

# Camp Fire Heart of Iowa Volunteer Handbook



Dear Volunteers,

We are so grateful for all your support and passion for Camp Fire Heart of Iowa. We recognize that Camp Fire holds an important place in your hearts. We love that you are so willing to honor that memory by spending hours working to support our mission.

Camp Fire's promise is:

*Young people want to shape the world. Camp Fire provides the opportunity to find their spark, lift their voice, and discover who they are. In Camp Fire, it begins now.*

You are vital to fulfilling this promise to hundreds of youth annually. We have put together this handbook to be a guide to all of us in our work. You will notice that some of our procedures around volunteers have changed, we are trying to implement a system that includes all volunteers and considers our staff. This is to streamline the projects that we are working on, and to make volunteer hours easier to track. We think this will support the efficiency of all our work.

## **Volunteer Policies**

### **Volunteer Job Scope and Purpose of Policies**

Camp Fire Heart of Iowa strives to provide meaningful volunteer experiences. This means that we hope to enrich the lives of our volunteers, staff, alumni, youth, and their families through the projects given to volunteers. Volunteers may work in large groups, small groups, or individually. We want to make volunteering with Camp Fire Heart of Iowa a more efficient and enjoyable experience for all our volunteers, and therefore, projects will be decided on ahead of time, and assigned to volunteers by Camp Fire Heart of Iowa Volunteer Coordinator with the help of the rest of the Camp Fire Heart of Iowa staff.

### **Applications, Background Checks, and Agreements**

All volunteers are required to fill out an application, unless they're involved in a large corporate group, or other arrangements have been made. All individual volunteers must consent to a background check and sign a voluntary disclosure statement. For large groups, the project lead must have passed a background check. All volunteers are required to fill out a volunteer agreement that outlines the scale of projects they will be working on, expectations from their direct supervisor, and any compensation they may receive from camp (unless other arrangements are made). The volunteer agreement will also include a liability waiver that is mandatory for all volunteers.

### **Check-in and check-out**

Due to insurance liability requirements, no volunteers are allowed onsite without previously scheduling a time to work with year-round staff. Scheduling requests should be submitted no less than THREE BUSINESS DAYS prior to the planned work date and will be under the discretion of year-round staff. This is in consideration of our staff's schedule and to be sure the area is not being used or involved in another project. Staff will respond to scheduling requests within 24 hours during off season and within 48 hours during the summer. The more notice given, the better we will be able to prepare. Year -round staff must be onsite during any volunteer work. For individuals and small groups, volunteers will check in at the Camp Office (contact your volunteer supervisor if you are not volunteering at Camp Hantesa). Volunteers may be required to wear an identification badge. They will need to sign in with their name, the date, and the time they arrived onsite. Volunteers will also be required to check-out in the office upon departure.

## **Supervision**

Camp Fire Heart of Iowa will assign a staff member to be the Volunteer Coordinator. The Volunteer Coordinator will work with each supervisor to assign volunteer tasks and projects as appropriate. Volunteer groups will be supervised mainly by Camp Fire staff, but volunteer group leaders may also be involved in the leadership process.

## **Minors, Community Service Requirements and Interns**

Camp Fire Heart of Iowa accepts volunteers participating in community service activities, student interns, and corporate volunteer programs on a case by case basis. Special agreements may be required between the organization, school, or program. Minors (volunteers under 18 years old) may be required to be accompanied by an adult and must have a waiver signed by their parent/guardian. Those wishing to fulfill community service requirements for schools or other programs may require an interview.

## **Service at the Discretion of Camp Fire Heart of Iowa**

Camp Fire Heart of Iowa accepts the service of all volunteers with the understanding that such service is at the sole discretion of Camp Fire Heart of Iowa. Volunteers agree that Camp Fire Heart of Iowa may at any time, for whatever reason, decide to terminate the volunteer's relationship with Camp Fire Heart of Iowa. The volunteer may at any time, for whatever reason, decide to sever the volunteer's relationship with Camp Fire Heart of Iowa. Notice of such a decision should be communicated as soon as possible to the volunteer's supervisor and the Volunteer Coordinator.

## **Training**

Volunteers must complete either an in-person or virtual training before their volunteer experience. This training will be offered at least four times a year, or as needed. Job-specific training may also be required. Volunteer training dates will be available on the website or will be communicated with you after receiving your application.

## **Records and Recognition**

Both volunteers and their supervisors commit to keeping accurate records of time service and projects completed by each volunteer. Any large volunteer groups may be required to provide contact information for each individual volunteer. These records will be used during recognition events and specifics will be confidential. Contact information from large volunteer groups also may be added to our volunteer database so we can keep in touch with everyone that helps at Camp Fire Heart of Iowa.

## **Speaking on Behalf of Camp Fire Heart of Iowa and Social Media**

Prior to any action or statement which might significantly affect or obligate Camp Fire Heart of Iowa, volunteers should seek prior consultation and approval from appropriate staff. These actions may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations. Volunteers are not authorized to act as representatives of Camp Fire Heart of Iowa unless specifically indicated by their supervisor and approved by the Executive Director. We welcome volunteers to share their experiences working with Camp Fire Heart of Iowa on social media. However, pictures of campers should never be shared on personal social media accounts. Posts on personal social media accounts should be based on the work done by Camp Fire Heart of Iowa and volunteers and should not claim to be representative of the views of Camp Fire Heart of Iowa. Camp Fire Heart of Iowa reserves the right to ask volunteers to take down or edit a social media post should Camp Fire Heart of Iowa staff find it to be a misrepresentation of the organization.

## **Confidentiality**

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves staff, volunteer, client/customer, or other person or matters involving overall organization business. Failure to maintain confidentiality may result in termination of the volunteer's relationship with Camp Fire Heart of Iowa or other corrective action.

## **Worksite**

An appropriate worksite plan will be established before volunteer work begins. The worksite plan will contain necessary facilities, equipment, and space to enable the volunteer to effectively and comfortably perform their duties. You may be required to prove competency on equipment before beginning work.

## **Liability**

Camp Fire Heart of Iowa will not be held responsible for injuries or broken or destroyed personal equipment. Camp Fire Heart of Iowa will communicate what equipment will be provided for a project ahead of time. If a volunteer brings their own equipment/vehicles, they will be using it at their own risk. They will be the only one to use the equipment. Any equipment they bring will need to be approved by their supervisor. Any illnesses or injuries that occur while volunteering with Camp Fire Heart of Iowa will be recorded on an incident report.

## **Dress Code**

Volunteers, like staff, are responsible for presenting a good image of Camp Fire Heart of Iowa to the community. Volunteers shall dress appropriately for the conditions and

performance of their duties, including the required PPE (personal protective equipment). The direct supervisor will communicate what PPE will be provided. Volunteers must wear close-toed shoes. Bottoms should be at an appropriate length, t-shirts or a long sleeve top are preferred. Camp Fire Heart of Iowa reserves the right to ask volunteers to change should their outfits hinder their work.

### **Access to Equipment and Sites**

As appropriate, volunteers may have access to Camp Fire Heart of Iowa property and materials necessary to fulfill their duties. They shall receive training in the operation of any equipment. Property and materials shall be utilized only when directly required for organization purposes. This policy includes access to and use of vehicles. Camp vehicles, tools, and equipment may only be used on camp property, and when approved by the facilities director. Driving off site will only be approved if the volunteer is a specified driver who is driving for program purposes.

### **Compensation**

Volunteers will only be reimbursed for approved purchases. Purchases must be confirmed and approved by direct supervisor or Volunteer Coordinator and must be approved before time of purchase. Volunteers can request a reimbursement by returning a receipt to the Volunteer Coordinator. Other compensation (camper weeks, trade of services, waive of user group fees) will be worked out at the time of agreement. 50% of fair market value will/can be applied towards program tuition and will be addressed on volunteer agreement. Mileage for personal vehicles will not be reimbursed.

### **In Kind Donation Approval**

All donations must be approved before being dropped off at a Camp Fire Heart of Iowa location. Please contact either the Camp Fire Heart of Iowa Service Center or Camp Hantesa to speak with a staff member about the items you would like to donate, and to coordinate a time to bring them to the location. All donations must be accepted in person by a staff member unless other arrangements are made.

### **Lists of Needs**

Camp Fire will continually update our list of needs for donations and identified projects. This will allow potential volunteers and in-kind donors to see how to help and what is needed at our sites and for our programs. We will post these lists on social media and on our website.

**Previous Volunteers**

Camp Fire Heart of Iowa recognizes that these are new requirements for our volunteers. Because your work is important to us, all volunteers are required to follow these policies and procedures. Previous volunteers will not be grandfathered into the new volunteer system and must complete an application and training. We appreciate everyone understanding the need for consistency and due diligence in reducing risk and harm to our young people and to Camp Fire Heart of Iowa and its programs.

Thank You for Your Support!

## **Volunteer Levels**

### **Level 1 Volunteers**

- One-time volunteers, volunteers working in large groups on "simple" tasks (painting, cleaning, organizing, light yard work, etc).
- Must have direct oversight and supervision.

### **Level 2 Volunteers**

- Volunteers working more independently on specific projects.
- Do not require direct oversight

### **Level 3 Volunteers**

- Volunteers working on individual projects
- Can be a volunteer group leader
- Skilled trade work volunteers, or those with complex knowledge of the organization

## Volunteer Agreement

Entered into between Camp Fire Heart of Iowa

AND

\_\_\_\_\_  
(Printed Name of Volunteer) Herein after referred to as "The Volunteer."

1. Nature of the Agreement

The position of Volunteer at Camp Fire Heart of Iowa is a volunteer position. This means that, if you accept the role, you perform all duties on a voluntary basis. Neither Camp Fire Heart of Iowa or the Volunteer intend any employment or contractual relationship to be created. You are not an employee, independent contractor, or consultant at Camp Fire Heart of Iowa.

2. What You Can Expect While Volunteering at Camp Fire Heart of Iowa

Camp Fire Heart of Iowa will provide you with:

- Description, written or verbal, of your position so you understand your role and the tasks you are authorized to do
- Orientation and all the training necessary for the volunteer position
- A safe environment in which to perform your role
- Respect for your privacy, including keeping your private information confidential
- A supervisor, so that you will have the opportunity to ask questions and get feedback.

3. What Camp Fire Heart of Iowa Expects from its Volunteers

Camp Fire Heart of Iowa expects that all Volunteers will:

- Participate in training and orientation programs
- Understand Camp Fire Heart of Iowa's policies and procedures, including all of those in the Volunteer Handbook.
- Behave appropriately and courteously to all staff, campers, and any other party or parties Camp Fire Heart of Iowa has relations with
- Notify Camp Fire Heart of Iowa, in due time, if you wish to change the nature of your contribution
- Be open and honest in all dealings with Camp Fire Heart of Iowa
- Always comply with local laws .

4. Your supervisor at Camp Fire Heart of Iowa will be \_\_\_\_\_. If you have any questions or require assistance regarding your role at Camp Fire Heart of Iowa, please contact this person as soon as possible.

Please sign below to acknowledge that you have read this Volunteer Agreement, the Volunteer handbook, and have had an opportunity to ask questions. If the Volunteer is under 18 years of age, a parent/guardian must sign.

\_\_\_\_\_  
Volunteer/Legal Guardian

Date:\_\_\_\_\_

## Adult Participant Waiver, Release, Indemnification of All Claims & Covenant Not to Sue

**NOTICE: THIS IS A LEGALLY BINDING AGREEMENT. Read this document carefully and in entirety. By signing this agreement, you give up your right to bring a court action to recover compensation or obtain any other remedy for any personal injury or property damage however caused arising out of your participation in any Camp Fire Programs, now or at any time in the future.**

### Acknowledgment of Risk

I hereby acknowledge and agree that participation in any Camp Fire Heart of Iowa activities comes with inherent risks. I have full knowledge and understanding of the inherent risks associated with Camp Fire Heart of Iowa participation, including but in no way limited to: (1) slips, trips, and falls, (2) aquatic injuries, (3) athletic injuries, and (4) illness, including exposure to and infection with viruses or bacteria. I further acknowledge that the preceding list is not inclusive of all possible risks associated with Camp Fire Heart of Iowa participation and that said list in no way limits the operation of this Agreement.

### Coronavirus / COVID-19 Warning & Disclaimer

Coronavirus, COVID-19 is an **extremely contagious** virus that spreads easily through person-to-person contact. Federal and state authorities recommend social distancing as a mean to prevent the spread of the virus. **COVID-19 can lead to severe illness, personal injury, permanent disability, and death.** **Participating in [insert organization] programs or accessing [insert organization] facilities could increase the risk of contracting COVID-19.** Camp Fire Heart of Iowa in no way warrants that COVID-19 infection will not occur through participation in Camp Fire Heart of Iowa programs of accessing Camp Fire Heart of Iowa facilities.

Initial

### Waiver, Release, Indemnification & Covenant Not to Sue

In consideration of my participation in Camp Fire Heart of Iowa including the Des Moines Service Center, Camp Hantesa and Camp Canwita, I, \_\_\_\_\_, the undersigned participant, agree to release and on behalf of myself, my heirs, representatives, executors, administrators, and assigns, HEREBY DO RELEASE Camp Fire Heart of Iowa, its officers, directors, employees, volunteers, agents, representatives and insurers ("Releasees") from any causes of action, claims, or demands of any nature whatsoever including, but in no way limited to, claims of negligence, which I, my heirs, representatives, executors, administrators and assigns may have, now or in the future, against Camp Fire Heart of Iowa on account of personal injury, property damage, death or accident of any kind, arising out of or in any way related to the use of Camp Fire Heart of Iowa facilities/equipment or participation in Camp Fire Heart of Iowa programs whether that participation is supervised or unsupervised, however the injury or damage occurs, including, but not limited to the negligence of Releasees.

Initial

In consideration of my participation in Camp Fire Heart of Iowa, I, the undersigned participant, agree to INDEMNIFY AND HOLD HARMLESS Releasees from any and all causes of action, claims, demands, losses, or costs of any nature whatsoever arising out of or in any way related to my Camp Fire Heart of Iowa participation.

I hereby certify that I have full knowledge of the nature and extent of the risks inherent in Camp Fire Heart of Iowa participation and that I am voluntarily assuming said risks. I understand that I will be solely responsible for any loss or damage, including personal injury, property damage, or death, I sustain while participating in Camp Fire Heart of Iowa and that by signing this agreement I HEREBY RELEASE Releasees from all liability for such loss, damage, or death. I further certify that I am in good health and that I have no conditions or impairments which would preclude my safe participation in Camp Fire Heart of Iowa.

I further certify that my date of birth is \_\_\_\_\_ (MM/DD/YYYY), that my present age is \_\_\_\_\_, and that I am therefore of lawful age and otherwise legally competent to sign this agreement. I further understand that the terms of this agreement are legally binding and certify that I am signing this agreement, after having carefully read it, of my own free will.

IN WITNESS WHEREOF, this instrument is duly executed this \_\_\_\_\_ day of \_\_\_\_\_, in the year \_\_\_\_\_.

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Participant Signature

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Participant Name (Print Clearly)

## Minor Participant Waiver, Release, Indemnification of All Claims & Covenant Not to Sue

**NOTICE: THIS IS A LEGALLY BINDING AGREEMENT. Read this document carefully and in entirety. By signing this agreement, you give up your right and the named minor's right to bring a court action to recover compensation or obtain any other remedy for any personal injury or property damage however caused arising out of the named minor's participation in any Camp Fire Heart of Iowa Programs, now or any time in the future.**

### Acknowledgment of Risk

I, in my legal capacity as the parent/guardian of the minor named below, do hereby acknowledge and agree that participation in any Camp Fire Heart of Iowa activities comes with inherent risks. I have full knowledge and understanding of the inherent risks associated with Camp Fire Heart of Iowa participation, including but in no way limited to: (1) slips, trips, and falls, (2) aquatic injuries, (3) athletic injuries, and (4) illness, including exposure to and infection with viruses or bacteria. I further acknowledge that the preceding list is not inclusive of all possible risks associated with Camp Fire Heart of Iowa participation and that said list in no way limits the operation of this Agreement.

### Coronavirus / COVID-19 Warning & Disclaimer

Coronavirus, COVID-19 is an **extremely contagious** virus that spreads easily through person-to-person contact. Federal and state authorities recommend social distancing as a mean to prevent the spread of the virus. **COVID-19 can lead to severe illness, personal injury, permanent disability, and death. Participating in [insert organization] programs or accessing [insert organization] facilities could increase the risk of contracting COVID-19.** Camp Fire Heart of Iowa in no way warrants that COVID-19 infection will not occur through participation in Camp Fire Heart of Iowa programs of accessing Camp Fire Heart of Iowa facilities.

Initial

### Waiver, Release, Indemnification & Covenant Not to Sue

In consideration of \_\_\_\_\_'s participation in Camp Fire Heart of Iowa I, \_\_\_\_\_, the parent/guardian of the minor named above, agree to release and on behalf of myself and the minor named above, my heirs, representatives, executors, administrators, and assigns, HEREBY DO RELEASE Camp Fire Heart of Iowa, its officers, directors, employees, volunteers, agents, representatives and insurers ("Releasees") from any causes of action, claims, or demands of any nature whatsoever including, but in no way limited to, claims of negligence, which I, the named minor, my heirs, representatives, executors, administrators and assigns may have, now or in the future, against Camp Fire Heart of Iowa on account of personal injury, property damage, death or accident of any kind, arising out of or in any way related to the use of Camp Fire Heart of Iowa facilities/equipment or participation in Camp Fire Heart of Iowa programs whether that participation is

Initial

supervised or unsupervised, however the injury or damage occurs, including, but not limited to the negligence of Releasees.

In consideration of the named minor's participation in Camp Fire Heart of Iowa, I, the undersigned parent/guardian of the named minor, agree to INDEMNIFY AND HOLD HARMLESS Releasees from any and all causes of action, claims, demands, losses, or costs of any nature whatsoever arising out of or in any way related to the named minor's Camp Fire Heart of Iowa participation.

I hereby certify on behalf of myself and the named minor that I have full knowledge of the nature and extent of the risks inherent in Camp Fire Heart of Iowa participation and that I, on behalf of myself and the named minor, am voluntarily assuming said risks. I understand that I and the named minor will be solely responsible for any loss or damage, including personal injury, property damage, or death, the named minor sustains while participating in Camp Fire Heart of Iowa and that by signing this agreement I, on behalf of myself and the named minor, HEREBY RELEASE Releasees of all liability for such loss, damage, or death. I further certify that the named minor is in good health and has no conditions or impairments which would preclude his/her safe participation in Camp Fire Heart of Iowa.

I further certify that my date of birth is \_\_\_\_\_ (MM/DD/YYYY), that my present age is \_\_\_\_\_, that I am therefore of lawful age (18 years or older) and otherwise legally competent to sign this agreement, and that I have legal capacity to act as the parent/guardian of the named minor. I further understand that the terms of this agreement are legally binding and certify that I am signing this agreement, after having carefully read it, of my own free will.

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Participant Name (Print Clearly)

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Date

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Parent/Guardian Signature

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Parent/Guardian Name (Print Clearly)