**CAPUP – Terms for Volunteers**

**Arrange/Depart on Time** – Always arrive and depart the agency grounds according to schedule attached, unless otherwise authorized by CEO or Management Staff in writing.

**Professional Behavior** – Always conduct your behavior in a manner that is always professional and respectable.

- **Don’t Be a Grump:** Leave your bad mood at the door when you come to work. We all have days when we aren’t feeling our best. Remember not to take it out on your boss, your co-workers, and especially your customers.

- **Watch Your Mouth:** Swearing, cursing, or cussing – whatever you call it – has no place at work.

- **Offer to Help Colleagues:** A true professional is willing to help his or her co-workers when they are overburdened.

- **Don’t Gossip:** You may be tempted to tell your cubicle neighbors what you heard about Suzy or Sam, don’t. If you know something that simply must be shared, tell someone who has nothing to do with your workplace, like your sister, brother, or best friend.

- **Try to Stay Positive:** Negativity at work brings everyone down. If you think something can be improved, communicate those suggestions to your supervisor or CEO.

- **Don’t Hide From Your Mistakes:** As hard as it may be, take ownership of your errors, inform your supervisor, and do your best to correct them and make sure you don’t make the same mistake twice.

- **Always Fight” Fair:** Occasionally disagreements amongst, or with, co-workers, or even site supervisor, will happen. No matter how upset you are, or how strongly you believe you are right, screaming, name-calling, or door slamming is not allowed. Physical attacks must be avoided, no matter what. Calmly explain your opinion and be ready to walk away if the other person can’t be swayed, or if they begin to lose control. Report all incidents to your Supervisor or CEO.

- **Don’t Lie:** Dishonesty never makes anyone look good. A true professional is upfront. If you aren’t qualified or can’t do an assigned task, just communicate that to your Supervisor or CEO.

- **Don’t Air Your Dirty Laundry:** While confiding in a close friend at work is usually okay but sharing too much information with the entire office is not. If you do decide to share personal information with your co-workers, make sure to do it away from where customers and clients can hear you.

- **Be Reliable:** The agency depends on you to show up on time, to submit your work when it is supposed to be ready, etc.
TERMS IDENTIFIED BY PERSONNEL POLICIES

Personnel policies can be found on the agency website or a printed copy can be found in the office of Administration. By signing below, you acknowledge that you have read and will follow rules and regulations as governed by this manual. All personnel policies are to be read prior to signing below. Please contact Management Staff if there are any questions.

Please initial on each line to show that you have read and understand each statement;

**Dress Codes** – Jeans, capris, or pants below the knee; plain t-shirts, button up or pull over blouses or tops; dresses or skirts to, or below, the knee is acceptable. Clothing that is extremely tight or reveals excessive cleavage, leg, back, or butt is not acceptable. (Refer to page 57 of the Personnel Manual-Dress Code) ______

**Smoking** – CAPUP is a smoke free environment, therefore no smoking is allowed in any of its faculties. (Refer to page 41 of the Personnel Manual) ______

**Drug/Alcohol Policies** – Refer to page 56 of the Personnel Manual. ______

**Telephone/Cell Phone/Emails/Internet Usage** – Please limit telephone calls, internet usage, and social media for personal matters, and do not allow such calls to interfere with your work. (Refer to pages 43-44 and E-Policies of the Personnel Manual) ______

**Other Policies** – As identified in the CAPUP Personnel Manual, which can be found on the agency’s website. (A printed copy can be obtained from the Office of Administration.)

**Acknowledging Receipt of Terms & Availability of Personnel Manual:**

I have received my copy of the CAPUP Terms of Community Services for Volunteers that outlines practices of the agency. I have been advised of the location of the Personnel Manual. I have read and understand the information provided (Terms and Personnel Manual). I also understand and accept that the Terms of Community Services for Volunteers and the Personnel Manual may be upgraded or changed as situations warrant, and that such changes or upgrades may supersede, revise, or eliminate terms listed above. These changes will be communicated by Supervisors/Management or through other official notices. I further acknowledge my understanding that my ability to serve at CAPUP is contingent on the following of these terms and Personnel Manual. Failure to comply could result in the dismissal of volunteer services at any time, with or without cause.

______________________________________________Signature

_________________________________________________________Date

_________________________________________________________Print Name