



# Start The Adventure In Reading (STAIR) – Annapolis, Inc.

## Volunteer Handbook

*As adapted from Maryland Nonprofits. Used with permission.  
December 2021*

## **I. INTRODUCTION**

This handbook is intended to provide volunteers of Start The Adventure In Reading (STAIR) – Annapolis, Inc. with a general understanding of our volunteer policies, which will ensure fair and consistent standards regarding program delivery and the volunteer experience. The contents of this document have been adapted from a sample provided by and used with the permission of Maryland Nonprofits.

Volunteers are encouraged to familiarize themselves with the content of this handbook, for it will answer many common questions concerning volunteering with STAIR-Annapolis.

These policies are subject to review at any time by the STAIR-Annapolis Executive Director and the Board of Directors.

### **A. Our Mission**

STAIR-Annapolis is dedicated to increasing the reading level of second graders reading below grade level, increasing students' sense of self-esteem and self-confidence, and providing a caring environment where reading is fun!

Since 2006, STAIR-Annapolis has empowered young readers throughout Anne Arundel County to discover the joy of reading and achieve greater academic readiness.

### **B. Volunteer/Staff Relationships**

A volunteer is anyone who, without compensation or the expectation of compensation, performs a task at the direction of and on behalf of the STAIR-Annapolis organization.

Volunteers are critical to the success of STAIR-Annapolis and are essential to the organization's day-to-day operations. Volunteers and administrative staff are considered partners in implementing the STAIR-Annapolis program, each with complementary roles to play. Designated staff can be expected to provide orientation, training, supervision, and feedback to volunteers.

Notwithstanding the foregoing, nothing contained in this Handbook or any other document of the company shall in any way create an express or implied contract of employment or an employment relationship between STAIR-Annapolis and its volunteers.

### **C. Equal Opportunity Policy**

STAIR-Annapolis maintains a strong policy of equal volunteer opportunity. We are committed to diversity and inclusion. We recruit, accept, train, promote, and dismiss volunteers on the basis of personal competence, position performance, and the needs of the program without regard to race, color, religion, national origin, age, sex, pregnancy, status as a parent, marital status, ancestry family medical history or genetic information, physical or mental disability, veteran status, gender

identity or expression, sexual orientation, or any other protected characteristic as outlined by applicable federal, state, or local laws.

#### **D. STAIR-Annapolis Code of Ethics**

As a nonprofit organization that primarily serves young children in need of reading support, STAIR-Annapolis is committed to upholding the highest legal, ethical, and moral standards. Our donors and partners support STAIR-Annapolis because they trust us to be good stewards of their resources. Volunteers have a duty to STAIR-Annapolis, its participants, and the community to act in ways that merit the public's continued confidence. Our reputation for integrity and excellence requires the careful observance of all applicable laws and regulations, as well as a scrupulous regard for organizational and personal integrity.

STAIR-Annapolis complies with all applicable laws and regulations and expects its volunteers to conduct business in accordance with the letter and spirit of all relevant laws; to refrain from any illegal, dishonest, or unethical conduct; to act in a professional, businesslike manner; and to treat others with respect. Volunteers should not use their positions to obtain unreasonable or excessive services or expertise from STAIR-Annapolis staff, Board of Directors, students, families, donors, community partners, or other constituents.

In general, the use of good judgment based on high ethical principles will guide volunteers with respect to lines of acceptable conduct. However, if a situation arises where it is difficult to determine the proper course of conduct, or where questions arise concerning the propriety of certain conduct by an individual or others, the matter should be brought to the attention of the Executive Director. If the Executive Director is unavailable, contact a member of the STAIR board of directors.

In all questions involving ethics and conduct, the STAIR-Annapolis staff and Board of Directors will make relevant determinations. Any individual whose conduct is at issue will not participate in such decisions.

Compliance with this Code of Ethics is the responsibility of every STAIR-Annapolis volunteer.

## **II. VOLUNTEER RIGHTS AND RESPONSIBILITIES**

Volunteers are viewed as a valuable resource to the STAIR-Annapolis organization, its administrative staff, its Board of Directors, and the children and families we serve. As such, volunteers shall be extended the following rights:

- To be given meaningful assignments
- Fair treatment

- Effective supervision
- Full involvement and participation
- Recognition for work done on behalf of STAIR-Annapolis in support of our mission

In reciprocation for the above-mentioned rights, volunteers shall agree to the following responsibilities:

- To perform their duties to the best of their abilities
- To engage actively in volunteer workshops and other training opportunities when possible
- To respond to feedback in a positive manner
- To conduct themselves in ways that reflect positively on the organization
- To make use of approved communications and messaging materials to share the STAIR Story in our community
- To remain faithful to the goals, procedures, and mission of the STAIR-Annapolis organization

### **III. VOLUNTEER PROGRAM POLICIES AND PROCEDURES**

STAIR-Annapolis volunteers are categorized in two ways: Tutors and Site Coordinators/Co-Coordinators.

STAIR-Annapolis Tutors are responsible for one-on-one program delivery to students on-site. Tutors work closely with Site Coordinators and Co-Coordinators to ensure students are engaged in tutoring sessions and making steady progress toward grade-level reading. A complete Tutor Position Description is available on the STAIR website.

STAIR-Annapolis Site Coordinators and Co-Coordinators serve in a volunteer leadership capacity and are responsible for program oversight and supervision at their assigned tutoring location. Site Coordinators and Co-Coordinators work to ensure each STAIR site is a safe, welcoming, organized place for fun and learning. A complete Site Coordinator Position Description is available on the STAIR website.

#### **A. Application Form**

Prospective volunteers are required to complete an application form for consideration in the STAIR-Annapolis volunteer program. This form may be completed online or in print.

#### **B. Interviewing/Screening Tools**

Prior to being assigned or appointed to a position with STAIR-Annapolis, all volunteers will be interviewed to ascertain their suitability for, and interest in, a position. This initial meeting may take place in person, by phone, or using other methods of communication.

The volunteer screening process is intended to give STAIR-Annapolis administrative staff and volunteer leaders the opportunity to learn more about prospective volunteers and to give prospective volunteers the opportunity to learn more about the organization. Volunteers will be able to ask questions about the STAIR-Annapolis program, curriculum, position responsibilities, etc.

Background checks and other security measures are required for any volunteer position with STAIR-Annapolis.

### **C. Orientation and Training**

All volunteers will receive a general introduction to the nature and purpose of the STAIR-Annapolis organization, these volunteer policies, and an overview of the volunteer's work to be completed. Volunteers will be provided a detailed Position Description for the work they perform on behalf of STAIR-Annapolis and on-site orientation to ensure they have the information and skills necessary to serve young readers enrolled in the STAIR program.

Training is provided in-person in small groups facilitated by the STAIR-Annapolis Volunteer Coordinator. Additionally, online training and resources are available anytime via the STAIR-Annapolis Volunteer Dashboard ([www.stairannapolis.org/volunteer-dashboard/](http://www.stairannapolis.org/volunteer-dashboard/)). New and returning volunteers are required to attend training, whether delivered in-person or online.

Workshops are offered twice a year to help enhance the volunteer experience. Attendance at Volunteer Workshops is optional but highly recommended in order to stay up-to-date on the latest Anne Arundel County Public Schools policies, instructional methods, and tutoring best practices.

### **D. Supervision**

Every STAIR-Annapolis volunteer will be assigned a Site Coordinator or Site Co-Coordinator team to provide supervision, consultation, support, and direction. The Site Coordinator and Co-Coordinator are volunteer leadership positions within the STAIR-Annapolis organization. Site Coordinators and Co-Coordinators are responsible for on-site program delivery, volunteer management, and guidance at each STAIR-Annapolis tutoring location.

Site Coordinators and Co-Coordinators report to STAIR-Annapolis administrative staff.

All volunteers should expect periodic on-site observation by STAIR-Annapolis administrative staff, members of the Board of Directors, and community visitors for the purposes of program oversight, engaging with volunteers, students, and families, and witnessing "STAIR in Action."

### **E. Feedback and Evaluation**

The success of the STAIR-Annapolis organization in making a difference in the lives of young readers depends on faithful delivery of our tutoring program and adherence to established policies and procedures. To that end, the work of STAIR-Annapolis volunteers shall be periodically evaluated by Site Coordinators or Co- Coordinators, program participants, and/or STAIR-Annapolis administrative staff. Evaluations will include an examination of the volunteer’s performance of position responsibilities and a discussion of any suggestions the volunteer may have concerning the position or serving as a STAIR-Annapolis volunteer. The STAIR-Annapolis administrative staff may occasionally request feedback from a sampling of volunteers across all STAIR-Annapolis tutoring sites.

Any STAIR-Annapolis volunteer who does not adhere to the STAIR program and curriculum will receive counseling by the Volunteer Coordinator and/or Executive Director. A volunteer who is still unable or unwilling to follow the STAIR program following counseling by administrative staff will be dismissed from service with STAIR-Annapolis.

## **F. Recognition and Opportunities for Advancement**

Volunteer service is invaluable to the STAIR-Annapolis organization, and we endeavor to recognize volunteers for their commitment, both informally and formally. Volunteers will be made aware of other volunteer opportunities within the organization which may be of interest to them and will be empowered to continue their involvement with STAIR-Annapolis as appropriate. STAIR-Annapolis also hosts an annual Volunteer Appreciation event to recognize the contributions of our volunteers to the success of the organization. Volunteers may also be invited to participate in communications campaigns on social media, on the STAIR-Annapolis website, and in outside publications to highlight their service and dedication to the program and to help share the STAIR Story.

## **G. Volunteer Record-Keeping System**

A record will be maintained on each STAIR-Annapolis volunteer to include the New or Returning Volunteer Application, Volunteer Agreement, emergency contact information, immunization record (where applicable), dates of service, position(s) held, duties performed, and evaluation of work. These records will be kept confidential.

## **H. Scheduled Volunteer Time and Recording of Volunteer Hours**

As a registered 501(c) 3 nonprofit organization, STAIR-Annapolis is required to keep accurate volunteer time records to uphold financial reporting commitments to our donors and grantors. Volunteers must be accountable and relied upon to uphold their commitments to volunteer at the times and locations they have been scheduled.

## **I. Reimbursement of Expenses**

In certain situations, STAIR-Annapolis volunteers may be eligible for reimbursement

of actual out-of-pocket expenses. These expenses must be pre-approved by the Executive Director and submitted using the STAIR-Annapolis standard expense voucher for budgeting and tax purposes.

## **J. Change of Placement**

If any STAIR-Annapolis volunteer wishes to seek a change in his or her site placement, student assignment, or position, the volunteer should first speak with his or her Site Coordinator or Co-Coordinator, who may then consult with the STAIR-Annapolis Volunteer Coordinator. Assignment to a new volunteer placement or position may require additional screening, application, background checks, and/or training.

## **K. Anti-Harassment Policy**

Volunteering as a STAIR-Annapolis tutor should be an enjoyable experience. Any STAIR-Annapolis volunteer who feels he/she/they is the subject of unlawful harassment, including on the basis of race, color, religion, sex and national origin, should follow the approved chain of command for reporting:

1. Site Coordinator or Co-Coordinator
2. Volunteer Coordinator
3. Program Manager
4. Executive Director

## **L. Grievance Procedure**

STAIR-Annapolis volunteers and administrative staff are expected to act professionally and in accordance with their position descriptions. Should a volunteer have a grievance concerning their work environment, he/she/they should report it promptly using the approved chain of command for reporting:

1. Site Coordinator or Co-Coordinator
2. Volunteer Coordinator
3. Program Manager
4. Executive Director

Every effort will be made to achieve a speedy and effective resolution, and all complaints will be treated confidentially unless disclosure of such is required by any applicable laws.

## **M. Reporting Misconduct and Whistleblower Protection**

The STAIR-Annapolis Code of Ethics requires all volunteers to observe high standards of business and personal ethics in conducting their duties and responsibilities. As representatives of the organization, volunteers must practice honesty and integrity in fulfilling their responsibilities and comply with all applicable

laws and regulations.

### No Retaliation

No volunteer who in good faith reports a violation of STAIR-Annapolis' Code of Ethics, Equal Opportunity or Anti-Harassment policies shall suffer harassment, retaliation, or adverse consequence related to his or her volunteer position.

A STAIR-Annapolis volunteer or employee who retaliates against someone who has reported a violation of STAIR-Annapolis' Code of Ethics, Equal Opportunity or Anti-Harassment policies in good faith is subject to discipline up to and including termination of volunteer service.

This policy is intended to encourage and enable volunteers to raise serious concerns within the organization prior to seeking resolution outside the organization.

### Reporting Violations

STAIR-Annapolis has an open-door policy on reporting potential violations of STAIR-Annapolis' Code of Ethics, Equal Opportunity or Anti-Harassment policies and welcomes volunteers to share questions, concerns, suggestions, or complaints with someone who can address them properly. In most cases, a volunteer's Site Coordinator or Co-Coordinator is in the best position to address an area of concern. However, if a volunteer is not comfortable speaking with a supervisor or is not satisfied with a supervisor's response, volunteers are encouraged to speak with any member of the STAIR-Annapolis administrative staff or a designated member of the Board of Directors.

Supervisors and managers are required to report suspected violations of the provisions set forth herein to the Executive Director or to a designated member of the board.

For suspected fraud, or when a volunteer is not satisfied or comfortable with the open-door policy, he/she/they should contact the STAIR-Annapolis Board President immediately.

### Acting in Good Faith

Anyone filing a complaint concerning a violation or suspected violation of STAIR-Annapolis' Code of Ethics, Equal Opportunity or Anti-Harassment policies must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation of such provisions. Any allegations that are not substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

## Confidentiality

Violations or suspected violations may be submitted on a confidential basis by the complainant or may be submitted anonymously. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

## Handling of Reported Violations

The STAIR-Annapolis Executive Director, designated member of the board, or Board President who receives the report will notify the sender and acknowledge receipt of the reported violation or suspected violation within five business days. All reports will be promptly investigated, and appropriate corrective action will be taken if warranted by the investigation.

## **N. Discontinuation of Volunteer Service**

Volunteering with STAIR-Annapolis is at-will. If a volunteer wishes to discontinue his/her/their service with STAIR-Annapolis for any reason, he/she/they should contact the Site Coordinator and/or Volunteer Coordinator so that appropriate arrangements can be made to minimize disruption to students. Both STAIR-Annapolis and its Volunteers have the right to terminate their service at any time and for any reason.

## **IV. VOLUNTEER CONDUCT**

STAIR-Annapolis is committed to the Standards of Excellence: An Ethics and Accountability Code for the Nonprofit Sector from the Standards of Excellence Institute. All volunteers are asked to review a copy of the Standards for Excellence code as part of their orientation to the organization. This document can be found at <https://standardsforexcellence.org/Home-2/code>.

### **A. Job Description**

A detailed Position Description for each STAIR-Annapolis volunteer position can be found on the STAIR-Annapolis website.

### **B. Standard of Conduct**

The lasting impression that STAIR-Annapolis volunteers make on the children and families we serve reflects directly on all STAIR-Annapolis volunteers, administrative staff, and Board of Directors. All words and deeds should help build our volunteer program and support our good reputation in our community.

### **C. Volunteer/Student Relationships**

Volunteers are prohibited from having relationships with STAIR-Annapolis students offsite. Volunteers may not call, write, email, visit, or otherwise initiate contact in-person or online with students or their families outside of normal tutoring hours.

#### **D. Absenteeism**

STAIR-Annapolis volunteers are expected to be present and on-time for every tutoring session for which they've been scheduled. If a volunteer knows that he/she/they will be late or absent for any reason, the volunteer should contact his or her Site Coordinator or Co-Coordinator at least 24 hours before the absence or as soon as possible so that arrangements can be made for a substitute tutor to minimize disruption to the children we serve.

#### **E. Alcohol and Drugs**

When participating in STAIR-Annapolis programs and activities, volunteers are strictly prohibited from purchasing, transferring, using, or possessing illicit drugs, alcohol, or prescription drugs while volunteering with STAIR-Annapolis. STAIR-Annapolis is committed to providing a drug-free workplace to ensure a safe, healthy, productive environment for all students, volunteers, and employees. If you need to use or possess prescription drugs while volunteering with STAIR-Annapolis, you must notify your Site Coordinator or Co-Coordinator in advance.

If a volunteer is caught or suspected of breaking this policy, disciplinary action up to and including termination will result.

#### **F. Dress Code**

STAIR-Annapolis volunteers are in direct contact with young children and serve as a visible representative of our organization. Please be sure that dress reflects a clean and neat appearance. An AACPS-issued visitor badge must be clearly displayed at all times while on school property. Volunteers should refer to the Tutor Position Description for specific information on our dress code.

#### **G. Confidentiality**

STAIR-Annapolis volunteers may occasionally have access to confidential and/or proprietary information regarding STAIR curriculum and the students and families we serve, including home addresses, contact information, and school records. Volunteers must follow the Volunteer Confidentiality Policy approved by the STAIR-Annapolis Board of Directors. Volunteers are required to sign the Confidentiality Policy Acknowledgement form prior to beginning their term of service with STAIR-Annapolis.

## **H. Media Conduct**

STAIR-Annapolis volunteers may not present themselves as spokespersons or representatives of the organization under any circumstances without prior approval from STAIR-Annapolis administrative staff. Only the Board President, Executive Director, or his or her designees may serve as spokespersons for the STAIR-Annapolis organization.

## **I. Partisanship**

While working on behalf of STAIR-Annapolis, volunteers must never present partisan information supporting or endorsing political parties or candidates for office, in accordance with our organization's 501(c) 3 status.

## **J. Proselytizing**

STAIR-Annapolis students, families, volunteers, administrative staff, and Board Members hold a variety of political, social, religious, and personal beliefs. Volunteers must be respectful of the views and opinions held by others with whom they come in contact while volunteering with STAIR-Annapolis. Volunteers must refrain from advocating or proselytizing for specific political, social, religious, and/or personal beliefs while serving on-site as a STAIR-Annapolis volunteer.

## **K. Conflict of Interest**

It is the policy of STAIR-Annapolis to avoid potential and actual conflicts of interest in all of our efforts. STAIR-Annapolis abides by a Board-approved Conflict of Interest Policy. Volunteers will receive a copy of this policy at their initial training. Certain STAIR-Annapolis volunteers may be asked to sign a Conflict of Interest Statement at their initial training and annually thereafter.

## **V. SAFETY AND LIABILITY**

### **A. Safety**

Although STAIR-Annapolis does its best to provide safe conditions for our volunteers, the organization counts on volunteers to be the best protector of their own personal safety. Volunteers should always be aware of where they are and what they are doing. Volunteers should pay particular attention to safety instructions and proper equipment use. Volunteers should voice their safety concerns and report any injuries to their Site Coordinator or Co-Coordinator as soon as possible.

### **B. Legal Liability**

When a volunteer acts as a representative of the STAIR-Annapolis organization, acting on the organization's behalf and with its authority and within the scope of approved volunteer duties, STAIR-Annapolis may be held liable for the actions of the volunteer. However, liability is based on the acts of a person, so the volunteer

may also be held liable for his/her/their actions.

STAIR-Annapolis will provide commercial general liability insurance for volunteers and administrative staff while they serve as agents of the organization. Volunteers must be working under the supervision and control of STAIR-Annapolis to qualify for protection under this coverage. Volunteers are not covered by STAIR-Annapolis's worker's compensation insurance and the commercial general liability policy does not provide payments for medical expenses resulting from any injuries suffered by a volunteer while on-site at any STAIR-Annapolis location. The organization does not have a medical expense policy to cover any accidental injuries suffered by a volunteer while on-site at any STAIR-Annapolis location.

Volunteers are encouraged to discuss their personal insurance program with their insurance agent or company to determine what, if any, coverages are available for claims arising from their volunteer activities with STAIR-Annapolis.

### **C. Certificate of Ability**

Any potential volunteer who indicates that he/she/they are under the care of a physician for any physical or psychological ailment which might impede performance may be asked to present a certificate from the treating physician to confirm the volunteer's ability to serve students enrolled in the STAIR-Annapolis program safely and satisfactorily. Any STAIR-Annapolis volunteer who, after accepting an assignment with the organization, enters a course of treatment which treatment, which might adversely affect the performance of his/her/their volunteer duties should consult with the Volunteer Coordinator as soon as possible.

## **VI. DIVERSITY, EQUITY, AND INCLUSION**

STAIR-Annapolis believes in a diverse, equitable, and inclusive workplace in which all employees and volunteers—regardless of their protected status, including, but not limited to, gender, race, ethnicity, national origin, age, sexual orientation or identity, education, or disability—feel valued and respected. We are committed to a nondiscriminatory approach and provide equal opportunity for employment and advancement in all departments, programs, and worksites. We respect and value diverse life experiences and heritages and work conscientiously to ensure all voices are acknowledged and amplified.

STAIR-Annapolis is committed to modeling diversity and inclusion in our administrative staff positions, on our Board of Directors, and within our volunteer team. We strive to maintain an inclusive environment with equitable treatment for all.

To provide informed, authentic leadership for equity within our organization, STAIR-Annapolis works to:

- See diversity, inclusion, and equity as connected to our mission and critical to ensure the well-being of our administrative staff, Board of Directors, volunteers, and the students and families we serve.
- Acknowledge and dismantle any inequities within our policies, systems, programs, and services, and to evaluate, update, and report organization progress as needed

to address these inequities.

- Explore potential underlying, unquestioned assumptions that interfere with inclusiveness across the organization and its programs.
  - Advocate for and support board-level thinking about how systemic inequities impact our organization's work and explore ways to best address these systems in a way that is consistent with our mission.
  - Help to challenge assumptions about what it takes to be a strong leader at our organization and who is well-positioned to provide leadership.
  - Practice and encourage transparent communication in all interactions.
  - Commit time and resources to expand more diverse leadership within our administrative staff, Board of Directors, and volunteer team.
- 
- Lead with respect and tolerance. We expect all STAIR-Annapolis volunteers to embrace this notion and to express it in workplace interactions and through everyday practices.

STAIR-Annapolis abides by the following action items to help promote diversity and inclusion in our organization:

- Pursue cultural competency throughout our organization by creating substantive learning opportunities and formal, transparent policies.
- Generate and aggregate quantitative and qualitative research related to equity to make incremental, measurable progress toward the visibility of our diversity, inclusion, and equity efforts. Results will be made public where applicable.
- Improve our cultural leadership pipeline by creating and supporting programs and policies that foster leadership that reflects the diversity of our community and the United States at large.
- Pool resources and expand offerings for underrepresented constituents by connecting with and offering support to community partners committed to diversity and inclusion efforts in alignment with our mission.
- Develop and present workshops on diversity, inclusion, and equity to provide information and resources to administrative staff and volunteers, demonstrating our commitment to these initiatives to our community.
- Develop a system for being more intentional and conscious of bias during the hiring, promoting, or evaluating process of both administrative staff and volunteers.
- Train our hiring team on equitable practices.
- Include a salary range with all publicly posted administrative staff positions.
- Advocate for public and private policies promoting diversity, inclusion, and equity. Challenge systems and policies that create oppression, exclusion, and inequity.

## **STAIR-ANNAPOLIS VOLUNTEER CONFIDENTIALITY POLICY**

STAIR-Annapolis volunteers may occasionally have access to confidential or proprietary information. This information may include, but is not limited to, STAIR curriculum, student contact information, and/or student academic records.

STAIR volunteers may not use for their own personal benefit nor disclose to any other person or entity (other than in the conduct of business on behalf of STAIR-Annapolis) any confidential or proprietary information concerning the organization, its operations, or the students and families we serve.

The confidentiality of our students and their families is of primary importance to STAIR-Annapolis. It is the responsibility of all staff and volunteers to protect the privacy of the children and families we serve. Volunteers agree to preserve this confidentiality and be vigilant in safeguarding sensitive or identifying information. Volunteers agree to follow all established policies and procedures as outlined by STAIR-Annapolis in order to prevent unauthorized access, disclosure, modification, or destruction of any confidential information.

Any violation of these guidelines will result in immediate action, up to and including termination of a volunteer's service with STAIR-Annapolis.

## **STAIR-ANNAPOLIS VOLUNTEER CONFLICT OF INTEREST POLICY**

A conflict of interest may exist when the interests or concerns of a STAIR-Annapolis volunteer may be seen as competing with the interests or concerns of the organization, potentially resulting in direct or indirect benefits to the volunteer. Conflicts of interest may include, but are not limited to, outside business interests, employment, or other financial gain.

STAIR-Annapolis volunteers agree to bring any potential conflicts of interest to the attention of their Site Coordinator, who will then inform the Executive Director of the potential conflict of interest. Should you have any questions as to whether you have a conflict of interest, immediately contact your Site Coordinator to disclose such potential conflicts.

**STAIR-ANNAPOLIS VOLUNTEER CONFIDENTIALITY POLICY ACKNOWLEDGEMENT**

I, the undersigned, as a STAIR-Annapolis tutor, Site Coordinator, or volunteer, affirm the following:

- 1. I have received a copy of the STAIR-Annapolis Volunteer Confidentiality Policy;
- 2. I have read and understand the STAIR-Annapolis Volunteer Confidentiality Policy;
- 3. I agree to comply with the STAIR-Annapolis Confidentiality Policy and will protect both the proprietary information of the STAIR-Annapolis program and the confidentiality of the students and families we serve.

---

Print name

---

Signature

Date

---

*For office use only:*  
Received by \_\_\_\_\_ on behalf of STAIR-Annapolis on \_\_\_\_\_.

**STAIR-ANNAPOLIS VOLUNTEER CONFLICT OF INTEREST POLICY  
DECLARATION AND ACKNOWLEDGEMENT**

1. I certify that:
- a. To the best of my knowledge, I have NO conflict of interest with respect to any STAIR-Annapolis, Inc. business activities.

OR

- b. I hereby disclose the following real or potential conflicts of interest with respect to the business activities of STAIR-Annapolis, Inc.:

---

---

---

2. I certify that:
- a. To the best of my knowledge, I have NO ownership interest, financial interest, or other interest in any entity currently providing products and services, offering competing products and services, or engaged in negotiations to provide products and services to STAIR-Annapolis, Inc.

OR

- b. I hereby disclose the following entity or entities in which I have an ownership interest, financial interest, or other interest:

---

---

---

I, the undersigned, as a STAIR-Annapolis tutor, Site Coordinator, or volunteer, affirm the following:

- 4. I have received a copy of the STAIR-Annapolis Conflict of Interest Policy;
- 5. I have read and understand the STAIR-Annapolis Conflict of Interest Policy;
- 6. I agree to comply with the STAIR-Annapolis Conflict of Interest Policy; and
- 7. I understand that the Corporation is a charitable organization as defined by Section 501(c)(3) of the Code and must engage in activities that accomplish one or more of its tax-exempt purposes.

\_\_\_\_\_  
Print name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

For office use only:

Received by \_\_\_\_\_ on behalf of STAIR-Annapolis on \_\_\_\_\_.

## STAIR-ANNAPOLIS VOLUNTEER AGREEMENT

This Volunteer Agreement is a description of the arrangement between us (*Start The Adventure In Reading (STAIR)-Annapolis, Inc.*) and you (*the volunteer*) in relation to your voluntary work. STAIR-Annapolis values the critical role volunteers play in the overall success of the organization. The intention of this agreement is to assure you that we appreciate your volunteering with us and to indicate our commitment to do the best we can to make your volunteer experience with us a positive and rewarding one.

---

*STAIR-Annapolis commits to the following:*

1. To provide thorough orientation to the work of STAIR-Annapolis, its administrative staff, your role as a volunteer, and the training necessary to assist you in meeting the responsibilities of that role.
2. To define appropriate standards of our program delivery, to communicate them clearly to you, and to encourage and support you to achieve and maintain them as part of your voluntary work.
3. To provide a supervisor (Site Coordinator or Co-Coordinator) who will meet with you regularly to discuss your volunteering and any associated problems or concerns.
4. To reimburse eligible actual out-of-pocket expenses that have been pre-approved by STAIR-Annapolis administrative staff or your on-site supervisor.
5. Zero tolerance of acts deemed to constitute discrimination or harassment based on race, color, national origin, religion, age, disability, sex (including pregnancy), sexual orientation, gender identity, veteran status, marital status, genetic information, or any other factor as set forth in the STAIR-Annapolis Volunteer Handbook or that is protected by federal, state, or local law.
6. To make every effort to achieve speedy and effective resolution of grievances concerning your volunteer work environment. All complaints must be reported to your Site Coordinator or Co-Coordinator or in accordance with the organization's established chain of command, as outlined in the STAIR-Annapolis Volunteer Handbook. Complaints will be handled confidentially. Confidentiality may not be guaranteed for complaints involving sexual harassment or child abuse.

*You, the volunteer, commit to the following:*

1. To help STAIR-Annapolis fulfill its mission to increase the reading level of second graders reading below grade level, to increase students' sense of self-esteem and self-confidence, and to provide a caring environment where reading is fun.
2. To adhere to the organization's rules, procedures, and standards, including health and safety procedures and equal opportunity policy in relation to administrative staff, volunteers, students, and families.
3. To attend required training.

4. To remain faithful to the STAIR-Annapolis curriculum and deliver the program as intended.
5. To maintain the confidential information of the organization and of its members in accordance with the STAIR-Annapolis Confidentiality Policy.
6. To agree, upon leaving my voluntary position, not to take with me any document or tangible evidence of confidential information or data belonging to or under the control of STAIR-Annapolis, whether on an external device, recorded, or hard copy, whether an original or reproduction, without the express written consent of the Board President or Executive Director or his/her designee.
7. To review a copy of the STAIR-Annapolis Volunteer Handbook and STAIR-Annapolis Code of Ethics as part of my orientation to the organization.
8. To take care not to present myself as a spokesperson or representative for the organization under any circumstance without prior approval. Only the STAIR-Annapolis Board President, Executive Director, or his/her designees may serve as a spokesperson for the organization.
9. To be sure that my dress reflects a clean and neat appearance that is appropriate for working with young children.
10. To comply with the organization's policy of maintaining a drug- and alcohol-free workplace to ensure a safe, healthy, productive environment for all administrative staff, volunteers, students, and families.
11. To refrain from inviting, developing, or encouraging relationships with STAIR-Annapolis students and/or family members outside of normal tutoring hours.
12. To meet the time commitments and standards undertaken, other than in exceptional circumstances, and to provide reasonable notice to my Site Coordinator or Co-Coordinator in the event I cannot meet my commitment so that alternative arrangements can be made to minimize disruption to students.
13. To maintain and submit to my Site Coordinator or Co-Coordinator, if applicable, a timesheet of my volunteer hours.
14. To submit to a background check as a requirement of my voluntary work with STAIR-Annapolis.

**I acknowledge that I have received a copy of the STAIR-Annapolis Volunteer Handbook and Volunteer Agreement. I have reviewed the policies contained therein and agree to comply to the best of my ability so long as I serve as a volunteer with the STAIR-Annapolis organization.**

---

Volunteer Signature

Date

---

Print Name

---

*For office use only:*

Received by \_\_\_\_\_ on behalf of STAIR-Annapolis on \_\_\_\_\_.

## STAIR-ANNAPOLIS VOLUNTEER INTERN AGREEMENT

This internship is an unpaid position and considered by Start The Adventure In Reading (STAIR)-Annapolis, Inc. as an extension of your formal education program. Your internship duties, as much as possible, will be designed to help further your educational goals and enhance your program's curriculum. The following Volunteer Intern Agreement is a description of the arrangement between us (*Start The Adventure In Reading (STAIR)-Annapolis, Inc.*) and you (*the volunteer intern*) in relation to your unpaid work. STAIR-Annapolis values the efforts of interns in the overall success of the organization. The intention of this agreement is to assure you that we appreciate your interning with us and to indicate our commitment to do the best we can to make your internship experience with us a positive and rewarding one.

---

*STAIR-Annapolis commits to the following:*

1. To provide thorough orientation on the work of STAIR-Annapolis, its administrative staff, your role as an intern, and the training necessary to assist you in meeting the responsibilities of that role.
2. To design your internship duties to the greatest extent possible to help further your education.
3. To define appropriate standards of our program delivery, to communicate them clearly to you, and to encourage and support you to achieve and maintain them as part of your internship work.
4. To provide a supervisor who will meet with you regularly to discuss your internship and any associated problems or concerns.
5. To reimburse eligible actual out-of-pocket expenses that have been pre-approved by STAIR-Annapolis administrative staff or your on-site supervisor.
6. Zero tolerance of acts deemed to constitute discrimination or harassment based on race, color, national origin, religion, age, disability, sex (including pregnancy), sexual orientation, gender identity, veteran status, marital status, genetic information, or any other factor protected by federal, state, or local law.
7. To make every effort to achieve speedy and effective resolution of grievances concerning your work environment. All complaints must be reported to your supervisor or in accordance with the organization's established chain of command, as outlined in the STAIR-Annapolis Volunteer Handbook. Complaints will be handled confidentially. Confidentiality may not be guaranteed for complaints involving sexual harassment or child abuse.

*You, the volunteer, commit to the following:*

1. To help STAIR-Annapolis fulfill its mission to increase the reading level of second graders reading below grade level, to increase students' sense of self-esteem and self-confidence, and to provide a caring environment where reading is fun.
2. To adhere to the organization's rules, procedures, and standards, including health and safety procedures and equal opportunity policy in relation to administrative staff, volunteers, students, and families.
3. To attend required training.

4. To remain faithful to the STAIR-Annapolis curriculum and deliver the program as intended.
5. To maintain the confidential information of the organization and of its members in accordance with the STAIR-Annapolis Confidentiality Policy.
6. To agree, upon leaving my internship position, not to take with me any document or tangible evidence of confidential information or data belonging to or under the control of STAIR-Annapolis, whether on an external device, recorded, or hard copy, whether an original or reproduction, without the express written consent of the Board President or Executive Director or his/her designee.
7. To review a copy of the STAIR-Annapolis Volunteer Handbook and STAIR-Annapolis Code of Ethics as part of my orientation to the organization.
8. To take care not to present myself as a spokesperson or representative for the organization under any circumstance without prior approval. Only the STAIR-Annapolis Board President, Executive Director, or his/her designees may serve as a spokesperson for the organization.
9. To be sure that my dress reflects a clean and neat appearance that is appropriate for working with young children.
10. To comply with the organization's policy of maintaining a drug- and alcohol-free workplace to ensure a safe, healthy, productive environment for all administrative staff, volunteers, students, and families.
11. To refrain from inviting, developing, or encouraging relationships with STAIR-Annapolis students and/or family members outside of normal tutoring hours.
12. To meet the time commitments and standards undertaken, other than in exceptional circumstances, and to provide reasonable notice to my supervisor in the event I cannot meet my commitment so that alternative arrangements can be made to minimize disruption to students.
13. To maintain and submit to my supervisor, if applicable, a timesheet of my internship hours.
14. To provide references who may be contacted and to submit to a background check as a requirement of my internship work with STAIR-Annapolis.

*This agreement is not intended to be a legally binding contract and may be cancelled at any time at the discretion of either party.*

**I acknowledge that I have received a copy of the STAIR-Annapolis Volunteer Handbook and Volunteer Intern Agreement. I have reviewed the policies contained therein and agree to comply to the best of my ability so long as I serve as an intern with the STAIR-Annapolis organization.**

---

Intern Signature

---

Date

---

Print Name

---

*For office use only:*  
 Received by \_\_\_\_\_ on behalf of STAIR-Annapolis on \_\_\_\_\_.