Volunteer Policies

Media and Technology
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.
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:
  o 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:
  o Request that you stop the commentary
  o Request that you remove the content from the site
  o Provide disciplinary action up to and including termination
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:
  o Preventing excessive personal use
  o Effectiveness with customers
  o Compliance with company policy
  o 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,
  o Be nice to other people
  o Don’t send something you wouldn’t want your mother to see
  o Don’t send anything that is protected by a copyright
  o Don’t send confidential information (see part 1 for a reminder)
  o 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
Downloaded

• Occasionally you might need a program on your computer that isn’t already installed
  o Before installing any programs, talk to your supervisor and the technology department
  o **DO NOT INSTALL PROGRAMS OR APPLICATIONS WITHOUT APPROVAL FROM THE TECH DEPARTMENT**

• Please don’t bring flash drives from home to use at work
  o Flash drives can contain viruses
  o 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.
  o This means people outside The Arc might be able to access it, even if it has been deleted.