



Volunteer Policies and Procedures

USO of Indiana, Inc.

November 2009

Adopted November 12, 2009

1. Volunteers Defined

To be an approved USO Indiana volunteer, each volunteer must meet the following criteria:

- (a) A volunteer must be at least 18 years of age;
- (b) Each volunteer must have a completed and signed “Volunteer Application” on file with the USO of Indiana that has been approved (see Part 8);
- (c) Each volunteer must have completed basic volunteer orientation and training, which may be conducted via email or telephone in the case of volunteers who will assist with events but not at Centers (see Part 3), and to have signed both a USO of Indiana Release of Liability (part 9) and a USO of Indiana Agreement to Volunteer Standards of Conduct (part 10);
- (d) Each volunteer shall perform at least 60 accredited service hours per calendar in support of USO of Indiana events and/or activities. Examples of accredited volunteer service hours:
 - (1) Perform accredited volunteer service at any USO of Indiana Center;
 - (2) Perform accredited volunteer service working at or in support of any USO of Indiana special events;
 - (3) Perform accredited volunteer service to the USO of Indiana in other ways such as fundraising, administrative duties, public speaking, serving on committees, or other activities on behalf of the USO of Indiana that are approved by the USO of Indiana Board of Directors.
- (e) Volunteer service hours may be a combination of accredited service hours.
- (f) To be accredited, service hours must be reported on regularly maintained sign-in sheets for Center operation, special events, committee meetings, reports for special events such as public speaking or fundraising, or other similar reporting mechanisms, and duly recorded by Center Coordinators, Event coordinators, and others, and reported to the Secretary of the USO of Indiana.

2. Relationship of Volunteer to the USO of Indiana, Inc., and the Board of Directors of the Corporation

The Board of Directors of the USO of Indiana, Inc., is the sole responsible agent of the USO of Indiana, Inc. The Board of Directors may delegate authority to specific individuals, to include both approved volunteers and/or employees of the corporation, for an expressed purpose, but

final authority always rests with the Board of Directors. Volunteers' activities, assignments, approval, removal, and guidance are all delegated by the By Laws of the Corporation to the Executive Committee of the Board of Directors of the USO of Indiana, Inc.

3. Assignment of Volunteer Duties and Service

Volunteers serve at the discretion of the Executive Committee of the Board of Directors of the USO of Indiana, Inc., and service assignments are made according to the needs of the Corporation.

4. Responsibilities of Volunteers

USO Indiana Volunteers have the following responsibilities in order to maintain volunteer status:

- (1) Conduct themselves in accordance with USO of Indiana policies;
- (2) Immediately report any change in personal circumstances that might affect their ability to perform duties as assigned as a volunteer in good standing with the USO Indiana. Such change in circumstance should be reported to the Center Coordinator, committee Chair person, or Executive Committee;
- (3) All actions taken by a volunteer during his or her service hours to the USO Indiana are subject to the approval/direction of the Executive Committee of the Board of Directors of the USO of Indiana, Inc., and its designated agents, such as Center Coordinators and committee Chairpersons.
- (4) A volunteer may not represent himself or herself as an agent of the USO of Indiana, Inc., for any purpose unless the Executive Committee of the Board of Directors of the USO of Indiana, Inc., has expressly delegated authority for a specific purpose to the volunteer.
- (5) Volunteers are welcome to attend and observe regular and special meetings of the Executive Committee of the USO of Indiana Board of Directors and may petition the President to address the Executive Committee at least five (5) days in advance of the meeting, pursuant to any rules established by the Executive Committee to maintain order at the meeting, provided, however, that the Executive Committee may meet at any time in executive session when the Executive Committee determines it is advisable to do so.

5. Training of Volunteers

All volunteers must complete basic orientation to USO Indiana's basic policies and procedures. This training shall be approved by the Executive Committee of the Board of Directors, and shall include, at a minimum, orientation to USO Indiana Standards of Volunteer Conduct. This training may be conducted by telephone or email in the case of volunteers who will assist at special events or activities but who will not work in USO Centers. The syllabus for this training

shall be approved by the Executive Committee of the Board of Directors and should include, but not be limited to, the following:

- (a) USO Indiana Standards of Volunteer Conduct;
- (b) USO Indiana expectations for volunteer department while performing volunteer service;
- (c) Specific duties and reporting relationships, with contact information, that the volunteer will need to know while performing volunteer service;
- (d) Procedures for recording and reporting volunteer service hours to appropriate agent of USO Indiana.

Volunteers who will work in USO Centers must complete additional training in the policies and procedures that govern the Center in which they will perform volunteer service. The syllabus for this training shall be approved by the Executive Committee of the Board of Directors and should include, but not be limited to, the following:

- (a) Orientation to the facility;
- (b) Shift duties of the volunteer on duty;
- (c) Where to get help;
- (d) How to sign up for shifts, obtain substitutes, and report absence;
- (e) USO of Indiana's expectations for volunteer's department while on duty.

6. Annual Report

The Board of Directors shall prepare an Annual Report of the USO of Indiana, Inc., that will be available at all USO Indiana Centers and at the USO Indiana official web site.

7. Approval for and Removal from Volunteer Status

(a) Approval

To be approved, a Volunteer Application must be complete, signed, and the applicant must have given the USO of Indiana authorization to conduct a background check if necessary, and the Volunteer must be physically able to perform the volunteer service for which he or she has applied:

- (1) Center volunteers must be able to sit for at least 3 hour shifts;

- (2) Center volunteers must be able to communicate orally in English since troops and guests at our Centers are primarily English speakers;
- (3) Center volunteers must be able to lift at least 20 pounds at irregular intervals in order to re-stock cooler and shelves;
- (4) Center volunteer applicants must agree to follow the directions, procedures, and rules promulgated by the Executive Committee of the Board of Directors, the Executive Committee, and the Center Coordinator.

(b) Removal

Volunteers may be removed from approved volunteer status by the Center Coordinator, Executive Director, or by the President and CEO of the USO Indiana for any of the following reasons:

- (1) Violating any of the USO Indiana Standards of Volunteer Conduct;
- (2) Disregarding the instructions or directions of the Center Coordinator such that the safe or lawful operation of the USO Center is impaired;
- (3) Failure to meet any of the criteria for volunteer status as itemized in Part 1 above.

Volunteers whose approved status is removed may have recourse to appeal that removal by petitioning the Executive Committee of the Board of Directors. The decision of the Executive Committee with regard to any such appeal is final.

8. Volunteer Application

Attached

9. USO Indiana Release of Liability

Attached

10. USO Indiana Standards of Volunteer Conduct and Volunteer Agreement

Attached



[USO Volunteer Application](#)

Name: _____ DOB: _____

Address: _____

City: _____ ST: _____ ZIP: _____

Home Phone: () _____ Cell Phone: () _____

Work Phone: () _____ Email: _____

Employed? Yes: _____ No: _____ Retired: _____ Employer: _____

If retired, previous employer or occupation: _____

If military service, please check one: Active Duty _____ Retired _____ Former _____

Branch of Service: _____ Highest Rank Attained: _____ Yrs of Service _____

USO Indiana operates a center at the Indianapolis International Airport for in-transit troops, and a large recreation center at the Camp Atterbury Joint Maneuver Training Center in Edinburgh, Indiana. We provide support and sponsorship at events across Indiana that raise funds, and we provide morale, welfare, and recreation services to troops serving in Indiana. USO Indiana is a private, non-profit corporation. All donations made to USO Indiana are used to support troops and programs in Indiana.

Volunteer Opportunities:

In addition to staffing our two troop-focused centers, USO volunteers serve many other needs. We are interested in your interests and skills that will help us support our activities and programs. We have included a brief description of our standing committees below. Membership on those committees is open to all USO Indiana volunteers. *Please check next to all committees or activities you are interested in learning more about.*

- Communications Committee:* maintains regular publication of our newsletter.
- Events Committee:* identifies, schedules, and coordinates events in support of troops and military families in Indiana.
- Finance Committee:* provides advice to Board of Directors regarding investment and financial management of the USO Indiana.
- Fund Raising Committee:* develops programs to raise short-term cash and non-cash contributions to support our mission, and develops and maintains a comprehensive long-term program of corporate donations.
- Human Resources Committee:* develops and coordinates campaigns to attract new volunteers, screens volunteer applications to match interests and skills with needs, and maintains a database of volunteers' skills, hours, and interests.
- Public Relations Committee:* maintains a Speaker's Bureau, prepares press releases for Board of Directors' approval, maintains our web site, and coordinates with all other committees and activities to provide public relations support.
- Center Host:* Airport and Camp Atterbury Center Hosts greet visitors to our USO centers, stock snack shelves, and provide local information as needed.

Please complete application on reverse

Interests and Skills:

Do you have any of these skills? You don't have to be a professional in one of these fields! We are simply interested in whether you have special skills, knowledge, or abilities that you would like to use as a USO volunteer. Please check all that apply, and write a brief explanation:

- Development/FundRaising _____
 - Financial Management/Accounting _____
 - Graphics, graphic arts, graphic design _____
 - Newsletter Design/Publication _____
 - Photography _____
 - Website design _____
 - Website maintenance/Technical Support/Web applications _____
 - Writing/editing for publication _____
 - Other _____
-

I hereby certify that there are no misrepresentations in or falsifications of these statements and answers. I am aware that, should investigations disclose such, my application may be disqualified and my future applications may not be accepted. I am also aware that falsification of this application may result in my removal from volunteer status. I authorize any person, agency, partnership, or corporation having any information concerning my background to release such information. I understand that my signature below authorizes the USO of Indiana, Inc., to conduct required verification and criminal background investigations. I understand that this information will not be released to a third party and will only be used for the intended purpose of the USO of Indiana, Inc.

Signature: _____ Date: _____

Please print name: _____

To submit your application:

By U.S. Mail:

Human Resources Committee
USO Indiana
P. O. Box 441160
Indianapolis, IN 46244-1160

By email:

usoindiana@yahoo.com

Thank you!

(10/2009)



RELEASE OF LIABILITY

I, _____, am aware that volunteering for the USO of Indiana, Inc., could involve risks of personal injury, property damage, and other risks associated with volunteer service.

I release the USO of Indiana, Inc., Board of Directors and organizers of the agency's events from liability for any loss, damage and claims, including attorney fees on account of injury to me or my property arising from volunteering.

I hereby hold harmless the USO of Indiana, Inc., and project organizers from any and all claims, actions, or damages relating to or arising out of any activity related to volunteering for the agency.

These releases are effective for personal representatives, my assign heirs and me.

I know that if I become injured while participating in volunteer events, I am responsible for my healthcare expenses and I have made arrangements to handle such expenses through insurance coverage, access to cash or other methods.

I assume full responsibility for any and all claims and costs (including my own) arising directly or indirectly out of activities, acts or omissions while volunteering with the USO of Indiana, Inc.

I furthermore give any organizations involved with the USO of Indiana, Inc., permission to photograph me. I understand that the organizations have permission to use these photographs/videotapes for publicity purposes, unless written notice is received to the contrary.

I certify that the statements made in this volunteer release are true and correct and have been given voluntarily. I understand that this information may be disclosed to any party, with legal and proper interest, and I release the agency from any liability whatsoever for supplying such information. I understand that I will not be paid for my services as a volunteer.

I HAVE CAREFULLY READ AND UNDERSTAND COMPLETELY THE ABOVE PROVISIONS AND VOLUNTARILY SIGN THE RELEASE AND INDEMNITY AGREEMENT.

PRINT NAME: _____ DATE: _____

SIGN NAME: _____

** A Parent or Guardian must sign if volunteer is under age 18 at time of signature.

6/09

11/12/2009



Standards of Conduct of the USO Indiana Volunteer

The USO Indiana is a unique organization whose mission is to provide morale, welfare, and recreation-type services to our men and women in uniform. Volunteers who serve to carry out the USO Indiana mission are expected to uphold the highest ethical standards, always act in the best interest of the organization, and comply with all applicable local, state, federal and country laws and regulations. The standards that pertain to volunteers are consistent with the standards that apply to any employed staff.

Mission and values first. The USO Indiana Volunteer program is built on the values that embrace mission first, doing the right thing, respect, excellence, collaboration, accountability, gratitude, and innovation. Volunteers should look to these values to guide their behavior and scope of assignment.

Gifts, fees and gratuities. USO Indiana service should provide support to the organization's mission and goals and give personal enrichment and personal satisfaction to the volunteer. Volunteers may not accept any gifts, fees or gratuities for themselves or for any member of their immediate family or household other than officially sanctioned recognition gifts from the USO Indiana.

Confidentiality. Because of the special character of the USO Indiana and access to its facilities, programs, donor base, and constituents, volunteers are required to respect the confidentiality of their positions and any confidential information to which they may have access by virtue of their positions as USO Indiana volunteers. Volunteers may not disclose any confidential information to anyone not authorized to receive such information or to use any such information without the express consent of the USO Indiana.

Financial benefit. Volunteers, including immediate family or household members must not benefit financially or commercially as a result of the volunteer's status with the USO.

Influence. Volunteers should always act in the best interest of the USO Indiana and refrain from taking any action or making any statement intended to influence the conduct of the USO Indiana to the financial benefit of any person, corporation or entity in which the volunteer has significant interest or affiliation.

Representing the USO Indiana. As ambassadors of the USO Indiana, volunteers must serve the organization with integrity and thoughtfulness. Volunteers may not represent or obligate the USO Indiana either through written or oral communication without the expressed consent of the organization including communication with the media. Volunteers must be mindful of how they represent the USO Indiana via the Internet, social networking and other forms of public interaction. Volunteers should remind family or household members that the media or others may view them as extensions of the USO Indiana community and those family or household members should be encouraged to act with the same integrity and thoughtfulness as the volunteer.

The USO Indiana brand. Volunteers have an obligation to guard the USO Indiana brand with integrity and therefore may not use the USO Indiana's name, logo, endorsement, services, or property for their personal advantage or for the advantage of others without the expressed consent of the USO Indiana.

Promoting personal views. The USO Indiana serves people from a broad range of beliefs and backgrounds. Volunteers must be respectful of the beliefs of the people served by the USO Indiana by refraining from promoting partisan politics, religious beliefs or views that are not consistent with the official position of the USO Indiana.

Conflicts of interest. To maintain the highest ethical standards, actual or apparent conflicts of interest must be avoided. Volunteers are required to immediately disclose to the USO Indiana any personal or financial interests that may be at odds with the organization's best interests.

Respectful resolution of concerns. Volunteers are encouraged to work respectfully with colleagues and their supervisors to give suggestions, improve processes, promote ethical conduct and report unsafe, unacceptable, or illegal practices without fear of retaliation.

Should an issue arise which could compromise the volunteer's ethical standards, or because of the actions of immediate family or household members, create the appearance of unethical conflict, the volunteer should immediately seek guidance and clarification from his or her center director or the Executive Committee of the USO Indiana Board of Directors.



[USO Indiana Volunteer Agreement](#)

In consideration for the opportunity to serve as a USO Indiana volunteer, I understand and agree to the following:

- The USO Indiana volunteer program is built on the values of mission first, doing the right thing, respect, excellence, collaboration, accountability, gratitude, and innovation. I accept these values as the guiding force for my association with the USO Indiana.
- I have read the Standards of Conduct of the USO Indiana Volunteer Program and I agree to adhere to its principles and values.
- I will abide by all USO Indiana policies and procedures.
- I am a highly valued member of the USO Indiana team. Status as a volunteer will make me eligible for rewards and recognition for my volunteer service but does not carry status as an employee or paid contractor of the USO Indiana. Volunteers are not eligible to participate in any employee pension, health, vacation pay, sick pay or other fringe benefit plan of the USO Indiana, if any.
- My scope of assignment may, at times, expose me to unique, valuable, proprietary, privileged and confidential information. I agree to safeguard and hold this information and not reveal, divulge or make known this information to any other person without express written consent of the USO Indiana.
- My acceptance and continuance as a USO Indiana volunteer depends upon the successful completion of training, probationary period deemed necessary for my position, and successful performance evaluations by the USO Indiana.
- I will agree with my supervisor on the necessary time commitment for my scope of assignment and fulfill that commitment according to the standards set by my center or department or event.
- Any official name badge I receive as a result of my work with the USO Indiana is the property of the issuing organization and must be returned when I leave my position with the USO Indiana.

I understand this contract serves as testament to my commitment as a volunteer for the USO Indiana in fulfilling its mission.

_____ Volunteer's Signature

_____ Center Director/Trainer

_____ Date