



Volunteer Information Handbook

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SUMMARY OF REVISIONS

Date	Revision	Comment	Author
8/11/2014	1	Original Version by Original Author	Board Chairman
12/21/15	2	Add Summary of Revisions page; Remove Michael Carey (Pg. 2); Replace "Volunteer Coordinator" with "Volunteer Manager;" replace "Executive Director" with "Board Chairman;" define "Premises" in Policy Against Sexual Harassment (Pg. 6); add Volunteer Interests Survey (Pg. 12)	Volunteer Manager
4/4/16	3	Update to Board of Directors	Volunteer Manager

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NOTE: Volunteers must read, complete, and return the Appendixes to the Volunteer Manager before attending any Houston Zombie Walk event as a Volunteer.

Thank you for volunteering with The Houston Zombie Walk!

With only two full time staff, Houston Zombie Walk (HZW) could not operate without a cadre of committed, long-term community volunteers. Volunteers contribute hours of service every month and play a key role in helping us fulfill our mission. As we grow and evolve our operations, it is crucial that we continue to promote a favorable and lasting impression of HZW in the minds of everyone with whom we interact, including clients, donors, media, volunteers, and the general community. Our volunteers are important to us and we ask for your help to create a safe and meaningful volunteer experience. With that, all volunteers must review and acknowledge receipt of our organization policies and processes. We appreciate your service!

About the Handbook

This handbook is designed to introduce you to HZW and to provide a basic overview of the policies and procedures that provide all of us guidance and direction. As a volunteer staff member, you are provided with a safe work environment, necessary job training, supervision, evaluation and recognition.

In return we expect you to honor your commitment to HZW, respect other staff members and perform your assigned duties to the best of your abilities.

As our organization grows and changes, there will be a need to modify policies, practices and other information in this handbook. When such changes occur, you will be notified by an announcement or update. It is your responsibility to keep your handbook current and to be informed about policies and changes that affect you.

If you have any questions or need any clarification of the information contained in this handbook, please contact the Volunteer Manager.

Who we are

The Houston Zombie Walk is a Halloween themed charity, raising monies for our scholarship programs. These scholarships include the visual arts and Vet Tech grants. Everyone is a volunteer, as we have no paid staff. Formed in 2011 by Founder and Chairman Darren Tompkins, HZW is under constant growth, and now boasts an eight member Board of Directors, all with the goal of giving back to the community.

Our Vision

The Houston Zombie Walk is a model for *giving back to the community while having the most fun*. By bringing the idea of Halloween into the community through concerts, pub crawls, and festivals, we attract a wide variety of audience and followers. There are Zombie Walks all over the planet, but we aim to be full time, all the time!

Our Mission

The mission of the Houston Zombie Walk is to raise money and awareness for our selected scholarships charity partners.

Our Guiding Values

Compassion:

- Above all else, we will be respectful and responsive to our clients and serve them in a caring and sensitive manner. Remember all the puppies, possums, and kids we are helping!

Creativity:

- We bring our full resources to bear at each event to make it as loud, fun, and as much as a public spectacle as possible!
- We will be well managed, sustainable and a good steward of resources.
- We will ensure we have the expertise to be effective and are committed to learning and growing.

Community-Centered:

- We believe in being culturally competent and understanding the needs of the diverse cultures and ethnicities we serve.
- We honor and appreciate the contributions of our donors and volunteers.

Houston Zombie Walk Board of Directors

An invigorated board representing top corporations and managers in the community are leading HZW with a focus on fundraising, community awareness and management of the organization to better serve our clients and meet the increasing demand. Believe us, there is a HUGE demand!

Board Chairman and COO- Darren Tompkins

Chief Financial Officer- James Rey

Director- Peter Tran

Director- Bien Tran

Director- Kevin Bury

Director- Stephanie Hill

Director- Lady Cocchia

Director-Ginger Williams

Director-Bob Merrill

Volunteer Policies and Procedures

Attendance and Absenteeism

You are a volunteer staff member and we depend on you to complete your scheduled shifts. We do understand that, from time to time, certain situations may arise that prevent you from doing so. Please alert the Volunteer Manager of any scheduled absences—such as vacation—as far in advance as possible so that an appropriate substitute may be found. In the event of an unscheduled absence—illness or emergency—please alert the Volunteer Manager as soon as possible, preferably 24 hours before your scheduled shift begins.

Punctual and regular attendance is an essential responsibility of each volunteer at HZW. Any tardiness or absence causes problems for fellow volunteers and clients. When a volunteer is absent, others must perform his or her work. No matter how skilled a volunteer, if they do not have a good attendance record, their contributions to the smooth functioning of HZW are diminished. The purpose of this policy is to promote the efficient operation of the HZW and minimize unscheduled absences.

Any volunteer who fails to report to work without notification to his or her supervisor three shifts or more will be considered to have voluntarily terminated their position.

Volunteers must check in at the beginning of their shift and check out at the end of their shift. We ask you to take breaks when you need them, just let the Volunteer Manager know.

Standard of Appearance

Dress appropriately for your duties. Given the costumed nature of our business, that can vary depending on the situation. HZW will let you know what to expect well in advance of any event what to wear.

Volunteer Personnel Files

Your personnel file is confidential and consists of written documents retained by the Volunteer Manager. The volunteer's personnel file can be only reviewed by the volunteer, the Volunteer Manager and Chairman.

This file contains basic contact information and records about your volunteer service with HZW.

Ending Your Volunteer Service

You may resign from your volunteer service with the organization at any time. We request that you notify the Volunteer Manager ideally two weeks prior to your departure and request that you complete the Exit Interview process.

Problem-Solving Procedure

When a group of people work and volunteer together, problems may arise. It is important to all of us that such problems are solved as quickly as possible. Occasionally, however, it may be necessary to investigate certain problems in greater detail. Our problem-solving procedure provides you with the opportunity to have a review of any problem, dispute or misunderstanding that arises during the course of your volunteering.

- In situations where differences arise between volunteers or volunteers and staff, it is advised to first try to resolve these differences amongst the parties involved.
- If a third party is needed, the Volunteer Manager is to be informed and involved. Under no circumstances shall differences be made public or involve other members of the organization.
- If the grievance is in regard to the Volunteer Manager, the Board Chairman should be contacted.

Disciplinary Practices

The following guidelines may be used in some instances at the sole discretion of HZW:

Step 1: Oral warning with documentation in the personnel file

Step 2: Written warning to individual and copy to personnel file

Step 3: Termination/Dismissal

These guidelines are based on cumulative infractions, regardless of whether the infraction is of the same general nature as a previous warning. The use of these disciplinary practices in no way alters the fact that your volunteering with HZW is "at-will."

Dismissal

Dismissal of a volunteer is a serious consideration. Before a volunteer is dismissed, attempts to reconcile the situation will be made including a meeting between staff and volunteer involved, the Volunteer Manager and, if appropriate, the Board Chairman. Dismissal of a volunteer may take place if a volunteer is unreliable, irresponsible, disruptive, demonstrates inappropriate behavior, or fails to adhere to the policies and procedures of HZW.

Driver Safety Policy

The safety and well-being of our volunteers is of critical importance to the organization. We therefore each have a responsibility to not only protect ourselves when on the road but also do our part to protect those around us. Volunteers who are required to drive on company business at any time will be expected to consistently follow all the procedures below.

- All volunteers are expected to wear seat belts at all times while in a moving vehicle being used for HZW business, whether they are the driver or a passenger.
- Use of handheld cell phones, whether personal or business-owned, while behind the wheel of a moving vehicle being used on HZW business is strictly prohibited.
- Although use of cell phones under any circumstances is strongly discouraged while driving, the use of hands-free technology may be warranted in unusual or emergency circumstances.
- Engaging in other distracting activities including, but not limited to, eating, putting on makeup, reading or changing radio stations or music, is also strongly discouraged while driving, even when in slow-moving traffic.
- Use of alcohol, drugs or other substances, including certain over-the-counter cold or allergy medications that in any way impair driving ability, is prohibited.

- All volunteers are expected to follow all driving laws and safety rules such as adherence to posted speed limits and directional signs, use of turn signals and avoidance of confrontational or offensive behavior while driving.
- Volunteers should never allow anyone to ride in any part of the vehicle not specifically intended for passenger use and/or any seat that does not include a working seat belt.
- Volunteers must promptly report any accidents to local law enforcement as well as to the Volunteer Manager or Board Chairman.
- Volunteers are also expected to report any moving or parking violations received while driving on company business and/or in company vehicles.
- Failure to adhere to these procedures may result in disciplinary action.

Confidentiality Agreement

Client information is confidential. No client information or proprietary information will be shared outside of HZW. You will be asked to sign a Confidentiality Agreement. By signing this document you acknowledge that you agree to refrain from the unauthorized use or disclosure of any proprietary or client information.

Policy Against Harassment

HZW is committed to maintaining a work environment free of unlawful harassment. HZW prohibits harassment based on sex (including sexual harassment, gender harassment and harassment due to pregnancy, childbirth or related medical conditions) and harassment based on race, religion, creed, color, national origin or ancestry, physical or mental disability, medical condition, marital status, age, sexual orientation or any other status protected under federal or state law or local ordinance or regulation. All such harassment is unlawful. The policy applies to all persons involved in the operation and prohibits unlawful harassment by any volunteer/employee of HZW including supervisors and co-workers.

Policy Against Sexual Harassment

Sexual harassment is unwanted sexual attention of a persistent or offensive nature made by a person who knows, or reasonably should know, that such attention is unwanted. Sexual harassment includes sexually oriented conduct that is sufficiently pervasive or severe to unreasonably interfere with an employee's job performance or create an intimidating, hostile, or offensive working environment. While sexual harassment encompasses a wide range of conduct, some examples of specifically prohibited conduct include:

- Threatening, directly or indirectly, to retaliate against a volunteer, if the volunteer refuses to comply with a sexually oriented request;
- Engaging in sexually suggestive physical contact or touching another volunteer in a way that is unwelcome;
- Displaying, storing, or transmitting pornographic or sexually oriented materials;
- Engaging in indecent exposure; or

- Making sexual or romantic advances toward a volunteer and persisting despite the volunteer's rejection of the advances.

Sexual harassment can be physical and/or psychological in nature. An aggregation of a series of incidents can constitute sexual harassment even if one of the incidents considered on its own would not be harassing.

Volunteers are prohibited from harassing other volunteers whether or not the incidents of harassment occur on Houston Zombie Walk premises and whether or not the incidents occur during working hours. "Premises" are defined as any area occupied by the Houston Zombie Walk for the purposes of fund raising, recruiting of volunteers or sponsors, staff meetings, planning meetings, or any other gatherings of Houston Zombie Walk personnel for the purpose of conducting Houston Zombie Walk business.

Sexual harassment can involve males or females being harassed by members of either sex. Although sexual harassment typically involves a person in a greater position of authority as the harasser, individuals in positions of lesser or equal authority also can be found responsible for engaging in prohibited harassment

Volunteer Responsibility:

If a volunteer believes he/she has been subject to sexual harassment or any unwanted sexual attention, he or she should:

- Make their unease and/or disapproval directly and immediately known to the harasser;
- Make a written record of the date, time, and nature of the incident(s) and the names of any witnesses; and
- Report the incident to the Volunteer Manager or Board Chairman.
- All incidents of sexual harassment or inappropriate sexual conduct must be reported regardless of their seriousness.

Smoking

You will adhere to local laws regarding smoking.

Substance Abuse

The possession, use or sale of illegal drugs is never acceptable in our business environment. Also, the abuse of prescription and over-the-counter drugs and alcohol can compromise your job performance and conduct.

We recognize that substance abuse can be successfully treated. Seeking help or assistance is not considered grounds for discipline, but refusal to get help in certain circumstances may be. It is your responsibility to get professional help to improve your performance or conduct.

Volunteer's Code of Conduct

- All clients and partners must be treated with patience and respect. If you are experiencing difficulty with a client, please call on the Board Chairman or other staff person listed on Page 2 of this Handbook to intervene.
- Be courteous, friendly and cooperative.
- You must follow the event plan for the day you are volunteering. This plan was developed to help us ensure we are able to continue our mission on an ongoing basis.
- Any injury, accident, or incident where you might have experienced harm while volunteering must be reported to the Volunteer Manager.
- Please let us know if you have any restrictions that would prevent you from lifting or if you are unable to stand for more than one hour.
- If you are asked to perform a task or have a volunteer situation that is uncomfortable for you, please talk with the Volunteer Manager or Board Chairman.

The following behaviors are not permitted. Individuals who exhibit any of these behaviors will be asked to leave and will not be allowed to volunteer in the future.

- Offensive or derogatory comments or jokes, including epithets or slurs;
- Yelling, intimidation or threats;
- Pushing, hitting or any physical contact with a client, staff or other volunteer.

Houston Zombie Walk's commitment to our volunteers:

- We are committed to equal opportunity volunteerism. We coordinate a diverse community of volunteers from varied backgrounds and social identities, including, but not limited to: people of color, immigrant communities, people of all faiths and spirituality, people living with disabilities, lesbian/gay/bisexual/transgender communities, and people of diverse ages.
- We are committed to working together towards creating a safe, supportive, and caring volunteer experience where we can learn from each other and grow in service to our communities.

Volunteer Task Descriptions

Booth Worker

Booth work is a critical part of HZW's interaction with the general public, and is the best on the job experience for volunteers. The locations and times varies, from multi-day conventions, to all day music festivals, to booth work that only requires a couple of hours onsite. During these times you are a direct ambassador of HZW. This type of work requires you do be adaptive, very extroverted in talking with the public, and requires volunteers know the source material found on the website to accurately convey our information.

Makeup, F/X Worker

Got some makeup skills? We always need special effects and creative type folks to help out in our makeup team! This team is generally paired up with booth workers as an outreach to the general public. We also need talent to help prepare for any media interviews.

Alcohol Server

We support several organizations throughout the year that require HZW to serve alcohol. As per this handbook, drinking is not allowed on the job. This position requires volunteers to handle money, have a direct supervisor, and be 21 years of age.

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Guest Services Worker

At any of the big HZW events, we need front desk people to help sell tickets to both the event itself as well as run raffles and auctions. You need to be polite, flexible in dealing with a variety of people, and have some great organization skills. You may be handling money and will be directly supervised in this role.

Loader

HZW always needs strong backs to assist with loading in and out of events. This becomes even more critical during events where we need staging/lighting, or more elaborate setups.

Volunteer

HZW has many different events, requiring a variety of talent. Please be innovative and flexible as job descriptions change. HZW always needs back office professional help. If you possess any skills you think HZW will benefit from please speak up!

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VOLUNTEER HANDBOOK ACKNOWLEDGEMENT OF RECEIPT

I, _____ have received and read the Houston
Volunteer Printed Name
**Zombie Walk Volunteer Handbook. I have had the opportunity to ask any
questions I have regarding the contents of the handbook.**

Volunteer Signed Name

Date Signed



VOLUNTEER CONFIDENTIALITY STATEMENT

Confidentiality

I agree to hold in confidence all information I become privy to regarding clients of Houston Zombie Walk. I will not remove from the office of HZW any electronic or written records, or copies thereof, without express permission of HZW or its client. I accept full responsibility for maintaining the confidential nature of all records, client contacts and information marked confidential.

I understand that I am personally responsible and fully liable for any violation of this agreement.

Volunteer Signed Name

Volunteer Printed Name

Houston Zombie Walk Volunteer Manager Signature

Date Signed



HOUSTON ZOMBIE WALK DRIVER POLICY

Volunteers assigned to driving duties ("drivers") must at all times meet the following criteria:

- drivers must have a current, valid driver's license for the state of Texas; and
- drivers must maintain a clean driving record.

Any volunteer driving an HZW vehicle or driving on HZW business must observe all safety, traffic, and criminal laws of this state. No driver may consume alcohol or illegal drugs while driving an HZW vehicle, while on HZW business, while in an HZW vehicle, or prior to the volunteer's shift if such consumption would result in a detectable amount of alcohol or illegal drugs being present in the volunteer's system while on duty. In addition, no driver may consume or use any substance, regardless of legality or prescription status, if by so doing, the driver's ability to safely operate a motor vehicle and carry out other work-related duties would be impaired or diminished. No driver may pick up or transport other volunteers while in an HZW vehicle or on HZW business, unless there is a work-related need to do so. Any illegal, dangerous, or other conduct while driving that would tend to place the lives or property of others at risk is prohibited.

Anything a driver does in connection with the operation of motor vehicles can affect that driver's fitness for duty or insurability as a driver. Regardless of fault, circumstance, on- or off-duty status, time, or place, any driver who receives a traffic citation from or is arrested by a law enforcement officer, or who is involved in any kind of accident while driving, must inform the Volunteer Manager or Board Chairman about the incident immediately or as soon as possible thereafter. Any penalty, fine, imprisonment, fee, or other adverse action imposed by a court in connection with such an incident must be reported immediately to the Volunteer Manager or Board Chairman. In both of the above situations, the matter will be reported to the HZW insurance carrier so that a prompt decision on continued coverage of the volunteer can be made. The driver involved in an accident or cited by a law enforcement official for violating a motor vehicle law must turn over any documentation relating to such incident as soon as possible to the Volunteer Manager or Board Chairman, and must cooperate fully with HZW in verifying the information with other parties involved and with law enforcement authorities. While parking tickets will not affect a driver's insurability, any parking ticket issued on a vehicle that is being used for HZW business should be reported to the Volunteer Manager or Board Chairman at the earliest possible opportunity.

Any volunteer who violates any part of this policy, or who becomes uninsurable as a driver, will be subject to reassignment and/or disciplinary action, up to and possibly including termination from HZW. All volunteers with driving duties must sign this agreement:

I have read and understand the Houston Zombie Walk Driver Policy, and I agree, in the event that I am ever found to be uninsurable, or that I lack a clean driving record or a valid and current driver's license, that if necessary, I will accept an alternative assignment.

Volunteer Signed Name

Volunteer Printed Name

Date Signed



VOLUNTEER INTERESTS SURVEY

This Interests Survey is designed to help the Volunteer Manager learn more about you in an attempt to place you in roles which are best suited to your interests. By having this information up front, the Volunteer Manager can work towards creating a more enjoyable volunteer experience for you which in turn enhances the experience for our patrons and sponsors. Please note that position vacancies may necessitate you being placed in a role which you did not specifically identify as an interest.

Volunteer Printed Name

Date

Please place an "X" in all boxes next to the statements which you feel best describes you as a Houston Zombie Walk Volunteer:

- I enjoy interacting with the general public.
- I am comfortable working directly with children.
- I am skilled at applying Make-Up and Special F/X and would like to apply Make-Up and Special F/X during events.
- I can be responsible for collecting money and providing change to patrons.
- I am of legal age to serve alcohol and am willing to serve alcohol.
- I would be good at working a Reception Desk and selling tickets.
- I can organize and lead raffles and auctions and would like to conduct raffles and auctions.
- I am willing to help with heavy lifting.
- I know how to set up and am willing to operate sound systems.
- I meet the requirements of the Driver Policy and am willing to drive Houston Zombie Walk vehicles.
- I have no preference what I do and would work where ever I am needed.

What is the maximum number of hours you would wish to work in an 8 hour shift? _____

Please list any scheduling limitations you may have. _____

Do you have equipment items you would be willing to bring to events for Houston Zombie Walk to use during the events (e.g., generators, folding chairs, canopies, etc.)? _____