

SAIVA  
Volunteer  
Handbook

August 15

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This document is provided as a resource and guide for individuals who would like to commit their time and talent to enhance SAIVA's effectiveness in delivering it's mission.

**For SAIVA  
Enhancers**

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## Organizational Overview

### Welcome

Welcome SAIVA Enhancer!

Thank you for your commitment of time to support the South Asians' International Volunteer Association SAIVA's programs and projects. Your invaluable contribution to the work of SAIVA enhances our ability to effectively provide the critical programming and projects that engage our clientele – the older adults of South Asian Heritage, and your time and talent, given so generously to SAIVA, is making a huge difference in the lives of many. You are a vital resource for SAIVA, and we hope that participating in SAIVA's work offers you an opportunity to give back to the community you care about. We greatly appreciate our partnership, and look forward to working with you.

This Enhancers' Handbook is provided as a resource for you, with information about the organization, our board and staff, as well as our programs. We hope that this document will assist you in identifying programmatic areas that are of interest to you, and projects that you would like to give your time and talent to. Please take time to review this document, and if there is any additional information you require, SAIVA staff will be happy to assist you.

Sincerely,

SAIVA Board of Directors

### Mission, Vision & Core Values

SAIVA (South Asians' International Volunteer Association) is a registered central Texas-based 501(c) (3) nonprofit organization that promotes a sense of well-being, belonging and fulfillment for older adults of South Asian heritage through community engagement, education, partnership building, and advocacy & civic involvement.

SAIVA's vision is of a society where everyone aspires to age, and has a meaningfully engaged, purposeful and dignified life with independence and choice, and that SAIVA, the organization, shall have established and sustainable programs, as well as adequate resources that will support this vision in perpetuity. Towards, that end, the organization focuses on enabling seniors of South Asian cultural interests to participate in the communities they live in, either on a temporary or permanent basis. SAIVA members actively gain information on community services and volunteer opportunities that they can engage in, while identifying ways of sharing and engaging in such opportunities.

SAIVA operates under a set of basic core values or operating principles. SAIVA very firmly believes that:

- "Saiva Bhaav" - a sense of service and a belief in giving back to the community – is key to a sense of belonging;
- A rooted identity includes, and equally respects, home (America) and heritage (South Asian);
- Dignity and freedom of choice is core to a good quality of life;
- All people are valued equally, regardless of their cultural background, religion, or nationality;
- People should interact with each other with respect, regardless of personal preferences or beliefs; and
- Intergenerational interaction promotes a strong sense of belonging. Aging should be an aspiration, as it offers a treasure of wisdom and experience for all.

## Background and History

SAIVA grew from the grassroots with a group of four exploring a place to meet where seniors would enjoy volunteer activities. The original workshops were held through spring and summer of 2008 at the Crestview Baptist Church Dining Hall Senior Activity Center where we started different activities including Yoga, crafts, games etc. When the Senior Activity Center closed down due to the City of Austin's budget cuts, the workshops were started at the Austin Hindu Temple Dining Hall in Fall 2008. SAIVA workshops and weekly activities were expanded in 2009. In 2010, weekly activities were stabilized and monthly activities and communications were added. SAIVA continues to grow in 2011 by partnering with multiple organizations to expand the reach of volunteer efforts. SAIVA has grown up to become its own independently-registered non-profit organization in 2012.

## Board of Directors

### ***Shubhada Saxena, Founder and President of the Board***

Shubhada Saxena founded SAIVA to empower elderly immigrants to engage as effective citizens and lead meaningful lives by giving back to the communities in which they live.

As an Electronics Engineer by training, Shubhada has over 20 years of corporate experience in Information Technology in Consulting, Healthcare & Insurance industries. She has held positions of increasing responsibility from a Programmer to Program Manager at small and large companies including TCS, CBSI, United Healthcare, Smith Kline Beecham and IBM.

An active volunteer, frequent host, and speaker at community events, Shubhada holds an honors degree in Electrical & Electronics Engineering from the Birla Institute of Technology & Science in Pilani, India, and a Master's Degree in Social Work from the University of Texas at Austin. She also holds an IBM patent and Invention Achievement Award on Network Based Help Architecture.

Shubhada She has received the first Trailblazer Award from the Indian-American Coalition of Texas (IACT), was named the first UT Newman Civic Fellow by Campus Compact and is the YWCA of Greater Austin "2014 Women of the Year" awardee for Racial Justice. She is a graduate of the Leadership Austin Class of 2015. She received the UT Austin Asian Community Leader Award in 2015.

Shubhada currently lives in Austin, Texas and has two daughters. Her older daughter is pursuing a degree in Computer Science and hopes her younger one will follow her father's footsteps as a young entrepreneur.

### ***Sanjay Saxena, Secretary***

### ***Hari Aggarwal, Treasurer***

Hari Agarwal hails from north India, where he worked for thirty-five years as a tax attorney, before immigrating to the United States. Hari became a US citizen, and has been living in Austin with his son for over a decade. The move to the US, and to Texas has been a great change and a huge learning experience for Hari.

In 2008, Hari came in contact with SAIVA and began to volunteer for the newly-formed organization. Hari's interest in SAIVA's work – to bring together older adults of South Asian heritage on one platform – led him to become a board member. Hari serves on the SAIVA board as the organization's Treasurer, providing his tax and accounting expertise for effective operations.

***Janani Janakiraman, Board Member***

Through her mother Jamuna, a Saiva member, Janani Janakiraman saw first-hand the benefits that SAIVA provides for the South Asian senior community here in Austin. This motivated her to be active in giving back to this organization.

Janani is a software engineer, master inventor working at IBM and has been active in STEM outreach activities for kids. She holds a Computer Science and Engineering degree from IIT, Kharagpur and a Master degree in Computer Science from the University of Michigan, Ann Arbor. She is the webmaster for the American Association of University Women ( local and state branches ). Soon to be an empty nester, she is interested in helping the ageing population in Austin.

***Malathi Parthasarthy, Board Member***

Malathi has lived in the United States for over four decades. She holds a Master of Science degree in Operations Research, and Management Information Systems (MIS). Malathi worked for the World Bank for 30 years as a Senior Management Specialist, and a Database Manager for the IBRD Portfolio systems.

Malathi moved to Austin in 2012, and stays close to her brother and his family. Her parents live with her. Malathi is associated with the Vedanta Group in Oregon, and volunteers actively with them.

***Ashima Seth, Board Member***

Ashima Seth US has lived in the United States since 2000. She came to the US following her marriage with Kshitij Seth, and they have two beautiful daughters, Saanvi and Shyla. Ashima, Kshitij and their daughters lived in New Hampshire before moving to Austin in 2010.

Ashima holds a Master's of Philosophy degree in Geology, with a specialization in sedimentology. She worked for US cellular for a few of years, following which ran her own jewelry business for three years, before becoming a full-time mother and volunteer Board Member for the PTO at her children's school. Ashima also serves as a member of the Citizen's Advisory Committee (Zoning & Planning) for the City of Bee Caves. She has been a SAIVA volunteer since 2014.

***Binitha Surendran, Board Member***

Binitha Surendran is currently working as a Consulting Information Analyst for Continuing Care Services( Home HealthCare, Hospice and Palliative care) at Kaiser Permanente. She has been associated with SAIVA since 2009 as a volunteer and supporter before joining the SAIVA Board of Directors in 2013.

Binitha lived in Austin, Texas before relocating to Portland, Oregon. During that time, she held the Executive Director the position of Executive Director of TiE Austin, a global not-for-profit organization helping entrepreneurs. Binitha is currently enrolled in the Masters Program in BioMedical Informatics (MBI) at the Oregon Health & Science University School of Medicine. She also holds an MBA and a Bachelor's in Technology degree from India.

During her free time, Binitha likes reading books on brain and cognitive development, and enjoys volunteering, hiking, traveling, tea tasting and meditation.

## Staff

### ***Kelsey McLean, Volunteer Coordinator***

Kelsey McLean graduated from Austin Community College with a Degree in Social Work in 2011. She has many years of experience working in managerial positions in the retail sector, but her heart lies in caring for others. For the past seven years Kelsey worked in In-Home Healthcare with the elderly, and this is where she found her passion. Kelsey has also been an avid "crafter" her whole life and has her own custom card/scrapbooking/craft business, "Kreations By Kelsey." Her experience in in-home healthcare led her to SAIVA and her creative side helped land her the role of Volunteer (and events) Coordinator. Kelsey loves working with seniors and doing anything and everything she can to ensure they get opportunities to come together and enjoy one another's company, while at the same time volunteering their time to make a difference in the world. Kelsey is married with three amazing children – Ashton, Asia and Brynlee.

## SAIVA's Programs

### Community Engagement

#### **Mission (why)**

Promote a sense of wellbeing, belonging and fulfillment for older adults of South Asian heritage through community engagement.

#### **Goals (What)**

- Identify and offer SAIVA-led volunteer opportunities to its members to engage in (volunteering through SAIVA's in-house activities)
- Enable SAIVA members to use their specific skills for direct engagement with other organizations or individuals (SAIVA-enabled external volunteering/activities with other organizations/individuals)
- Establish/create a network of SAIVA "Enhancers" that further the SAIVA's capabilities and enhance its functions, by identifying volunteer opportunities within the organization (volunteering for SAIVA).

#### **Projects (How)**

##### ***In-House***

- **Crafts Program:** In a unique partnership with the Dell Children's Hospital, SAIVA "Participant Members" (the seniors) get a meaningful chance to come together in a weekly activity at the Asian American Resource Center. Here, SAIVA seniors hand-make muslin fabric "Therapy Dolls", knitted baby blankets, knitted baby hats, and knitted mittens, which are gifted to the patients at the DCH. SAIVA is thankful to the City of Austin and the Asian American Resource Center for their support, and for the use of their facility for this program.
- **Food Prep:** SAIVA's mission with our Food Prep Program is to allow seniors to engage in a communal activity, while at the same time families across the greater Austin area fresh chopped, ready-to-cook vegetables. Whether it is a senior without the means of transportation to get to the store for fresh veggies, or a person who is home-bound due to an illness, or working mothers who appreciate the convenience, SAIVA members are able to help them all to make meal time easier. SAIVA is appreciative of its partnership with the Sustainable Food Center (which provides the commercial kitchen for this program)

##### ***External***

- **UT Food For Thought:** Twice a year SAIVA members come together as one big family to feed 150+ UT Students who are in the midst of their midterms and finals. SAIVA members firmly believe that in order to thrive in school these students need nutrition to keep their minds and bodies balanced. Any and all students on campus can come enjoy the free food and friendship and togetherness of the Seniors serving them.
- **Ma-Dada Program:** Ma-Dada is a program that fosters and encouraged intergenerational engagement between SAIVA senior members and members of younger generations – from their own families or from the larger community. As part of the Ma-Dada program, SAIVA engages the South Asian workforce in volunteer opportunities where they can participate themselves, or they can invite their spouses and children to engage with the SAIVA participant (senior) members. This program allows these young families to bond with the seniors, and creates community and "family" for young families, who join the seniors in activities like doll-making, etc.



### ***Program Needs***

- Volunteers – Enhancers
- Partners - Organizations/corporations
- Capital - Funding Needs

## Education

### ***Mission (why)***

Provide technology, healthcare and communications skills and information to older adults of South Asian heritage, so they may more effectively and comfortably engage with, and feel fulfilled in, the communities that they live in.

### ***Goals (What)***

- Promote computer and technology literacy through ongoing training opportunities
- Create mechanisms for strengthening members' communication skills, with a focus on nuances of language and accents
- Provide information on healthcare resources for older adults

### ***Projects (How)***

- **Technology Training:** Through its Technology Training initiative, SAIVA provides seniors training in latest hardware and applications, so that they can become proficient in communicating using current technology like smart phones, tablets, and computers. This initiative also trains members in the use of social media, helping them communicate and stay in touch with friends and family across the world.
- **Advanced Care Planning:** SAIVA very strongly believes in empowering seniors to make their own decisions about healthcare and end-of-life arrangements. In order to do this, SAIVA offers regular Advanced Care Planning workshops. SAIVA understands that in many cases, children or caregivers of seniors are unaware of their wishes in a situation where they are unable to make decisions for themselves. SAIVA helps bridge the gap and allows the seniors to communicate their last wishes and requests to their loved ones through advanced care directives. SAIVA brings in doctors, nurses, and other healthcare professionals, and offers health clinics that inform seniors about different healthcare options that are necessary to their continued health.

### ***Program Needs***

- Volunteers – Enhancers
- Partners - Organizations/corporations/healthcare professionals
- Capital - Funding Needs

## Advocacy

### ***Mission (why)***

To promote a sense of belonging for older adults of South Asian heritage by encouraging civic awareness and engagement through participation in advocacy.

### **Goals (What)**

- Build public and policy support for culturally competent services (housing, food, transportation and healthcare) for SAIVA members and older adults from other cultural communities in Central Texas.
- Empower SAIVA members to be actively and individually engaged in the civic environment

### **Projects (How)**

In order to feel fully connected and engaged with the community they live in, SAIVA believes that its senior members have to be civically engaged. To this end, SAIVA partners with, and supports, the Indian American Coalition of Texas (IACT), to establish and empower a strong base of advocacy and civic engagement within the South-Asian seniors' community in Central Texas. SAIVA engages its membership base to build public and policy support for culturally competent services (housing, food, transportation and healthcare) for SAIVA members and older adults from other cultural communities in Central Texas.

Some of SAIVA's *Civic Engagement* projects include voter registration, talks and roundtables with IACT, etc. In addition to these, SAIVA also engages its members in advocacy work through Civic Days, and a speakers bureau/civic forum to build public and policy support for culturally competent services.

### **Program Needs**

- Volunteers – Enhancers
- Partners – Organizations & Individuals
- Capital - Funding Needs

## Partnerships

### **Mission (why)**

Build partnerships and networks of resource organizations, corporations and individuals that can work with SAIVA to promote a sense of wellbeing, belonging and fulfilment for older adults of South Asian heritage.

### **Goals (What)**

- Build culturally competent networks focused on basic healthcare, behavioral health, and caregiving
- Build partnerships for creating culturally competent food, housing and transportation options
- Identify and secure partnerships for shared resources that are culturally sensitive to SAIVA's members (space, services like counselling, etc.)
- Facilitate, through SAIVA members and volunteers, the creation of similar services for other cultural communities.

### **Projects (How)**

Some of SAIVA's partner organizations include the City of Austin, Asian American Resource Center, the Indian American Coalition of Texas, the Sustainable Food Center, and the University of Texas School of Social Work (for the Asian American Quality of Life Survey).

### **Program Needs**

- Volunteers – Enhancers
- Partners - Organizations/corporations/healthcare professionals
- Capital - Funding Needs

## Professionalism and Ethics

### Professional expectations

#### From SAIVA towards our Enhancers

- SAIVA shall provide all necessary training and resources to the Enhancers, in order for them to use their time and talent effectively.
- SAIVA shall communicate regularly about its needs and shall provide Enhancers with monthly calendars, so that the Enhancers can incorporate their volunteer time supporting SAIVA, in their schedules.
- SAIVA shall include Enhancers in all of its special events, and shall recognize them in all SAIVA publications, website, etc.

#### From Enhancers towards SAIVA

- All Enhancers are expected to be on time for their tasks, and are expected to follow the break schedules set by each program. Enhancers should check in and out with the Volunteer Coordinator.
- Enhancer shall provide SAIVA with a 48-hour notice if he/she cannot attend/lead/coordinate an activity that he/she had previously committed to attending/leading/coordinating.
- Enhancer shall attend all the necessary training provided by SAIVA, so that they may more effectively utilize their time and talents in support of the organization.
- Enhancers shall adhere to the SAIVA Code of Conduct, and shall represent the organization in the larger community, as its ambassadors.
- Dress code for SAIVA Enhancers is contingent on the specific activity. Please check in with the Volunteer Coordinator at least one day prior to your scheduled activity, if you have any questions about the project's particular dress code.
- Enhancers are required to sign a waiver of liability, before taking on a volunteer task with SAIVA.

## Code of Ethics

SAIVA's Board of Directors, staff and Enhancers are governed by the organization's "Code of Ethics for Officers, Employees, Contractors and Enhancers", that is part of the organization's Standard Operating Procedures. This policy is also reproduced below for your reference.

### CODE OF ETHICS FOR DIRECTORS, EMPLOYEES, CONTRACTORS & ENHANCERS

#### Article I - Definitions

**1.1 Officers:** All members of the Board of Directors, Program Directors, managers and any other person or persons who at any time present themselves as representatives of SAIVA

**1.2 Employees:** Any person or persons who have entered into an employment contract with SAIVA as full time or part time employees, and are receiving a salary from SAIVA.

**1.3 Contractors:** Any person or persons who have entered into an contract with SAIVA as a contractor or consultant, and are receiving a fee for services provided, from SAIVA.

**1.4 Enhancers:** Any person or persons who at any time present themselves as representatives working to support, or on behalf of, SAIVA

#### Article II – Standards of Professional Practice

While striving to act according to the above values, SAIVA officers, employees, contractors and Enhancers agree to abide by the SAIVA

Standards of Professional Practice, which are adopted and incorporated into this SAIVA Code of Ethical Principles. Violation of the Standard may subject the officers, employees or contractors to disciplinary sanctions, including removal (from the board of directors), termination of employment or contract (for employees and contractors), as provided in the "Termination" clauses in the bylaws, employment contracts or Fee for Service contracts.

### **2.1 General Principles of Ethics for Officers, Members & Enhancers**

SAIVA Officers/Employees/Contractors/Enhancers shall:

- i. Not engage in activities that harm the SAIVA organization, and shall disclose any affiliations with organizations that have missions that compete with, or in conflict with, the mission of SAIVA;
- ii. Not engage in activities that conflict with their fiduciary, ethical and legal obligations to SAIVA, or its membership;
- iii. Effectively disclose all potential and actual conflicts of interest; such disclosure does not preclude or imply ethical impropriety. All Officers of the organization shall comply with, and sign annually, the SAIVA Conflict of Interest Policy;
- iv. Not exploit any relationship with a donor, prospect, or volunteer for personal gain, or for the benefit of the organization;
- v. Comply with all applicable local, state, provincial, federal, civil and criminal laws;
- vi. Recognize their individual boundaries of competence and are forthcoming and truthful about their professional experience and qualifications;
- vii. Comply with the policies of SAIVA.

### **2.2 Principles of Ethics for Solicitation and Use of Philanthropic Funds**

SAIVA Officers/Board of Directors, staff, contractors & Enhancers shall:

- i. Take care to ensure that all solicitation materials are accurate and correctly reflect the organization's mission and use of solicited funds;
- ii. Take care to ensure that donors receive informed, accurate and ethical advice about the value and tax implications of contributions;
- iii. Take care to ensure that contributions are used in accordance with donors' intentions;
- iv. Take care to ensure proper stewardship of philanthropic contributions, including timely reports on the use and management of such funds;
- v. Obtain explicit consent by the donor before altering the conditions of contributions.

### **2.3 Principles of Ethics for Presentation of information, and Compensation**

SAIVA Officer/ Board of Directors, staff, contractors and Enhancers shall:

- i. Not disclose privileged or confidential information to unauthorized parties;
- ii. Not accept compensation that is based on a percentage of contributions; nor shall they accept finder's fees.

## **Conflict of interest policy**

SAIVA's Enhancers are expected to conform to the Conflict of Interest Policy (part of the organization's Standard Operating Procedures), which is detailed below for your reference.

### **SAIVA CONFLICT OF INTEREST POLICY**

#### **Article I – Policy & Purpose**

All members of the SAIVA Board of Directors (Executive Committee and board), staff, contractors and Enhancers are required to disclose real or perceived conflicts of interest involving SAIVA and related parties, and to address such conflicts in a manner that will fully protect the integrity and reputation of SAIVA as well as related parties, and that allows SAIVA to comply fully with all of its legal and fiduciary obligations and responsibilities as a 501(c)(3) public charity. Regardless of the specific decisions addressed by this policy, the SAIVA Board of Directors, staff and contractors shall be governed by the overriding requirement to act honestly, legally, in good faith, and in full support of the stated mission of the organization. This policy is intended to supplement but not replace any applicable state and federal laws governing conflict of interest applicable to nonprofit and charitable organizations.

## Article II – Concepts & Definitions

### 2.1 Conflict of Interest

A conflict of interest exists:

- i. When a SAIVA member, a member of the SAIVA Board, staff or contractor proposes to act, or acts, on any issue, matter or transaction in which SAIVA has an interest, and where the said person may have a material, financial (see definition below) or professional interest separate from SAIVA, in that same issue, matter or transaction; or
- ii. When there is an appearance or instance where a member of the SAIVA Board, staff or contractor is utilizing “insider” information (as defined below) that is proprietary to SAIVA for his or her benefit, is acting in his or her own interests rather than the best interests of SAIVA, has the ability to exercise undue influence over SAIVA decisions, or is receiving favorable treatment by SAIVA or any of its directors or officers; or
- iii. When a member of the SAIVA Board, staff or contractor engages in activities that may result in the loss of credibility of SAIVA, or that create an impression of impropriety; or
- iv. d. When a member of the SAIVA Board, staff or contractor uses his/her access to SAIVA resources (intellectual, financial or otherwise) in an unauthorized manner, or to support/fund a “competing” organization (see definition of “Competing Organization” below); or
- v. When a member of the SAIVA Board, staff or a contractor takes actions, or support actions, that negatively impact the organization.

**PLEASE NOTE:** The existence of a financial interest of a member of the SAIVA Board, staff or contractor in a SAIVA transaction does not necessarily mean that a conflict of interest exists, or that SAIVA cannot complete the transaction with the said person. Decisions on such transactions shall be made by the SAIVA board on a case-by-case basis.

### 2.2 “Insider” Information

This includes any material information that is identified as confidential and proprietary and pertaining to the business and affairs of SAIVA, whether related to a specific transaction or to matters pertaining to SAIVA’s interests, activities and policies. This will include financial information, donor records, etc.

### 2.3 Competing Organization

Any non-profit or for profit organization that is created using resources made available by SAIVA to its member of the SAIVA Board, staff or contractors, and has a mission similar to that of SAIVA, with programs and projects similar to that of SAIVA, and which competes with SAIVA for funding and donations for its programs and projects.

### 2.4 Financial Interest

A person has a financial interest if the person has, directly or indirectly, through business, investment, or family:

- i. An ownership or investment interest in any entity with which SAIVA has a transaction or arrangement, or
- ii. A compensation arrangement with the SAIVA or with any entity or individual with which the SAIVA has a transaction or arrangement, or
- iii. A potential ownership or investment interest in, or compensation arrangement with, any entity or individual with which SAIVA is negotiating a transaction or arrangement.

Compensation includes direct and indirect remuneration as well as gifts or favors that are not insubstantial. A financial interest is not necessarily a conflict of interest. Under Article III, Section 2, a person who has a financial interest may have a conflict of interest only if the appropriate governing board or committee decides that a conflict of interest exists.

## Article III – Disclosure & Procedures for Addressing Conflict of Interest

The principal purpose of this policy is to help SAIVA and its officers, staff and contractors to avoid real or perceived conflicts with SAIVA and to properly disclose and manage the conflicts that cannot be avoided. All members of the SAIVA Board of Directors, SAIVA staff and Contractors will be required to read, understand and fully comply with this policy and **acknowledge in writing that they have read and understood the policy, and that they agree to fully comply with its requirements.**

### 3.1 In the event of a Conflict of Interest, real or apparent, the following are the obligations of the parties involved

**A. Board of Directors:** Each member of the Board of Directors (including members of the Executive Committee) has the following responsibilities and obligations:

- i. **To disclose** to the Board **the existence of any real or apparent conflict** of interest (see definition), and

- ii. In the event of the existence of such a conflict, **to abstain from discussing the issue** with any board member unless directed to do so by the Board, and
- iii. **To absent himself/herself from Board or committee discussion** on any such project or transaction that may be a real or perceived conflict of interest, unless requested by the Board or committee to do so, and
- iv. **To abstain from voting** on any such issue, and
- v. If so requested by the Board, **to take temporary leave of absence** from the Board of Directors, until such time as the matter giving rise to the conflict of interest has been resolved.

If a transaction or project of the SAIVA involves a conflict of interest whether real or apparent, for a member of the Board of Directors or other covered person, the Board, as a governing body, shall do the following: **Approve such project or transaction only if the Board makes the following four (4) specific findings:**

- i. The transaction or project is fair and benefits the SAIVA and its objectives; and
- ii. The transaction or project is approved with full knowledge of the impact/benefit to the director involved in the conflict of interest; and
- iii. The director is not using his/her position on the board to profit personally or professionally at the expense of SAIVA; and
- iv. The affected director has not participated in the vote approving the transaction or project and was in fact absent both during the discussion of the transaction or project, and was not present at the time the Board voted thereon. Further, the Board shall request the affected director to take a leave of absence from the Board of Directors if the Board determines that the nature and magnitude of the conflict of interest warrants a leave of absence.

**B. Staff and Contractors:** If a transaction or project of the SAIVA involves a real or apparent conflict of interest for a staff member, or a contractor, the said person shall do the following:

- i. **Disclose** to the Board of Trustees and the to the SAIVA Board the existence of any real or apparent conflict of interest (see definition), and
- ii. In the event of the existence of such a conflict, **abstain from discussing the issue** with anyone unless instructed to do so by the Board, and
- iii. **Absent himself/herself from Board meeting discussions** on any such project or transaction that may be a real or perceived conflict of interest, unless requested by the Board to participate, and
- iv. If so requested by the Board, **take a leave of absence (staff) or suspend contract (for contractors)**, until such time as the matter giving rise to the conflict of interest has been resolved.

**C. Authority to terminate membership:** In the event that a member is seen to take actions that are in conflict with the interest of the organization without disclosing the conflict, or without consideration to the impact of the actions on SAIVA, the following steps can be taken:

- i. If a board member (including executive committee members) acts in conflict, the board can issue a warning to the member. In the event that the action continues, the board can, with a 3/4th majority, terminate the member's term on the board of directors.
- ii. If a member of the Board of Trustees (BOT) acts in conflict, the BOT can issue a warning to the member. In the event that the action continues, the BOT can, with a 2/3rd majority, terminate the member's term on the BOT.
- iii. In the event that a member of SAIVA acts in conflict with the interests of the organization, the board shall issue a warning to the member. If the action continues, the Board shall issue a public statement detailing the conflict of interest, and shall propose the termination of membership of said member. The proposal shall be put to vote by the full SAIVA membership, and the membership shall be terminated if the proposal is approved with a 3/4th majority.

### **3.2 Procedures for addressing the conflict of interest**

- i. An interested person may make a presentation at the governing board or committee meeting, but after the presentation, he/she shall leave the meeting during the discussion of, and the vote on, the transaction or arrangement involving the possible conflict of interest.
- ii. The chairperson of the governing board or committee shall, if appropriate, appoint a disinterested person or committee to investigate alternatives to the proposed transaction or arrangement.
- iii. After exercising due diligence, the governing board or committee shall determine whether SAIVA can obtain with reasonable efforts a more advantageous transaction or arrangement from a person or entity that would not give rise to a conflict of interest.
- iv. If a more advantageous transaction or arrangement is not reasonably possible under circumstances not producing a conflict of interest, the governing board or committee shall determine by a majority vote of the disinterested directors whether the transaction or arrangement is in SAIVA's best interest, for its own benefit, and whether it is fair and reasonable. In conformity with the above determination it shall make its decision as to whether to enter into the transaction or arrangement.

#### Article IV – Violation of the Conflict of Interest Policy

**3.1** If the governing board or committee has reasonable cause to believe a member has failed to disclose actual or possible conflicts of interest, it shall inform the member of the basis for such belief and afford the member an opportunity to explain the alleged failure to disclose.

**3.2** If, after hearing the member’s response and after making further investigation as warranted by the circumstances, the governing board or committee determines the member has failed to disclose an actual or possible conflict of interest, it shall take appropriate disciplinary and corrective action.

#### Article V – Avoiding Private Inurement or any Impermissible Private Benefits

As a 501(c)(3) public charity the SAIVA must always operate exclusively in pursuance of its charitable purpose and mission. No part of its net earnings shall inure for the private benefit of any individual.

#### Article VI – Documentation of Disclosure of Conflict, Discussions & Decisions

While it is always best to avoid conflicts, there may be occasions in which the conflict is unavoidable. In such instances, the Executive Committee or President, will document the following information in writing, and the findings shall be reflected in the board minutes:

- The facts and circumstances surrounding the potential conflict,
- The present justification for proceeding with the potential conflict, and
- The recommended course of action to be taken to mitigate SAIVA’s participation in the conflict.

At a minimum the mitigation actions should include asking the individual involved in the potential conflict to recuse and absent himself or herself from any involvement in discussions or decisions pertaining to the potential conflict.

The minutes of the governing board and all committees with board delegated powers shall contain:

- i. The names of the persons who disclosed or otherwise were found to have a financial interest in connection with an actual or possible conflict of interest, the nature of the financial interest, any action taken to determine whether a conflict of interest was present, and the governing board or committee’s decision as to whether a conflict of interest in fact existed.
- ii. The names of the persons who were present for discussions and votes relating to the transaction or arrangement, the content of the discussion, including any alternatives to the proposed transaction or arrangement, and a record of any votes taken in connection with the proceedings.

## Workplace Safety

Regardless of your contribution to this organization, you are making a dramatic difference in the lives of others by volunteering your time. You are a vital resource for this organization of which could not survive without the assistance and determination of community members like yourself. While partaking in this experience, you should feel a sense of giving to others and thoroughly enjoy the impact you have made on someone else's life. Our Company understands that the joy you feel can turn to remorse in the event that you are injured or harmed while assisting our organization. As a result, we are committed to taking the appropriate precautions to ensure your safety. Thank you for your time and effort with this organization.

SAIVA recognizes that our Enhancers drive the organization, and is firmly committed to their safety. As the most critical resource, volunteers will be safeguarded through training, provision of appropriate work surroundings, and procedures that foster protection of health and safety.

### Safety rules

SAIVA staff, board and Enhancers will follow these rules:

- i. Volunteers are encouraged to report any unsafe work practices or safety hazards encountered on the job.
- ii. All accidents/incidents (no matter how slight) are to be immediately reported to the SAIVA Staff or Board member on duty.
- iii. SAIVA will comply with all applicable federal, state, local, and Company policies and procedures in ensuring the safety of its Enhancers.
- iv. SAIVA management is responsible for providing the safest possible workplace for volunteers. Consequently, SAIVA is committed to allocating and providing all of the resources needed to promote a safe environment for all.
- v. Volunteers are responsible for following safe work practices and company rules, and for preventing accidents and injuries. SAIVA will establish lines of communication to solicit and receive comments, information, suggestions and assistance from volunteers where safety and health are concerned.
- vi. Our safety rules apply to all Enhancers (volunteers) and persons affected or associated in any way by the scope of this organization.

### Building access

SAIVA Volunteers will frequently access the facilities at the Asian American Resource Center AARC (at 8401 Cameron Road, Austin, TX 78754). Access to the building will be provided by SAIVA staff or a board member, who will be present at the facility. Enhancers shall contact the SAIVA Volunteer Coordinator to gain access to the facilities if needed. Parking is available at the AARC facility.

### Emergency response plan

Many of SAIVA's volunteer opportunities are off-site and each individual site location has its own emergency response plan. The following general rules and actions should be learned before an emergency and followed in the event of an emergency.

Before an Emergency:

- Familiarize yourself with the location's Response Plan.



- Learn how to contact emergency services.
- Locate local fire alarms or other emergency alarm systems and learn how to operate them.
- Learn the location of all exits, (exit stairs) from your work area, and determine a primary and alternate exit route.

During an Emergency:

- Immediately respond by following the directions for the appropriate emergency response.
- Provide assistance to persons with disabilities.
- If a fire alarm sounds, always immediately evacuate the building.
- Do not run or use elevators. Report to your designated meeting area outside the building immediately.
- Escort the SAIVA members to your designated meeting area. Do not re-enter the building after an emergency evacuation until you have been instructed by management.

### SAIVA vehicle safety

If you are responsible for driving one of SAIVA's vans to the location on an activity, please follow the following general rules for vehicle safety:

- Ensure that the SAIVA vehicle has the necessary insurance paperwork at all times.
- Avoid high risk parking areas. Seek well lighted areas. Always set parking brake when parking. Remove keys and lock parked vehicle. Do not leave a parked vehicle running when not attended.
- Whenever possible, position vehicle so that backing will not be necessary. If a vehicle must be backed, it is the driver's responsibility to:
  - Visually check the area behind the vehicle immediately prior to backing up,
  - Whenever possible, request another employee to check the area in back of the vehicle and act as a signal person. This person shall remain in full view of the driver during the backing operation and clear of the vehicle and other obstructions.
- Seat belts and shoulder harnesses shall be worn by drivers and passengers whenever the vehicle is in motion. Volunteers who drive their personal vehicles or rental vehicles or who are passengers in personal vehicles or rental vehicles being used for SAIVA volunteer business, shall also wear safety belts and harnesses, where provided.
- Any accident, regardless of the extent of the damage, should be reported to the police, and should be investigated by a police officer with jurisdiction in the area.

## Enhancer Positions

**Please Note:** SAIVA has the right to reassign or terminate Enhancers from their service at the organization's discretion.

### Transportation

**Position title:** SAIVA Volunteer Van Driver

**Purpose:** To assist in driving SAIVA vans to SAIVA organized or external activities, based on the calendar of activities.

**Location:** Most activities are at the Asian American Resource Center. Vans have to be picked up from 67 St. Stephen's School Road, Austin.

**Coordinates with/reports to:** Transportation and/or Volunteer Coordinator

**Key Responsibilities:** As follows –

- Pick up the SAIVA Van from St. Stephen's School Road, and drive a pre-defined route to pick up SAIVA members from their pick-up locations for their weekly activities.
- Wait with the van at the activity location, and assist the members on and off.
- Drive the members back to their drop-off location at the end of the activity.
- Maintain a log of mileage covered and members driven in the van.

**Length of appointment:** The requirement for this position is year-long.

**Time commitment:** The members are taken to three activities per week. An enhancer can commit to driving all as often as their schedule allows. However, due to the nature of the activity, driving volunteers will be required to commit to specific days and dates.

**Qualifications:** As follows –

- A safe and cautious driver holding a valid driver's license from the State of Texas
- A willingness to understand, or an understanding of, south Asian culture
- The ability to work well with seniors
- Knowledge of Hindi a plus

**Support:** SAIVA will offer cultural competency training for all volunteers.

### Area/Neighborhood Ambassador

**Position title:** Area/Neighborhood Coordinator

**Purpose:** To be the person responsible for coordinating information between SAIVA members (seniors) and the Transportation Coordinator and Volunteer Coordinator.

**Location:** The Area/Neighborhood Coordinator can work from their home.

**Coordinates with:** Transportation and Volunteer Coordinators

**Key Responsibilities:** As follows –

- Get information about the calendar of activities from the Volunteer Coordinator, and transportation schedule and options from the transportation coordinator

- Email/call SAIVA members in the area/neighborhood to inform them about the calendar and transportation schedule, and to get their confirmation for specific events/activities.
- Provide SAIVA members in the area/neighborhood with information about pick-up times and locations in their area/neighborhood;
- Get list of confirmed members to all transportation coordinator, who then shares the list with the assigned driver/driver volunteer;
- Be responsible for tracking participation by SAIVA members in each of the activities.

**Length of appointment:** Ideally, the Area/Neighborhood Coordinator Enhancer would need to commit for a full year. However, a minimum commitment of 6 months will be needed.

**Time commitment:** Initially, the area/neighborhood coordinator will need time to set up communication processes. Following the initial set-up, this job will require about two (2) hours per week. Ideally, the Area/Neighborhood Coordinator can be a SAIVA member who is a full-time Austin resident, and can take on this responsibility as a member-enhancer

**Qualifications:** As follows –

- An organized communicator
- Familiar with e-mail and online communications
- Comfortable with making phone calls as needed
- Ability to work well with seniors
- Knowledge of Hindi a definite plus
- The Area/Neighborhood Coordinator can be a full-time Austin resident SAIVA member and can take on this responsibility as a member-enhancer

**Support:** Area/Neighborhood Coordinators shall receive training from the Volunteer Coordinator, on their responsibilities and on managing communications per the schedule.

## Social Media

**Position title:** Digital Guru

**Purpose:** The social media Enhancer will work with the Board Marketing Chair to develop and implement a social media strategy to increase SAIVA's overall reach and brand awareness. He/she will use social media outlets to promote active SAIVA programs and initiatives, engage the public and increase online community presence. The social media volunteer will directly contribute to SAIVA's mission of community engagement by increasing public awareness [of SAIVA's issues/interests] and by communicating progress on specific SAIVA programs.

**Location:** Flexible – can be done from home.

**Coordinates with/Reports to:** Board Marketing Chair and ED.

**Key Responsibilities:**

- Identify key online channels for SAIVA to establish a presence
- Develop a social media strategy to support the organization's programs and fundraising activities, and establish targets for increasing online reach
- Post regular updates to SAIVA's social media outlets, including news articles, blog posts, press releases, fundraising appeals, and any other promotional items
- Monitor activity and user interactions for all social media outlets
- Adapt general SAIVA campaign messaging for the different outlet-specific audiences

**Length of appointment:** Ideally, a long term commitment is desirable.

**Time commitment:** 2-3 hours a week after initial strategy has been developed.

**Qualifications:** As follows –

- Experience using key social media outlets (Facebook, Twitter, Flickr, YouTube, Pinterest)
- Strong writing and editing skills, with strong attention to detail
- Ability to use online tools to engage members, donors, and corporate partners
- Outgoing, enthusiastic and creative
- Works well independently and as part of a team

**Support:** This position will be self-directed for the most part, with support as needed, from the Board and the Marketing Chair.

## Special Events

**Position title:** Special Events Coordinator

**Purpose:** Work with the Board to organize and conduct special events, including fundraising events, Ma-Dada corporate events, etc.

**Location:** Flexible.

**Reports to:** ED, Board

**Key Responsibilities:** As follows –

- Work with ED and Board on planning, coordinating and implementing fundraising events
- Work with the Ma-Dada Program Enhancer to coordinate the corporate events

**Length of appointment:** One year minimum

**Time commitment:** As needed for events

**Qualifications:** As follows -

- Excellent planning and communication skills
- Excellent listening skills
- Reliable
- Energetic
- Patient

**Support:** Volunteer shall be provided information about the purpose of the event by the ED/Board.

## Program Enhancers

**Purpose:** To be the person responsible for coordinating/supporting specific programmatic activities for SAIVA.

**General Responsibilities:** As follows –

- Get information about the calendar of activities from the Volunteer Coordinator

- Get list of SAIVA members who have confirmed attendance at the activity
- Be responsible for tracking participation by SAIVA members in each of the activities.

#### *Program Enhancer – Food Prep*

**Purpose:** To be the person responsible for coordinating the Food-Prep program for SAIVA. This will include tracking orders, purchasing vegetables and packaging supplies, and coordinating delivery with the van drivers/transportation coordinator.

**Location:** Food prep work is done at the Sustainable Food Center. The Food-Prep Program Enhancer will ride with the SAIVA members to the SFC and will work with the members there.

**Coordinates with:** Volunteer Coordinator and Program Chair of the Board

**Key Responsibilities:** As follows –

- Provide a list of current options for prepped food that people can order/buy (ordering and payment will ultimately be done online)
- Coordinate and track weekly all orders for prepped food for the following week
- Make a list of vegetable supplies that are needed for the following week. Provide list to volunteer coordinator for purchasing
- Make a monthly list of packing supplies needed for packaging the prepped food
- Ride with SAIVA volunteers to the Capital Area Food Bank to prepare the prepped food packages
- Provide drivers with the delivery list. Currently drivers collect the payments for prepped food
- Collect payments from the drivers and submit to ED, along with the list of customers, for deposits

**Length of appointment:** Ideally, a Food-Prep Enhancer would commit for a full year to support the program effectively for SAIVA. However, a minimum commitment of 6 months will be needed.

**Time commitment:** 5-6 hours a week

**Qualifications:** As follows –

- Organized worker with an ability to track ordering, etc.
- Ability to work with seniors
- Knowledge of Hindi a plus

**Support:** The Food-Prep Enhancer shall be provided specific activity-related training by the Volunteer Coordinator.

#### *Program Enhancer – Food for Thought*

**Purpose:** To be the person responsible for coordinating the SAIVA Food-for-Thought program twice a year. This will include working with the ED and Program Chair on securing dates for the Food-for-Thought activity, and finalizing the items and the amounts to be prepared.

**Location:** The Food-for-Thought food is prepared at an outside location and transported to the UT campus for distribution.

**Coordinates with:** Volunteer Coordinator and Program Chair of the Board

**Key Responsibilities:** As follows –

- Secure and finalize dates for FFT activity
- Finalize items list and amounts, and the shopping list
- Coordinate with volunteer coordinator on kitchen location and transportation process
- Coordinate the communications related to the activity, and create any flyers, etc., needed for marketing
- Be the person in-charge on the day-of, to coordinate cooking, transportation, and distribution on campus

**Length of appointment:** Enhancers can take on one FFT activity and complete it, or can take on the job for the year, with the commitment to coordinate two FFT.

**Time commitment:** 1 full day per semester.

**Qualifications:** As follows –

- Organized worker with an ability to track ordering, etc.
- Ability to work with seniors
- Knowledge of Hindi a plus

**Support:** The Food-for-Thought Enhancer shall be provided specific activity-related training by the Volunteer Coordinator.

#### *Program Enhancer – Technical Education*

**Purpose:** To be the person coordinating all tech education workshops/activities for SAIVA members.

**Location:** All tech education activities shall take place at the AARC, unless otherwise indicated.

**Coordinates with:** Volunteer Coordinator and Program Chair of the Board

**Key Responsibilities:** As follows –

- Work with the Volunteer Coordinator to understand the calendar of activities and the number of tech training workshops offered each month to SAIVA members
- Create a list of tech training workshops that will help seniors (basic word processing, excel, internet browsing, social media, etc.)
- Recruit individual “trainers” for each activity and get commitments
- Communicate the calendar to the trainers
- Coordinate any tech requirements for the workshops
- Be available at the training workshops to assist as needed

**Length of appointment:** Ideally, a Tech-Education Enhancer would commit for a full year to support the program effectively for SAIVA. However, a minimum commitment of 6 months will be needed.

**Time commitment:** 3-4 hours a week

**Qualifications:** As follows –

- Organized worker with an ability to organize trainings, etc.
- Ability to work with seniors
- Knowledge of Hindi a plus

**Support:** The Tech-Ed Enhancer shall be provided specific activity-related training by the Volunteer Coordinator.

#### *Program Enhancer – Crafts Project*

**Purpose:** To coordinate all craft projects (Therapy Dolls, baby blankets, etc.) for SAIVA.

**Location:** All craft activities shall take place at the AARC, unless otherwise indicated.

**Coordinates with:** Volunteer Coordinator and Program Chair of the Board

**Key Responsibilities:** As follows –

- Work with the Volunteer Coordinator to understand the calendar of activities and the number of crafts activities offered each month to SAIVA members
- Create a list of different craft activities, and materials needed for each activity for all expected participants
- Recruit individual “leaders” for each activity and get commitments

- Communication the calendar to the leaders
- Be available at the workshops to assist as needed

**Length of appointment:** Ideally, the Crafts Projects Enhancer would commit for a full year to support the program effectively for SAIVA. However, a minimum commitment of 6 months will be needed.

**Time commitment:** 4-5 hours a week

**Qualifications:** As follows –

- Organized worker with an ability to organize trainings, etc.
- Ability to work with seniors
- Knowledge of Hindi a plus

**Support:** The Crafts Projects Enhancer shall be provided specific activity-related training by the Volunteer Coordinator.

*Program Enhancer – Expressions Project*

**Purpose:** To coordinate the Oral History project for SAIVA.

**Location:** Can be done from home.

**Coordinates with:** President and Program Chair of the Board

**Key Responsibilities:** As follows –

- Work with the President and Program Committee Chair to structure the Oral History Project – what all it will include and why (written and recorded oral history, oral history tours, etc.)
- Identify resource needs for the project – funding, information, other resources
- Create a program description and outline for implementation
- Be responsible for the implementation – including recruiting volunteers for specific tasks, organizing activities related with the program, etc.
- Work with the board and the Development Committee on raising funds for the program

**Length of appointment:** Ideally, a long-term commitment would be desirable.

**Time commitment:** 5-6 hours a week

**Qualifications:** As follows –

- Organized worker with an ability to develop a strategic program that focuses on the oral history of south Asians in central Texas
- Ability to work with seniors
- Knowledge of Hindi a plus

**Support:** The Oral History Enhancer shall be provided support by the board.

*Program Enhancer - Youth/intergenerational (Ma-Dada) Program*

**Position title:** Youth/Intergenerational Program Coordinator

**Purpose:** Work with the Volunteer Coordinator to offer current SAIVA activities in corporate settings, to encourage intergenerational interaction during the activities.

**Location:** Flexible, will need the Coordinator to visit corporate location as needed.

**Works with/Reports to:** President, ED. Works with Volunteer Coordinator

**Key Responsibilities:** As follows –

- Connect with corporations to introduce program and to engage employees
- Initiate corporate relationship
- Hand off relationship to SAIVA ED and/or Event Coordinator to set up volunteer events at the corporate locations where SAIVA members work with employees and their families on the specific activities (doll making, etc.)
- Work with Special Events Coordinator to plan and coordinate the event

**Length of appointment:** Ideally, a one year commitment is desirable.

**Time commitment:** 3-4 hours a week.

**Qualifications:** As follows –

- Experience in building corporate relationship a plus
- Organized worker with the ability to develop a strategic and sustainable program

**Support:** Will be provided training on the Ma-Dada program.



## Service Standards

### Anti-discrimination policy

SAIVA does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. SAIVA is committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, contractors, and vendors.

SAIVA aims to:

- Create a working environment which is free from discrimination and harassment and where all members of staff are treated with dignity, courtesy and respect;
- Implement training and awareness-raising strategies to ensure that all employees know their rights and responsibilities;
- Provide an effective procedure for complaints based on the principles of natural justice;
- Treat all complaints in a sensitive, fair, timely and confidential manner;
- Guarantee protection from any victimization or reprisals;
- Encourage the reporting of behavior which breaches the discrimination and harassment policy; and
- Promote appropriate standards of conduct at all times.

### Alcohol and drugs

While performing volunteer duties, Enhancers are prohibited from being under the influence of, using, possessing, selling or otherwise being involved with illegal drugs, the consumption of alcohol, and/or the use of controlled substances. If an Enhancer is identified as being under the influence of/associated with drugs or alcohol, s/he will be asked to leave the volunteer program facilities and subsequently terminated.

Enhancers are prohibited from involvement with illegal activities, and proof of such involvement will result in termination. Enhancers are encouraged to be aware of their responsibility towards SAIVA's public image, and should refrain from activities that undermine public confidence in the organization. Any violation of this matter will result in corrective action or termination.

### Liabilities and Waivers

A SAIVA Enhancer is not liable for harm caused by her/his acts or omissions on behalf of SAIVA if:

- S/he is acting within the scope of her/his responsibilities for SAIVA;
- S/he was properly licensed, certified or authorized "if appropriate or required";
- S/he did not cause harm by "willful or criminal misconduct, gross negligence, reckless misconduct, or a conscious, flagrant indifference to the rights or safety of the individual harmed"; and
- S/he was not operating a motor vehicle.

An Enhancer is not protected:

- For crimes of violence, international terrorism, or hate crimes under federal law;
- For sexual offenses or conduct committed under the influence as determined by state law;
- For civil rights violations under either federal or state law; or
- From a suit by their respective entities.

## Supervision and Support

### Recording volunteer hours

SAIVA records all volunteer hours committed to, and worked for, the organization, so that we may evidence, to members, donors and partners, the kind of support we have from the community.

### Leave of absence

SAIVA recognizes that personal or professional priorities might get in the way of fulfilling a commitment made to the organization. In such a situation, a two weeks' notice would be appreciated in order to ensure we have proper coverage of volunteers to oversee programming and supervision. When a volunteer is ready to resume their volunteer position, they must contact the Volunteer Coordinator to discuss their return.

### Inactive volunteers

Enhancers who are inactive, without notice, after six months of inactivity will be de-activated in our database. If you would like to re-engage with SAIVA's programs and activities following a period of inactivity, please contact the Volunteer Coordinator.

### Reimbursements

If a SAIVA enhancer incurs any out-of-pocket expenses, directly related to SAIVA programs or activities, as part of their volunteer service, these expenses shall be reimbursed. These expenses may include purchase of materials for activities, printing, copying, etc. SAIVA will not pay for transportation or gas to and from any SAIVA activity.

### Grievance and complaint procedure

If a SAIVA Enhancer has a concern they should first approach their staff/board liaison for an informal discussion and attempt at resolution, and if not satisfied, should write a formal complaint which their liaison is obligated to take to the next level of the organization.

### Staff and volunteer contact information

Kelsey McLean, Volunteer Coordinator

Email: [Kelsey.McLean86@gmail.com](mailto:Kelsey.McLean86@gmail.com)