Arizona Foundation for
LEGAL SERVICES
& EDUCATION
THE ARIZONA BAR FOUNDATION

Volunteer Procedures Manual

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WELCOME

Welcome to the Arizona Foundation for Legal Services and Education. As a volunteer, you are an essential part of our mission to 'promote access to justice for all Arizonans'. This manual outlines the expectations, responsibilities, and support systems in place to help you succeed as a volunteer.

This manual provides answers to questions you may have about the Arizona Foundation for Legal Services and Education ("the Foundation"). You are responsible for reading and understanding the information contained in this manual. The procedures set forth herein are not intended to create a contract, either express or implied, nor are they to be construed as constituting contractual obligations of any kind.

The procedures, practices, and policies described in this manual are subject to change without notice, and revised information may supersede, modify or eliminate existing policies at any time. Every effort will be made to keep you informed through suitable lines of communication. Nevertheless, it is your responsibility to read and understand the manual and the Foundation's policies.

The Foundation intends to (1) administer all procedures without discrimination or regard to race, color, national origin, age, gender, political or sexual orientation, military service, pregnancy, disability, or any other legally protected status, and (2) select volunteers based on the qualifications and requirements of each position.

This manual supersedes all previously issued manuals and inconsistent policies and practices. If you have questions or need clarification, the volunteer event supervisor and the Assistant Director of Community Engagement can serve as an additional guide.

The purpose of this manual is to indicate the importance of volunteers to the Foundation and to document the organization's procedures concerning volunteers. It will be used for orientation of new volunteers, and key procedures will be made familiar to the Board and staff. New volunteers will sign documents in the Volunteer Procedures Manual indicating that they have read, understand and support the policies outlined. The Foundation staff is responsible for keeping the Volunteer Procedures Manual complete and up to date.

Documenting volunteer procedures has several purposes. Volunteer procedures can help cope with a changing volunteer picture, enhance the effectiveness of its programs, manage risk and liability issues, and reflect its organizational values.

Benefits of creating a coherent set of volunteer procedures include:

- formal documentation of decisions already made
- ensuring compliance with the organization's rules
- avoidance of costly crises or problems, minimization of risk
- definition of lines of responsibility and communication which can enable better use of human resources

- improvement of program effectiveness, achievement of desired outcomes
- provision of continuity as staff and volunteers change
- sharing of values and beliefs among all staff and volunteers
- enhancing volunteers' clarity about their role and satisfaction in their accomplishments

FOUNDATION HISTORY

In 1978, the State Bar of Arizona founded the Foundation as a separate 501(c)(3) agency with the mission of 'promoting access to justice for all Arizonans.'

The Foundation strives to fulfill its mission by preparing Arizona youth for civic responsibility and supporting access to justice for Arizonans most in need. With the support of volunteers and through the provision of technical and/or financial assistance to probation & resource officers, teachers & administrators, private attorneys & judges, and legal service attorneys & advocates, the Foundation works to level the playing field, so that all in Arizona have knowledge and access to the justice systems.

GENERAL VOLUNTEER PROCEDURES

Definition of Volunteer

A volunteer is anyone who works on behalf of and at the direction of the Foundation without compensation. All volunteers will be familiar with and support the Foundation's Mission, Vision, Values and Goals. This manual contains information and documents related to all Foundation volunteers.

The Foundation is supported by three main types of volunteers:

- Board and Committee Members – Individuals who provide leadership and governance by serving on the Board of Directors or specialized committees. They help guide the Foundation's mission, strategy, and oversight.
- Program Volunteers – Community members who donate their skills and time to support program activities and events. These volunteers may assist with program efforts, event coordination, or educational initiatives that extend the Foundation's impact.
- Interns – Students and emerging professionals who contribute their skills while gaining experience in the nonprofit and law related education fields. Interns support a range of projects, including program research, event preparation, communications, and data management.

Value of Volunteers

Volunteers are a vital part of the Foundation and are essential to the success of its programs. By choosing to support the Foundation, volunteers help advance our mission, strengthen community ties, and extend our impact throughout Arizona.

The Foundation proudly welcomes all members of the community to volunteer, regardless of age, race, creed, ability, or other identity. Every volunteer is treated with the same respect and dignity as staff members. They are encouraged to grow personally and professionally, build meaningful relationships, and engage as equal partners in achieving the Foundation's goals.

Rights of Volunteers

The Foundation volunteers have a right to:

- Receive adequate information and a clear job description of what is expected and to understand why they are doing a task and how if fits into the broader program;
- Be assigned a suitable project, task or job and to say no to tasks they are unable to do, or would rather not do and to ask for a new job;
- To know who the designated staff member or assigned contact is and how to contact them for questions or assistance.
- Receive respect and support from their co-workers as well as recognition and feedback for their work;
- Be reimbursed for out-of-pocket expenses, providing prior approval is obtained;
- Be able to discuss with the Foundation staff how to make their experience one that meets their needs, along with those of the Foundation;
- Provide feedback, suggestions and recommendations regarding their job or the wider program;
- Have knowledge of dispute resolution procedures and to be supported through such a process;
- Have their personal details kept in a confidential manner.
- Work in a safe and healthy environment;
- Be provided with a place to work and suitable tools and materials;
- Work in an environment free from discrimination, harassment, or bullying.

Responsibilities of Volunteers

We ask that our volunteers agree to:

- Be reliable and commit, where possible, to time of work so tasks can be planned accordingly, and events can be properly managed;
- Keep the Foundation informed of changes of email, address and phone number;
- Be responsible to and consult with Foundation staff, and to ask for support when needed;

- To give feedback on Foundation policies, culture, and work environment to Foundation staff.
- Agree to job training or orientations necessary to carry out duties as stated in the position description.
- Abide by any Foundation procedures regarding their work and conduct;
- Appreciate and respect the confidential nature of information that may be acquired during course of duties;
- Discuss any grievances or problems with Foundation staff.
- Not to commit or spend money on behalf of the Foundation without prior approval.
- Notify Foundation staff if they are no longer able to volunteer with the Foundation;
- Show enthusiasm, loyalty and belief in the work of the Foundation;
- Agree to work in a safe and healthy way and not jeopardize the health and safety of others;
- Inform the Foundation of any pre-existing medical conditions or special needs that the Foundation should be aware of that might impact your ability to undertake certain tasks;
- Report any injury immediately to Foundation staff;
- To not smoke, use any illegal drugs, or substances that may interfere with your ability to volunteer at any sponsored event.
- To show respect for all other staff, fellow volunteers, and community members.
- To not engage in harassment, discrimination, and disruptive behavior; such behavior is not tolerated.
- Abide by previously established cybersecurity guidelines.
- All volunteers should at each event upon entering locate the emergency exit plan that is normally located at the entrance of every building. If you have difficulty finding it, you are expected to ask for assistance from a facilitator of the building or a Foundation staff representative who will assist you.

Allocation of Resources

The Foundation is committed to supplying resources to enable volunteers to function at their best, for example, staff support and supervision, supplies, reimbursement for approved out-of-pocket expenses.

SPECIFIC VOLUNTEER PROGRAM PROCEDURES

The volunteer management process at the Foundation is the responsibility of the Foundation staff. Components of the process are recruitment, interviewing, screening, orientation, supervision, support and recognition.

Recruitment, Interviewing and Screening
Potential volunteers for the Foundation may reach the agency in a variety of ways, including but not limited to invitation, self-referral, or being recruited individually or as part of a group.

Orientation and Placement
This Volunteer Policies & Procedures Manual will be used as the basis for orientation of new volunteers to the Foundation and their roles within the organization. All volunteers will be expected to read and understand the Volunteer Policies & Procedures Manual and sign the Confidentiality Agreement. Foundation staff will ensure that all new program volunteers receive training and instruction to their responsibilities.

Volunteer File
A digital file will be kept on each volunteer who contributes in an on-going way to the Foundation. The volunteer's file will be available during business hours for review and will include, but not limited to:

- Volunteer Application
- Signed Code of Behavior Acknowledgement (page 12)
- Signed Procedures Manual Acknowledgement Form (page 15)

Supervision and attendance
Volunteer attendance will be tracked by the sign-in process for program volunteers. The Foundation staff will supervise most volunteers unless there is a special assignment to another person.

Volunteer Code of Behavior
Whenever individuals come together to pursue a common mission, clear standards of conduct help ensure everyone can work together efficiently, respectfully, and harmoniously. These guidelines are not meant to restrict personal rights, but to clarify expectations and promote a supportive and productive environment for all.

Volunteers should be able to rely on one another to uphold these standards, creating a positive and trustworthy atmosphere within the Foundation. This Code of Behavior (see page 12) applies at all events where volunteers represent the Foundation.

The Code outlines the minimum expectations for volunteer behavior. However, the Foundation encourages all volunteers to exemplify the highest standards of professionalism and integrity, striving to exceed these expectations whenever possible.

Volunteer reimbursement
Volunteers will be reimbursed as allowed by Foundation policy for pre-approved out-of-pocket expenses such as out-of-town travel and purchases. A form will be provided by Foundation staff.

Volunteer training and development
Foundation staff will ensure volunteers are oriented and trained appropriately for their assigned tasks to promote confidence, effectiveness, and mutual satisfaction for both the volunteer and the Foundation. Volunteers are encouraged to seek clarification at any point during their service—whether during initial training or throughout their time with the Foundation. If questions arise or additional support is needed, Foundation staff are available and can assist. Open communication is essential to creating a positive and productive volunteer experience.

Correcting and Dismissing Volunteers
When a volunteer's performance or behavior threatens to negatively impact program or organization goals, the working environment, clients or the public, or puts the Foundation at legal risk, Foundation staff will determine, based upon the behavior and Foundation policies, the best manner to address the behavior with the corrective action focused on respect for the volunteer and the Foundation.

Volunteer recognition
The Foundation values the vital contributions of its volunteers and is committed to recognizing their efforts in meaningful ways. The Assistant Director of Community Engagement, in collaboration with supervising staff, will ensure that volunteer service is acknowledged and celebrated within the constraints of available funding. Recognition may take various forms, with the goal of expressing genuine appreciation for the time, talent, and dedication volunteers bring to the Foundation's mission.

Guiding Principles

A. Do what we do best – achieve ambitious, measurable results in working toward our vision. Working as one organization, allowing individuals to contribute their talents to the organization as a whole outside of any perceived boundaries created by the organizational structure or individual title.

B. Passion- we care about the work and the contribution toward increasing our collective impact of "promoting access to justice."

C. Look forward to Learning together as a Team- we take on new assignments, are committed to growth of ourselves and assisting one another, looking at learning something new each day, and making a lasting positive effect on each other's lives.

D. Care, Respect and Humility – we approach others in a way that demonstrates care about them as individuals, the value of their contributions, and with high expectations of what they can contribute. In all disagreements, we are careful to keep focused on a positive resolution for the benefit of our mission and each individual involved.

E. A Culture of "Yes" – we establish big goals and greet new ideas with a sense of possibility, encouraging freedom of thought. We allow each other the freedom to be ourselves, express creativity, and encourage diversity, inclusiveness of partners, and collaboration outside the walls of the Foundation.

F. Integrity, Reflection, and Transparency – We are honest and ethical in all that we do. We communicate openly and honestly, sharing both successes and challenges. We regularly reflect, seek honest feedback, constantly monitoring and adjusting to reach peak effectiveness.

G. Equity and Inclusion. - We commit to fostering a culture where every individual feels welcomed and valued. We actively seek diverse voices and ensure equity in our practices, partnerships, and policies.

H. Accountability - We take responsibility for our actions and commitments. We follow through, accept our actions, and hold each other to high standards on behalf of our goals.

Volunteer Protection Act

Under the federal Volunteer Protection Act of 1997, to receive any protection, a volunteer must prove in a court of law that he or she:

- Was acting within the scope of his or her responsibilities
- If appropriate or required, was properly licensed or certified
- Did not cause the harm by willful, criminal, or reckless conduct or gross negligence
- Did not cause the harm by operating a motor vehicle, vessel, aircraft, etc.

Visit https://www.congress.gov/bill/105th-congress/senate-bill/543/text for full text of the Volunteer Protection Act of 1997

Arizona Statute 12-982. Qualified immunity; insurance coverage states:

A. A volunteer is immune from civil liability in any action based on an act or omission of a volunteer resulting in damage or injury if:

   1. The volunteer acted in good faith and within the scope of the volunteer's official functions and duties for a nonprofit corporation or nonprofit organization, hospital or governmental entity.

   2. The damage or injury was not caused by willful, wanton or grossly negligent misconduct by the volunteer.

B. Notwithstanding subsection A of this section, in any suit against a nonprofit corporation or nonprofit organization, hospital or governmental entity for civil damages based on the negligent act or omission of a volunteer, proof that the act or omission was within the scope of the volunteer's official functions and duties is sufficient to establish the vicarious liability, if any, of the organization.

C. A motor vehicle liability policy, as defined in section 28-4001, which provides coverage to the operator of a motor vehicle is subject to the following provisions which need not be contained in the policy. The liability of the insurance carrier with respect to the insured and any other person using the vehicle with the express or implied permission of the insured shall extend to provide excess coverage for a nonprofit corporation or nonprofit organization for the acts of the operator in operating a motor vehicle at all times when the operator is acting as a volunteer for that nonprofit corporation or nonprofit organization.

CODE OF BEHAVIOR ACKNOWLEDGEMENT
Please Read Carefully and Sign

I understand that the Arizona Foundation for Legal Services & Education ("Foundation") is an equal opportunity employer and that each volunteer is expected to promote this philosophy in their work and all their interactions. Consistent with this philosophy of equal opportunity, the Foundation has a no tolerance policy in regard to harassment of any kind.

I understand that the Foundation is committed to a drug-free workplace. This policy extends to any circumstance in which volunteers represent the Foundation in an official capacity.

I understand that all volunteers of the Foundation are expected to act in a professional manner. This behavior includes maintaining a professional appearance; respectful interaction with clients, other staff, and outside agencies; maintaining a clean and orderly office space; respecting the property of others and representing the agency in a positive manner.

I understand that respecting the confidentiality of clients, staff, and agency is a primary requirement of each volunteer. Volunteers shall ensure the privacy of others by properly storing records, maintaining accurate documentation, and restraining from sharing information without securing proper authorization.

I understand the Foundation is a separate legal entity from the State Bar of Arizona (SBA). I further understand because of the possible public perception that the two entities are one and the same, I am expected to behave and hold the same confidence in any SBA related events or matters as I would for the Foundation.

I understand that any donation or contribution made to the Foundation will be used for the sole benefit of this agency and the clients we serve. The Executive Director will authorize the use of all contributions.

I understand that as a volunteer of the Foundation, I must avoid any actual or apparent conflict of interest, including any outside activity which could be construed as being in conflict with the goals and objectives of the agency or which may deter from the accomplishment of the purposes for which the agency was formed.

I understand that any violation of the Foundation's Volunteer Procedures Manual and/or Code of Behavior may result in discipline, up to and including immediate termination.

_____ _____

Sign your name here ***Date***

_____

Print your name here

CONFIDENTIALITY ACKNOWLEDGEMENT
Please Read Carefully and Sign

As a volunteer of the Arizona Foundation for Legal Services & Education ("Foundation"), I recognize and understand that one of my responsibilities is to maintain in confidence business and/or personal information I learn over the course of volunteering. From time to time, I may become aware of certain confidential materials or information regarding the Foundation and its operation that is not generally known or available to the public.

In consideration of volunteering with the Foundation, I understand that I must keep this information confidential and not disclose any part of it orally or in writing at any time to any third party without the prior written consent of the Executive Director or designee.

I understand that all volunteers of the Foundation are required to sign this confidentiality agreement as a condition of volunteering. I further understand and agree that volunteers who improperly use or disclose confidential business information will be subject to disciplinary action, up to and including termination of volunteering, and legal action, even if they do not actually benefit from the disclosed information.

I acknowledge that I have read, understand, and accept this notice regarding confidentiality and the consequences of any breach.

_____ _____
Sign your name here ***Date***

_____
Print your name here

INFORMATION TECHNOLOGY ACKNOWLEDGEMENT

Please Read Carefully and Sign

As a volunteer of the Arizona Foundation for Legal Services & Education ("Foundation"), I recognize and understand that the Foundation's network and computer systems are to be used for conducting business. I understand that excessive or otherwise inappropriate personal use of this equipment is strictly prohibited.

I acknowledge that the Foundation's electronic mail system is not to be used to create any offensive or disruptive messages which may include, but are not limited to, messages which contain sexual references, racial slurs, degrading gender-specific comments or any other comment that offensively addresses someone's race, color, national origin, age, gender, political or sexual orientation, military service, pregnancy, disability, or any other legally protected status.

I acknowledge that the use of a password does not guarantee confidentiality. I understand that volunteers do not have any expectation of privacy with respect to their use of the Foundation's telephones, mail, e-mail, or computer systems and that any and all communication is the property of the Foundation. I agree not to access a file or retrieve any stored communication other than where authorized unless there has been prior clearance by an authorized Information Technology representative.

I am aware that the Foundation reserves and will exercise the right to review, audit, intercept, access and disclose all matters on the Foundation's network and computer systems at any time, with or without volunteer notice, and that such access may occur during or after working hours.

_____ _____

Name Date

_____

Signature

VOLUNTEER'S RECEIPT OF
VOLUNTEER PROCEDURES MANUAL
Please Read Carefully, Sign, and Return to Foundation Staff

I understand that the Arizona Foundation for Legal Services & Education's ("Foundation") Volunteer Policies and Procedures Manual ("Manual") supersedes and replaces all prior written and/or oral statements. The Manual is not meant to be a contract, express or implied, nor is it to be construed as creating contractual obligations of any kind. The Foundation reserves the right to amend, change, or discontinue the policies, practices, procedures, and/or benefits described in the Manual at any time, with or without notice.

I understand that apart from the Executive Director, no one at the Foundation has the authority to make any verbal or written agreement contrary to the Foundation's Manual.

I have reviewed and familiarized myself with the provisions in the Manual. I further agree to and am willing to volunteer under the policies and procedures described therein. I understand that if I have any questions or do not understand any provision in the Manual, I can ask my supervising staff member, the Foundation Staff, or the Executive Director for clarification and seek additional information on any subject covered in the Manual.

I acknowledge that I have read and that I understand the Volunteer Procedures Manual and this notice.

_____ _____
Name Date

_____
Signature

Arizona Foundation for Legal Services & Education Permission and Release Form

For good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the undersigned hereby agrees as follows:

The undersigned grants THE ARIZONA FOUNDATION FOR LEGAL SERVICES & EDUCATION (the "Foundation"), or a third party working on behalf of the Foundation, permission to take photographs, capture video, and/or record audio content, including, but not limited to, the image, likeness, or voice of the undersigned, or any other information that identifies the undersigned (collectively, "Content") and to use the Content for print or digital publications.

The undersigned grants the Foundation, or a third party working on behalf of the Foundation, permission to post the Content to the Foundation's websites (including on social media websites) for informational, educational, or promotional purposes.

The undersigned grants the Foundation, or a third party working on behalf of the Foundation, permission to use the Content in any production by or for the Foundation, including, but not limited to, in a public service announcement, radio announcement, television commercial, or television program.

To the extent that the undersigned receives any right, title, or interest in or to the Content or any related materials, the undersigned hereby irrevocably assigns all such right, title, and interest to the Foundation, and agrees to execute any other documents or assignments to effectuate the purpose set forth herein.

Signature:_____

Date: _____

Name:_____

Address:_____

City:_____State_____ ZIP:_____

Telephone: (optional): (_____)_____

The Board Commitment

As a Board Member of the Arizona Foundation for Legal Services & Education, I understand and accept the following as a pledge that constitutes my commitment to service on the Board. This commitment includes:

A. to cultivate an awareness of the issues relating to 'access to justice' across Arizona, including both law related education and legal aid services, and become knowledgeable about the IOLTA program;
B. making every effort to attend all meetings of the Board, the committees, and task forces of which I am or become a member;
C. observing parliamentary procedure and displaying courteous conduct in all Board, committee and task force meetings;
D. always acting and advocating for the good of the organization;
E. avoiding real or apparent conflicts of interest, and, if such a conflict exists, to declare that conflict and recuse oneself from voting; and,
F. championing the goals of the organization and fundraising on behalf of the organization, adding my financial contribution to the goal of having 100% Board participation in giving to the organization.

_____
Name

_____ _____
Signature Date

Arizona Foundation for Legal Services & Education
Certificate of Disclosure

I, _____, certify that I have not been convicted of a felony involving a transaction in securities, consumer fraud or antitrust in any state or federal jurisdiction within the seven year period immediately preceding my position as a member of the Arizona Foundation for Legal Services & Education's Board of Directors.

I, _____, certify that I have not been convicted of a felony, the essential elements of which consisted of fraud, misrepresentation, theft by false pretenses or restraint of trade or monopoly in any state or federal jurisdiction within the seven year period immediately preceding my position as a member of the Arizona Foundation for Legal Services & Education's Board of Directors.

I, _____, certify that I am not subject to an injunction, judgment, decree or permanent order of any state or federal court entered within the seven year period immediately preceding my position as a member of the Arizona Foundation for Legal Services & Education's Board of Directors where such injunction, judgment, decree or permanent order involved the violation of:

a. fraud or registration provisions of the securities laws of that jurisdiction, or
b. the consumer fraud laws of that jurisdiction, or
c. the antitrust or restraint of trade laws of that jurisdiction

_____
Signature

_____
Position/Title

_____
Date

Arizona Foundation For
Arizona Foundation For Legal Services & Education
Conflict of Interest Statement

I _____ have received a copy of the Conflicts of Interest Policy between the Arizona Foundation for Legal Services & Education and its Board of Directors and Committee members. I have read and understand the above mentioned policy and agree to comply with it.

_____
Signature

_____
Position/Title

_____
Date