



Volunteer Policy and Procedures

Applications Anyone interested in becoming a volunteer with Green Star of Interior Alaska must complete a volunteer application. The application includes basic contact information, areas of interest, emergency contact, and other information.

Placement Volunteers may choose from an assortment of tasks that are age and skill appropriate and meet the needs of the organization. No placement shall be made unless the requirements of both the volunteer and the supervising staff can be met.

Minors Volunteers must be age 14 or older. Volunteers under age 18 must have their volunteer waiver signed by a parent or legal guardian. Volunteers under age 18 must be accompanied by a parent or other responsible adult unless the volunteer is cleared by the Warehouse Manager or the Program & Outreach Manager to be allowed to work without being accompanied.

Program specific policies Individual programs within Green Star may have specific standards and procedures. Volunteers are required to abide by program policies and procedures in addition to those in this document. Supervisors are responsible for sharing this information with the volunteers and should give out copies of written policies as part of the volunteer's training.

Volunteer training All volunteers will receive basic training by a staff member or approved volunteer for each new task they undertake.

Removal of a volunteer Volunteers who do not adhere to the rules and procedures of the organization; fail to perform their volunteer assignments at a satisfactory level; or engage in conduct that places staff, the public, or other volunteers at risk; will be subject to removal from the authorized volunteer list. No volunteer will be dismissed until the volunteer has had an opportunity to discuss the reasons for possible removal with their supervisor. A volunteer may be sent home for the day without an opportunity to discuss the reason when their conduct is causing unsafe conditions.

Reasons for dismissal Possible grounds for removal from the authorized volunteer list may include, but are not limited to, the following: misconduct or insubordination, being under the influence of alcohol or drugs, theft of property, misuse of organization equipment or materials, abusive language or conduct, mistreatment of staff, clients or other volunteers, failure to abide by organization policies and procedures, or failure to satisfactorily perform assigned duties.

Scheduling Volunteers and supervisors work together to determine a schedule that works for both parties. Volunteers shall log their start and end times in the volunteer log for each of their shifts.

Dress requirements Volunteers are to dress appropriately for the conditions and performance of their duties. Many of the volunteer tasks associated with recycling may cause clothing to get dirty, stained, excessively worn, or torn. Sandals or other open-toed shoes are not allowed in the warehouse.



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Accident procedures Volunteers must immediately report any significant injuries to themselves or others. After appropriately addressing the injury, the supervisor will complete an Accident Report for signature by the volunteer.

Safety procedures Each staff and volunteer are expected to obey safety rules and exercise caution in all work activities. Immediately report any unsafe condition or hazardous situations that you observe to your supervisor or other appropriate supervisor. If you are unsure how to do a job safely, ask your supervisor. Staff will not operate the forklift or other motorized equipment within the vicinity of volunteers. Food and drink allowed in designated areas only.

Client, staff, and volunteer rights All Green Star clients, staff and volunteers have the right to be treated in a considerate and respectful manner that emphasizes human dignity.

Confidentiality There may be times when a volunteer's activities expose them to confidential donor information. Confidentiality will be discussed with that volunteer.

Drug free workplace The possession, distribution, or use of alcohol, recreational drugs, or illegal drugs at any Green Star facility or while volunteering in any Green Star program is forbidden.

Equal opportunity It is the policy of Green Star not to discriminate against any volunteer because of race, religion, color, national origin, citizenship, age, sex, physical or mental disability, military or veteran status, marital status, changes in marital status, pregnancy, childbirth or related medical conditions, parenthood, sexual orientation, gender identity, political affiliation or belief, genetic information, or other legally protected status.

Grievance Whenever a volunteer has a question, problem, or concern they should discuss the issue with their supervisor. If informal conflict resolution fails to resolve a volunteer's problem, the grievance may be sent in an email to info@iagreenstar.org.

Harassment It is the policy of Green Star that it will not permit verbal or physical conduct by an employee or volunteer that harasses, disrupts, or interferes with another's work performance or that creates an intimidating, offensive or hostile environment.

News media inquiries No volunteer may give information concerning Green Star or any of its programs or clients to the news media unless specifically authorized to do so by management. These inquiries should be referred to the Green Star Management Team.

No photos of volunteers Volunteers may not be photographed unless they give express permission on their volunteer application form allowing publication of their photo by Green Star.