



International Rescue Committee

44425 W Olive Ave #400

Glendale, AZ 85302

Dear New Volunteer,

We are pleased to invite you to volunteer with the International Rescue Committee (“IRC”) in Phoenix. We are confident that you will find this opportunity to be an excellent experience and one where you will enjoy seeing the advance of the important work of IRC. You acknowledge that you are not an employee of IRC, nor are you entitled to any compensation or benefits in this role, and that IRC would not otherwise be filling this role but for your volunteering for IRC’s mission. Please note that IRC cannot provide immigration or work authorization support or sponsorship to volunteers. Your volunteer service for IRC does not constitute employment and must not be represented as such in any application, filing, or other context.

The IRC accepts volunteers on an “as needed” basis. A volunteer’s job should increase the effectiveness of an office or program. Volunteers are entirely unpaid and are not eligible for the IRC employee benefits package. Your volunteer opportunity may be ended by IRC at any time for any reason, with or without cause or notice. In turn, you may also end your volunteer role with IRC at any time and for any reason. We sincerely look forward to your time with us.

As an IRC Volunteer, you may come become privy to matters of a confidential nature regarding the IRC. You should not disclose any confidential matters regarding the IRC, its, donors, and/or beneficiaries and when your volunteer role comes to an end, you should provide to IRC all IRC material in your possession, of whatever origin, including without limitation duplicates, facsimiles, electronic versions, models, prototypes, and notes relating thereto. You may use IRC’s name and/or marks only for activities authorized by IRC. We also ask that while volunteering with IRC, you conduct yourself in accordance with the [IRC Way: Standards for Professional Conduct](#), the [IRC Acceptable Use Policy](#), and other IRC policies.

Please sign a copy of this letter and return it in acknowledgement of your understanding and acceptance of this arrangement and all the included policies.

Again, welcome to the International Rescue Committee, we wish you success in your new role with us.

Sincerely,

A handwritten signature in black ink that reads "Alena Gormally". The signature is written in a cursive, flowing style.

Alena Gormally

Volunteer Outreach Coordinator

cc: Nicolle Walker, Development Manager

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Please Print & Sign your name



# Volunteer Program Policies

## **Confidentiality:**

As an IRC volunteer, you are duty-bound not to reveal confidential or private information to anyone outside of the IRC either during or subsequent to your relationship with the IRC.

## **Language and Interpretation Services:**

In accordance with Title VI of the Civil Rights Act, IRC, as a federally funded agency, is mandated to ensure proper language access assistance to its clients. We have an in-house interpretation service that provides trained, professional interpreters for this purpose. **Volunteers are not authorized to provide interpretation services and should not be asked by staff to do so. Please inform your supervisor or department manager, and/or the Volunteer Coordinator if someone other than a trained, professional interpreter is asked to interpret.**

## **Professionalism, Attendance & Absences:**

The IRC in Phoenix expects all volunteers to conduct themselves with a high degree of professionalism, maturity, courtesy, and consideration for others. Volunteers and interns are expected to be on time and give supervisors reasonable notice if unable to perform or complete assigned duties. Every effort is made to arrange a schedule that can accommodate the needs of both the department as well as the volunteer. Once a schedule is agreed upon, volunteers are expected to be prompt and reliable. **If you are unable to work your scheduled hours, please notify your direct supervisor and the Volunteer Coordinator.** *If working independently with clients, they must also notify the client if unable to keep an appointment.* A volunteer wishing to take a leave of absence is asked to inform the Volunteer Coordinator and their supervisor.

## **Termination of Volunteer Services:**

The IRC in Phoenix is constantly striving to provide the best mix of volunteers, interns, and staff to achieve our mission and goals. The IRC reserves the right to terminate a volunteer arrangement at any time, with or without cause or notice, and for any legal reason or for no reason.

## **Domestic Driver's Policy**

- **Volunteers are *never* authorized to drive IRC vehicles.**
- If transporting IRC clients, staff, or program participants in your own car is part of your capacity as an IRC volunteer or intern, you must receive prior authorization, read the Domestic Driver's Policy carefully and sign the Vehicle Use Agreement.
- All steps must be followed to be cleared as a driver for the IRC. Please note the following important things to consider, while applying:
  - All drivers must be of legal driving age (in accordance with state law)
  - You must submit a copy of your Motor Vehicle Report
  - Must provide a copy of your current Driver's License and proof of current insurance coverage
  - Understand that any driving incident will be covered under your personal car insurance

You cannot have a conviction for either Driving Under the Influence (DUI) or leaving the scene of an accident in the past 5 years.



## Anti-Harassment Policy

The IRC has a long-standing policy of ensuring a work environment that is free from all forms of harassment based upon an employee's race, gender, religion, color, national or ethnic origin, citizenship, marital status, sexual orientation, age, disability, veteran status, or any other characteristic protected by federal, state or local U.S. law. Harassing conduct in violation of this policy, whether based on sex or otherwise, will not be tolerated. This policy applies to all employees of IRC, all Independent Contractors and Consultants, temporary agency workers and vendors or suppliers. Conduct by any of these individuals which violates this policy will also not be tolerated.

### Prohibited Harassment

Prohibited harassment includes unwelcome verbal, visual or physical conduct when such conduct is based upon an employee's race, gender, religion, color, national or ethnic origin, citizenship, marital status, sexual orientation, age, disability, veteran status, or any other characteristic protected by law, and has the purpose or effect of unreasonably interfering with that employee's work performance and/or creating an intimidating, hostile or offensive working environment.

Examples include without limitation: making inappropriate or disrespectful comments about a person's age, physical condition or sexual orientation; using racial slurs or epithets; negative stereotyping; denigrating jokes and display or circulation in the workplace of written or graphic material that denigrates or shows hostility or aversion toward an individual or group based on their protected class status (including, but not limited to, via e-mail, text or instant messaging); removing accommodations or corrective devices provided to or used by a disabled individual; and excluding individuals from the use of or making them feel uncomfortable in their use of IRC facilities because of protected characteristics.

### Sexual Harassment

Sexual harassment (a specific form of prohibited harassment) includes, but is not limited to, unwelcome sexual advances, requests for sexual favors, and other verbal, non-verbal or physical conduct of a sexual nature when:

- An employee's submission to such conduct is either explicitly or implicitly made a term or condition of that employee's employment; or
- An employee's submission to or rejection of such conduct is used as a basis for employment decisions affecting the individual; or
- Such conduct has the purpose or effect of unreasonably interfering with an employee's work performance or otherwise creating an intimidating, hostile or offensive working environment.

Some examples of what may constitute sexual harassment are: (1) unwelcome remarks of a sexual nature, including those made as a part of any purported humorous conduct (such as off-color jokes); (2) persistent and unwanted sexual flirtations, propositions or requests for sexual favors; (3) unwelcome physical touching of any kind; (4) open displays or unsolicited showings of nude or sexually explicit photographs, derogatory or demeaning e-mails, screen savers, posters, cartoons, cards, or graffiti; (5) demands for sexual favors in exchange for favorable treatment or continued employment; (6) offensive remarks, including unwelcome graphic or suggestive comments about an individual's body, appearance, dress, sexual prowess or deficiencies; and (7) any other unwelcome and unwanted conduct of a sexual nature, such as leering, whistling, staring, name calling and sexual innuendo.

## **Reporting and Prevention**

Any employee who believes he or she has been subjected to prohibited harassment should promptly report the matter promptly in accordance with the IRC Global Reporting Guidelines. Such reports will be treated in confidence to the maximum extent practicable. The availability of this complaint procedure does not preclude individuals who believe they are being subjected to discriminatory conduct from also promptly advising the offender that his or her behavior is unwelcome and requesting that it be discontinued. Early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment. Therefore, IRC strongly urges the prompt reporting of any issues, complaints or concerns so that rapid and constructive action can be taken.

In the event a determination is made that the complainant was subjected to harassment, effective remedial action will be undertaken to remedy the same. Any employees, including management, involved in harassment will be subject to disciplinary action, up to and including an unpaid suspension or termination from employment.

## **No Retaliation**

As stated in IRC's Anti-Retaliation Policy, IRC will not in any way retaliate against an employee, potential employee, or former employee who, in good faith, makes a complaint or report of harassment or participates in the investigation of such a complaint or report. IRC similarly prohibits retaliation by employees against any individual who reports harassment or participates in an investigation of such reports. Retaliation against an individual for reporting harassment or for participating in an investigation of a claim of harassment or is a serious violation of this policy and will be subject to disciplinary action. Individuals who knowingly make false complaints, however, or knowingly provide false testimony during an investigation, may be subject to disciplinary action.

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**Volunteer Signature**

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**Date**



## **Blogging and Social Media Guidelines**

**The IRC Blogging and Social Media Policy applies to personal blogs and all other personal web content of an IRC employee, contractor, consultant, volunteer, and intern (IRC staff).**

When an IRC volunteer decides to go public with their opinions, they are legally responsible for their comments. IRC volunteers should be aware that individual bloggers can be held personally liable for any commentary deemed defamatory, obscene, proprietary, or libelous.

If IRC staff choose to write a personal blog or write comments on someone else's blog or website from their personal computer or are authorized to do so on IRC business systems and computer equipment, they are required to respect IRC's Blogging and Social Media Guidelines.

### **Blogging Guidelines**

1. IRC staff are expected to uphold the highest standards of ethical conduct ensuring that their behavior complies with IRC's policies and with all applicable laws.
2. If an IRC staff member wants to start blogging, and their blog/website will say that they work for the IRC, they must request permission from VP of Communications.

3. If an IRC staff's blog or website makes it clear that they work or are affiliated with the IRC, they must prominently post a disclaimer stating that the views expressed are their personal views and not those of IRC.
4. IRC staff members are reminded that they have a duty of confidentiality and that they must not disclose any confidential information related to IRC, its management, staff and clients. Confidential information refers to any information that specifically relates to the manner in which IRC conducts its business and provides humanitarian assistance, donor information or personal information relating to IRC's staff and clients. If an IRC staff member is unclear about what is confidential, they should consult with the Legal Unit.
5. IRC staff shall not discuss anything that is damaging to IRC's work or may cause a security risk to IRC's staff or its clients.
6. IRC staff shall respect the privacy of others and shall not use their personal blog to attack or abuse colleagues.
7. If an IRC staff member is contacted by the media about a post that relates to the IRC, they must notify the VP of Communications before responding.

**If an IRC employee, contractor, consultant, volunteer, and intern fails to abide by IRC's Blogging and Social Media Guidelines, they may be subject to disciplinary action.**

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**Volunteer Signature**

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**Date**

## **Applying for Jobs with IRC Phoenix**

If you apply for a job at the IRC Phoenix you must let the Volunteer Coordinator and your Direct Supervisor know.

## **Financial Transactions**

Volunteers and Interns are allowed to handle money transactions such as cash, check and credit card as long as they have passed the background check that IRC requires of all volunteers and interns. Proper training on IRC's finance policies should be given to the volunteer or intern by Finance, coordinated by the Program Manager. The additional credit check once required for volunteers handling funds is no longer required per HQ HR and the Associated Legal Counsel. However, the regular background check—including criminal—should be done on everyone, regardless of role.

**IRC COVID-19 Vaccination Requirement and Procedures:** A new IRC policy went into effect September 1, 2021, requiring ALL staff, interns, and volunteers to be fully vaccinated against COVID-19. The vaccine mandate has been put in place by our Headquarters for the entire United States. This decision was made to protect our clients by prioritizing safety and wellbeing. Many people that we serve are arriving from countries that have higher rates of COVID-19 and do not have the same access to the COVID-19 vaccine. IRC considers a volunteer fully vaccinated 2 weeks after the final vaccine dose of a WHO EUL approved COVID-19 vaccine. Please send proof of your COVID-19 vaccination to the Volunteer Specialist alongside this signed packet. You acknowledge that the IRC Welcome Center is doing everything they can to protect the public and yourself as a volunteer. To this extent, you agree to follow Center of Disease Control (CDC) and local health district guidelines and IRC procedures to reduce the spread of Novel Coronavirus, or COVID-19. You agree to wear a mask over your nose and mouth to reduce the risk of exposure to yourself and others. You agree to wash or sanitize your hands after using the restroom, sneezing, and coughing, and before eating or preparing meals for distribution, and will properly wear and utilize gloves. You understand that IRC is

not responsible for any potential exposure to Novel Coronavirus, or COVID-19, which is not a direct result of negligence on the part of their employees, volunteers or the organization.

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Volunteer Signature

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Date



## Phoenix Tips and Guidelines

**Please be aware of the following tips & guidelines during your time as a volunteer or intern:**

1. Each time you arrive or leave the office, be sure to sign in and out at the Volunteer/Intern Check-In Station. The Check-In Station is located at the southwest back corner of the office at the end of the last cubical row. Please use the sign in sheet and fill out the appropriate information, including badge number. This sheet is used to note who is physically present in the case of emergency, in compliance with the office Security Protocol.
  - a. If you are volunteering at another IRC site, please follow the check-in procedure provided by your supervisor or group lead.
2. **Do not forget your badge!** You must wear a Volunteer/Intern badge while on duty. You can obtain a badge & lanyard from the volunteer check in station. Return badge when your volunteer service has ended.
3. **Log your daily hours and activities online at <https://rescueonline.force.com/login>.** When accepted, you will receive an email from Natalia Lopez with instructions on how to log in. Please set up your account and log your hours after each shift or weekly.
4. Everyone except for current employees, volunteers, & interns must sign in at the front desk with the receptionist. Similarly, everyone must be escorted in and out of office spaces by an IRC employee, intern, or volunteer. Clients and visitors should never be allowed to roam the office.
5. You can store your lunch with your name clearly marked in the kitchen/cantina.
6. Office supplies are open for use by all volunteers and interns for assigned IRC tasks.
7. To use common space, such as a conference room or training room, notify your supervisor.
8. Maintain a tidy work area and never leave client information out in your workspace—this includes post-it notes and print-outs. Please remember that these are shared workspaces and others may use your station when you are not present.
9. Dress code: The office dress code is business casual. Please do not wear spaghetti straps or revealing tops, shorts, or short skirts. Thursday is the office casual day so you are permitted to wear less formal clothing, as long as it is not revealing or offensive. Do not wear jeans or beach flip flops (except on Thursdays).
10. If you have been given an IRC login and email account, use your @rescue.org email address for all email exchange related to the duties of your volunteer or internship position. This account is not connected to your dashboard at

rescue.org/volunteer. Please be mindful of professional email communication etiquette. See the Volunteer Coordinator when in doubt or for info and resources on office communications at the IRC in Phoenix.

11. Volunteers must report anyone who presents a danger to themselves or others and any instances of harassment or sexual harassment. Volunteers must comply with IRC safeguarding policies.
12. When working with clients, volunteers must work in pairs with another volunteer, staff member or contracted employee (such as interpreter).
13. Volunteers will not invite friends or family who have not been approved by the Volunteer Coordinator to volunteer. Volunteers will not share the address or private information of IRC services or clients.
14. Volunteers will not ask clients about experiences in their home country, journey, status of their family members or friends to avoid bringing up trauma.
15. Volunteers will not discuss personal beliefs such as religion or politics with clients. Volunteers will respect the views of clients and not try to push or influence their decisions or belief systems.

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**Volunteer Signature**

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**Date**



## **Universal Photo Release**

I hereby grant the International Rescue Committee ("IRC"), its employees, agents, affiliates, subsidiaries, assigns, licensees and successors, the right to use my image and likeness and any audio/visual representation thereof, in support of its mission. Audio/visual representations of my image and likeness include, but are not limited to, photographs, digital images, video and audio recordings and clips. I acknowledge and agree that IRC owns all of its products containing my image and likeness and any audio/visual representations thereof, and may use such audio/visual representation in any manner or medium without notifying me, including composite or modified representations, in IRC websites, publications, promotions, fundraising materials, posters and exhibitions, as well as for any other use. I further acknowledge and agree that I will not receive any compensation from the IRC related to the use of my image or likeness and any audio/visual representation thereof.

### **Release**

I hereby release IRC, its employees, agents, affiliates, subsidiaries, assigns, licensees and successors, including any firm authorized to publish and/or distribute a finished product containing my image or likeness or any audio/visual representations thereof, from any claims that may arise regarding the use of my image or likeness including, but not limited to, any claims of defamation, invasion of privacy, or infringement of moral rights, rights of publicity or copyright.

I confirm that I have completely read the foregoing, understand its contents, and have voluntarily signed this Consent and Release.

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

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



## Driving Policy

As a driver of a personal vehicle to be used for IRC business purposes, I understand that I am responsible for complying with IRC driving policies and procedures. I certify that I comply with the information shown below:

I am a qualified IRC driver:

- ✓ I have a valid US driver's license.
- ✓ I have valid vehicle insurance that meets the minimum state coverage requirements.
- ✓ I will immediately report to the Volunteer Coordinator any change in my driving license record or any change in my insurance coverage status.

The following policies and procedures apply to all Interns and volunteers who drive their personal vehicle for official IRC purpose and must be read and signed prior to their being authorized to drive. The policies and procedures below form part of the Local Vehicle Policy.

**Drivers are responsible for:**

- The daily maintenance of vehicles and of any accessories supplied with the vehicle.
- Knowing how to change a tire or having access to emergency roadside services should the vehicle breakdown.
- Operating vehicles in a manner maximizing the safety of passengers and of other road users.
- Reporting accurately the mileage used on personal vehicles for IRC business.
- Ensuring that the vehicle has sufficient fuel.
- Maintaining the external and internal cleanliness of the vehicle.
- The safety of all passengers, including clients if using their personal vehicle to conduct IRC business.
- Complying with all applicable traffic laws, ordinances, and regulations.
- All traffic violations and fines resulting from use of a personal vehicle used for IRC business.
- Complying with local and state speed limits and is responsible to pay any fine associated with a speeding violation.
- Practicing defensive driving techniques as outlined in the AZ State Driver's Manual. Consideration must be given at all times to other road users including pedestrians and cyclists.
- Ensuring that all child passengers are secured in car seats/booster seats that comply with state law.
- Ensuring drivers and passengers wear seatbelts, including rear seats if fitted. The driver has the responsibility

and authority to enforce this policy and will refuse to continue until in compliance.

- Instructing a single passenger to sit in the passenger side back seat. Passengers should always sit in the back seats until the number of passengers exceeds the number of back seats, in which case one passenger may sit in the front passenger seat.

#### **Drivers may NOT:**

- Carry arms, ammunition or explosives in personal vehicles when transporting IRC clients.
- Use a cell phone while driving.
- Use or carry alcohol in the vehicle or drive under the influence of drugs or alcohol except medications that do not impair my driving ability or cause drowsiness.
- Smoke inside the vehicle.

Drivers should discontinue transportation of any passenger who fails to follow safety rules including but not limited to, not wearing a seatbelt, distracting the driver, or not following the driver's directions.

#### **Accident Policy**

In case of accident the following procedures should be taken:

1. Call 911 and secure accident scene. Ensure that any injured passengers are attended to.
2. Call your Supervisor and inform them of the situation. The supervisor will inform the Finance Manager and Executive Director.
3. Only provide a statement to the police officer. Do not admit responsibility for the accident. Even if it was your fault that assignment of responsibility will be determined later after the evidence is examined. Explain only the details of the incident.
4. Report any injuries, even minor injuries to the police or rescue crew.
5. Request a copy of the police report.
6. Exchange insurance and driver license information with the other driver (see attached form).
7. Upon return to the office complete an incident report (see attached) and submit it together with the police report to the Finance Manager. The Finance Manager will submit the information to HQ and the proper insurance vendor.

#### **Liability**

1. Only authorized employees may drive IRC owned vehicles. This does not include Interns, AmeriCorps, and volunteers who may drive only their own personal vehicles.
2. Drivers transporting clients in either the IRC vehicle or their personal vehicle are responsible for their safety and must obey all traffic laws, regulations, and best practices for safe driving.
3. All staff, interns or volunteers that use their personal vehicle to transport IRC clients on IRC business must have at least the minimum AZ State required insurance. This primary insurance will apply to all passengers, including clients, should there be an accident and injuries occur.
4. IRC carries additional liability insurance on non-owned vehicles that includes employees as insured for any lawsuits brought against IRC by any of the parties to an accident.
5. As an added step, if an IRC employee, intern, or volunteer intends to transport clients with their personal vehicle, it is suggested that they contact their insurance company to discuss any additional coverage they may need if using their vehicle for IRC business.

I have read, understood, and will comply with  
above Driver Policies. I have provided the

OR

I understand and acknowledge that I am not approved  
to drive for the IRC and agree not to drive any vehicle

Volunteer Coordinator with a copy of my license and valid car insurance

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

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

to transport clients nor for any other IRC business purposes.

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

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



## Volunteer Orientation Checklist

Before you get connected to your supervisor and role, you should complete:

- Review Orientation Packet
  - Program Policies including Media and Social Media policy, Harassment-free Workplace policy, Anti-Retaliation, and reporter Protection Policy,
  - Office Tips & Guidelines
  - Applying for IRC jobs
  - Financial Transactions
  - Covid19 Vaccination Requirement
  - Volunteer Hire Letter (Volunteers only)
  - Driving Agreement
  - Photo Release
  - The IRC Way
  - Dress Code
- Login to your dashboard at <https://rescueonline.force.com/login> to start tracking your hours!
- Set up your IRC email login & account (if applicable)

After connecting with your supervisor and before starting role:

- Office tour with Volunteer Coordinator or Direct Supervisor.
- Program/department specific orientation with Direct Supervisor.
  - If teaching a class or training, observe at least one session before leading the instruction.

I, \_\_\_\_\_, certify that I have read and reviewed the above workplace policies and procedures and agree to abide by them for the duration of my time with IRC.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_