

February 2023



HIGH LINE CANAL
CONSERVANCY

Volunteer Policies and Guidelines

Confidentiality

In the course of volunteering, you may gain access to confidential information that involves other volunteers, donor records, operational strategies or other non-public information. Each volunteer is responsible for maintaining the confidentiality of all privileged information to which they may be exposed. A breach of confidentiality may result in dismissal of the volunteer.

Health

Any injury incurred by a volunteer during a volunteer shift must be reported to the Conservancy as soon as possible and an incident report will be created. Volunteers are asked to disclose any medical conditions that may impact their role with the Conservancy.

Media

As plans for the long-term future of the High Line Canal proceed, it is critical to maintain a clear and uniform message. Volunteers are asked not to speak to any mass media source such as newspapers, magazines, blogs or television stations regarding the Canal, Conservancy and planning effort without prior approval from the Director of Marketing and Communications.

Fundraising

Volunteers are only permitted to accept donations while volunteering when instructed to do so under the direct supervision and of a Conservancy staff member. Volunteers should not collect donations in any form (cash, card, check, EFT) when volunteering without a staff member. Volunteers can distribute remittance envelopes for donations and refer donors to the online donation portal.

Dismissal of Volunteers

Volunteers are expected to follow all policies and guidelines set forth in this document. Those who do not adhere to these policies, guidelines and agreements and/or who fail to satisfactorily perform their volunteer assignments are subject to dismissal. While low-level offenses will be dealt with based on the discipline policy below, some inappropriate conduct can lead to immediate dismissal of a volunteer.

The following are only some examples of inappropriate conduct which could lead to immediate dismissal:

- Theft or inappropriate removal of Conservancy or governmental property
- Inaccurately altering Conservancy reports or records
- Volunteering under the influence of alcohol or drugs
- Creating a disturbance on Conservancy property, at sponsored activities or in areas which
 - could jeopardize the safety of others
 - Illegal, violent or unsafe acts
 - Unauthorized disclosure of confidential information
 - Discrimination, harassment or sexual harassment as defined in this document
 - Discipline Policy

In the case of unsatisfactory performance, lack of cooperation or inappropriate conduct that does not rise to the level of immediate dismissal, the following protocol will be followed:

- 1st Occurrence – The volunteer manager or other Conservancy staff will discuss the issue with the volunteer in person or over the phone and written documentation of the conversation will be placed in the volunteer's file.
- 2nd Occurrence – The volunteer manager and/or other Conservancy staff will discuss the issue with the volunteer in person and written documentation of the conversation will be placed in the volunteer's file. The volunteer will be provided reasonable and clear opportunities for improvement.
- 3rd Occurrence – The volunteer will be dismissed. The volunteer will meet with the volunteer manager and other Conservancy staff to explain the dismissal and a summary of the meeting will be placed in the volunteer's file and provided to the volunteer.

Anti-Discrimination Policy

The Conservancy prohibits unlawful discrimination against applicants or volunteers based on race, color, national origin, ancestry, creed, religion, sex, age 40 and over, disability, genetic information, veteran status, sexual orientation, marital status, gender expression or any other characteristic protected by state or local law. This policy applies to all volunteers.

Disability Accommodation

The Conservancy will make reasonable accommodation for volunteers with known disabilities unless doing so would result in an undue hardship to the Conservancy or a direct threat to health and safety. Volunteers needing such accommodation are instructed to inform the volunteer manager.

Harassment

The Conservancy strives to maintain an environment free of unlawful harassment. In doing so, the Conservancy prohibits unlawful harassment because of race, color, national origin, ancestry, creed, religion, sex, age 40 and over, disability, genetic information, veteran status, citizenship, sexual orientation, marital status, gender expression or any other characteristic protected by state or local law. Unlawful harassment includes verbal or physical conduct that has the purpose or effect of substantially interfering with an individual's performance or creating an intimidating, hostile, or offensive environment. Aggressions based on these or any other characteristic protected by state or local law will not be tolerated.

Sexual Harassment

All volunteers and employees should be able to work in an environment free from unwelcome sexual overtures, conduct or harassment that creates a hostile work environment. Specifically, it is the policy of the Conservancy that no volunteer or employee, sexually harass another volunteer, employee or Canal user by:

- Making unwelcome sexual advances or requests for sexual favors or other verbal or physical conduct of a sexual nature
- Creating an intimidating, hostile or offensive working or recreating environment

Such conduct will not be tolerated and will be the basis for appropriate disciplinary action. If you are subjected to unwelcome harassment, contact the volunteer manager. All such complaints will be investigated.



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Volunteer Agreement

Volunteers play a critical role supporting the mission of the Conservancy to preserve, protect and enhance the High Line Canal. The Conservancy considers volunteer engagement a professional commitment and expects volunteers to comply with the following conduct as well as the policies and guidelines detailed in this document.

Volunteers agree to:

1. Support and further the mission of the Conservancy
2. Abide by all policies and guidelines contained in the volunteer handbook
3. Treat Conservancy staff, fellow volunteers and Canal users with respect at all times
4. Display flexibility with the evolution of the Conservancy and the volunteer program
5. Use Conservancy equipment and technology only for its intended uses
6. Not distribute, disseminate or copy any confidential or privileged information obtained while volunteering
7. Provide volunteer services as a donation to the Conservancy with no expectation of monetary compensation
8. Follow the supervision and direction of any Conservancy personnel to whom the volunteer has been assigned to perform services
9. Serve as a representative of the Conservancy in the community by promoting the organization and Canal when appropriate

Acknowledgement of Understanding

I wish to volunteer my services to the High Line Canal Conservancy. By executing this agreement I demonstrate an understanding that all services performed by me on behalf of the Conservancy are entirely voluntary and gratuitous. I decline any payment or other reimbursement for any such services and will not make claim upon the Conservancy for any such services performed by me.