



Squam Lakes Association Volunteer Handbook 2019

The SLA's Volunteer Handbook contains information that is important to you throughout your volunteerism with the Squam Lakes Association. A liability waiver will be given to you upon arrival of volunteer activity acknowledging your receipt and understanding of this handbook. The policies, rules, and benefits described are subject to change at the sole discretion of the SLA at any time and without notice.

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About the Squam Lakes Association

The Squam Lakes Association (SLA) is a non-profit conservation organization, located in Holderness, NH. SLA was founded in 1904 and it protects the Squam Lakes Watershed through Conservation, Education, and Access programs. SLA owns Moon and Bowman Islands and manages Chamberlain-Reynolds Memorial Forest, all open to the public for low impact recreation and camping. SLA operates youth and adult educational programs throughout the year, monitors Squam's water quality, manages aquatic and terrestrial invasive species, and maintains over 50 miles of hiking trails.

SLA's Mission: The Squam Lakes Association is dedicated to conserving for the public benefit the natural beauty, peaceful character and unique resource values of the lakes and surrounding area. In cooperation with local and state authorities and other conservation organizations, the Association promotes the protection, careful use and shared enjoyment of the lakes, mountains, forests, open spaces and wildlife of the Squam Lakes Region.

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The SLA Volunteer Experience

When you volunteer with the Squam Lakes Association, you're giving Squam one of the greatest gifts of all- your time. Whether you are helping to manage our trail network, taking water quality samples from the lake, or assisting in some other way, volunteers play an integral role in advancing the Association's mission to conserve for public benefit the natural beauty, peaceful character and resources of the watershed. For that, everyone here at the SLA is incredibly grateful, especially Squam. We wish you an enjoyable, safe, fulfilling and rewarding volunteer experience!

To learn more about volunteering with the Squam Lakes Association and to ensure an even better volunteer experience, please take a few moments to read through this guide.

About the Handbook

This handbook summarizes many of the Squam Lakes Association's volunteer policies and procedures. All SLA staff members are responsible for administering the policies described in this handbook and would be happy to provide you with further information or clarification if you need it.

The Squam Lakes Association's volunteer manager and their designees may modify, rescind, delete or add to the provisions of this handbook at any time. If changes are made, we will be sure to notify you as soon as possible.

Nothing in this handbook creates a contractual relationship or employee relationship between you (the volunteer) and the Squam Lakes Association.

Our Staff Commitment to You

The staff members at the Squam Lakes Association truly appreciate your service and your dedication to protect the Squam Lakes Watershed, and we want to make sure you have a wonderful and enjoyable experience. So, we strive to:

1. Provide you with adequate information, training and assistance so you can be successful in your volunteer position.
2. Provide you with guidance, goals, and feedback.
3. Respect your skills, dignity and individual needs.
4. Be open-minded and receptive to your comments and suggestions.
5. Treat you as a valued team member along with staff, equally important in helping to accomplish the mission of promoting the protection, careful use and shared enjoyment of the lakes, mountains, forests, open spaces and wildlife of the Squam Lakes Watershed.

Volunteer Program Staff Responsibilities

The Squam Lakes Association's volunteer program is led by the Community Engagement Coordinator, and members of the Lakes Region Conservation Corps AmeriCorps program. These staff members are responsible for the general administration of all volunteer programs in their purview.

Depending upon the program, staff responsibilities might include, but are not limited to, the following:

- Recruit people into appropriate volunteer positions
- Provide new volunteers with orientation and training to be successful
- Assist with scheduling or schedule volunteers for volunteer opportunities
- Maintain the confidentiality of volunteers' records and personal information
- Provide regular and appropriate recognition for active volunteers
- Provide ongoing support and assistance as volunteers work with other paid staff
- Provide updated information about SLA's activities and volunteer opportunities
- Process requests from SLA staff for volunteer assistance, including volunteers for events, initiatives and special projects

- Provide written references pertaining to the volunteer's experience (hours contributed, length of commitment, position description) if requested.

Responsibilities of All SLA Volunteers

GENERAL CONDUCT

All volunteers are expected to exhibit a professional demeanor toward SLA members, visitors, other volunteers, other employees and members of the community. This includes both appropriate conduct and dress. If, after reviewing this manual, you need clarification of these standards, contact SLA's Community Engagement Coordinator.

HARASSMENT

The Squam Lakes Association is committed to providing an environment that is free from harassment and unlawful discrimination. In accordance with all federal, state and local laws, the Squam Lakes Association expressly prohibits discrimination or harassment based on race, color, religion, creed, gender, pregnancy, age, national origin, ancestry, physical or mental disability or handicap, citizenship, marital status, sexual orientation, military or veteran's status, or any other protected classification.

The SLA prohibits harassment on any of the bases discussed above. Any volunteer who harasses on any of the bases discussed above will be subject to discipline, up to and including discharge of their services forever. The SLA defines harassment as follows:

Harassment is verbal and physical conduct that denigrates or shows hostility or aversion toward an individual because of his or her race, color, sex, pregnancy, national origin, age, religion, disability, marital status, sexual orientation or veteran status, or that of his or her relatives, friends, or associates, and that: (1) has the purpose or effect of creating an intimidating, hostile or offensive work environment; (2) has the purpose or

effect of unreasonably interfering with an individual's work performance; or (3) otherwise adversely affects an individual's employment opportunities.

It is not possible to list all of the circumstances and behaviors that may constitute unlawful harassment in violation of SLA policy. However, the following are some examples of conduct which may constitute harassment depending on the circumstances, including the severity of the conduct and its pervasiveness:

- epithets, slurs, negative stereotyping, or threatening, intimidating or hostile acts that relate to race, color, religion, gender, national origin, pregnancy, age, disability, sexual orientation, marital status, or veteran status; and
- written or graphic material that denigrates or shows hostility toward an individual or group because of race, color, gender, religion, marital status, pregnancy, national origin, age, disability, sexual orientation or veteran status that is placed on walls, bulletin boards, or elsewhere on Town premises, or in circulation in the workplace *and*
- offensive comments, jokes, innuendos, and other statements based on an individual's membership of legally protected categories.

Anyone engaging in sexual or other unlawful harassment will be subject to release from volunteer service. If you believe you are the victim of harassment or have witnessed harassment of any kind, immediately notify the volunteer department.

The Squam Lakes Association will not tolerate any retaliation, harassment or intimidation of any volunteer who makes a complaint under this policy or who assists in a complaint investigation. Any retaliation, harassment or intimidation may result in release from volunteer service.

Investigation of reports of harassment will be conducted, and these investigations will be kept as confidential as is practical. Following the investigation, the volunteer who filed the complaint will be informed of the findings and the action taken. If, as a result of the investigation, the SLA determines that an employee or volunteer has engaged in harassment or illegal discrimination in violation of this policy, SLA will take appropriate corrective measures. Such action may range from

counseling to immediate termination of employment, release from volunteer service or possible legal action.

SEXUAL HARASSMENT POLICY

It is the goal of the SLA to promote a workplace that is free of sexual harassment. The SLA expressly forbids and will not tolerate any actions (e.g., words, jokes, comments or gestures) that unreasonably create an intimidating, hostile or offensive environment. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature where:

- Submission to such conduct is made a term or condition of volunteering, either explicitly or implicitly;
- Submission to or rejection of such conduct has the purpose or effect of creating an offensive, hostile or intimidating work environment, or;
- Such conduct has the purpose or effect of unreasonably interfering with an individual's performance at work, or creates an intimidating, hostile, or offensive work environment.

Sexual harassment includes a wide range of behaviors from the actual coercion of sexual relations to unwelcome offensive comments, jokes, innuendoes and other sexually-oriented statements and unwelcome emphasizing of sexual identity. Sexual harassment may be indirect and even unintentional. Volunteers are prohibited from bringing into the workplace or otherwise displaying any written materials or pictures that are sexually suggestive or offensive in nature.

Experience has shown that a clear statement to the person engaging in the offensive behavior is often all that is necessary to stop the conduct. If you believe you are being harassed, we encourage you to let the person engaging in the conduct know how you feel. However, if you do not feel comfortable taking this step, we certainly do not require that you do so. If you believe that you have been subjected to sexual harassment, you should report the incident in accordance with the Reporting Procedure contained in this Manual. The matter will be promptly investigated and where it is determined that such inappropriate

conduct has occurred, action will be taken to eliminate and correct the conduct. Volunteers who violate this policy will be subject to disciplinary action, up to and including termination of volunteer services.

SEXUAL MISCONDUCT

Sexual misconduct includes a range of behaviors used to obtain sexual contact against a person's will. Sexual misconduct is defined as sexual contact without consent by an acquaintance or a stranger and includes: intentional touching without consent, either of the victim or when the victim is forced to inappropriately touch, directly or indirectly, another person without consent. To constitute lack of consent, the acts must be committed either by threat, force, and intimidation or through the use of the victim's mental or physical inability such as when the victim is physically or mentally incapacitated by alcohol or other drugs.

It is the responsibility of any volunteer to report immediately and in writing within 1 day of an occurrence of what he or she believes to be a case of sexual misconduct by another employee, a volunteer, a Board member or a visitor. The report should be made to the Executive Director, the President of the Board of Directors, or the Chairperson of the Personnel Committee. The SLA official with whom the complaint is filed within 1 day of receipt must take action that will initially involve gathering information by interviewing any parties potentially with knowledge or potential involvement in the matter. Pending the outcome of this information gathering process a determination will be made as to the appropriate course of further actions.

DRUG FREE ENVIRONMENT

SLA is committed to providing a drug free environment for the protection of its employees, volunteers, other non-employees, and visitors. The unlawful manufacture, distribution, dispensing, possession or use of any controlled substance is prohibited in the SLA workplace, housing and properties. Because of the serious nature of illegal use or abuse of alcohol, controlled substances, and/or

medication, violations of this policy will lead to appropriate disciplinary action, up to and including termination.

ALCOHOL

To maintain a healthy, comfortable, and safe environment for all employees and visitors, no volunteers or SLA staff members are permitted to consume alcohol on SLA property or property managed by the SLA either while on or off duty. No volunteer shall be impaired by alcohol, illegal drugs, or medication during volunteer service hours. This rule applies to all staff members. Exceptions for certain functions may be granted solely at the discretion of the Executive Director. Because of the serious nature of illegal use or abuse of alcohol, controlled substances, and/or medication, violations of this policy will lead to appropriate disciplinary action, up to and including release from volunteer service.

SMOKING

To maintain a pleasant and healthy environment for employees and visitors, smoking is prohibited in all SLA buildings. Volunteers are expected to adhere to this policy and may politely inform all visitors of the policy if a visitor lights up inside any SLA facility if the volunteer chooses.

FIREARMS POLICY

Due to the public nature of the housing and campus and the presence of children, the SLA has a strict no firearms policy on the SLA campus.

Youth Volunteers

The Squam Lakes Association welcomes the involvement of younger volunteers in several volunteer positions. The goal is the same as it is for our older volunteers: to have a fun and rewarding experience. Below are the policies to ensure that our young volunteers have a safe experience.

In the State of New Hampshire the Federal Fair Labor Standards Act prohibits youth under age 12 to volunteer. Youth under age 12 who volunteer as part of a

school program or an organized youth program such as 4-H or Scouts are exempt from this prohibition.

Working papers are required for all minors under 16 years of age. Working papers are obtained from the youth's school upon presentation of an organization's request. The procedure is as follows:

1. Prospective youth volunteer gets form "Employer's Request for Child Labor" from his/her school (office of the superintendent, principal, or guidance department) or from SLA's Community Engagement Coordinator
2. Form is signed by SLA's Community Engagement Coordinator
3. Form is taken back to the school with proof of age (e.g. birth certificate)
4. If approved, a Youth Employment Certificate is issued that is then
5. Signed by a parent or guardian and
6. Given to the Community Engagement Coordinator and filed

Written parental/guardian permission is required for all 16 and 17 year old minors. The SLA will provide a volunteer waiver form for parents/guardians to complete.

The volunteer program must keep a record of the date of birth on file for all volunteer minors under the age of 19.

12-15 YEAR OLDS MAY NOT VOLUNTEER...

- During school hours
- Before 7:00 a.m. or after 9:00 p.m.
- More than 3 hrs. per day on school days
- More than 8 hrs. per day on non-school days
- More than 23 hrs. per week during school weeks
- More than 48 hrs. per week during non-school weeks

Attendance Policies and Procedures

When you commit to a volunteer position, you become a valuable member of our team and play an important role in the success of SLA's mission. For that reason,

we ask that you please do not make a commitment that you may be unable to fulfill, or take on responsibilities for which you feel unqualified.

Cancellations and ‘no-shows’

We understand that life happens and you may not always be able to make it to your volunteer shift. If you are not available to complete the volunteer shift(s) for which you have registered, please contact SLA’s Community Engagement Coordinator as soon as possible. By doing so, this will make the shift available to other volunteers.

If you can’t perform the duties of your volunteer position or meet required deadlines, and you don’t notify the volunteer department or your staff contact in advance, your participation in the volunteer program may be adversely affected. We encourage you to try to avoid this situation; by not fulfilling your commitment, you will miss out on some wonderful opportunities to help protect the Squam Watershed.

Confidentiality and Nondisclosure Policy

As a volunteer, you are responsible for maintaining the confidentiality of all proprietary or privileged information of the Squam Lakes Association to which you are exposed while serving as a volunteer. Failure to maintain confidentiality will result in termination of your relationship with the Squam Lakes Association.

When you become a volunteer, you agree and understand that any breach of this confidentiality clause will cause the Squam Lakes Association immediate and irreparable harm. You agree that SLA is entitled to injunctive relief or a preliminary injunction if this confidentiality clause is breached. You agree that the SLA does not need to post a bond if SLA asks a court for a temporary injunction or interlocutory injunctive relief. **Some volunteer positions may require you to sign a Non-Disclosure Agreement.**

Volunteer Performance Support

Our goal is to make sure all our volunteers have wonderful, rewarding experiences with the Squam Lakes Association. Because of that, some volunteer programs offer volunteer training, support programs and performance feedback.

Performance feedback sessions give SLA staff a chance to meet with volunteers one-on-one to review the position description, discuss what's going well, and identify goals and areas for improvement. If, as a volunteer, you have not acted in SLAs' interests, it may be necessary to end the volunteer relationship. Volunteer management staff may end your volunteer relationship at will.

When the relationship between SLA and a volunteer is terminated, all SLA property, if any has been issued, must be returned to the Community Engagement Coordinator immediately. All volunteer benefits will terminate as of that date.

Causes for release from volunteer service

Here are some potential causes for release from volunteer service:

- Breaking of confidentiality
- Failure to adhere to policies or follow procedures
- Failure to report volunteer hours
- Inactivity
- Inappropriate drug or alcohol use
- Inappropriate or unprofessional conduct
- Excessive "no-show" for volunteer shifts
- Not fulfilling the duties of the volunteer position
- Misrepresentation of the Squam Lakes Association
- Theft

- Violence or implication of violence

Grievance procedure

If you have any questions or challenges regarding your volunteer assignment, please bring them to the attention of SLA's Community Engagement Coordinator.

The volunteer staff at the Squam Lakes Association makes every effort to provide you with an opportunity to raise your questions in confidence and without fear of reprisal or discrimination. Every effort will be made to investigate in a timely manner and settle the issue on a fair and equitable basis.

SLA Volunteer Program Contact Information

Melissa Leszek, SLA Community Engagement Coordinator

Email: melissaleszek@squamlakes.org

Phone: (603) 968-7336 x11

www.squamlakes.org

Thank You!

The Squam Lakes Association continues to protect the watershed with the help of our community of volunteers. As stewards of the lakes and land, volunteers play an integral role in advancing the Association's mission to conserving for public benefit the natural beauty, peaceful character and resources of the watershed. Thank you so much for caring for this place and for giving your time, energy, and dedication. We wish you a long, happy, and rewarding relationship with the Squam Lakes Association!