

# Volunteer Policies

Media and Technology



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# Media Inquiries

- Any question or inquiry from the media should always be referred to The Arc's Chief Marketing Officer
- You should not present your personal views to the media as an official or unofficial spokesperson of The Arc.



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# Social Media



- You are responsible for your actions
  - If you post about The Arc or the Arc's Value Village Thrift business, make it clear the opinions are yours and not The Arc's
  - Only post pictures of another employee, volunteer, or client if you have asked their permission AND they have agreed to have their picture on social media.

# Negative Posts

- You are expected to avoid making negative statements about The Arc's employees, volunteers, customers, clients, partners and others, including competitors
- If you see a negative post, let the experts at The Arc respond
  - Pass negative posts to the Arc's Volunteer Development Manager or your supervisor

# Compromising The Arc

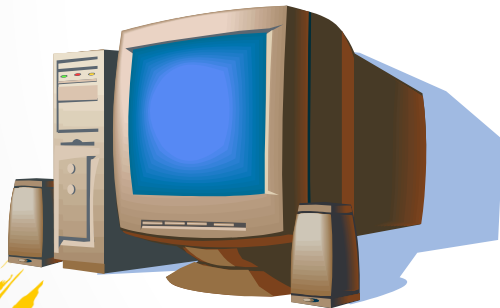
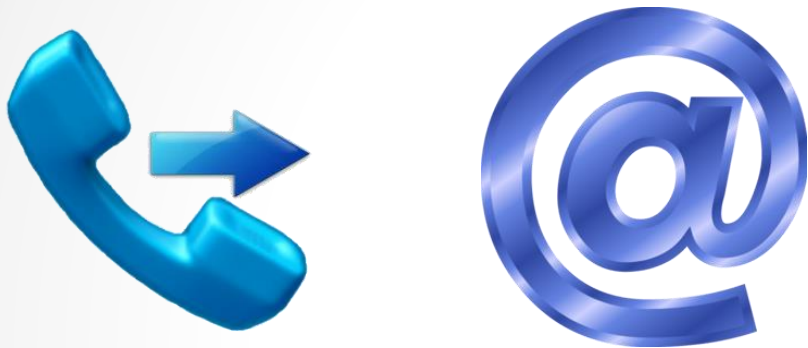
- If your social networking activity is seen as compromising The Arc or The Arc's Value Village business, The Arc can:
  - Request that you stop the commentary
  - Request that you remove the content from the site
  - Provide disciplinary action up to and including termination



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# General Information



- Technology provided by The Arc is for business-related or sponsored activities
  - This includes internet, e-mail, and voicemail
- Volunteers should not use The Arc's communication tools as a replacement for their own personal communications
  - The Arc email is for The Arc business only, not as your personal contact information

# Monitoring

- The Arc can't guarantee the confidentiality of communications through internet, email or voicemail
- The Arc reserves the right to monitor and review all usage on its system for a variety of purposes, including but not limited to:
  - Preventing excessive personal use
  - Effectiveness with customers
  - Compliance with company policy
  - Investigating conduct or behavior



# Prohibited Communication

The following types of communication using The Arc's technology is prohibited:

- Verbal abuse, harassment, slander, defamation, disparagement of employees, customers, clients or any other person or entity
- Offensive, harassing, vulgar, obscene or threatening communications including those based on protected status
- Creating, distributing, or soliciting sexually oriented messages or images, unwelcome sexual advances or other unwelcome conduct of a sexual nature
- Distribution or printing of copyrighted materials
- Exchange of trade secrets, private or confidential information
- Any purpose which violates the law



# Prohibited Communication

- Essentially,
  - Be nice to other people
  - Don't send something you wouldn't want your mother to see
  - Don't send anything that is protected by a copyright
  - Don't send confidential information (see part 1 for a reminder)
  - And don't do anything that is against the law

# The Internet

- You need to properly use information you get from the internet including protection of copyrights, trademarks and licenses
- The Arc restricts user access to certain types of internet sites including, but not limited to:
  - Sexually explicit material, Promotion of illegal activity, Gambling, Militancy, Racism, Violence, Personal ads

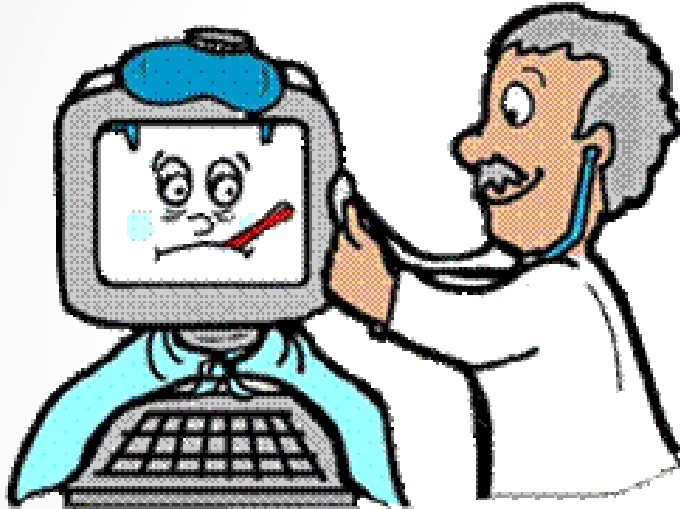


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# Downloading



- Occasionally you might need a program on your computer that isn't already installed
  - Before installing any programs, talk to your supervisor and the technology department
  - **DO NOT INSTALL PROGRAMS OR APPLICATIONS WITHOUT APPROVAL FROM THE TECH DEPARTMENT**
- Please don't bring flash drives from home to use at work
  - Flash drives can contain viruses
  - If you need to work from home, you can email the work to yourself

# Email & Voicemail

- If you receive an email from an unknown source or an email has an unknown attachment, **contact technology staff**
- Be cautious and use email and voicemail for business purposes only
- Understand that deleted emails and voicemails are often stored
  - This means people outside The Arc might be able to access it, even if it has been deleted



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