messages created, sent, or retrieved over the Internet are the property of Alzheimer's Services and should be considered public information. Alzheimer's Services reserves the right to access and monitor all messages and files on the computer system at any time. Alzheimers Services also reserves the right to monitor and track all sites and histories accessed over the Internet. At its discretion, Alzheimers Services may disclose communications to law enforcement officials or other third parties.
7. Harassment of any kind is strictly prohibited. Messages with derogatory or inflammatory **remarks regarding sex, race, religion, national origin, sexual orientation, or other** protected attributes may not be transmitted.

Whistleblower Policy

It is the intent of Alzheimer's Services of the Capital Area ("Alzheimer's Services") to adhere to all laws and regulations that apply to Alzheimer's Services, including but not limited to laws related to whistleblower activities and protections extended to whistleblowers. The underlying purpose of this Policy is to support Alzheimer's Services goal of compliance with all applicable laws. This Policy shall be interpreted so that it is compliant with all applicable laws, and this Policy shall be deemed amended, as necessary, to conform to all applicable laws.

Alzheimer's Services encourages its volunteers, employees, and Board members to come forward with good faith complaints or concerns containing credible information regarding financial improprieties, ethical violations, or illegal activity. These issues may be brought to the attention of the Executive Director or the President of the Board of Directors. These issues may also be raised anonymously, but any issue raised must present sufficient facts to allow an appropriate investigation. Vague anonymous complaints cannot, and will not, be investigated. Supervisors are required to immediately report any issues covered by this Policy to either the Executive Director or the President of the Board of Directors. Issues properly raised pursuant to this Policy will be promptly and discreetly investigated. Investigations may warrant investigation by independent persons such as auditors and/or attorneys. All volunteers, interns, employees, and Board members are required to fully cooperate with any investigation and provide truthful and full responses to any questions. Failure to cooperate may be grounds for dismissal or discipline. The support of all volunteers, employees, and Board members is necessary. Other employment-related concerns should continue to be reported through supervisors or to the Executive Director.

Anyone raising an issue pursuant to this Policy, and anyone providing information as part of an investigation made pursuant to this Policy, will be protected from retaliation by Alzheimer's Services. Complaints must be made in good faith. Misuse of this Policy by someone acting in bad faith may warrant disciplinary action. Anyone who believes that she/he has been subjected to retaliation in violation of this Policy should report the alleged retaliation to the Executive Director or the President of the Board of Directors as soon as possible. Any such complaint shall be promptly and discreetly investigated pursuant to this Policy, in the manner described in this Policy.

Alzheimer's Services of the Capital Area Volunteer/Intern Policy and Procedure Packet

Alzheimer's Services reserves the right to amend or modify this Policy at any time.

Social Media Policy

At Alzheimer's Services of The Capital Area ("Alzheimer's Services"), we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media.

In the rapidly expanding world of electronic communication, social media can mean many things. Alzheimer's Services defines "social media" broadly to include online platforms that facilitate activities such as professional or social networking, posting commentary or opinions, and sharing pictures, audio, video, or other content. Social media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal website, social networking or affinity website, web bulletin board, or a chat room, whether or not associated or affiliated with Alzheimer's Services, as well as any other form of electronic communication.

Interns and volunteers must have approval of any content uploaded to an official Alzheimer's site including all social media outlets.

Company-sponsored social media web pages

Alzheimer's Services engages in communications with current and prospective donors, clients and the general public via social media websites only through Alzheimer's Services-sponsored web pages. Alzheimer's Services-sponsored social media web pages are to be used for business purposes only. Alzheimer's Services encourages all employees to visit Alzheimer's Services-sponsored web pages. However, only employees who are designated and authorized by Alzheimer's Services can prepare content for, post information and/or comments on, delete, edit, or otherwise modify content on Alzheimer's Services-sponsored social media web pages.

**Alzheimer's Services of the Capital Area
Volunteer/Intern Policy and Procedure Packet**

**AKNOWLEDGMENT OF RECEIPT OF ALZHEIMER'S SERVICES
Volunteer/Intern Policies and Procedures**

I, _____, have received, read and understand all of the policies and practices contained in the Alzheimer's Services Intern Policies and Procedures Packet.

I agree to abide by the policies and procedures contained herein

I acknowledge and understand that any violation of Alzheimer's Services' policies and/or workplace conduct rules may lead to termination of internship.

If I have any questions regarding the content or interpretation of this Intern Policies and Procedures Packet, I will bring them to the attention of the Executive Director.

Intern Signature

Date: _____

cc: File