

# VOLUNTEER HANDBOOK

UPDATED: August 2023



**berksencore**

be yourself... we like it that way

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## Welcome

Dear Volunteer:

Welcome to Berks Encore. For more than 55 years, volunteers have been a valuable resource for our clients and staff. By volunteering, you will not only help older adults in Berks County, but also strengthen our workplace and promote community involvement.

This guide will help you have the best possible experience as a volunteer. It answers frequently asked questions and gives information about our agency, our clients, and your role. Your supervisor can answer most of your other questions, but feel free to contact our Director of Staff & Volunteer Development any time you need assistance.

Thank you for volunteering. I am glad you have chosen to be a member of the Berks Encore team - - you are making a difference to older adults in Berks County.

Sincerely,

LuAnn Oatman  
President & CEO

## Purpose of the Handbook

Welcome to Berks Encore! Thank you for joining our team of valued volunteers.

This handbook was prepared to give you some essential information about the policies and expectations of Berks Encore. The handbook has been organized by topic to help you find information you need easily. You are also encouraged to talk with your supervisor and the Director of Staff & Volunteer Development if you have any questions about the content of this handbook.

Berks Encore reserves the right to modify the policies in this handbook without prior notice. The policies described in this handbook replace all prior policies, handbooks or policy guidance provided.

Thank you for giving your time and talents to help others. We hope that you find volunteering with Berks Encore a positive and rewarding experience.

## Organizational Overview

### Berks Encore Mission

**It is the Mission of Berks Encore to develop aging-confident individuals to enhance their ability to live well later in life.**

### Berks Encore History

Over 55 years ago, the Berks County Senior Citizens Council was founded at the directive of the Berks County Commissioners who recognized the ongoing concerns of the county's aging population. It was because of their directive to the United Community Services that a "study and recommendations be made to establish a Senior Citizens Activity Center in Berks County" that the nonprofit was founded in April 1965. The agency has grown since then, changing its name to Berks Encore in 2008, but never losing its passion for providing programs and services to the county's older adults.

#### **The beginning . . .**

Within a few weeks of the study, it was determined that a senior center could be established with funding from both the state and county. With the assistance of a group of interested individuals, incorporation papers were approved on June 1, 1965, and the Berks County Senior Citizens Council became a reality.

The first center was housed in the basement of the Berkshire Hotel. With a membership of 22, Frank Ruch was appointed as the first executive director. Programs included shuffleboard, card playing, guitar lessons, art and music. As the group expanded its scope of activity, members grew accordingly. Crafts, food sales, hospital visitations and the introduction of the Meals on Wheels program soon became part of the daily operations and center programming. By 1970, the facility could no longer house the growing activities and moved to larger quarters on Penn Street – at least for a short term.

By 1974 numerous senior clubs were being organized throughout the county and began affiliating with the Berks County Senior Citizens Council. At that time, 4,800 senior club members made up the majority of the agency's 7,000 members. With a growing membership base, the decision was made to build the **first senior center facility within the Commonwealth of Pennsylvania**.

The groundbreaking ceremonies for the Horizon Center, located on a vacant lot at the corner of 9<sup>th</sup> and Court streets in Reading, were held on August 14, 1974. On November 17, 1975, the new structure was dedicated with well-deserved pomp and circumstance.

#### **Positioning for the future . . .**

In late 2007, the members voted to change the agency's name to Berks Encore to recognize the years after the age of 50 as the encore of one's life, and incorporate a new tag line "Applauding Life After 50." The change resulted from people confusing Berks County Senior Citizens Council with a government agency. In addition, many Baby Boomers shied away from the agency simply because they did not consider themselves to be senior citizens.

Since the branding change, Berks Encore has continued to grow and expand its services to meet the needs of Berks County's aging community as well as their family members and caregivers.

As we look to the future of aging services here in Berks County, we know that much of what has traditionally been viewed as “old age” is going to get a good bit older. It is probable that people will, on average, work longer and reach “old age” in somewhat better shape, and with higher expectations of service delivery. Today’s older adult population will be with us tomorrow, and will be more diverse.

The challenge, as we think about the future of aging services, is to remember that diversity has many elements. There will be many with insufficient resources to meet their needs. We at Berks Encore have a great deal of respect for how unpredictable the future seems at any point in time. Will the aging services we now know largely disappear? Not if Berks Encore can help it!

At Berks Encore, we are constantly seeking new and innovative ways to serve the aging community. With your support as a volunteer for Berks Encore, you are supporting an agency that actively sets high expectations for accountability, positive community impact, and efficient use of public and private funds. Our volunteers help to make Berks Encore the “go to” resource for aging services in Berks County.

## Volunteer Information

### Definition of a Volunteer

A “volunteer” is anyone who chooses to perform services for Berks Encore without compensation or expectation of compensation, and who performs a task at the direction of and on behalf of Berks Encore. A volunteer must be officially accepted and approved by Berks Encore prior to the performance of assigned responsibilities.

### What to Expect from Berks Encore

- Assignment to meaningful and productive roles within the organization.
- Provide suitable assignments based on volunteers’ interests, skills and availability, as well as Berks Encore’s needs.
- Provide a workplace that is comfortable, orderly, and safe
- Provide an opportunity to work as part of a team, contribute to the welfare of older adults in the community, and to be recognized for your contribution.
- Provide the support needed to perform assigned responsibilities, including necessary equipment, supplies, workspace, and helpful supervision.
- Respect volunteers’ rights and treat all volunteers with dignity and respect.
- Provide adequate protection of confidential and personal information in accordance with the principles of the Privacy Act 1988.
- Provide an opportunity for volunteers to give feedback about Berks Encore volunteer experiences.
- Provide volunteer orientation opportunities and additional training as needed to remain updated in assigned volunteer roles.
- Maintain an atmosphere in keeping with Berks Encore’s vision, mission, and goals.

### What Berks Encore Expects from You

- Be realistic and candid in accepting volunteer assignment(s), taking into consideration your interests, skills, and availability, as well as the needs of Berks Encore.
- Be reliable
- Respect the confidentiality of Berks Encore and the clients we serve.
- Perform job duties in an objective, timely and conscientious manner consistent with training and procedural guidelines.
- Be courteous to clients, staff and other volunteers
- Be accountable for your actions and maintain standards of performance and conduct that reflect positively on Berks Encore.
- Provide feedback and contribute your suggestions to improve Berks Encore.

## **Dress Code**

As a representative of Berks Encore, volunteers are responsible for presenting a good image to the community. Volunteers shall dress appropriately for the conditions and performance of their duties, maintaining a high standard of personal appearance, hygiene and grooming at all times.

## **Criminal Background Check**

For the protection of Berks Encore clients, volunteers will be asked to submit to a criminal background check. Volunteers who do not agree to the background check may be refused assignment.

## **Valid Driver's License and Auto Insurance**

Volunteers are required to verify that they hold a valid driver's license and a valid insurance card. Photocopies of each document are required to be included in volunteer's file. Upon expiration, it is the responsibility of the volunteer to provide copies of updated card and/or license.

## **Emergency Contact Information**

It is the responsibility of each volunteer to regularly update their personal contact information and emergency contact information. This update can be made through their supervisor or contacting the Director of Staff & Volunteer Development.

## **Placement of Volunteer**

Upon acceptance into service with Berks Encore, volunteers agree to accept supervision and support from designated supervisory personnel.

## **Attendance**

Volunteer attendance is important to the operation of each program. If expecting to be absent from a scheduled duty, volunteers are asked to inform their staff supervisor as far in advance as possible so that alternative arrangements can be made.

## **Risk Management/Safety**

The safety of volunteers is important to Berks Encore. Volunteers who are injured or who are involved in an accident during their volunteer assignment must report the accident immediately to their supervisor.

## **Access to Property and Materials**

Volunteers have access to property of Berks Encore and those materials and equipment necessary to fulfill their duties.

Volunteers receive training in the operation of any work-related equipment and have the same responsibilities as paid staff regarding the safe use and maintenance of Berks Encore equipment and materials. Berks Encore property and materials are used only when directly required for the volunteer task.



## Reimbursement of Expenses

Volunteers may be eligible for reimbursement of reasonable expenses incurred while undertaking business for Berks Encore. Examples of these expenses include mileage and parking. Prior approval must be sought for any reimbursable expenditure.

## Resignation of Volunteer

Volunteers may resign from their volunteer service with Berks Encore at any time. It is requested that volunteers who intend to resign provide advance notice of their departure and a reason for their decision.

# **Professionalism and Ethics**

## Service at the Discretion of Berks Encore

Berks Encore accepts the service of volunteers with the understanding that such service is at the sole discretion of Berks Encore. Volunteers understand and agree that Berks Encore may at any time, for whatever reason, decide to end the volunteer's relationship. The volunteer may at any time, for whatever reason, decide to sever the volunteer's relationship with Berks Encore. Communication of the decision to the volunteer's supervisor is requested as soon as possible.

## Conflict of Interest

No person who has a conflict of interest with any activity or program of Berks Encore (personal, philosophical, or financial) shall be accepted to serve as a volunteer with Berks Encore. Volunteers do not promote any personal or business interest while performing Berks Encore volunteer assignment.

## Representation of Berks Encore

Volunteers are asked to seek prior consultation and approval from appropriate staff prior to any action or statement which might affect or obligate Berks Encore. These actions may include, but are not limited to, public statement to the press, coalition of lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations.

## Confidentiality

Volunteers are responsible for maintaining the confidentiality of all appropriate or privileged information to which they are exposed while serving as volunteers, whether this information involves staff, volunteers, or clients of Berks Encore, or involves overall Berks Encore or agency business. A Confidentiality Agreement is included with the volunteer application documentation completed by the volunteer.

## Acceptance of Gifts

Berks Encore volunteers do not accept gifts from beneficiaries, their families, caregivers or other representatives. Any such offerings should be respectfully and tactfully declined, citing this policy as the basis for their action. ***For this policy, gifts include but are not limited to material goods, money in any form, valuables, jewelry, tickets to sporting or entertainment events and travel. Meals are not considered gifts for the purposes of this policy.***

## **Political and Civic Activities**

Berks Encore recognizes the right of every volunteer to participate in political and civic activity. However, all such activity must be conducted on the volunteer's own time and without the use of Berks Encore's name or materials unless specific approval has been granted by Berks Encore's President. As a general rule, all political and civic activities should be conducted outside of volunteer related assignments. A volunteer may not display or distribute political or civic materials on Berks Encore property.

## **Non-Discrimination**

Volunteer roles are open to community members of all ages above the age of majority (minors when accompanied by a responsible adult and with written consent of a parent or guardian) regardless of race, color, religion, gender, national origin, age, disability or handicap, marital or veteran status, genetic information, sexual orientation, gender identity/expression or any other category protected under applicable federal, state or local law. The sole qualification for volunteer assignment is the ability to perform the task following approved procedural guidelines.

## **Volunteers Serving as Powers of Attorney for Berks Encore Clients**

A Power of Attorney is a legal instrument that names at least one person to make business, financial or medical decisions for someone who is unable to make those decisions on his or her own. The person named power of attorney is referred to as the "agent" or "attorney-in-fact," and the person for whom they are acting on behalf of is known as the "principal."

While volunteering for Berks Encore, it is our policy that no volunteer serves as a power of attorney or guardian of any clients served by Berks Encore programs and services. In the event that it is discovered that a volunteer does choose to serve in this capacity, the volunteer will be immediately suspended from active volunteer service with Berks Encore. The client will also be notified of the change in relationship status as will the Berks County Area Agency on Aging.

# **Training and Development**

## **Orientation**

Berks Encore will provide an orientation opportunity to present an overview of the mission and purpose of the organization, an overview of the various volunteer opportunities available at Berks Encore, a review of Berks Encore's policies for volunteers, and to answer any questions that volunteers have regarding their volunteer role or about the organization.

## **On-the-Job Training**

Volunteers will receive specific on-the-job training to provide them with the information and skills necessary to perform their volunteer assignment. Additional training and/or recertification training may be required based on changes in procedures or services.

## Reporting of Abuse Training

Volunteers receive training at orientation on what to look for in a client's change of condition, including signs of abuse. Volunteers are instructed on the proper procedures to report the situation to their supervisor so that appropriate follow-up action may occur. Additional training may be required as determined by Berks Encore.

## **Grievance Policy**

Berks Encore provides a means to insure fair handling of volunteer complaints and grievances. For the purpose of these policies and procedures, a grievance means any dispute regarding the meaning, interpretation or alleged violation of the policies, procedures, and services outlined in this handbook. Any volunteer seeking assistance or services through Berks Encore who feel that he/she has not been treated fairly may appeal any decision rendered by filing a grievance.

1. Volunteers who have a problem or complaint should address the situation with their immediate supervisor.
2. If, after this discussion, the volunteer does not believe the problem or complaint has been satisfactorily resolved, he/she should contact the Volunteer Coordinator within ten (10) calendar days at (610) 374-3195, ext. 225 or [mggodhart@berksencore.org](mailto:mggodhart@berksencore.org).
3. The Volunteer Coordinator will render his/her decision and comments in writing and send it to the participant within ten (10) calendar days.
4. Should the Volunteer Coordinator fail to resolve the grievance to the volunteer's satisfaction, the person may communicate the grievance in writing to the President of Berks Encore within fifteen (15) calendar days.
5. The President of Berks Encore will render a final decision.

## Harassment Policy

### Sexual Harassment

Berks Encore does not tolerate sexual harassment. Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- Submission of such conduct is made either explicitly or implicitly a term or condition of a volunteer's placement; or
- Submission to or rejection of such conduct by a volunteer is used as the basis for decisions affecting the volunteer placement; or
- Such conduct has the purpose or effect of unreasonable interfering with a volunteer's work performance or creating an intimidating, hostile or offensive work environment.

If a volunteer feels harassed or offended by another staff member or volunteer, a supervisory or management person, a customer/patron, or any other person whom he/she encounters in the course of volunteer placement, whether the opposite sex or same sex, and does not want to deal with the problem directly, the volunteer should contact his/her supervisor, Director of Staff & Volunteer Development, Director of Human Resources, or any member of Berks Encore management.

### General Harassment

Berks Encore believes that every staff member and volunteer has the right to work in an environment free from harassment and will not tolerate harassment based on race, color, creed, religion, national origin, sex, sexual preference or orientation, disability, age, marital status or financial status.

General Harassment includes unwelcome verbal or physical conduct that denigrates or shows hostility or aversion toward a staff member or volunteer because of his/her status in relationship to a class defined above when such conduct:

- Has the purpose or effect of creating an intimidating, hostile or offensive work environment;
- Has the purpose or effect of unreasonably interfering with a volunteer's work performance;
- Otherwise adversely affects the volunteer placement; and
- The supervisor knows or should know of the existence of harassment and fails to take timely and appropriate action.

General harassment does not include negative effects a volunteer may experience as a result of actions taken by a supervisor that is within the scope of the supervisor's responsibilities and would be considered reasonable and appropriate actions.

## Zero Tolerance of Violence

Berks Encore will not tolerate violence on or around its premises either by or against staff members, volunteers, or members of the public. Staff members and volunteers are expected to treat other human beings with respect and dignity.

Any incident of violence should be reported promptly to the supervisor, Director of Staff & Volunteer Development, Director of Human Resources, or any member of Berks Encore management. Violence includes, but is not limited to, verbal or physical intimidation, contact, or threats.

Reported incidents are subject to investigation or corrective action.

**Any staff member or volunteer who does not comply with this policy may be subject to discipline, up to and including dismissal.**

## Drug and Alcohol Policy

### Drug-Free Workplace Policy

Berks Encore recognizes that substance abuse in the workplace is a major concern. It affects not only job performance and the work environment but also undermines our customers' confidence and the safety of our operations. We believe that by identifying substance abuse, we will improve the safety, health, and the general well-being of our volunteers at all levels. In keeping with this, Berks Encore has implemented a Substance Abuse Policy.

The purpose of this Policy is to initiate and maintain an alcohol and drug free workplace and to comply with federal regulations governing substance abuse. Therefore, a volunteer's placement with Berks Encore is conditional upon abiding by the terms of this Policy.

Berks Encore has a vital interest in maintaining safe, healthful and efficient working conditions for its staff and volunteers. For this reason, we have established pre-placement screening procedures designed to prevent the approval of volunteers who use illegal drugs or individuals who abuse the use of alcohol or legal drugs.

Being under the influence of alcohol or drugs on the job poses serious safety and health risks not only to the user, but also to all those who work with, or come into contact with the user. The manufacture, distribution, dispensation, possession, use or sale of alcohol or an illegal drug in the workplace or during the work day also poses unacceptable risks for safe, healthful and efficient operations.

Berks Encore recognizes that its own well-being and future are dependent upon the physical and psychological health of its volunteers. We intend to maintain a safe and healthful working environment for all volunteers, and to protect Berks Encore property, equipment, operations and reputation.

We recognize that chemical dependency is a disease and should have no stigma attached. As such, this dependency must be handled with proper treatment and rehabilitation in the same manner as other medical conditions. Volunteers, who admit to problems involving chemical dependency will be considered in the same category as those with other health problems, provided an approved program of treatment and rehabilitation is entered into and continued until completion.

The following specific policies concerning on-the-job use, possession or sale of alcohol or drugs have been established. Volunteers in violation of these policies will be subject to disciplinary action, up to and including discharge.

## Alcohol

1. All are prohibited from being under the influence of alcohol while performing Berks Encore business, while on Berks Encore property, in a Berks Encore facility, or while in or operating vehicles or equipment owned or leased by Berks Encore.
2. All are prohibited from possessing alcohol while in a Berks Encore vehicle.
3. Use of alcohol or possession of an open container of alcohol while on Berks Encore property or in a Berks Encore facility is prohibited except in conjunction with official Berks Encore functions at designated locations, as approved by the President of Berks Encore or his/her designee.

## Legal Drugs

Any volunteer using prescribed medicines that may alter the physical or mental ability to perform the job must report this to his/her immediate supervisor. A medical evaluation may be required to determine if a temporary or permanent change in volunteer assignment is warranted. The volunteer may be relieved of his/her job duties and be re-assigned by Berks Encore.

## Illegal Drugs

The manufacture, distribution, dispensation, possession, use, sale or being under the influence of an illegal drug by any volunteer while performing Berks Encore business, while on Berks Encore property, Berks Encore facility, or while in or operating vehicles or equipment owned or leased by Berks Encore is prohibited.

## Substance Screening

Berks Encore reserves the right to require a volunteer to undergo alcohol or drug screening as described in this policy.

## Types of Testing

### **a) Pre-Placement Testing**

We reserve the right to require that a volunteer undergo urine substance testing as part of the pre-placement process. If required, placement is contingent upon passage of the urine drug screening. Should the volunteer have a positive urine drug test, the volunteer will not be considered for placement for a period of 18 months.

### **b) Reasonable Suspicion Testing**

A volunteer may be tested for alcohol or drug abuse under this section only when Berks Encore has determined that reasonable cause for screening exists. Justification must be performance related and determined by a supervisor's direct and documented observations of the volunteer. When a supervisor observes that volunteer's performance does not meet performance standards, or that the conduct endangers the well-being of others, the supervisor will require that the volunteer undergo drug and alcohol testing. Two requirements are necessary for this testing: 1) the supervisor documents his/her observations in writing prior to referral for testing and 2) another member of management, after reviewing the supervisor's observations and written report and after direct observation of the behavior agrees with the need to testing.

Testing positive for the first time will be immediate termination of volunteer placement for a minimum of thirty (30) days.

Reinstatement to a volunteer position at the completion of the suspension period will be contingent upon:

- 1) The volunteer seeks help and agrees to participate in an alcohol/drug rehabilitation program.
- 2) The volunteer furnishes proof of active participation in the rehabilitation program.
- 3) The volunteer agrees to be subject to random, unannounced alcohol and drug tests for a period of three (3) years following completion of the rehabilitation program.
- 4) The volunteer participates in the recommended follow-up maintenance program.
- 5) The volunteer successfully passes each subsequent alcohol and drug test.
- 6) The volunteer position is still available. Berks Encore, in acknowledging the volunteer's efforts to undergo successful alcohol or drug rehabilitation, will attempt to keep or make the volunteer position available. However, there may be situations where the position is no longer available where temporary or short-term requirements are completed prior to the return of the volunteer.

In these cases, reasonable efforts will be made to find a suitable position within Berks Encore to allow the volunteer to resume their duties.

A violation of this Policy at any time will result in the immediate discharge of the volunteer. Volunteers discharged under this policy will not be eligible for placement at any time. Volunteers testing positive for drugs or alcohol within three (3) years of completion of a drug or alcohol rehabilitation problem will be terminated.

### **Refusal to Submit to Testing**

A volunteer who refuses to undergo drug testing or refuses to sign the consent form for release of information will be considered to have failed the drug test and will not be considered for placement for a period of eighteen (18) months.

A volunteer who refuses to undergo alcohol or drug testing which has been properly requested in accordance with this policy will be considered to have failed to obey a lawful order and will be terminated.

A volunteer who refuses to sign the consent for release of the test results will be considered to have refused to take a properly ordered drug test and will be appropriately terminated.

### **Responsibility**

It is a condition of volunteering that all abide by the terms of the Berks Encore Substance Abuse Policy. In the event of any conviction for a criminal drug violation occurring on Berks Encore premises, in a Berks Encore facility, or while in or operating a Berks Encore vehicle, the volunteer must notify the President within five (5) days of the date of the conviction.

Any volunteer who is convicted for manufacturing, selling, distributing, or possessing with the intention to distribute illegal or controlled substances, whether on duty or off duty, will be discharged. Any volunteer who pleads guilty or nolo contendere to any of the aforementioned drug related offences will be discharged.



# Volunteer Information Management Policy

## **Background:**

This policy is both a part of and an extension of other Berks Encore policies and procedures related to the use of computing technology and general operational guidelines. To that extent, this policy is an integral part of the overall management policies and philosophy of Berks Encore and is to be maintained to align with those directives.

## **Purpose:**

The purpose of this document is to establish the security policies and procedures of Berks Encore's local and wide-area network and to define specific network and security responsibilities. Network security includes the security of data, computer resources, software, hardware and the procedures for utilizing those assets.

## **Scope:**

The security policies and procedures defined herein apply to all permanent and temporary employees of Berks Encore, volunteers, consultants, and/or contractors who are granted temporary access to the network. Violations of these policies may subject a worker to appropriate disciplinary action up to and including termination of responsibilities with the organization.

## **Computer Technology Guidelines**

### **Hardware Installation Procedures**

IT provider is responsible for the installation of all Berks Encore computer hardware and peripheral equipment. Under no circumstances should network users install hardware or peripheral equipment on workstations or servers.

### **Unauthorized Hardware**

IT provider or its designate is responsible for detecting unauthorized hardware setup and usage. IT provider will report any unauthorized hardware to Berks Encore management. Upon detection, the hardware will be immediately removed.

### **Software Installation Procedures**

Network users are prohibited from installing application software on local hard drives. The installation must be performed by Berks Encore's IT provider.

### **Licensing and Registration**

It is the policy of Berks Encore to fully and strictly adhere to each of its licensing agreements with software vendors. Users are prohibited from copying application files from the file server and/or workstations for any use that violates the licensing agreement. Users are also prohibited from copying, installing, or registering any company program for personal use or monetary gain.

## **Unauthorized Software**

Network users are prohibited from installing software, purchased by individuals or organizations other than Berks Encore on Berks Encore hardware. All exceptions to this policy will be fully documented and maintained by Berks Encore's IT provider. IT provider will report any unauthorized software to Berks Encore management. Upon detection, the software will be immediately removed.

No games may reside on workstations or other network systems.

## **Third Party Software Revision and Testing**

It is strictly prohibited for Berks Encore staff/volunteers to make revisions to third party software.

IT provider is responsible for installing all updates to any third-party software utilized by Berks Encore.

## **Malware: Computer Viruses, Trojan Horses, Worms, and Spyware**

Malware is an unauthorized program that can infect and/or replicates itself onto various data storage media (server hard disks, workstation hard disks, floppy disks, magnetic tapes, etc.) and across networks. The symptoms of malware infection include considerably slower response time, inexplicable loss of files, changed file modification dates, increased file sizes, disclosure of information, and total failure of a computer system. Because malware has become very complex, users should not attempt to eradicate it without expert assistance. If users suspect a malware infection, they should immediately shut-down the involved computer, disconnect from all networks and notify supervisor immediately.

## **Equipment Maintenance**

Berks Encore has an established Preventative Maintenance schedule set up for all equipment on the local and wide area network. Berks Encore's IT provider is responsible for the regular maintenance of equipment. In addition to the preventative maintenance schedule, all users will adhere to the following guidelines:

1. Keep workstation away from open windows, direct sunlight, radiators and heat vents.
2. Keep the work area free from objects that can interfere with the workstation's "breathing space".
3. Do not place the workstation under shelves where plants are located. Dirt and water may damage the equipment.
4. Be sure to use one of the screen savers provided with the workstation is on, but not in use. This will protect the monitor screen from having an image "burned" into it.
5. Keep all food and beverages away from the workstation. Crumbs and moisture can damage the equipment.
6. Lock the workstation when away from your desk by using the Control-Alt-Delete keys to prevent someone else using your computer for unauthorized activity.

## **Backup and Archival Storage**

To prevent accidental loss, all files and messages stored on Berks Encore-based systems are routinely backed up to appropriate storage media. This means that information stored on Berks Encore systems – even if a user has specifically deleted it – is recoverable and may be examined at a later date by system administrators and others designated by management. In order for proper backups to occur for company data, it must be placed on a network drive and not located on a workstation, anything stored on a workstation locally could be irrecoverable.

## **Short-Term Usage of Berks Encore Laptop Computer, Tablets, Cell Phones**

Berks Encore recognizes the occasional need for an employee/volunteer to borrow a laptop computer, tablet or cell phone on a short-term basis.

### **Eligible Uses**

This service is intended for staff members/volunteers who have a short-term need for a computer, tablet or cell phone, such as a professional conference or workshop, a brief period of off-site work or other activities associated with official business of Berks Encore.

### **Accountability for Loss, Theft, or Damage**

Individual borrowers are held responsible for the cost of repairing or replacing a device that is damaged or lost during the loan period. Each borrower is required to sign a form indicating consent to this arrangement before a device is provided for loan.

## **Authentication Policy**

### **User Identification Policy**

All users will be positively identified prior to being able to use any single-user or multi-user computer or communications system resources.

Every user must have a single unique user-ID and a personal secret password. This user-ID and password will be required for access to Berks Encore computers and computer networks.

All users will be automatically forced to change their passwords at least once every 90 days.

To prevent password guessing attacks, the number of consecutive attempts to enter an incorrect password will be strictly limited. After three unsuccessful attempts to enter a password, the involved user-ID must be either (a) suspended until reset by a system administrator, or (b) if dial-up or other external network connections are involved, disconnected.

All users will have their identity verified with a user-ID and a secret password – or by other means that provide equal or greater security, prior to being permitted use of Berks Encore based computers and other resources connected to a network.

Berks Encore will use a Login ID that consists of the user's first letter of their first name and their last name with the objective of having most Login ID's be six characters long. Users are granted access only to those areas of the network that are required by their job/volunteer responsibilities.

## **Password Format**

Please use good business practices as they apply to passwords. Some rules are:

- Your password is your password – never share it with others
- Passwords should never be written down
- User ID should apply for each individual – No group of user accounts are allowed

<b>Password Minimum Length:</b>	<b>8 characters</b>
<b>Password Maximum Length:</b>	<b>12 characters</b>
<b>Invalid Login Attempts:</b>	<b>3 allowed (then profile is locked)</b>
<b>Lockout Time:</b>	<b>15-30 minutes (profile will be unlocked)</b>
<b>Require Change of Password:</b>	<b>Every 90 days</b>

## **Password Related User Responsibilities**

Each user will immediately change his/her password if the password is suspected of being disclosed, or known to have been disclosed to an unauthorized party.

Passwords will not be written down and left in a place where unauthorized persons might discover them, or stored near the access device to which it pertains.

Regardless of the circumstances, passwords will never be shared or revealed to anyone else besides the authorized user. To do so exposes the authorized user to responsibility for actions that the other party takes with the password.

Users are responsible for all activity performed with their personal user-ID's. User-ID may not be utilized by anyone but the individuals to whom they have been issued. Users will not allow others to perform any activity with their user-IDs. Similarly, users are forbidden from performing any activity with IDs belonging to other users.

## Information Management Protocol

Protect Personal Information			
Paper Documents	Phone/Mobile Devices	Computer	In-person in Public
<ol style="list-style-type: none"> <li>1. Send by postal mail or FAX if documents contain protected or sensitive personal information*</li> <li>2. While in your possession documents should be stored so access is unavailable to anyone else</li> <li>3. Documents that are no longer needed should be cross-cut shredded</li> </ol>	<ol style="list-style-type: none"> <li>1. Texting – Do not send or store personal information* other than name, address, phone &amp; e-mail addresses</li> <li>2. Email – Do not send personal information* other than name, address, phone &amp; e-mail</li> <li>3. Leaving voice mail – Do not record personal information other than name, address, phone &amp; email</li> </ol>	<ol style="list-style-type: none"> <li>1. Email – Do not send personal information* other than name, address, phone &amp; e-mail</li> <li>2. Public wireless access – Do not use unsecured (no password required) wireless networks</li> <li>3. Documents stored on APPRISE computer – Must be password protected &amp; locked or logged off if unattended</li> </ol>	<ol style="list-style-type: none"> <li>1. Position yourself to prevent others from hearing or viewing sensitive information – including phone conversations</li> <li>2. <i>Better:</i> Help client make an appointment that will take place in a private setting</li> </ol>
<p>*Personal information = First name or first initial and last name + any of these: Social Security number, Medicare number, driver's license number, account/credit card number. Personal information does not include publicly available information that is lawfully made available to the general public from government records or widely distributed media.</p>			

## **Policy Requirements**

**Access to Berks Encore confidential information is available only to Berks Encore volunteers who:**

- Have been appropriately screened for a Position of Trust
- Have read the Information Management Policy and signed Berks Encore's Information Management Acknowledgment Agreement.
- Have successfully completed on-the-job training required for the volunteer role.

**Volunteers are expected to use Berks Encore computers responsibly and productively.**

- Passwords to all devices and sites must meet the minimum requirements and shall be updated as required.
- Portable Berks Encore computers and printers that are available for doing work away from the worksite must be checked out by the Volunteer Coordinator, with details of where the equipment is to be used and the expected date and/or time of its return.

**All reasonable precautions shall be taken to protect confidential information.**

- Volunteers will lock their computer screens or store all files securely before walking away from the work station.
- All confidential information that is to be stored electronically shall be protected by security systems that require passwords. Hard copy files shall be kept in locked filing cabinets.
- Volunteers should minimize the amount of personal information collected to that which is necessary to accomplish the work they are assigned to. Personal information should be returned to the client or shredded and not stored.
- Confidential client information may not be transmitted by email (unless encrypted), it should be faxed or mailed to the appropriate recipient.
- Information that is sent by fax must be accompanied by a request to confirm receipt.
- Confidential information must be retrieved immediately from the fax and copier machines.
- In the event of disposal of a computer, scanner, printer, fax, or other device, all data storage must be securely deleted.

**Volunteers are not authorized to use their own computer or device to conduct Berks Encore work from home.**

## **Internet Usage Policy**

The Internet Usage Policy applies to all volunteers of Berks Encore who have access to computers and the Internet to be used in the performance of their work. The ability to get to a particular website does not imply that it has been deemed appropriate by Berks Encore. Use of the Internet by volunteers of Berks Encore is permitted and encouraged where such use supports the goals and objectives of the agency.

Access to the Internet is a privilege, not a right of volunteer affiliation and Berks Encore reserves the right to determine who has Internet access. All volunteers given Internet access are expected to use the Internet responsibly and productively and must adhere to the policies concerning Computer, Email and Internet usage. Violation of these policies could result in disciplinary and/or legal action leading up to and including the termination of the volunteer. All volunteers are required to acknowledge receipt and confirm that they have understood and agree to abide by the rules hereunder.

### **Acceptable Uses of Internet:**

- Berks Encore volunteers are expected to use the Internet responsibly and productively.
- Job-related activities include research and educational tasks that may be found via the Internet that would help in the volunteer's role.
- The use to provide information and/or service to customers or clients.

### **Unacceptable use of the Internet by Volunteer Includes, but is not Limited to:**

- Access to sites that contain obscene, hateful, pornographic, unlawful, violent or otherwise illegal material.
- Sending or posting discriminatory, harassing, or threatening messages or images on the Internet or via Berks Encore's email service.
- Using computers to perpetrate any form of fraud, and/or software, film or music piracy.
- Stealing, using, or disclosing someone else's password without authorization.
- Downloading, copying or pirating software and electronic files that are copyrighted or without authorization.
- Sharing confidential material, trade secrets, or proprietary information outside of the organization.
- Hacking into unauthorized websites
- Sending or posting information that is defamatory to the company, its products/services, colleagues and/or customers.
- Introducing malicious software onto the company network and/or jeopardizing the security of Berks Encore's electronic communications systems.
- Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities.
- Passing off personal views as representing those of the organization.
- Listening to music through the computer as it uses a large amount of band-width and slows down the entire network.

**If a volunteer is unsure about what constitutes acceptable Internet usage, then he/she should ask their supervisor for further guidance and clarification.**

## Electronic Mail

### Acceptable Use of Electronic Mail (Email) – Internal and External

Berks Encore's electronic mail system is to be used with external parties, primarily for business purposes. All messages sent by electronic mail are a matter of company record. Berks Encore reserves the right to determine who has Email access and when. Access to Email is a privilege, not a right of volunteer affiliation. All Email messages are the property of Berks Encore. There is no expectation of privacy attached to the use of Berks Encore's Email system. Berks Encore reserves the right to access, copy, monitor and disclose all messages sent over its electronic mail system, for any purpose. Supervisors may review the electronic mail communications of volunteers they supervise to determine whether they have breached security, violated Company policy, or taken other unauthorized actions. Berks Encore also reserves the right to temporarily or permanently remove a volunteer user account from the Email system to prevent unauthorized activity. Berks Encore may also disclose electronic mail messages to law enforcement officials without prior notice to the users who may have sent or received such messages.

### Offensive Material

Berks Encore strives to provide a work environment free from information and materials which employees/volunteers may find offensive. It is the responsibility of each network user to use proper judgment in the usage of Email privileges. Volunteers are prohibited from sending messages containing obscene, abusive, pornographic, discriminatory, or other anti-social materials, as well as messages which contain language that constitutes any and all forms of harassment.

Users are prohibited from using corporate computer systems for the transmission of unsolicited bulk email advertisements or commercial messages, which are likely to trigger complaints from the recipients. Colloquially known as "spam," these prohibited messages include a wide variety of unsolicited promotions and solicitations such as chain letters, pyramid schemes, and direct marketing pitches. When users receive unwanted and unsolicited email, they must refrain from responding directly to the sender.

## Social Media Policy

Berks Encore is easy to identify with and we understand that you may be passionate about your volunteering experiences with Berks Encore, however, it is important that it is done positively and responsibly.

In order to avoid any problems or misunderstandings, you are expected to follow the following guidelines:

- Remember that what you say online can become public information. Think before you post, text, or tweet.
- When discussing Berks Encore brand-related matters on the internet, you must **identify yourself** with your name and your role with Berks Encore.
- You **are not** authorized to act as an official spokesperson for Berks Encore or its programs. **You must make clear that you are speaking for yourself and not Berks Encore.** The use of a disclaimer (ex. "The postings on this site are my own and do not represent the position, strategy or opinions of Berks Encore.") Always write in the first person and do not use a Berks Encore email address for private communications.



- **Respect your audience.** Do not use ethnic slurs, personal insults, obscenity or engage in any conduct that would not be acceptable in the Berks Encore workplace. Proper consideration for others privacy and for topics that may be considered objectionable or inflammatory is required.
- **Think about the consequences.** Using your public voice to trash or embarrass Berks Encore, our consumers, staff members or volunteers, or even yourself is not authorized.
- Have you posted something that just wasn't true? **Be the first to respond to your own mistake.** In a blog or social media posting, if you choose to modify an earlier post, make it clear that you have done so.
- Respect copyrighted materials. If it is not yours, do not take credit for it or use it. Before posting someone else's work, please check with the owner first.
- Do not post information about individuals without explicit permission. This includes photographs or videos of beneficiaries or other volunteers. Never reveal confidential information about Berks Encore or beneficiaries and volunteers. Never discuss any identifiable details – current or past – about Berks Encore recipients online.
- Do not use social media to communicate with recipients or beneficiaries with whom you are working. Instead, use one-to-one methods such as telephone, text, email or face-to-face meetings.
- Separate any social media communications related to Berks Encore from your own personal social media communications. Set up separate accounts for discussions of your Berks Encore activity and your personal and family social media interactions.
- If concerned about the appropriateness of any statement or online activity, discuss it first with your supervisor.
- If you see content in social media that reflects poorly on Berks Encore, please report it to your supervisor.

Even if you act with the best intentions, remember that anything that you put out there on social media about Berks Encore can potentially harm the company. **As a Berks Encore volunteer, it is important that you act responsibly as a representative of the organization. Failure to utilize social media appropriately can lead to disciplinary action.**

## **Agency Information**

### **Center Locations**

#### **Douglassville Center**

2144 Weavertown Road  
Douglassville, PA 19518  
Phone: 610-582-1603  
Email: [spedrick@berksencore.org](mailto:spedrick@berksencore.org)

#### **Mifflin Center**

30 Liberty Street  
Shillington, PA 19607  
Phone: 610-777-5577  
Email: [mdissinger@berksencore.org](mailto:mdissinger@berksencore.org)

#### **Strausstown Center**

44 East Avenue  
Strausstown, PA 19559  
Phone: 610-488-5770  
Email: [agebely@berksencore.org](mailto:agebely@berksencore.org)

#### **Fleetwood Center**

14432 Kutztown Road  
Fleetwood, PA 19522  
Phone: 610-947-1700  
Email: [tbecker@berksencore.org](mailto:tbecker@berksencore.org)

#### **Reading Center**

40 N. 9<sup>th</sup> Street  
Reading, PA 19601  
Phone: 610-374-3195, ext. 220  
Email: [spitre@berksencore.org](mailto:spitre@berksencore.org)

#### **Wernersville Center**

Wernersville State Hospital  
350 Sportsman Road  
Wernersville, PA 19565  
Phone: 610-670-1372  
Email: [mludwig@berksencore.org](mailto:mludwig@berksencore.org)

### **Volunteer Opportunities**

- Meals on Wheels
  - Volunteer Delivery Driver
  - Kitchen Volunteer
  - Runner
- Grocery Shopper Volunteer
- Friendly Visitor Volunteer
- Data Entry Volunteer
- Volunteer Receptionist (designated centers only)
- Medicare Volunteer Counselor
- Fundraising & Development Volunteer
- Senior Center Wellness Program Volunteer

## Contact Information

### Doulassville Center

610-582-1603

Manager: Sharon Pedrick

### Fleetwood Center

610-947-1700

Manager: Terry Becker

### Mifflin Center

610-777-5577

Manager: Megan Dissinger/Dana Ziegler

### Reading Center

610-374-3195, ext. 237

Manager: Sonia Pitre

### Strausstown Center

610-488-5770

Manager: Andrea Gebely

### Wernersville Center

610-670-1372

Manager: Melissa Ludwig

### Volunteer Coordinator

Michelle Goodhart

(610) 374-3195, ext. 225

[mgoodhart@berksencore.org](mailto:mgoodhart@berksencore.org)