



Volunteer Handbook

This handbook serves as a centralized resource for DIG's guidelines, policies, and procedures. It seeks to ensure the proper conduct of volunteers while also fostering effective and comprehensive operations. The handbook contains all you need to know about volunteering with DIG. It also contains an overview of the organization's history, mission, values, and team.

"Anybody can be great, because anybody can serve."

- Martin Luther King, Jr.

Table of Contents

Welcome!	3
History, Mission, Values	4
Values in Action.....	5
About Us	6
Who We Are.....	7
Client Services.....	7
Referral Agencies.....	8
Donations.....	9
Office Information	10
Hours.....	10
Location.....	10
General Contact Information.....	11
DIG Holiday Closings.....	11
Volunteer Program Overview & Guidelines	11
General Volunteer Guidelines & Expectations.....	12
Volunteer Guidelines with Clients.....	12
Onboarding & Time Commitment.....	12
Positions & Opportunities.....	13
Volunteer Safety Guidelines.....	15
Clothing & Footwear Guidelines.....	16
Volunteer Feedback & Evaluation.....	17
Volunteer Procedures	17
Signing Up.....	17
Signing In.....	18
Community Service Hours.....	19
Signing Out.....	19
Volunteer Policies	19
Diversity, Equity, and Inclusion.....	19
Sexual Harassment Policy.....	20
Confidentiality Agreement.....	22
Conflict Resolution.....	22
Dismissal Policy.....	23
Parental Consent Form	25
Volunteer Acknowledgement	26
Photo / Media Release.....	26

Welcome!

Welcome Volunteers!

Thank you for joining our mission. It's because of people like you, that we are able to make our community feel stable and dignified.

DIG Furniture Bank (DIG) was founded in 2020 and is the only registered furniture bank in Central PA. We strive to provide much more than furniture including long-term housing security for families to thrive in their environment.



This handbook is your guide to all that we are and what we do here at DIG. However, we encourage you to ask questions and start conversations with anything that might be on your mind as you become a volunteer here at DIG. I'm eager to hear about your experience and help you make the most of your valuable time with us. If you have any questions or just want to chat, please don't hesitate to contact me at volunteer@digfb.org.

Cherie Martin

Volunteer Coordinator, AmeriCorps Member

History, Mission, Values

DIG Furniture Bank (DIG) was officially founded as a 501(c)3 private nonprofit organization in May 2020 as a response to observed the gap in services and duplicated efforts by agencies seeking furnishings for newly housed clients. We are the only furniture bank in the Susquehanna Valley, fulfilling the high and critical need of providing items that foster a safe, healthy, and restorative home setting for families overcoming crises.

We are committed to keeping barriers low to access our services by having only two criteria for eligibility:

1. that the family currently resides in the SUN-county area, and
2. that they are referred by an approved Referral Agency that confirms their need and can continue to provide support for the client in the areas of case management, utility assistance, food provision, and more for long-term stability

DIG's mission is to promote stability and restore dignity in our community by redirecting gently used furniture and household items to local families in need.

DIG is a values-driven organization:

Dignity: We respect the inherent value and worth of every person. (It's also the inspiration for our name: DIGnity!)

Abundance: We believe there is truly enough for everybody.

Commitment: We follow through.

Humility: We honor and celebrate the "humanness" in us all.

Empathy: We connect.

Fun: We love what we do and we're not afraid to show it!

Values in Action

What does it mean to be a values-driven organization? We do more than simply share our values: we practice them. For the purpose of team accountability and consistent client experience, we've provided some examples of what you can expect from our values "in action" at DIG.

Dignity:

- I demonstrate patience, compassion, and respect with all people, regardless of their background, socioeconomic status, beliefs, and religion.
- I talk to you, not about you.
- I have direct, honest conversations with people rather than talking about them to others, relying on back-channel conversations, or pretending that I agree in the name of "being polite".
- I set clear boundaries with others.
- I feel cared for, heard, and respected by my colleagues.

Abundance:

- I seek to meet the maximum capacity of our clients' needs.
- If I succeed and you succeed, we all succeed.
- I am open to collaborating and sharing what is required.
- I embrace and encourage change at DIG and within myself.
- I am resourceful and do not feel limited in my ability to achieve a goal.

Commitment:

- I respond to people when appropriate in a timely and professional manner.
- I hold myself and others accountable in a productive way.
- My deliverables are consistently on time, on task, and aligned with expectations.
- I do what I say I'm going to do.
- I seek out and listen to clients', volunteers', and other stakeholders' needs in order to develop ideas and solutions.

Humility:

- I own my mistakes and discuss them in an open and honest way.
- I'm aware of my competencies and limitations.

- I'm willing to ask for help (and/or say 'no' and communicate what I need in a clear and professional way).
- I'm willing to talk about my emotions even if it feels awkward.
- I am responsible for the energy I bring to situations.

Empathy:

- I allow opportunities for second chances.
- I believe that connecting and listening is just as powerful as fixing a problem.
- I help people know that they are not alone in their feelings. Even if I've never had that experience, I can recognize the feeling.
- I let people know that I am grateful they shared with me.
- I practice curiosity over judgment when I don't understand something.

Fun:

- I value play and make time for it.
- I acknowledge that exhaustion and burnout prevent me from being a full contributor of strategy, perspective, and creativity.
- I hold myself accountable for my well being versus blaming others or feeling resentful.
- I take care of myself.
- I don't over-commit.

About Us

DIG is your friendly, local furniture bank serving the Susquehanna River Valley. The concept is much like a food bank, but only for furniture and household goods: we collect donated home goods and work with social service agencies (i.e. Referral Agencies) to provide crucial furnishings to families overcoming crises like homelessness, incarceration, domestic violence, natural disasters, and more.

Who We Are

Staff:

- Emily Gorski, Founder & Executive Director, emily@digfb.org
- Gabby Herman, Operations Director, gabby@digfb.org
- Cherie Martin, Volunteer Coordinator, volunteer@digfb.org

Board of Directors:

- Alicia Showers, Board Chair
- Zach Kline, Board Vice Chair
- Carly Klinger, Board Secretary
- Corey Tappan, Board Treasurer
- Kylie Aikey, Board Member
- Michael Krout, Board Member
- Emily Stotter, Board Member

Committee Members:

- Corey Tappan, Finance Committee
- Ellen Ruby, Finance Committee
- Joe Stenglein, Finance Committee
- Lance Miller, Finance Committee
- Pat Sullivan, Finance Committee

Client Services

DIG provides services to referred clients completely free of charge. This includes any fees for service, furniture and household items, home delivery, and pick up from our main location.

DIG is not open to the public. All households seeking furniture or other items must be referred to us by an approved Referral Agency. If an individual asks DIG directly for furniture, they must instead seek out another Referral Agency to get connected. A full list of our Referral Agencies can be found online / shared with others at www.digfb.org/referral-agencies.

Clients are only served once per circumstance. This means that, at the time of their initial service (appointment, delivery, or pick up), they are eligible to receive whatever we have available in our inventory at that time. They cannot return to DIG to retrieve items that were not available during their initial

service with us. In the rare instance that an already-served client has a house fire or experiences another unintended disaster, DIG reserves the right to determine if a second service is permitted.

In addition to providing furniture and home goods, DIG provides one Housewarming Basket per household to provide families with basic household cleaning supplies such as laundry detergent, dish soap, dish sponge(s), paper towels, disinfectant spray/wipes, and more. This is to ensure that families have the equipment needed to clean their new-to-them items before use.

Referral Agencies

DIG relies on Referral Agencies to 1) confirm the need of furniture for families they work with while 2) providing ongoing services beyond what DIG can offer. Referral Agencies normally include but are not limited to other nonprofit agencies, human service agencies, medical offices, churches, and school districts.

Common Referral Agencies that DIG partners with include:

- Union-Snyder Community Action Agency (CAA)
- Central Susquehanna Opportunities, Inc. (CSO)
- Greater Susquehanna Valley United Way
- Union / Snyder / Northumberland County Assistance Offices
- Union / Snyder / Northumberland County Children & Youth Services
- Transitions of PA
- SUMMIT Early Learning
- Union County Housing Authority
- American Red Cross

A full list of our Referral Agencies can be found at <https://www.digfb.org/referral-agencies>.

Referral Agencies can access our online referral form via a password-protected page on our website at <https://www.digfb.org/referral-agency-portal> (password DIGpartner2021). If a caseworker has never submitted a referral before, they must watch our 15 minute training video prior to submission

(https://prezi.com/v/qdwcj8c0o5mk/dig-referral-agency-training-video_adjusted-final/?fbclid=IwAR2CRmvAQOD0JCHyXHnIInhDzI_m2L_b8JzOcA6B0g4fEsF4aIn1I59SbaY).

Donations

DIG relies on the donations of gently used furniture and household items to serve our clients. All donations must be dropped off by the donor via scheduled appointment. Appointments can be scheduled at www.digfb.org/schedule.

General Donation Guidelines:

- Quality, gently used and new items accepted
- All items must be clean, safe, and functional
- All items must be in ready-to-use condition, with all parts assembled or clearly labeled and securely attached to the item(s)
- Upholstered items must be free of stains, tears, pet hair, and odors
- All items must be from a non-smoking household

Commonly Accepted / Needed Items:

- Couches, love seats, and/or futons*
- Dressers*
- Dining tables*
- Dining chairs
- Arm chairs
- Lamps
- Microwaves
- TVs
- Toasters and/or toaster ovens
- Small kitchen appliances (i.e. coffee maker, crockpot, hot plate, blender, etc.)
- Dinnerware (i.e. plates, silverware, bowls, cups, etc.)
- Cookware (i.e. pots, pans, kitchen utensils/gadgets, baking sheets, etc.)
- Artwork and decor

See full list of accepted items at www.digfb.org/donation-guide

Commonly Not Accepted Items:

- Mattresses and box springs
- Bed frames and head/foot boards (including bunk beds, daybeds, trundle beds, etc.)
- Sleeper sofas
- Large appliances (i.e. full-size refrigerator, dish washer, ovens, washer/dryer, etc.)
- Lift/electric recliners
- Hospital beds and other equipment
- Used sleeping pillows
- Outdoor furniture
- Wine, beer, or cocktail glasses
- China sets
- Toys
- Books
- Exercise equipment
- Food

See full list of unaccepted items at www.digfb.org/donation-guide

Office Information

Our office is going through continuous renovations to bring us to the next step in our journey. Thanks in advance for your patience as we navigate big decisions and big projects to fulfill our mission to the best of our ability.

Hours

- Our client services are by appointment only Monday-Friday, 9 AM-4PM
- You can typically catch *someone* from our staff Tuesday-Friday, 9 AM-4 PM 😊
- DIG IT Vintage, our public-facing vintage store at 13 S Front Street, Milton, is normally open Thursday-Saturday, 10 AM-4PM (NOTE: this may fluctuate depending on volunteer availability and capacity)

Location

- 14 Elm Street (mailing address / client/volunteer entrance)
Milton, PA 17847

- DIG IT Vintage
13 S Front Street
Milton, PA 17847

General Contact Information

- Phone: (570) 658-9880
- Email: info@digfb.org
- Website: www.digfb.org
- Facebook: www.facebook.com/digfurniturebank
- Instagram: www.instagram.com/digfurniturebank

DIG Holiday Closings

DIG is closed in observance of the following holidays:

- January - New Years' Day
- February - MLK Jr. Day, Presidents' Day
- May - Memorial Day
- July - Independence Day
- September - Labor Day
- October - Indigenous Peoples' Day
- November - Veterans' Day, Thanksgiving
- December - Christmas Eve, Christmas, New Years' Eve

Volunteer Program Overview & Guidelines

As a volunteer with DIG, you're not "just" a volunteer; rather, you're a stakeholder in a new, growing, and ever-evolving community organization. We rely on our volunteers to keep us organized, to stay on top of communications, and to get crucial furniture and household items to local families weekly.

DIG values diversity in its staff and volunteer team. We encourage people from diverse backgrounds to apply for open volunteer opportunities, including people of color, people with disabilities, immigrants, people with lived experience, members of the LGBTQ+ community, and people with

criminal backgrounds. We serve a very diverse group of families and our goal is to have staff and volunteers who reflect the diversity of these families.

DIG offers one-time and ongoing volunteer opportunities. The positions below provide you with an overview of how you can engage with DIG. If you are unsure where you'd like to direct your time with us, let us know! Whether you are a one-time volunteer or someone who gives their time with us regularly, we are grateful you are here.

General Volunteer Guidelines & Expectations

It is important that all volunteers and staff are held to equal expectations while operating together in our space. Please follow and respect the following general guidelines at all times (no exceptions):

1. Treat fellow volunteers, staff, and clients with respect and kindness.
2. No matter the task, use our work to create an experience of dignity and empowerment for our clients.
3. Remain flexible and understanding.
4. Be prepared to help in whatever ways are most needed.

Volunteer Guidelines with Clients

By being a volunteer with DIG, you will be interacting with a wide variety of people from diverse backgrounds and walks of life. Please follow and respect the following guidelines while interacting with clients (no exceptions):

1. DIG operates without any religious affiliation, therefore we kindly ask that volunteers do not initiate religious dialogue with our clients.
2. We work hard to be mindful of our unconscious biases and the ways that our thoughts can influence our behavior.
3. While it may be difficult at times, please never share your personal information (i.e. phone number, address, social media, etc) with a client. Additionally, please never accept this information from our clients.
4. Please never offer off site or additional service to our clients. Examples of this include but are not limited to furniture assembly and/or set up, cleaning services, etc.

Onboarding & Time Commitment

All volunteers must attend an in-person or virtual General Volunteer Orientation that provides a tour of our facilities and an overview of our mission, vision, and values. Orientations usually occur on a monthly basis and require pre-registration. **Estimated Time Commitment: 60 minutes**

Following the completion of your General Volunteer Orientation, you will select the position(s) that are of most interest to you. Our Volunteer Coordinator will schedule you for a position-specific training to review specific tasks within your desired position(s) so that you are prepared to complete your volunteer tasks independently and confidently. **Estimated Time Commitment: 30 minutes**

*Please note: Open Volunteer Hours do not require an orientation or position-specific training prior to volunteering

Positions & Opportunities

Administrative & Outreach Assistant

- **Summary:** Administrative & Outreach Assistant volunteers help us with client phone calls, data entry, client reception/check in, reception cleaning/organization, outreach, and other administrative tasks as identified.
- **Skills Needed:** Organization, Basic Computer, iPhone (texts, calls), Customer Service
- **Client Interaction:** Direct
- **Age Range:** 18+
- **Training(s):** General Orientation, Position-Specific Training
- **Schedule:** Tuesday - Friday, 9 AM - 4 PM (2 hour shift, flexible)
- **Special Notes:** Reserved one Administrative & Outreach Assistant per day (maximum 4 individuals per week)

Personal Shopper

- **Summary:** Personal Shopper volunteers guide families through the shopping process to help them pick out appropriate items for their household and pack up items for delivery/pick up.
- **Skills Needed:** Basic Mobility, Customer Service, Eye for Design, Organization, Clear Communication, Sensitive to the Needs of Others
- **Client Interaction:** Direct
- **Age Range:** 18+
- **Training(s):** General Orientation, Position-Specific Training
- **Schedule:** Monday & Wednesday, 1-4 PM; Tuesday & Thursday, 9 AM-12 PM

On-Call Delivery Driver

- **Summary:** On-Call Delivery Driver volunteers help us with one-off deliveries as needed due to last minute reschedules, unforeseen truck

issues / conflicts, or significant increase in demand on certain weeks. On-Call Delivery Drivers must use their own vehicle (truck or van preferred; cars may work for smaller items). Volunteers will often be notified within 24 hours of a need.

- **Skilled Needed:** Valid Driver's License, Ability to Lift Furniture, Personal Vehicle, Customer Service
- **Client Interaction:** Direct
- **Age Range:** 26+
- **Training(s):** General Orientation, Position-Specific Training
- **Schedule:** On-Call, As Needed

Showroom Assistant

- **Summary:** Showroom Assistant volunteers help us keep our furniture clean, sort new donations, and reset our showroom after client shopping/deliveries. Showroom Assistants have a weekly task list to complete but may be asked to do other jobs as identified to keep our showroom organized and welcoming for clients.
- **Skilled Needed:** Basic Mobility, Organization, Ability to Follow Directions, Ability to Stand for Long Periods of Time
- **Client Interaction:** Indirect
- **Age Range:** Under 18 must be accompanied by an adult
- **Training(s):** General Orientation, Position-Specific Training
- **Schedule:** Wednesday and Friday 9-12

Special Skills

- **Summary:** Do you have a special skill you'd like to share with DIG? We'd love to hear more! Whether you're skilled at carpentry, arts, finances, or anything in between, you're sure to find a place for you at DIG! Email our volunteer coordinator at volunteer@digfb.org to see how you can help!
- **Skilled Needed:** Varies
- **Client Interaction:** Varies
- **Age Range:** 18+
- **Training(s):** General Orientation
- **Schedule:** As Needed

DIG IT Vintage Store Attendants

- **Summary:** DIG IT Vintage is DIG's public-facing storefront that sells funky and valuable donations otherwise not prioritized as needs by our client demand. 100% of sales directly support DIG's mission. We seek volunteer store attendants to keep our store open during daytime hours. Tasks include but are not limited to set up prior to opening, checking out customers using the Square app, and maintaining a clean

and pleasant shopping experience while educating shoppers on DIG's mission.

- **Skilled Needed:** Customer Service, Organization, Basic iPhone / iPad Skills, Eye for Design is a Plus
- **Client Interaction:** Indirect
- **Age Range:** 18+
- **Training(s):** General Orientation, Position-Specific Training
- **Schedule:** Thursday-Saturday 10-4, 2 hour shifts.

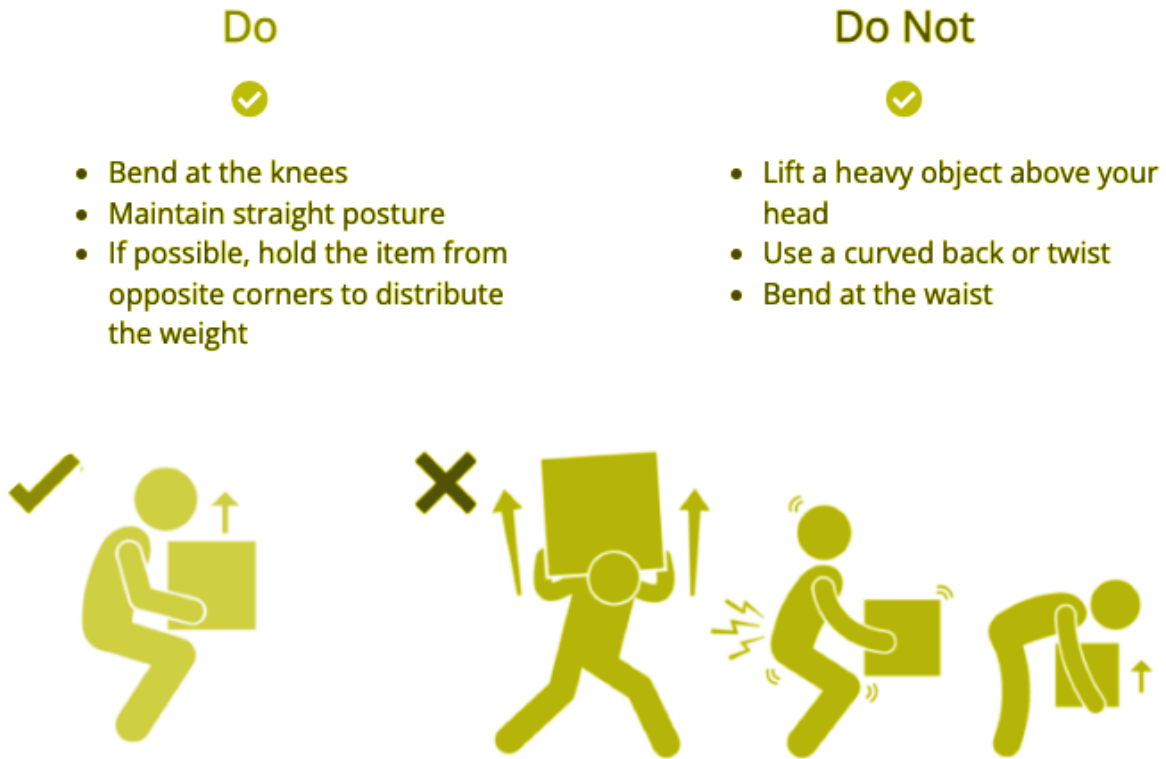
Open Volunteer Hours

- **Summary:** DIG's Open Volunteer Hours is a way to get a first-hand glimpse on what it's like to volunteer at DIG without investing in training time, etc. Open Volunteer Hours are open to all volunteers, regardless of experience. Volunteers can expect to sort donations, organize, clean furniture, reset our showroom after client shopping/deliveries, assemble Housewarming Baskets, and more.
- **Skilled Needed:** Basic Mobility, Organization, Ability to Follow Directions, Ability to Stand for Long Periods of Time
- **Client Interaction:** Indirect
- **Age Range:** Under 18 must be accompanied by an adult
- **Training(s):** No training required, Sign up encouraged
- **Schedule:** 1st and 3rd Saturdays 11-2

Volunteer Safety Guidelines

DIG takes safety and well-being very seriously for all staff, volunteers, and visitors. Please keep in mind the following safety guidelines when operating our our facility:

- Do not try to lift anything that might be too heavy for you.
- Always have a partner to help you when moving heavy furniture.
- Always follow safe lifting practices (i.e. bend/lift at your knees, maintain straight posture, hold the item from opposite corners to distribute the weight, etc). Refer to the graphic below for more information.
- Beware of sharp items that may be donated.
- Always watch your step.
- If you obtain an injury, please immediately report it to a DIG staff member and seek proper first aid.
- If you need a break please take one: get a drink and sit (we have a lot of seating options, after all!)



Clothing & Footwear Guidelines

Clothing

- Dress appropriately for the weather (layers are always a good idea, as it's easy to get warm while volunteering at DIG!).
- Wear clothing you do not mind getting stained, sweaty, or dirty.
- Exercise clothes or other comfortable clothing is most commonly worn.

Footwear

- If you are lifting furniture at all, you must wear closed-toed shoes with grips on the soles to avoid hurting your feet or slipping. Positions that fall in this category include but are not limited to Delivery Drivers / Assistants and Showroom Assistants.
- Closed-toed shoes are not necessary for positions that do not involve moving furniture. This includes but is not limited to Administrative & Outreach Assistants and Personal Shoppers.
- Always wear shoes that you are comfortable standing for long periods in.

Volunteer Feedback & Evaluation

Any and all feedback is encouraged to be brought to our Volunteer Coordinator's attention. Any ideas to better our efforts or create a more inclusive environment would be appreciated.

Volunteer Feedback Forms can be found on our website if you would like to give feedback anonymously from home.

A suggestion box will be found by the volunteer sign-in at our facility or you can talk to our Volunteer Coordinator directly by email at volunteer@digfb.org or in person at our facility.

Volunteer Procedures

Signing Up

FIRST TIME: If this is your first time volunteering at DIG, you will be required to register as a volunteer. To register as a volunteer please follow the steps below:

1. Go to <https://dig.furniturebank.net/public/volunteer/index.php?page=add>
2. Fill out all of the information to the best of your ability. (An email address is required to register, If you do not have an email address please call or visit us and we will help you)
3. If you are under the age of 18, you will be directed to input your date of birth and a parent/guardian's email address to sign a waiver for you.
4. Click the Register button at the bottom and you will receive a confirmation email to welcome you! After registering you can sign up for a shift by following the 'signing up' instructions.

REGULAR: All volunteers* are asked to sign up for their desired position(s) prior to their shift. To sign up for a shift, please follow these directions:

1. Visit www.digfb.org/volunteer
2. Click the 'sign up now' button at the top of the page
3. Identify the position and date / time that you would like to sign up for
4. Click the blue 'Sign up' button to the right of the description
5. Enter your email address and click the blue 'Submit' button
6. You are officially signed up for your shift!

*Please note: Open Volunteer Hours do not require sign up ahead of time, but it is strongly encouraged

Signing In

DIG has a custom-built software that logs volunteer hours. We require all volunteers to sign in at the beginning of their shift, whether they need proof of hours served or not. This helps us 1) keep track of volunteer hours served, which helps us with reporting and applying for grants and 2) keep track of everyone who is in the building in the event of an emergency.

1. When arriving on-site, approach the touch screen monitor on the reception desk
2. If the screen is black, touch it anywhere to wake it up
 - a. Do a large 'swipe up' motion to unlock the screen
 - b. Click 'sign in' to enter the desktop
3. Find the browser screen with volunteer names listed
4. Use your finger or stylus to swipe down the screen until you find your last name
 - a. TIP: Use the letters on the left side of the screen to quickly jump to your last name!
5. Once you've found your name, tap it once
6. Click the position that you are signing in for
7. You are signed in!

First time signing in?

If you are not registered with our system please see the Volunteer Coordinator to help you sign up. This will require you to go through the 'First time signing up' steps to register you as a volunteer. You may do this on the sign-in monitor at check in or using the computer in the volunteer office. If you do not have an email address we will ask you to fill out a manual registration form.

Not in our system?

If you do not have an email address to complete the online registration, you will need to fill out a manual registration form. We will keep this information in a file and you will have access to a spreadsheet where you will need to track your hours.

Community Service Hours

DIG welcomes volunteers that require proof of community service, regardless of circumstance. If your service is court-ordered, you must provide the court order prior to service.

It is up to the responsibility of the volunteer to bring the required paperwork to confirm hours served each shift. It is also the responsibility of the volunteer to remind DIG staff to sign off on hours as directed. DIG has the right to decline signing off on volunteer hours due to delay in presenting the paperwork, inactivity, not adhering to the Volunteer Handbook, etc.

Signing Out

1. Follow steps 1 - 5 in the “sign in” procedures
2. Click ‘Okay’ to confirm you want to sign out.
3. You are signed out!

Volunteer Policies

All staff and volunteers must read, understand, and acknowledge the policies that DIG has set forth to uphold the values and expectations of our mission. If you have a question about information outlined in the policy below, please reach out to our Director, Emily, at emily@digfb.org.

Diversity, Equity, and Inclusion

At DIG, we believe in the power of diversity, equity, and inclusion (DEI) to strengthen our community and enrich our work. We understand that each individual brings a unique perspective, shaped by their experiences, culture, and background. We honor these differences and strive to create an environment where everyone feels valued and respected.

Our commitment to diversity goes beyond words — it is embedded in our actions and operations. From the volunteers we engage to the families we serve, we strive to reflect the rich diversity of our community. We ensure that

our services are accessible and inclusive, meeting the varied needs of our clients and respecting their individuality.

Equity is at the core of our mission. We aim to address the systemic inequities that disproportionately affect marginalized communities, providing resources that empower individuals and families, irrespective of their circumstances. Through our partnerships, we reach out to diverse communities, ensuring our impact is broad and inclusive.

Inclusion, for us, means creating a space where everyone feels welcome and can contribute their unique talents and skills. We value the diverse talents of our volunteers and seek to create opportunities for individuals of all backgrounds to contribute to our mission.

At DIG, we are on a journey of continuous learning and improvement. We know that our commitment to DEI requires ongoing effort, reflection, and action. We are committed to this journey, knowing that our DEI efforts will make us a stronger, more effective, and more compassionate organization.

Sexual Harassment Policy

DIG is committed to providing a safe environment for all of its employees free from discrimination on any ground and from harassment at our space including sexual harassment.

DIG will operate a zero tolerance policy for any form of sexual harassment in the workplace. We will treat all incidents seriously and promptly investigate all allegations of sexual harassment. Any person found to have sexually harassed another will face disciplinary action, up to and including dismissal from employment or volunteering.

All complaints of sexual harassment will be taken seriously and treated with respect and in confidence. No one will be victimized for making such a complaint.

Definition of sexual harassment in the workplace: Sexual harassment is unwelcome conduct of a sexual nature which makes a person feel offended, humiliated and/or intimidated. It includes situations where a person is asked

to engage in sexual activity as a condition of that person's employment, as well as situations which create an environment which is hostile, intimidating or humiliating for the recipient.

Sexual harassment can involve one or more incidents and actions constituting harassment may be physical, verbal and non-verbal. Examples of conduct or behavior which constitute sexual harassment include, but are not limited to:

Physical sexual conduct:

- Unwelcome physical contact including patting, pinching, stroking, kissing, hugging, fondling, or inappropriate touching
- Physical violence, including sexual assault
- Physical contact, e.g. touching, pinching
- The use of job-related threats or rewards to solicit sexual favors

Verbal sexual conduct:

- Comments on a worker's appearance, age, private life, etc.
- Sexual comments, stories and jokes
- Sexual advances
- Repeated and unwanted social invitations for dates or physical intimacy
- Insults based on the sex of the worker or volunteer
- Condescending or paternalistic remarks
- Sending sexually explicit messages (by phone or by email)

Non-verbal sexual conduct:

- Display of sexually explicit or suggestive material
- Sexually-suggestive gestures
- Whistling
- Leering

Confidentiality Agreement

It is the policy of the DIG Furniture Bank (“DIG”) that board, committee members, and volunteers of DIG will not disclose confidential information belonging to, or obtained through their affiliation with, DIG, to any person, including their relatives, friends, and business and professional associates, unless DIG has authorized disclosure. This policy is not intended to prevent disclosure where disclosure is required by law.

Confidentiality is the protection of privileged information. Board, committee members, and volunteers are expected to demonstrate professionalism, good judgment, and care at all times in handling any information related to DIG to avoid unauthorized or improper disclosures of confidential information.

While board, committee members, and volunteers are expected and encouraged to discuss the organization with one another and targeted publics, they shall not report opinions expressed in meetings, nor shall they report independently on committee action, or engage in any communication that has not been approved by the Board of Directors or that would not be supported by board policy, procedures, or decisions.

At the end of the board member’s, committee member’s, and volunteer’s term or upon his/her retirement, resignation or removal from the organization, he/she shall return, at DIG’s request, all documents, papers, and other materials, regardless of medium, which may contain or be derived from confidential information, in his/her possession.

It is expected that board, committee members, and volunteers will not use trade secrets, client lists, or any other confidential information acquired by virtue of being on the board or committee, even after they complete their service with DIG.

Conflict Resolution

DIG is committed to creating and maintaining an environment characterized by constructive, productive, and supportive relationships.

In the event of a conflict between any major stakeholders (i.e. staff, volunteer, Board Member), we ask that each party communicate openly and respectfully with one another to reach a resolution. The presence of conflict, if dealt effectively, offers an opportunity for individual and organizational growth. Therefore, DIG holds the right to privately address interpersonal conflict with

the select parties involved. We hope that a peaceful understanding can be found in all instances.

If a resolution cannot be reached in-person, or if the event(s) in question are considered too severe to continue in a way that feels supportive and comfortable for all, DIG reserves the right to terminate the stakeholder's engagement.

Dismissal Policy

While volunteers are an essential part of DIG's work, it is our responsibility to uphold our mission and values while also protecting the safety and purpose of our work. Just as a volunteer is free to leave at any time, for any reason, DIG reserves the same right to a relationship with a volunteer, with or without notice, for any reason not prohibited by law. Based on our commitment to fulfilling our work through a mission- and values-focused lens, DIG reserves the right to terminate a volunteer's involvement within our program.

Dismissal of a volunteer will occur only as a last resort, and will generally take place following progressive disciplinary actions where possible. While our objective is always to be fair and thoughtful, DIG manages a large volunteer base within a fast-paced, high-risk environment. There, concerns, misconduct, and possible dismissal must be handled swiftly. Immediate dismissal of a volunteer may occur in serious cases and is within the discretion of leadership.

Grounds for volunteer dismissal may include, but are not limited to the following:

- Illegal, violent, or unsafe acts with people or property
- Failure to abide by agency policies and procedures
- Gross misconduct
- Theft of property or misuse of agency funds, equipment, or materials
- Being under the influence of illegal drugs or alcohol while performing volunteer duties
- Failing to perform volunteer duties as agreed
- Breach of confidentiality
- Willfully not following proper lines of communication and authority
- Intentionally spreading misinformation
- Behavior or communication that intentionally disrupts daily operations
- Being verbally aggressive or disrespectful to other volunteers, staff, or clients

DIG will investigate and document all performance concerns and incidents that may serve as grounds for dismissal. Volunteers may be offered the opportunity to meet with DIG leadership (i.e. Executive Director, Board) to provide the volunteer's account of the incident or perspective on the situation.

Where appropriate, verbal and/or written warnings may be issued to the volunteer and documented.

A formal notice of termination will be sent to the volunteer following the dismissal via mail or email.

Voluntary Termination of Volunteering

Any volunteer may voluntarily resign at any time and for any reason. Exit interviews may be available upon request.

Parental Consent Form

IF APPLICABLE: PLEASE DETACH & RETURN TO DIG PRIOR OR DURING FIRST VOLUNTEER SHIFT

Volunteers under the age of 18 are required to bring a signed waiver form from a parent or legal guardian prior to or on the day of the volunteer project. Youth volunteers must be accompanied by an adult over the age of 18, including but not limited to a parent, legal guardian, supervisor, or teacher. Without a signed Parental Consent Form prior or during their first volunteer shift, the youth volunteer will not be able to volunteer at DIG.

A parent or legal guardian of each youth volunteer must read and agree to the following:

By signing this form, I, the parent or legal guardian of the named below, consent to the child's participation in the volunteer activities organized by DIG Furniture Bank (DIG). I understand that the child will be provided with orientation and training necessary for the safe and responsible performance of the volunteer duties and will be expected to meet all requirements of the position, including compliance with DIG's policies and procedures as outlined in its Volunteer Handbook. I understand that my child will receive no monetary compensation for this work.

I also understand that inherent risks may be associated with volunteer activities, including but not limited to broken bones, concussions, sprains, cuts, paralysis, and death, and will not hold DIG accountable or liable for any injuries that unintentionally result from the child's participation, or that arise during the time spent volunteering due to any underlying physical condition.

I, _____, give permission for this child in my legal custody, _____, who is _____ years of age to volunteer at DIG Furniture Bank.

Parent / Guardian Signature _____ Date _____

Parent / Guardian Phone and Email Contact _____

Secondary Name, Phone, and Email Contact _____

