**Volunteer Handbook**



***Approved: 07/09/2018***

**WELCOME!**

Prepare for a magical experience.

Valley of the Moon welcomes you to our volunteer crew. We appreciate your support as a volunteer and we hope that you will enjoy the time you spend contributing to our mission.

Your volunteer assignment is: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Your immediate supervisor is: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

After you attend your volunteer orientation, your immediate supervisor will contact you to schedule a training shift and establish an official start date. Please retain your immediate supervisor’s email and phone number so you can reach them throughout your participation at Valley of the Moon.

Supervisor’s Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisors Phone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**History**

Valley of the Moon was founded by George Phar Legler in the early 20th century after he was inspired to build a fairy window box for a terminally ill child - in hopes of providing her a chance to escape her bedroom and her illness, using her imagination. Legler devoted his life to creating this whimsical place to serve as a fanciful sanctuary, a setting for magic and fantasy adventures, a literal home for genuine fairies, and a metaphysical healing center.

Construction of Valley of the Moon began in 1923 with the help of volunteers. George Legler and friends built enchanted caves and gardens, along with Storybook style structures and an adobe home. Legler told stories of the Fairy Folk who lived at Valley of the Moon; he performed magic illusions as his character, Mountain Gnome (who had a gravelly voice and was both gentle and engaging).

Experiences at Valley of the Moon subtly delivered the lesson kindness and tolerance creates happiness. Bunnyland Theater, a vaudeville circus with costumed rabbit actors handled by Girl Scouts, was added to promote kindness to animals.

Valley of the Moon was formally incorporated as a nonprofit in 1945, to promote the idea of power of the mind as one of the major factors in maintaining health and to foster the principles of tolerance and brotherly love for all mankind, regardless of race, religion, or color.

**Valley of the Moon Today**

Valley of the Moon has been recognized as an historic treasure; a rare expression of Storybook style and Spiritualism. It has been listed on the National Register of Historic Places and has been designated as a Tucson Historic Landmark.

Valley of the Moon is a 501(c)(3) organization, qualified to receive tax-exempt donations. We have historically been run exclusively by volunteers and have recently hired our first paid staff member. Our volunteer opportunities include theater performers, watering wizards, set designers, historical preservationists and docents.

Valley of the Moon hosts several theatrical performances throughout the year, where community members have the chance to experience George Legler’s legacy of enchantment. We also provide historical tours and are exploring ways to offer space rental opportunities.

**Administrative Structure**

Valley of the Moon’s operations and governance are overseen by a volunteer Board of Directors with up to 15 elected board members. Elections are held annually. Board members are the guardians of Valley of the Moon, responsible for honoring Legler’s philosophy, protecting the historic fabric and authorizing appropriate repair, entertainment, education and preservation activities. The Board meets on a monthly basis; these gatherings are led by the Board President.

Each functional unit has a department leader and a board liaison. Operations Meetings are held monthly where leaders, board members and volunteers can work out the nuts and bolts of implementing policy and so that Valley of the Moons run smoothly. The Operations Meetings are open to anyone interested.

Committees and work groups provide an opportunity for volunteers to dive into a specific interest and create policy recommendations.

**Funding**

Valley of the Moon is a 501(c)(3) nonprofit that relies primarily on volunteer support, grants and donations. Valley of the Moon depends heavily on volunteers. We couldn’t do it without you! Funds to sustain our annual operating budget come from various methods, including: grants, ticket sales, private functions, contributions to our donation box and gifts from donors. Since a large portion of funding comes from our visitors, the quality of their experience is crucial to the organization’s sustainability.

**Hours of Operation**

Valley of the Moon is open each month on the first Saturday for a free family-friendly event and on the third Sunday for strolling and docent tours. Theatrical performances occur twice a year or more. The Spring show typically is held during weekends in March. The Haunted Ruins runs every weekend throughout the month of October and week days on Halloween week, up to Mischief Night. The Learning Center puts on monthly Historic Preservation Workshops and Wellness events. Various additional events occur throughout the year.

**Valley of the Moon and the Community**

Community engagement is a key value at Valley of the Moon. We’re committed to providing opportunities, specifically for children to become effective and accomplished in making the world a kinder, more tolerant place. Our volunteer program is designed around joining a community of service and providing a safe space for our partners/members to unplug and connect with nature. Individuals become more resilient through their connection with Valley of the Moon and these individuals are better prepared to work together to improve society. We believe that everyone deserves to benefit from the magic that George Legler built and we strive to help children of all ages, abilities and backgrounds live positive and healthy lives; we believe this is the foundation of a healthy community

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**Mission**

Our mission is: “To Preserve the enchantment of Valley of the Moon where community creates and explores kindness and imagination.

**Vision**

We envision a fully restored Valley of the Moon where an expanding and diverse community experience the wonder of this historic landmark attraction.

**Values**

Because we value Kindness we will:

* act as role models to encourage generations of kind and happy individuals for a better future
* treat everyone with compassion, gentleness, respect, and encouragement
* ensure our performances teach happiness and kindness
* be honest, inclusive, fair, and patient with each other and with the community at large

Because we value Community we will:

* embrace diversity
* recognize and respect the local neighborhood and encourage their participation
* actively recognize and appreciate volunteerism
* continue to create and share the story of Valley of the Moon

Because we value Stewardship we will:

* support and sustain the integrity of Valley of the Moon
* create financial stability to ensure that Valley of the Moon exists for future generations to enjoy
* preserve the historical status of Valley of the Moon
* protect the spirit of George Phar Legler's legacy

Because we value Balance we will:

* collaborate without self-interest and ego
* support mental, emotional, and spiritual health in ourselves and in each other
* provide a safe place for the development of kindness, self-awareness, growth, and healing

Because we value Sanctuary we will:

* foster a safe environment that addresses physical, spiritual, and emotional needs
* encourage peace by treating all people with warmth, respect, kindness, and acceptance
* be inspired and fortified by our idiosyncrasies
* strive to make Valley of the Moon available to everyone

Because we value Imagination we will:

* encourage the free expression of ideas
* accept that magic happens
* encourage a spirit of Wonder
* see Valley of the Moon through the eyes of children

**Volunteer Programs**

Valley of the Moon has approximately 150 volunteers in departmental teams:

* Theatrical
* Historic Preservation
* Education
* Docent
* Landscaping and Facilities
* Guest Services
* Outside Events

**Volunteer Programs Coordinator**

Valley of the Moon’s Volunteer Coordinator is responsible for the recruitment and placement of all volunteers, in collaboration with team managers. The Volunteer Programs Coordinator is also available to help answer questions and clarify concerns.

If you experience any frustrations or conflicts while volunteering at Valley of the Moon, please do not hesitate to contact the team manager or the Volunteer Coordinator. The Volunteer Coordinator is invested in facilitating a positive volunteer experience and will be available to help mediate any situations that arise throughout your service. However, your supervisor or team leader should be contacted for schedule changes and other urgent practical matters.

**Volunteer Status**

To be considered an “active” volunteer, Valley of the Moon participants must record an average of 5 hours of service per month and have an attendance record of 80%. If ~~a~~ volunteer’s service lapses up to 4 months, the volunteer is considered inactive and may continue service upon their return. If a volunteer does not log hours for more than 4 months volunteer status is reevaluated. A decision to terminate a volunteer’s status is based on the needs of Valley of the Moon.

**Minor Volunteers**

A minor’s legal guardian must provide written authorization on the volunteer form before the minor volunteers at Valley of the Moon. If minors are 13 or younger, an adult must stay on Valley of the Moon property while the minor is volunteering. Families are encouraged to volunteer together. Should the guardian delegate the responsibility of accompanying a minor, the substitution should be reported to the supervisor

Valley of the Moon should be informed if there are any legal restrictions which impact volunteer service. Valley of the Moon is not in a position to monitor court ordersbut can sometimes make accommodations to welcome a child with difficult circumstances. For example, in a dual custody family where only one parent is willing to take the child to Valley of the Moon, the child volunteer’s supervisor can relax attendance expectations.

**Benefits of being a Volunteer**

Volunteering at Valley of the Moon is a great way to have fun while giving back to the community. The following are additional benefits for active Valley of the Moon volunteers:

* **Free Membership:** Once you’ve completed 6 months of volunteer service you are entitled to a free individual membership.
* **Courtesy Passes:** During certain events in which you participate as a volunteer you may be given free passes.
* **Concession Discounts:** Certain concession items are available at a discounted price. Sodas are half off. Valley of the Moon t-shirts are available at the volunteer price.
* **Earned Incentives:** Free items may be given based on volunteer hours logged

**Nonprofit Status and Collaboration with Charitable Programs**

Valley of the Moon is recognized by the IRS as a 501(c)3 tax exempt agency. If you purchase materials for special projects or otherwise donate materials to Valley of the Moon, your supervisor can assist you in obtaining a receipt to document your tax-deductible donations. The IRS does not permit deductions for your time or service. See your tax professional for applicability to your situation.

Valley of the Moon will verify your volunteer hours for outside programs such as Honors Society. Your supervisor must be notified in advance of completion of community service hours and provided any required verification document. Court ordered community service must be approved in advance by the assigned board member.

Participation in employer gift programs is strongly encouraged. See your supervisor to discuss specifics.

**Volunteer Requirements**

**Documenting Volunteer Hours**

It is important that all volunteers record any time that they contribute to Valley of the Moon. Statistics on volunteer hours provide data which is reported to the Board of Directors; this information also helps Valley of the Moon justify grant support and serves as a record for volunteer attendance. To remain an active volunteer, you must record any hours you contribute to Valley of the Moon using the volunteer tracking system.

**Commitments**

Valley of the Moon will be investing a tremendous amount of time and effort in training and managing volunteers. Out of consideration for these efforts and to sufficiently staff assignments, it is very important to stick with your commitment. However, Valley of the Moon understands unavoidable changes happen; please keep your supervisor and the Volunteer Program Manager informed of any challenges you may be facing that interfere with your ability to volunteer

**Dress Code**

Valley of the Moon is a desert landscape with cacti, rocks, trees, uneven terrain, and dust. Closed toe shoes and durable clothes are recommended. Hats, sunglasses and sunscreen are strongly encouraged for daytime outdoor assignments.

Some volunteer jobs require costumes or specialized clothing. Be sure to inquire about the appropriate dress for your department.

Please keep in mind it’s important to look and act presentable whenever you’re representing Valley of the Moon. Clothing with messages or symbols that can reasonably be expected to intimidate or otherwise conflict with our values of kindness and sanctuary are prohibited.

**Access**

Some volunteers are issued keys to Valley of the Moon to perform their duties. Keys must not be shared or duplicated for any reason. Lost keys should be immediately reported to your supervisor. Keyholders are only to use their keys for official Valley of the Moon purposes. Keys must be returned to your supervisor immediately upon resignation or entering into inactive status. Failure to return keys could result in personal liability for rekeying all impacted locks.

During volunteer-only events and before opening to visitors the main gates are often closed but unlocked. Please let yourself in, then close the gate behind you. If you believe others may have entered without authorization, alert your supervisor.

Valley of the Moon was built long before ADA guidance began and may present special mobility challenges. If you are having difficulty, please inform your supervisor so accommodations can be made on a case by case basis.

If you have concerns about accessibility for those with physical limitations, contact the ADA Coordinator

**Parking**

Parking is limited. In order to keep it accessible to visitors during major events we ask volunteers to park in the back lot on the southside of the property. Volunteers should not drive to or from the back lot when guests are on the grounds. When parked in the back lot your vehicle must stay for the duration of the event in order to avoid impacting guests.

Volunteers must drive courteously at Valley of the Moon. Excessive noise and dangerous driving practices can annoy or endanger guests and neighbors.

**Contact Information**

Valley of the Moon periodically sends information out to volunteers. If your email, phone number, or address change it’s important that you contact the Volunteer Programs Manager so they can update your records.

**Insurance**

Under Valley of the Moon’s Liability Insurance Policy, volunteers are covered against many claims by third parties when the volunteer is acting in good faith performing within the scope of assigned duties at Valley of the Moon. However, this insurance does not cover bodily injury to the volunteer that could occur while working, nor does it cover loss or damage to personal property. It is important you understand that Valley of the Moon’s insurance will not cover you in the unlikely event of an on the job accident or injury while volunteering. Your own health and property insurance policies should cover claims for bodily injury or property damage/loss. If you are injured while working as a volunteer, inform your supervisor so Valley of the Moon can take steps to prevent future accidents.

**Safety**

Your safety as a volunteer is very important and Valley of the Moon strives to keep accidents to a minimum. Each department has its own procedures for ensuring your safety which should be followed closely. Valley of the Moon strives to provide a safe and healthy environment. If you observe unsafe conditions or have other safety concerns, report them to your supervisor. Valley of the Moon is committed to handling safety concerns seriously, without retaliation.

One general safety concern for anyone working outside is exposure to the sun and heat. You’re encouraged to use sunscreen, hats, sunglasses and light colored long sleeved clothing. You should be drinking lots of water and please remember to take periodic shade breaks to help cool off.

**Whistleblower Policy**

Valley of the Moon encourages reporting of situations that make volunteers or employees uncomfortable. If anyone reasonably believes a policy, practice, or activity at Valley of the Moon is in violation of law, a written complaint may be made by that person to the President of the Board. In the case the complaint involves the President, the complaint may be presented to any Board Member and the Board of Directors will designate an investigator. An employee is protected from retaliation only if the employee brings the alleged unlawful activity, policy, or practice to the attention of Valley of the Moon and provides Valley of the Moon with a reasonable opportunity to investigate and correct the alleged unlawful activity. Valley of the Moon will not retaliate against anyone who, in good faith, has made a protest or raised a complaint against some practice of Valley of the Moon, or of another individual or entity with whom Valley of the Moon had a business relationship, on the basis of a reasonable belief that the practice is in violation of law or a clear mandate of public policy. Valley of the Moon will not retaliate against anyone who discloses or threatens to disclose to a supervisor or a public body any activity, policy, or practice of Valley of the Moon that the employee reasonably believes is in violation of a law, or a rule, or regulation mandated pursuant to law or is in violation of a clear mandate or public policy concerning health, safety, welfare, or protection of the environment.

**Resigning**

When you wish to end your volunteer service at Valley of the Moon inform your supervisor, log your final hours and return all Valley of the Moon property (including keys). Departing volunteers will be asked to complete an exit survey form.

**Contact with Visitors**

Even if your volunteer position doesn’t directly put you in contact with the public, you may still run into Valley of the Moon visitors as you go about your work. Here are some guidelines on how to handle the most typical situations.

**Visitor Problems**

Common visitor problems include first aid, lost & found items, and children separated from parents. For problems like these escort the visitor to the ticket booth or concession stand and do your best to support the visitor and handle the problem. If necessary, contact a supervisor and let them take it from there.

**In Case of Emergency**

1. CHECK
	* Check the scene by asking yourself if it is safe to approach.
	* Check your resources. Is there someone to help?
	* Check the person. Quickly identify severity of injury.
2. CALL
	* If help is needed call for help by shouting or signaling.
	* If medical care is needed call 911.
3. CARE
	* Provide basic first aid to the injured person.
4. DOCUMENT
	* For any injury or incident requiring more than basic first aid:
		1. Document the incident in on an Incident Report sheet located on the back of the concession stand.
		2. Contact your supervisor to report the incident.
		3. Put the Incident Report form in the mailbox.

**Customer Service**

We all have a role in customer service, regardless of what our actual positions are. It is of utmost importance that every person a guest encounters is pleasant, courteous, and helpful. If you are asked a question or asked to help someone do what you can in a friendly and professional way.

**Questions**

If you are asked general questions about Valley of the Moon by a guest, please respond in a friendly and polite manner as best as you can. If you are not sure of an answer, please inform the guest that you don’t know and provide suggestions on who does.

If you are approached by someone from a news channel, newspaper, or other form of media please refer them to the Volunteer Programs Manager.

**Guests Breaking Rules**

If you encounter a guest doing something that Valley of the Moon prohibits please contact your immediate supervisor and describe the situation. If you feel comfortable, you may politely inform the guest of the rule that they are breaking, but never engage in a confrontation; simply explain Valley of the Moon’s policies and the logic behind them. If the guest persists, contact your supervisor.

**Complaints**

Valley of the Moon receives a small number of complaints. If you should be on the receiving end of a disgruntled guest please: listen to their concern, apologize for what they experienced, and direct them to (or take them to) a supervisor. Many people with a complaint simply need to feel that they have been heard and that someone understands their concerns.

Please remember that the guest is expressing a concern and you are not required to correct their impression. Never engage in a debate with the guest about the complaint.

**Controversial Issues, Neighbors, Tolerance**

As a rule, Valley of the Moon does not become involved in political, religious, or other controversial issues. Although volunteers are welcome to their personal belief systems, when writing or speaking about their position on certain “controversial” issues, they must do so as private individuals and not as representatives of Valley of the Moon.

Valley of the Moon exists within a neighborhood and we endeavor to be good neighbors. Certain of our activities may impact adjacent properties. If you hear feedback from a neighbor regarding our activities, please inform your supervisor.

Valley of the Moon values the diversity of our volunteers and visitors. Volunteers and visitors represent all ages, genders, abilities, races, ethnicities, religions, families, and lifestyles. Volunteers are expected to welcome everyone and treat others with respect. We are a safe space.

**Rules for Visitors**

While guests are visiting Valley of the Moon, they are expected to abide by the below rules. These rules also apply to Staff and Volunteers (unless directed otherwise). It is important that you familiarize yourself with these rules, so you can assist in keeping Valley and its historical structures safe:

* Smoking is prohibited inside the gates
* Weapons are prohibited
* Noisy devices (loud music, horns) are prohibited
* Pets are not allowed on the grounds unless they are documented service animals
* Bicycles and motorized equipment are not allowed on the pathways
* Running is not allowed except on the lawn
* Climbing on trees or any of the structures is strictly prohibited

**Wildlife**

Valley of the Moon is a 2.3-acre property located in a semi-rural neighborhood. It is a sanctuary for urban wildlife. Animals such as coyotes, bobcats, raccoons, skunks, javelina, squirrels, snakes, and a variety of birds and insects are common visitors. If you encounter a wild animal at Valley of the Moon **LEAVE IT ALONE.** Wildlife must not be handled, touched, fed, or harassed in any way. If visitors are safe from the animal, take advantage of the “teachable moment.” If the animal is in the way of visitors try your best to find a way around the critter or close off that section of Valley of the Moon until it is safe. Inform your supervisor if you discover a potentially dangerous or harmful situation regarding wildlife.

**Historic Preservation**

Valley of the Moon is listed on the Arizona and National Registers of Historic Places and is a Tucson Historic Landmark. The historic structures are unique, irreplaceable, and fragile. Some features may not be immediately identifiable as historic. For this reason, do not do anything that can be potentially harmful including but not limited to:

* Removing stones or other objects
* Jumping
* Climbing
* Attaching to
* Painting
* Repairing or patching
* Leaning objects against structures

If you see a situation where a historic structure is in danger inform your supervisor immediately.

All work, repairs, changes, etc. affecting the historic fabric must be approved in advance by your supervisor.

**Environment**

Valley of the Moon is in the process of establishing substantial gardens to improve visitor experience. Water Wizards are our gardening volunteers and are responsible for plant maintenance. If you are not a Water Wizard please do not trim, mow, plant, or water without approval from your supervisor.

**Weapons**

The Valley of the Moon, does not consent to possession of personal weaponry while on the property. While costumes at times include weapons, any weaponry not being used in a theatrical production and under the control of a cast or crew member at the Valley of the Moon should not be brought onto the property.

**Volunteer Policies**

Valley of the Moon’s policies also apply to everyone.

**Alcohol and Drugs**

It is against policy for any paid staff or volunteer to consume illegal drugs or alcohol while working at Valley of the Moon. Even when you are not working, it is against policy to consume illegal drugs or alcohol on Valley of the Moon’s premises. It is also prohibited to work under the influence of illegal drugs or while using prescription drugs illegally. Nothing in this policy precludes the appropriate use of legally prescribed medications however, a volunteer who is taking a legally prescribed medication that has the potential to interfere with safe or effective performance must notify their supervisor before starting work.

**Harassment**

Valley of the Moon encourages a productive work environment for all its workers – paid and unpaid – and will not tolerate behavior from anyone who is disrespectful, intimidating, verbally abusive, or disruptive. In addition, everyone is entitled to a non-discriminatory work environment that is free of harassment and hostility. Towards this end, Valley of the Moon will not tolerate any type of harassment of its paid staff or volunteers regarding race, religion, color, national origin, age, gender, disability, sexual orientation, or any other basis. Nor does Valley of the Moon tolerate sexual harassment, which includes unwelcomed sexual advances, innuendos, requests for sexual favors, sexual jokes, and other verbal or physical conduct of a sexual nature that interferes with an individual’s work performance or creates an intimidating, hostile or offensive work environment. Any volunteer who engages in any kind of harassment may be terminated without notice.

**Discrimination**

Valley of the Moon is an equal employment opportunity employer and does not discriminate against employees or volunteers (including applications) on the basis of race, religion, color, national origin, age, gender, sexual orientation, disability, or any other basis protected by law.

**Bullying**

Valley of the Moon will not tolerate bullying behavior by anyone. Bullying behavior is defined as repeated unreasonable actions directed towards an individual or a group. Examples of bully behavior include: verbal abuse, swearing or shouting, blaming without justification, isolating an individual, unreasonably treating individuals differently, invalid criticism, mean spirited jokes, and intimidation. Behavior is considered “repeated” if it is persistent and an established pattern can be identified. If you feel you have been a victim of bullying behavior, contact the Volunteer Programs Manager.

Even single incidents of this sort of behavior can be upsetting and is not permitted. Nothing in this policy prohibits the reporting or intervention in offensive behavior the first time it occurs.

**Code of Ethics**

Ethical standards apply to everyone. Valley of the Moon staff and volunteers should never abuse their positions or contacts arising from their association with Valley of the Moon. No individual may use his or her position at Valley of the Moon for personal gain. Wherever a potential conflict of interest arises, we must avoid even the appearance of impropriety. Everyone must be careful not to bring discredit or embarrassment to Valley of the Moon.

No volunteer should use any Valley of the Moon facilities or equipment, supplies/other resources owned by Valley of the Moon for anything except official business.

Concerning political or controversial issues, volunteers are welcomed to have opinions; however, they should not express them to the public as representatives of Valley of the Moon.

**Fraud**

Valley of the Moon recognizes the importance of protecting the organization and its operations, assets, employees, volunteers against financial risks, operational breaches, and unethical activities. Towards this end, Valley of the Moon has a zero-tolerance policy regarding any fraudulent or corrupt action involving staff, volunteers, or any other parties with a business relationship to Valley of the Moon.

Fraud includes: intentional deception, manipulation of data, misappropriation of resources or any other fraudulent or corrupt wrongdoings such as: forgery, dishonest acts, accepting bribes, impropriety in handling money, profiteering from insider information, disclosing confidential information, falsifying information in job applications and any other similar dishonest or inappropriate conduct. If you are aware of any activity that you feel might be fraudulent or corrupt, please immediately notify your immediate supervisor or the President of the Board of Directors. Reports of fraud and corruption will be thoroughly investigated in a confidential, professional manner and great care will be taken to avoid mistaken accusation or alerting suspected individuals that an investigation is underway.

**Personal Relationships**

If a personal relationship between individuals creates a conflict of interest, causes dissension, interrupts the magic, creates a negative environment or makes others feel uncomfortable, one or both parties may be asked to transfer to a different department or position. During work hours and in work areas, staff and volunteers are expected to avoid romantic or sexual exchanges in conversation and to avoid physical contact that is have appropriate interactions for the workplace a family friendly community of kindness. Valley of the Moon discourages personal relationships between supervisors and subordinates.

**Working with Children**

To help protect children, Valley of the Moon has adopted the following guidelines. It is important that ALL volunteers are aware of these guidelines/procedures.

**Protection and Prevention**

Volunteers who will be entrusted with the care and supervision of children submit to enhanced review and requirements

1. Must truthfully complete a Background Check Information and Consent form.
2. Valley of the Moon, or its designee, will conduct an interview and background check on all staff/volunteers in advance of their being entrusted with the care and supervision of minors.
3. A valid DPS clearance card may substitute for a background check at Valley of the Moon’s discretion.
4. Staff/volunteers agree to promptly report any circumstances which increases their risk to children

Guidelines

1. Avoid leaving children alone. If allowing a child to leave the group the child should be instructed to return as soon as possible and a “buddy” assigned when appropriate. Check on any child not returning when expected.
2. Adults should avoid being alone with children. When possible at least two unrelated adults supervise children as a team. This is for the protection of both adults and the children.
3. While it may be fun to be known by a nickname or character name, you must use your official name on your volunteer documents.
4. Report all concerns about child safety to a supervisor or board member. If you continue to have concerns, continue to report.
5. Everyone is responsible for child safety.

**Volunteer Expectations**

|  |  |  |
| --- | --- | --- |
| **Value** | **Expectations** | **Example** |
| **Kindness** | We treat each other with compassion, gentleness, and respect | * Listen intently/carefully
* Recognizing someone else is in need and offer help
* Be mindful when speaking
* Be considerate
 |
| **Community** | We behave inclusively, honestly, and fair | * Be inviting/welcoming
* Take turns
* Take action when someone is being treated unfairly
* Admit mistakes
* Be aware of your role the role of others and act accordingly
 |
| **Stewardship** | We act with integrity, preserve Valley of the Moon resources, and protect Valley of the Moon | * Use walking feet on the paths
* Know the rules
* Follow directions
* Use resources carefully and wisely
* Keep Valley CLEAN!!!
* Pick up after yourself
 |
| **Balance** | We participate in activities and decisions that are equitable, collaborative, and self-aware | * Acknowledge areas where growth is needed
* Work with others
* Be forgiving of yourself and others
* Handle frustration with grace
 |
| **Sanctuary** | We demonstrate patient, safe and accepting behaviors | * Respect others’ personal space
* Use materials appropriately
* Ask for help when needed
* Give help when possible
* Identify and solve problems using kind words
* Seek wise counsel
 |
| **Imagination** | We are encouraging and courageous | * Embrace each other’s individuality
* Share ideas
* Celebrate each other’s successes
* Support each other through struggles
* Be resilient
 |

**Agreement Breach – Recommended Course of Action**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Levels** | **Examples** | **Intensity** | **Intervention** | **Documentation** |
| **Level 1** | LyingRunning on WalkwaysLitteringName CallingHarsh or degrading toneCursingUnexcused absences | Confined to self or a small group Short-term expected impact | Informal warning delivered by immediate supervisor | Discretionary |
| **Level 2**  | Reckless/unkind behaviorWasting resourcesHarassment | Repetition of Level 1 behaviorsModerate, longer-term expected impact | Provide supports and ideas to prevent behaviorsVolunteer Programs Manager talks to volunteer | Informal Notation Minors: Guardian contact preferred (supervisor’s discretion)  |
| **Level 3** | Damaging PropertyBullyingIntimidation Discrimination/Intolerance  | High risk of severe or long-term impact | Provide supports and ideas to prevent behaviorsVolunteer Programs Manager talks to volunteerPossible change of duties, suspension or removal | Formal Minors: Guardian contacted |
| **Level 4** | ViolenceIllegal DrugsTheft  | Causes or threatens physical injuryHigh Risk of severe or long-term impact. | Immediate removalReturn only under conditions set by the Board of Directors | Formal DocumentationPossible TerminationIf Minor: Guardian Contacted |

**Protocols**

If concern develops regarding volunteer choices and actions, the recommended actions listed in the chart above provides a guide for intervention. The immediate supervisor, Volunteer Programs Manager, Department Manager and Board of Directors may all have a role in the progressive intervention. In cases of severe negative behavior and risk, Valley of the Moon may choose to immediately reassign, suspend or remove a volunteer.

Minor volunteers can expect their guardians will be informed of significant misbehavior. Families often can support interventions to improve behavior.

Investigating criminal behavior is generally outside scope and expertise of our organization. Valley of the Moon reserves the right to refer suspected criminal acts to the proper authorities.

**Photography and Likenesses**

Valley of the Moon regularly collects photographs, video, audio, and digital likenesses of volunteers to use in publications, advertisements, commercials, products, and social media. Unless revoked in writing, volunteers grant Valley of the Moon permission to use their likeness for these and any other similar uses.

**Agreement with Handbook**

**Please sign below, acknowledging that you have received the Volunteer Handbook and understand and agree to all requirements. Return your signed page to the Volunteer Programs manager.**

**Volunteer Name(s) (please print) Volunteer Signature(s)**

 **\_\_\_\_\_\_\_\_\_\_\_\_**

**Date Handbook Version (date modified)**

**For Minors:**

**Parent/Guardian Name (please print) Parent/Guardian Signature**