



The Near West Side Multi-Service Center or  
May Dugan Center  
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Maydugancenter.org

## **VOLUNTEER PERSONNEL INFORMATION JULY 2012**

**(ADAPTED FROM PERSONNEL MANUAL AND APPLIES TO ALL PAID AND  
UNPAID STAFF MEMBERS)**

### **MISSION OF THE NEAR WEST SIDE MULTI-SERVICE CENTER**

The mission of the NWSMSC is to provide our community residents with the necessary tools for pursuit of their well being and self sufficiency by working with individuals, families, and community in Cleveland's west side neighborhoods.

### **STATEMENT OF PHILOSOPHY**

The mission and guiding principle of the NWSMSC is to make each community resident and their personal development a priority. We are located in a community where there are economic, social and political obstacles to human development. Our most important resource in overcoming these obstacles is the Center's employees. The NWSMSC staff is committed to the personal growth of community residents as well as the growth of individual NWSMSC staff members. In working towards this commitment, we recognize that high quality service to the community can only be accomplished through the work of trained, dedicated and satisfied employees. In this regard, the commitments upon which our mission is based include the following:

- ❖ To treat with respect, each employee, customer and client of and visitor to the Center;
- ❖ To establish written job descriptions, and objectives, for each position within the Center;
- ❖ To provide performance reviews to all staff members for continuous guidance in

their positions and in their career development;

- ❖ To provide an efficient and friendly environment;
- ❖ To encourage ongoing communications;
- ❖ To provide a process for the resolution of disputes and grievances;

#### HISTORY OF THE NEAR WEST SIDE MULTI-SERVICE CENTER

The NWSMSC was incorporated in 1969 as a not-for-profit community agency. The Center began as a step in the Kennedy-Johnson War on Poverty to empower community families and individuals to take control of their own destiny and solve problems within their neighborhoods.

#### NEAR WEST SIDE MULTISERVICE CORPORATION – (MAY DUGAN CENTER) EQUAL EMPLOYMENT OPPORTUNITY/NON-DISCRIMINATION POLICIES

It is the policy of the NWSMSC to provide equal employment opportunities to all qualified persons without regard to race, color, sex, religion, creed, national origin, age, sexual orientation, disability, political affiliation, or veteran status in compliance with all federal and state laws regarding discrimination. This policy of nondiscrimination governs all aspects of the employment relationship including, but not limited to, recruiting, hiring, compensation, training, benefit administration, promotion, transfer, lay-off, recall, termination and working conditions.

In addition, it is the continuing policy of the NWSMSC to provide services, programs and other benefits to its Center participants without regard to race, color, sex, religion, creed, national origin, age, sexual orientation disability, political affiliation or veteran status. Appropriate action will be taken and continued to ensure adherence to this policy is in compliance with appropriate federal and state laws.

The NWSMSC complies with O.R.C. 4112.02 et seq., Ohio's discrimination statute, which conforms to the Americans with Disabilities Act and other applicable laws providing for nondiscrimination in employment against a qualified individual with a disability, and will provide a reasonable accommodation for such individual in accordance with these laws. A qualified individual with a disability must make a request for a reasonable accommodation to the Director. On receipt of an accommodation request, the Director or his/her designee will meet with the requesting individual to discuss and identify the precise limitations resulting from the disability, and the potential accommodation the NWSMSC might make to help overcome such limitations.

## CODE OF ETHICS

### Reason for statement

The NWSMSC as a nonprofit, tax-exempt organization depends on charitable contributions from the public. Maintenance of its tax-exempt status is important both for its continued financial stability and for the receipt of contributions and public support. Therefore, the IRS as well as state corporate and tax officials, view the operations of the NWSMSC as a public trust which is subject to scrutiny by, and accountability to such governmental authorities as well as to members of the public.

### Conflict of Interest

Consequently, there exists between the NWSMSC and its Board of Trustees, managers, and employees a fiduciary duty which includes the duties of loyalty and fidelity. The board, managers and employees have the responsibility of administering and carrying out the affairs of the NWSMSC honestly and prudently, and of exercising their best care, skill, and judgment for the benefit of the NWSMSC. Those persons shall exercise the utmost good faith in all transactions involved in their duties, and they shall not use their positions with the NWSMSC or knowledge gained there from for their personal benefit. The interests of the organization must have the first priority in all decisions and actions.

The following are examples of ethical duties and prohibitions to observe. This list is not intended to be exhaustive:

1. No person shall use his/her position at the Center for purposes of financial or personal gain, directly or indirectly.
2. No person whether employee or volunteer, may solicit or accept any personal gifts, etc.
3. No person shall, without proper authority, disclose confidential information concerning the agency, its clients or the organization's business or financial affairs.
4. No employee shall, under other auspices, provide the same or similar service as those delivered by the agency to residents of the Center's service area.
5. No employee shall have a financial interest in a company or organization which does business with the Center except as approved, in writing, by the Director.
6. No person shall use the NWSMSC's time, personnel, equipment, supplies, or good will for other than NWSMSC approved activities, programs, and purpose.

7. No employee shall engage in personal, sexual or business relations with clients.
8. No person shall practice, condone, facilitate or collaborate in any form of discrimination on the basis of race, color, sex, sexual orientation, age, religion, national origin, marital status, political belief, mental or physical handicap.
9. Persons employed in a supervisory capacity are charged with an affirmative obligation to keep the decision-making fair and to avoid even the appearance of impropriety or favoritism. If a person employed in a supervisory capacity cannot make decisions objectively for any reason, he/she must disqualify him/herself from the decision making process. This duty to disqualify includes, but is not limited to hiring, promotion or evaluations including those made by committee.
10. Members of the board are volunteers and serve without compensation. Therefore, no board member may be employed by or receive payment for services from the Center unless other competitive bids are sought and there is disclosure at the board level.
11. All employees, board members and volunteers must comply with the Code of Ethics. If an employee or volunteer has reason to believe that the Code is being violated, he/she shall immediately report such matter to his/her supervisor and/or the Center Director. If board members have reason to believe that the Code is being violated, he/she shall immediately report such matter to the board president.

### HARASSMENT-FREE WORKPLACE

The NWSMSC is committed to providing a work environment that is free of discrimination and unlawful harassment. Everyone at the NWSMSC is expected to avoid any behavior that could be reasonably interpreted as harassment, discrimination, or inappropriate behavior.

Harassment consists of unwelcome conduct of any kind that is based upon a person's sex, race, religion, national origin, age, disability, or other protected status. Harassment includes conduct that demeans or shows hostility or aversion toward an individual because of his or her protected status or that of his or her relatives, friends, or associates. Actions, words, jokes or comments based on an individual's sex, race, religion, national origin, age, sexual orientation, disability or other protected status will not be tolerated.

Employees should report any and all incidents of harassment within twenty-four (24) hours or within a reasonable time after the incident to their immediate supervisor or department head. Supervisors must report to the Director all incidents of harassment, with or without a complaint, if they have knowledge or are otherwise aware of the harassment.

All complaints of harassment will be investigated promptly and impartially. Investigations will be kept as confidential as possible to the extent practical and permitted by law. The person complaining of harassment will be notified as to the outcome of the investigation and/or any action taken as a result of the investigation. Employees can raise concerns and make reports without fear of retaliation or reprisal. Retaliation is a very serious violation of this policy and should be reported immediately. Any individual found to have retaliated against an individual for reporting harassment, or against anyone participating in the investigation of a harassment complaint will be subject to appropriate disciplinary procedures, up to and including termination.

## SEXUAL HARASSMENT

It is the policy of the NWSMSC to provide employees with a workplace free from all forms of sexual harassment. Sexual harassment is a violation of Federal and State law and will not be tolerated, whether engaged in by fellow employees, volunteers, supervisors, or by other non-employees who conduct business with the Center. In addition, the NWSMSC will not tolerate sexual harassment engaged in by an individual who is not an employee to the extent that it affects any employee of the NWSMSC. (e.g. residents, outside vendors, suppliers, etc.). All incidents of sexual harassment will be promptly and thoroughly investigated and appropriate corrective action will be taken by management.

Sexual harassment (both overt and subtle) is a form of employee misconduct that is demeaning to another person, undermines the integrity of the employment relationship and is strictly prohibited. Sexual harassment may involve, but is not limited to:

1. Requesting sexual favors, making sexual advances, or engaging in other verbal or physical conduct of a sexual nature; or
2. Making deliberate, repeated, or unsolicited verbal comments, gestures or physical actions of a sexual nature toward another employee; or
3. Making submission to or rejection of such conduct the basis for employment decisions affecting the employee; or
4. Making explicit or implicit promises of preferential treatment with regard to an individual's employment status in return for sexual favors; or
5. Creating an intimidating, hostile, or offensive working environment by such conduct; or
6. Offensive and unwelcome conduct that is not overtly sexual in nature, but that is motivated by gender; or
7. Harassment based on pregnancy, childbirth and related medical conditions.

Sexual harassment does not refer to occasional compliments of a socially acceptable nature or consensual personal and social relationships without a discriminatory employment

affect. It refers to behavior which is personally intimidating, hostile or offensive. Forms of sexual harassment include, but are not limited to:

- Verbal: A sexual innuendo, suggestive comments, jokes of a sexual nature, sexual propositions, and threats.
- Non-verbal: Sexually suggestive objects or pictures, graphic commentaries, suggestive or insulting sounds, stalking, leering, whistling, obscene gestures.
- Physical: Unwanted physical contact, including touching, pinching, brushing up against the body, pushing.

Sexual harassment is unacceptable in the work place itself and by any employee in any business related setting outside the workplace, including but not limited to other work-related settings such as business trips and business-related social events.

Employees should promptly report any and all incidents of sexual harassment within twenty-four (24) hours or within a reasonable time after the incident to their supervisor, department head or to the [Department of Human Resources Director]. Supervisors must promptly report to the Director all incidents of sexual harassment, with or without a complaint, if they have knowledge or are otherwise aware of the harassment.

All complaints of sexual harassment will be investigated promptly and impartially. Investigations will be kept as confidential as possible to the extent practical and permitted by law. The person complaining of sexual harassment will be notified as to the outcome of the investigation and/or any action taken as a result of the investigation. Employees can raise concerns and make reports without fear of retaliation or reprisal. Retaliation is a very serious violation of this policy and should be reported immediately. Any individual found to have retaliated against an individual for reporting sexual harassment, or against anyone participating in the investigation of a complaint of sexual harassment, will be subject to appropriate disciplinary action, up to and including termination.

### DRUG FREE WORKPLACE

Illegal drugs, abuse of prescription drugs and alcohol pose a significant threat to the welfare and safety of NWSMSC clients, community residents and NWSMSC employees. Therefore, the NWSMSC is committed to a drug free workplace and will take measures to ensure that it's employees are free from the effects of alcohol, abuse of prescription drugs and/or illegal drugs at all times while on duty. As such, the abuse of prescription drugs or the use of illegal drugs or alcohol will not be tolerated in the workplace. NWSMSC recognizes that alcoholism and drug addiction are treatable diseases and encourages those employees who suspect that they have an alcohol or drug problem to seek professional treatment and assistance.

### SMOKE-FREE WORKPLACE POLICY

The Smoke-Free Workplace Act went into effect on December 7, 2006. In keeping with the restrictions of the Act and in order to maintain a safe and healthy work environment for all

employees, NWSMSC prohibits smoking the place of employment and in the areas immediately adjacent to locations of ingress and egress to the place of employment.

### VIOLENCE IN THE WORKPLACE POLICY

NWSMSC strongly believes that all employees should be treated with dignity and respect. Acts of violence will not be tolerated. Any instance of violence must be reported to the employee's supervisor and or Executive Director. All complaints will be fully investigated.

NWSMSC will promptly respond to any incident or suggestion of violence. Violation of the policy will result in disciplinary action, up to and including immediate discharge.

### VOLUNTEERS

In addition to the policies above:

- ❖ Volunteers shall not represent themselves, intentionally or unintentionally as full-time members of the agency.
- ❖ Volunteers are to receive position-specific training to ensure the volunteer has the adequate knowledge and skills required by the position.
- ❖ Volunteers shall be part of a yearly assessment to assure quality of care for the agency and continued success for the volunteer.
- ❖ A volunteer may be removed from the volunteer program at the discretion of the Executive Director.