VOLUNTEER POLICIES

NEW HAMPSHIRE NURSES ASSOCIATION
# TABLE OF CONTENTS

VISION AND MISSION.................................................................................................................................3
1. OVERVIEW...........................................................................................................................................3
2. ETHICAL AND LEGAL BUSINESS PRACTICES..................................................................................3
3. ATTENDANCE AND PUNCTUALITY...................................................................................................4
4. DRESS CODE.........................................................................................................................................4
5. SEVERE WEATHER CONDITIONS.......................................................................................................4
6. PAYMENT OR REIMBURSEMENT OF EXPENSES...........................................................................4
7. CONFLICT OF INTEREST.....................................................................................................................5
8. POLICY AGAINST WORKPLACE HARASSMENT.................................................................................5
9. VIOLENCE AND WEAPONS...............................................................................................................6
10. SMOKING............................................................................................................................................7
11. DRUG FREE WORKPLACE..................................................................................................................7
12. NON-DISCLOSURE OF CONFIDENTIAL INFORMATION.................................................................7
13. SOLICITATION.....................................................................................................................................7
14. COMPUTER AND INFORMATION SECURITY....................................................................................8
15. INTERNET ACCEPTABLE USE............................................................................................................9
16. ELECTRONIC MAIL (E-MAIL) POLICY............................................................................................9
17. PERSONAL ELECTRONICS ACCEPTABLE USE.............................................................................10
18. SOCIAL MEDIA POLICY...................................................................................................................10
19. APPENDIX 1: Confidentiality & Conflict of Interest Form
20. APPENDIX 2: Expense Reimbursement Form
VISION & MISSION

The New Hampshire Nurses Association (NHNA) is a not-for-profit membership association and the ONLY state organization that advocates for all nurses regardless of specialty or practice setting. Since its founding in 1906 by six forward-thinking nurses, NHNA has represented the nursing profession in NH through legislation, political action and professional development. We are a Constituent State Nurses Association (C/SNA) of the American Nurses Association (ANA). Membership is open to any licensed or retired registered nurse living or working in the Granite State.

Vision: Inspire New Hampshire nurses as leaders to expand the impact of the nursing profession to improve the health of the people of New Hampshire.

Mission: As a Constituent State Nurses Association of American Nurses Association, the New Hampshire Nurses Association exists to promote nursing practice and the wellbeing of New Hampshire nurses by providing professional development, fostering nurse innovation and leading in health advocacy to enhance the health of the people in New Hampshire.

1) OVERVIEW

These Volunteer Policies have been developed to provide guidelines about volunteer policies and procedures for NHNA. These policies are intended to ensure fair and consistent treatment of all volunteers. It is the intention of NHNA to foster an atmosphere of mutual respect, non-discrimination and trust based on clear lines of authority, responsibility and accountability, and to provide volunteers with the flexibility necessary to meet Association, family and personal obligations. This manual will assist you in becoming familiar with the privileges and obligations of your work with NHNA. None of the policies or guidelines are intended to give rise to contractual rights or obligations, or to be construed as a guarantee of continued volunteer engagement. Additionally, these guidelines are subject to modification, amendment or revocation by NHNA at any time, without advance notice.

2) ETHICAL AND LEGAL BUSINESS PRACTICES

NHNA expects the highest standards of ethical conduct and fair dealing from each employee, officer, director, volunteer and all others associated with the Association. Our reputation is a valuable asset, and we must continually earn the trust, confidence and respect of our members, business partners and our community.

These policies provide general guidance on the ethical principles that we all must follow, but no guideline can anticipate all situations. You should also be guided by basic honesty and good judgment, and be sensitive to others’ perceptions and interpretations.

If you have any questions about these policies, consult the Executive Director or Board President.

You are expected to promptly disclose to the management of the Association anything that may violate these policies. We will not tolerate retaliation or retribution against anyone who brings violations to management’s attention.
3) **ATTENDANCE AND PUNCTUALITY**

Volunteers are vital to the fulfillment of the mission of NHNA. Your respect for that mission and your fellow volunteers is demonstrated by punctuality and attending scheduled meetings and activities on time and prepared to meet the objectives of the activity. Accommodations to address weather conditions may include attendance via telecommunication methods, as appropriate.

4) **DRESS CODE**

When volunteer objectives involve acting as a spokesperson for NHNA, professional standard dress and demeanor is expected.

5) **SEVERE WEATHER CONDITIONS**

NHNA expects all volunteers to exercise reasonable judgment regarding NHNA, family, and personal obligations. NHNA’s offices will be open except in cases of extreme weather. Should a meeting be called off because of inclement weather, a meeting cancellation notice will be communicated to volunteers through an email or notice on the Association’s website or other means as necessary. Scheduled meetings may still continue as planned via teleconference call. The Executive Director, NHNA President or Commission Chairperson will communicate the plan with members. When the weather is questionable and the office is open, we encourage you to use your own good judgment in deciding when to come to and leave from meetings or events.

6) **PAYMENT OR REIMBURSEMENT OF EXPENSES**

Volunteers serving in an official capacity for NHNA at conferences and meetings will be provided with expense-paid receipts for or will be reimbursed for actual and necessary expenses incurred, such as travel expenses, parking fees, meal costs, lodging, tips and registration fees. Reimbursement for overnight lodging expenses will be made only if pre-approved and with detailed receipts outlining date(s) of stay and room charge(s) and related taxes. Reimbursement for meals related to out of state travel will be in accordance with established rates (alcoholic beverages will not be reimbursed). Reimbursement for meals for in-state travel will only be provided when the activity attended is a full-day session (e.g. conference), and is deemed necessary that this volunteer be present to represent NHNA.

Volunteers must obtain the advance consent, in writing, of the Executive Director before incurring expenses for which they will seek reimbursement. Approved expenses must be fully documented, with receipts attached, and are to be submitted to the Executive Director for payment within thirty (30) days of the date on which they were incurred.

When attending meetings that have been approved by the Executive Director, volunteers are reimbursed at NHNA’s current rates. Volunteers may also be granted leave to attend a conference or professional meeting related to their professional development, and/or NHNA’s current and anticipated work. Expenses for these purposes may be paid by NHNA if funds are available and if the volunteer obtains prior written approval of such expenses.

Volunteers are responsible for transportation costs between the office and home to attend NHNA meetings and events. Volunteers authorized to use their personal cars for NHNA business are reimbursed at the established Federal IRS rate.
Forms are provided to request reimbursement for actual expenses and advance payment for travel. Receipts must be provided for all business-related expenditures in order to claim reimbursement.

7) CONFLICT OF INTEREST

Volunteers are expected to be sensitive to possible conflicts of interest while pursuing outside activities or employment and are expected to disclose any conflicts of interest pursuant to the NHNA’s Conflict of Interest Policy. Activities that undermine the Association’s mission, core principles, strategies, positions or goals constitute a conflict of interest. Transmitting personal comments or statements through e-mail or posting information to news groups that may be mistaken as the position of the Association also constitute conflicts of interest. If a volunteer creates a conflict of interest or refuses to end any activity or employment creating a conflict of interest, such behavior can be grounds for termination of their volunteer engagement.

8) POLICY AGAINST WORKPLACE HARASSMENT

NHNA is committed to providing an environment for all volunteers that is free from sexual harassment, other types of discriminatory harassment and intimidation. Volunteers are expected to conduct themselves in a professional manner and to show respect for NHNA staff and volunteers.

Sexual harassment and other types of discriminatory harassment are illegal. NHNA’s property (e.g. telephones, copy machines, facsimile machines, computers, and computer applications such as e-mail and Internet) may not be used to engage in conduct that violates this policy. NHNA’s policy against harassment covers volunteers and other individuals who have a relationship with the Association which enables NHNA to exercise a degree of control over the individual’s conduct in places and activities that relate to NHNA’s work (e.g. directors, officers, contractors, vendors, volunteers, interns, etc.).

Prohibition of Sexual Harassment: NHNA’s policy against sexual harassment prohibits sexual advances or requests for sexual favors or other physical or verbal conduct of a sexual nature, when: (1) submission to such conduct is made an express or implicit condition of engagement as a volunteer; (2) submission to or rejection of such conduct is used as a basis for evaluation decisions; or (3) such conduct has the purpose or effect of unreasonably interfering with an volunteer’s work performance or creating an intimidating, hostile, humiliating, or offensive working environment.

While it is not possible to list all of the circumstances that constitute sexual harassment, the following are some examples: (1) unwelcome sexual advances -- whether they involve physical touching or not; (2) requests for sexual favors; or (3) coerced sexual acts.

Depending on the circumstances, the following conduct may also constitute sexual harassment: (1) use of sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one’s sex life; (2) sexually oriented comment on an individual’s body, comment about an individual’s sexual activity, deficiencies, or prowess; (3) displaying sexually suggestive objects, pictures, cartoons; (4) unwelcome leering, whistling, deliberate brushing against the body in a suggestive manner; (5) sexual gestures or sexually suggestive comments; (6) inquiries into or discussion of one’s sexual experiences.

It is also unlawful and expressly against NHNA policy to retaliate against a volunteer for filing a complaint of sexual harassment or for cooperating with an investigation of a complaint of sexual harassment.

Prohibition of Other Types of Discriminatory Harassment: It is also against NHNA’s policy to engage in verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his or her
Protected Status (or that of the individual's relatives, friends, or associates) that: (1) has the purpose or effect of creating an intimidating, hostile, humiliating, or offensive environment; (2) has the purpose or effect of unreasonably interfering with an individual's work performance; or (3) otherwise adversely affects an individual's employment opportunities.

The following examples constitute discriminatory harassment: (1) epithets, slurs, negative stereotyping, jokes, or threatening, intimidating, or hostile acts that relate to Protected Status; and (2) written or graphic material that denigrates or shows hostility toward an individual or group because of their Protected Status. Other conduct may also constitute discriminatory harassment if it falls within the definition of discriminatory harassment set forth above.

It is against NHNA's policy to retaliate against a volunteer for filing a complaint of discriminatory harassment or for cooperating in an investigation of a complaint of discriminatory harassment.

Reporting of Harassment: If you believe that you have experienced or witnessed sexual harassment or other discriminatory harassment by any NHNA employee or volunteer, report the incident immediately to the Executive Director or Board President. Possible harassment by others with whom NHNA has a business relationship should also be reported as soon as possible so that appropriate action can be taken.

NHNA will promptly and thoroughly investigate all reports of harassment as discreetly and confidentially as practicable. The investigation would generally include a private interview with the person making the report. It would also generally be necessary to discuss allegations of harassment with the accused individual and/or others who may have relevant information. NHNA's goals are to determine whether harassment occurred and if it has to determine appropriate action steps.

If NHNA determines that a violation of this policy has occurred, it will take appropriate disciplinary action against the offending party, which can include warnings, suspensions, and termination. Volunteers who report violations of this policy and volunteers who cooperate with investigations into alleged violations of this policy will not be subject to retaliation. Upon completion of the investigation, NHNA will inform the volunteer who made the complaint of the results of the investigation.

Compliance with this policy is a condition of each volunteer's engagement. Volunteers are encouraged to raise any questions or concerns about this policy or about possible discriminatory harassment with the Executive Director. In the case where the allegation of harassment is against the Executive Director, please notify the Board President or another Board member. If you feel your complaint has not been appropriately handled by the Association, you may call the New Hampshire Commission for Human Rights at (603) 271-2767.

9) VIOLENCE AND WEAPONS

NHNA is committed to maintaining a safe and healthy workplace, in part by promoting open, friendly and supportive relationships among all volunteers. Violence is not an effective solution to any problem and violence or threats of violence are unacceptable. Threats of violence or fighting will not be tolerated. If an NHNA-related issue is causing undue stress or agitation, the volunteer is encouraged to discuss it immediately with the Executive Director or Board President.

Volunteers are strictly prohibited from bringing any type of weapon including but not limited to knives, pistols, rifles, stun guns, mace, etc., to NHNA's office, grounds or parking areas or to off-site events hosted by NHNA.

Volunteers are expected to immediately report to the Executive Director or Board President any violation of this policy. Any volunteer found threatening another volunteer, employee or NHNA stakeholder and/or carrying
Weapons to the office or meeting site will be subject to disciplinary action up to and including immediate termination of their volunteer engagement.

10) SMOKING

Smoking is not permitted within NHNA’s office or at off-site events at which the volunteer is representing NHNA except in designated outdoor smoking areas on break time.

11) DRUG FREE WORKPLACE

NHNA is a drug-free workplace. NHNA does not tolerate the presence of illegal drugs or the illegal use of legal drugs in our office or meeting sites. The use, possession, distribution or sale of controlled substances such as drugs or alcohol, or being under the influence of such controlled substances is strictly prohibited while on the Association’s premises or meeting sites. If you need to take a prescription drug that affects your ability to perform your responsibilities, you are required to discuss possible accommodations with the Executive Director. Violation of this policy will result in disciplinary action, up to and including termination.

12) NON-DISCLOSURE OF CONFIDENTIAL INFORMATION

Any information that a volunteer learns about NHNA, its employees, volunteers, members or donors that is not otherwise publicly available constitutes confidential information. Volunteers may not disclose confidential information to anyone who is not employed by NHNA or to other persons employed by NHNA who do not need to know such information to assist in rendering services.

The protection of privileged and confidential information, including trade secrets, is vital to the interests and the success of NHNA. The disclosure, distribution, electronic transmission or copying of NHNA’s confidential information is prohibited. Such information includes, but is not limited to, the following examples: compensation data, program and financial information, including information related to donors, and pending projects and proposals.

Volunteers are required to sign a Confidentiality Policy and Pledge form as a condition of engagement. Any volunteer who discloses confidential NHNA information will be subject to disciplinary action (including possible termination of their volunteer engagement), even if he or she does not actually benefit from the disclosure of such information.

Discussions involving sensitive information should always be held in confidential settings to safeguard the confidentiality of the information. Conversations regarding confidential information generally should not be conducted on cellular phones, or in elevators, restrooms, restaurants, or other places where conversations might be overheard.

13) SOLICITATION

Volunteers are prohibited from soliciting (personally or via electronic mail) for membership, pledges, subscriptions, the collection of money or for any other unauthorized purpose anywhere on NHNA property, especially those of a partisan or political nature. Volunteers may not solicit or distribute to NHNA employees. Persons who are not employed by NHNA may not solicit or distribute literature on NHNA’s premises at any time for any reason.

Volunteers are prohibited from distributing, circulating or posting (on bulletin boards, refrigerators, walls, etc.) literature, petitions or other materials at any time for any purpose without the prior approval of the Executive Director or Board President.
14) COMPUTER AND INFORMATION SECURITY

This section sets forth some important rules relating to the use of NHNA’s computer and communications systems. These systems include individual PCs provided to volunteers, centralized computer equipment, all associated software, and the Association’s telephone, voice mail and electronic mail systems.

NHNA may provide computer and communications systems to support its mission. Although limited personal use of these systems is allowed, subject to the restrictions outlined below, no use of these systems should ever conflict with the primary purpose for which they have been provided, the Association’s ethical responsibilities or with applicable laws and regulations. Each user is personally responsible to ensure that these guidelines are followed.

Volunteers must comply with all software licenses, copyrights, and all other state and federal laws governing intellectual property. Volunteers should not alter or copy files belonging to others without first obtaining permission from the owner of the file.

NHNA expects the full attention of its volunteers while attending meetings or events. Although volunteers may occasionally have to take care of personal matters during meetings, they should try to conduct such personal business either before or after the meeting or during breaks. Volunteers are expected to exercise discretion in using cell phones, taking personal phone calls, or sending/receiving personal emails. Excessive calls, texts or emails via cell phones or equipment owned by the Association during office hours can interfere with staff productivity and be a distraction.

All data in the Association’s computer and communication systems (including documents, other electronic files, e-mail and recorded voice mail messages) are the property of NHNA and may be inspected and monitored at any time. No individual should have any expectation of privacy for messages or other data recorded in NHNA’s systems. This includes documents or messages marked “private,” which may be inaccessible to most users but remain available to the Association. Likewise, the deletion of a document or message may not prevent access to the item or completely eliminate it from the system.

NHNA’s systems must not be used to create or transmit material that is derogatory, defamatory, obscene or offensive, such as slurs, epithets or anything that might be construed as harassment or disparagement based on protected status. The Association’s systems must not be used to transmit personal comments or statements through e-mail or post information to news groups that may be mistaken as the position of the Association. Similarly, NHNA’s systems must not be used to solicit or proselytize others for commercial purposes, causes, outside organizations, chain messages or other non-NHNA-related purposes.

Security procedures in the form of unique user sign-on identification and passwords have been provided to control access to the Association’s host computer system, networks and voice mail system. In addition, security facilities have been provided to restrict access to certain documents and files for the purpose of safeguarding information. All user names and passwords should be recorded with the Executive Director.

The following activities, which present security risks, should be avoided:

- Attempts to bypass, or render ineffective, security facilities provided by the Association.
- Sharing passwords in the absence of legitimate business reasons.
- Accessing the specific document files of other users in the absence of legitimate business reasons.
- Changing or modifying hardware or software configurations of computer equipment.
- Loading personal software (including outside email services, games, instant messaging software) to Association computers.
- Downloading programs or installing programs copied from Non-NHNA computers.
• Loading unlicensed software on Association’s computers.
• Attempting to obtain unauthorized access to or use of other Association computer systems and/or data.
• Copying Association software (whether developed internally or licensed) onto other media other than for legitimate business reasons.
• Removing software documentation from the Association’s offices.
• Changing the location or installation of computer equipment in offices and work areas.

There are a number of practices that individual users should adopt that will foster a higher level of security. Among them are the following:

• Log off your personal computer when you are leaving your work area or office for an extended period of time unless instructed to do otherwise for system maintenance.
• Exercise judgment in assigning an appropriate level of security to documents stored on Association’s networks, based on a realistic appraisal of the need for confidentiality or privacy.
• Remove previously written information from moveable storage devices before copying documents on such devices for delivery outside the Association.
• Back up any information stored locally on your workstation (other than network based software and documents) on a frequent and regular basis.

Should you have any questions about any of the above policy guidelines, please contact your supervisor or the IT staff.

15) INTERNET ACCEPTABLE USE

Access to the Internet is provided to volunteers to support the mission of NHNA. No use of the Internet should conflict with the primary purpose of NHNA, its ethical responsibilities or with applicable laws and regulations. Each user is personally responsible to ensure that these guidelines are followed. Serious repercussions, including termination, may result if the guidelines are not followed.

NHNA reserves the right to monitor Internet usage by volunteers, including reviewing a list of sites accessed. No individual should have any expectation of privacy in terms of his or her usage of the Internet. In addition, the Association may restrict access to certain sites that it deems are not necessary for business purposes.

In addition to the restrictions named in Section 15, the Association’s Internet connections may not be used for any of the following activities:

• To download or disseminate copyrighted material that is an infringement of copyright law.
• To transmit personal comments or statements through e-mail or to post information to news groups that may be mistaken as the position of the Association.
• To disclose confidential information.
• To send or participate in chain letters, pyramid schemes or other illegal schemes.
• To solicit for commercial purposes, causes, outside organizations, chain messages or other non-job related purposes.

16) ELECTRONIC MAIL (E-MAIL) POLICY

The e-mail system is provided by NHNA to assist volunteers with the performance of the Association’s work. Messages that are created, sent or received using the Association’s e-mail system are the property of the Association,
and NHNA reserves the right to monitor this system and retrieve the contents for legitimate reasons, such as to find lost messages, comply with investigations or to recover from system failure.

Volunteers may not retrieve or read e-mail that was not sent to them unless authorized by appropriate staff. No personal business is to be conducted using the Association’s e-mail.

Volunteers should exercise caution when opening emails from unknown senders and observe emails for potential embedded viruses or worms.

All e-mail communications should be handled in the same manner as a letter, fax, memo or other business communication.

If you have any questions regarding any of the policy guidelines listed above, please direct them to the Executive Director.

17) PERSONAL ELECTRONICS ACCEPTABLE USE

NHNA understands that many volunteers have cell phones and other handheld communication devices. The Association prohibits the use of these devices in any way that violates federal, state, or local laws or that is otherwise unsafe.

Volunteers whose job responsibilities include driving are expected to use good judgment if the need to use a cell phone arises while driving. Safety must come before all other concerns. All use of cell phones and other handheld devises while driving, must be done in accordance with applicable state law. Volunteers are strongly encouraged to pull off to the side of the road and stop their vehicle before placing or accepting a call. Volunteers are encouraged to keep the calls short. Special care should be taken in situations where there is traffic, inclement weather, or the volunteer is driving in an unfamiliar area.

18) SOCIAL MEDIA POLICY

Social media can be a fun and rewarding way to share your life and interests with family, friends, and co-workers. However, social media use carries some risks, and also implies some responsibilities. To assist employees and volunteers in making responsible decisions about their use of social media, guidelines for appropriate use of social media have been established. This policy applies to all employees of, board members of, and volunteers for NHNA.

Social media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else’s:

- web log or blog, journal or diary
- personal web site
- social networking or affinity web site
- web bulletin board
- chat room
- any other form of electronic communication

These guidelines apply to electronic communication media whether or not it is associated or affiliated with the Association.

Employees and volunteers of NHNA are solely responsible for what they post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your own performance, the performance of fellow volunteers or employees, or otherwise adversely affects
board members, volunteers, members, customers, stakeholders, or people who work on behalf of the Association, may result in disciplinary action up to and including termination.

Approved by NHNA Board of Directors 12-16-19
VOLUNTEER RECEIPT AND ACCEPTANCE

I hereby acknowledge receipt of the Volunteer Policies of the New Hampshire Nurses Association (NHNA). I understand that it is my ongoing responsibility to read and understand the policies. I also understand and agree that the Volunteer Policies are not a contract for any specific period of time.

I have read, understand and agree to all of the above. I have also read, understand and agree to abide by NHNA’s Volunteer Policies.

Signature _____________________________________ Date __________________

Print Name _______________________________________

CONFIDENTIALITY POLICY AND PLEDGE

Any information that a volunteer learns about New Hampshire Nurses Association, or its members or donors, as a result of working for NHNA that is not otherwise publicly available constitutes confidential information. Volunteers may not disclose confidential information to anyone who is not employed by NHNA or to other persons employed by NHNA who do not need to know such information to assist in rendering services.

The disclosure, distribution, electronic transmission or copying of NHNA’s confidential information is prohibited. Any volunteer who discloses confidential NHNA information will be subject to disciplinary action (including possible termination), even if he or she does not actually benefit from the disclosure of such information.

I understand the above policy and pledge not to disclose confidential information.

Signature _____________________________________ Date __________________

Print Name _______________________________________

CONFLICT OF INTEREST POLICY AND PLEDGE

I have read the Conflict of Interest Policy. To the best of my knowledge and belief, except as disclosed herewith, neither I nor any person whom I have or had a personal or business relationship is engaged in any transaction or activity or has any relationship that may represent a potential competing or conflicting interest as defined in the Conflict of Interest Policy.

Further, to the best of my knowledge and belief, except as disclosed herewith, neither I nor any person with whom I have or had a personal business or compensated professional relationship intends to engage in any transaction, to acquire any interest in any organization or entity, or to become the recipient of any substantial gifts or favors that might be covered by the Conflict of Interest Policy.

Signature _____________________________________ Date __________________

Print Name _______________________________________

Please sign and return to the Nurse Executive Director
EXPENSE REIMBURSEMENT VOUCHER

Name:

Address:

Request for Reimbursement of Travel Expenses

Destination:

Purpose of Travel:

Meeting Dates:

1. TRANSPORTATION (air/railroad/bus – receipt required) __________
2. LOCAL (bus/limousine/taxi – receipt required) __________
3. AUTO (________ miles at $.575/per mile) __________
4. PARKING/TOLLS (receipt required) __________
5. LODGING (receipt required) __________
6. MEALS (Not to exceed Federal per diem rates by city, receipts required) __________
7. TIP/GRATUITY __________
8. OTHER (itemize – receipts required) __________

TOTAL

Signature

Request for Reimbursement of Other Expenses

Item(s) purchased / conference attended (describe purpose/use):

a. ________________________________________________________________
b. ________________________________________________________________
c. ________________________________________________________________

Items budgeted?  [ ]Yes  [ ]No – separate approval by________________

Receipts required