

PPNI Volunteer Policy

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1. Scope

Programa Pro Niños Incapacitados Del Lago, A.C. (PPNI) is an all-volunteer organization. Within PPNI, there are three groups of volunteers: Administrative, Clinics, and Fundraising. This policy applies to all personnel who are volunteering their time to the organization. A "volunteer" is anyone who, without compensation or expectation of compensation beyond reimbursement, performs a task at the direction of and on behalf of the organization.

2. About the Organization

PPNI is a non-profit, all-volunteer organization that helps Mexican families to pay for ongoing and/or major medical expenses for their children who have severe disabilities or life-threatening illnesses. The primary area of operation for this organization are the municipalities of Chapala and Jocotepec and other communities on the north side of Lake Chapala. Monthly 'clinics' are held to meet with the families enrolled in the program. During these meetings, parents or responsible adults submit "facturas" (invoices) for expenses associated with the care of the child/children, for which they will be reimbursed by PPNI. PPNI has been operating successfully for over 50 years due to outstanding dedication and service by volunteers from Canada, Mexico, and United States of America.

3. Document Organization

This document applies to all three groups of volunteers, beginning with the Code of Conduct expected of a volunteer. Expectations for each group are outlined in separate sections, followed by general procedural statements that apply to all volunteers. Volunteer job descriptions are provided in separate appendices. All volunteers are expected to sign a Non-Disclosure Agreement (NDA). See Appendix A.

4. Code of Conduct

- a) Conduct yourself in a responsible and respectful manner in any activities participated in on behalf of the organization - do not be under the influence of any substance that may alter your ability to make decisions or to carry on a respectful conversation. Examples of substances are prescription, recreational, or psychedelic drugs and alcohol.
- b) Excuse yourself from an activity if unable to perform your duties due to illness or medication.
- c) Be on time for meetings, events, or training held by the organization.
- d) Be responsive to requests from Board members or colleagues – whether by email, phone, or text. At minimum, let the person know you received the request.
- e) Dress appropriately for a meeting or event.

- f) Maintain the confidentiality of all proprietary or privileged information to which you may be exposed to while serving as a volunteer, whether this information involves a single staff, volunteer, family member, or other person or involves the overall organization's business.
- g) Avoid misuse of the organization's materials and/or funds.
- h) Do not abuse or mistreat family members or children, staff, or other volunteers. Be respectful in demeanor and action.
- i) PPNI has a communications program. Please do not use personal social media accounts to advertise PPNI activities. You are encouraged to share any pages that originate from PPNI regarding activities or events.
- j) Please do not air any differences with PPNI volunteer staff or its policies via social media platforms. Direct discussion with a Board member is the best approach and will help preserve the 50 years of quality effort by the volunteers of this organization.

5. Expectations – Administrative Volunteer

An administrative volunteer is one who performs functions related to the day-to-day managerial duties of PPNI. There are two groups involved with the administrative functions of PPNI: Board of Directors and Advisory Council. See Appendix B for position descriptions. New board members can be selected throughout the year but will be confirmed in their role at the annual meeting of the Board of Directors. Recommended Board members will be interviewed by at least 3 existing Board members. Advisory Council members will be interviewed by two or more Board members and voted on by the Board.

The Board of Directors members are legally accountable for their actions and words. Integrity forms the basis of trust. Members of both groups are expected to:

- Be dependable and follow through on commitments.
- Be open and honest when communicating with others. Say what you mean, mean what you say and do not be mean when you say it.
- When providing feedback make sure it is constructive and supported by recommendations for improvement.
- Hold yourself accountable and own up to your shortcomings.
- Treat everyone the same.
- Put in maximum effort.
- Lead by example.

6. Expectations – Clinic Volunteer

- a) Prospective volunteers must be willing to commit two days per month on a fixed schedule to work at the clinics held in Chapala and Jocotepec. However, any prospective volunteer who can commit a minimum of one day per month will be given due consideration.
- b) Bilingual (English/Spanish) skills are highly desirable but not a disqualifying factor for a prospective volunteer.
- c) Great accuracy in processing facturas, as well as recording of these documents, is paramount to the proper functioning of the clinic and financial compliance.
- d) In most cases volunteers will carpool to the clinics on the days they are held. Those who prefer to drive themselves must be on time and committed to perform their duties for the length of the clinic.
- e) Volunteers will also be required to attend two meetings in a calendar year to review clinic procedures, provide feedback in the process, and strengthen the team spirit.
- f) Volunteers will discharge their responsibilities consistent with pre-established procedures to ensure compliance with the organization's policies and reporting requirements. They will be responsible for escalating any issues outside of the established procedures to the Clinic Manager and/or Director.
- g) Prospective clinic volunteers will be interviewed by the Clinic Director and a Clinic Manager and, once selected, will participate in a formal training covering all aspects of the role.

7. Expectations – Fundraising Volunteer

- a) Volunteers will be interviewed by one or more Board or Advisory Council members to ascertain their compatibility with the activity for which they are volunteering.
- b) Volunteers will not be charged participation fees for events for which they have been accepted as volunteers.
- c) Volunteers are to be on time for meetings involving their event, including meetings for planning or training, and for the actual event.
- d) Before expending funds on behalf of the fundraising event, a volunteer should notify and seek authorization from the Treasurer. A volunteer should do this even if s/he does not intend to ask for reimbursement. This will help PPNI understand the total cost of the activity.
- e) A volunteer may be asked to report their time, date, and number of hours within Keela or by an email. Keela is a software application used to track volunteers and donors.
- f) Volunteers will be asked to provide feedback on any event they support. The feedback may be in the form of an email from the volunteer or, if the activity

requires numerous volunteers, the volunteers may be sent a short survey and asked to respond.

- g) 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 a single staff, volunteer, client, or other person or involves overall organization's business. Failure to maintain confidentiality will result in termination of the volunteer's relationship with the organization or other corrective action. To this end volunteers are required to sign a Non-disclosure Agreement.

8. Volunteer Recognition.

All volunteers will be officially recognized at the annual meeting of the Board of Directors.

9. Dismissal of a Volunteer

Volunteers who do not adhere to the rules and procedures or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct or insubordination, theft of property or misuse of the organization's materials and/or funds, abuse or mistreatment of family members or children, staff or other volunteers, failure to abide by PPNI policies and procedures, and failure to satisfactorily perform assigned duties. PPNI does not tolerate any form of sexual harassment, discrimination or workplace violence. Such behavior will result in immediate dismissal.

Volunteers will receive a verbal notification from a Board member or the Director of Volunteers, followed up with a written notice of dismissal by email or text message. The dismissal may be immediate, given the situation.

10. Privacy and Personal Information Policy

Volunteers will be asked for personal information, such as email, emergency contact and phone number. This information may be recorded in the Keela data management system used by PPNI. Providing this information will be taken as your consent to allow PPNI to store your personal information.

Appendix A – Non-Disclosure Agreement

Confidentiality/Non Disclosure Policy and Signed Agreement with Volunteers, Board Members, Advisory Council, Medical Committee Members, and Individuals who Assist with Information Storage and Processing

Respecting the privacy of the children to whom we provide medical service, donors, and volunteers associated with Programa Pro Niños Incapacitados del Lago, A.C. (hereinafter PPNI) is a basic value of PPNI. Additionally, information regarding the internal operations of the Board, specific financial and banking information, and programs and events, are also considered to be confidential and proprietary.

Confidential means that you are free to talk about PPNI and about the organization, its programs, and your position, but you are not permitted to disclose information described in numbers 1-5 below.

The following is a list of information that is considered to be confidential and subject to non-disclosure outside of the normal use by the organization internally to allow the conduct of our work, *unless* there is express written permission granted by the Board of Directors of PPNI or the disclosure of information is required by Mexican law:

1. Any information regarding the children we serve. This includes all information in our clinical files, images, videos, and information obtained in the course of providing services.
2. Any information regarding donors. This includes names of donors, private financial information received to process donations, and the amounts they have donated.
3. Any financial, accounting, and banking information.
4. Any specific information related to our programs, operations, and events.
5. Any personal information about the Board, Advisory Council, and volunteers.

Volunteers, Board members, and Advisory Council members are expected to return materials containing confidential information at the time of separation from service to the organization. This includes turning over account ownership of any software subscriptions to which the volunteer may have had access. It is the policy of PPNI that such information must be kept confidential both during and after the separation from service to the organization.

Unauthorized disclosure of confidential or privileged information is a serious violation of this policy and may subject the person(s) who made the unauthorized disclosure to

appropriate discipline, including removal/dismissal through action taken by the Board of Directors.

I have read and understood the confidentiality/non-disclosure policy of PPNI. I agree to abide by the policy.

Printed Name: _____

Signature: _____

Date: _____

Revised on January 15, 2024

Appendix B – Administrative Volunteer Job Description

Administrative Volunteers are individuals who are on the Board or the Advisory Council.

Board Members

President – The President of PPNI is the overall legal representative of the organization. The President is responsible to generally oversee all operations of PPNI. The President may delegate various responsibilities to other Board and Advisory Council Members.

Specifically, the President is responsible for the following tasks:

Creating an agenda for and leading a monthly meeting of Board members and the Advisory Council three times a year from the months of October to April.

Overseeing and working with the Treasurer and liaisons to Amistad Canada and the Foundation for Lake Chapala Charities to respond to requests for audits and information necessary to maintain our relationship with organizations that act as “pass throughs” for international donations.

Overseeing and working with the Government Liaison and the Accountant to timely file all reports to SAT and SSAS. The President will confer with other volunteers to assure accurate reporting through the use of bank statements and Salesforce

Prepare for and present public information relating to the organization at the Annual General meeting. The President will ensure compliance with Mexican laws and rules relating to this legally required annual meeting. The President will also, along with the Government Liaison and the Secretary, present the notes of the meeting, changes to the Board, and changes to the Acta Constitutiva to a Notaria for purpose of registering and protocolizing the Acta.

The President will ensure that the Nominations Committee interviews and locates individuals for the Board and Advisory Council.

The President will confer with and advise all members of the Board and the Advisory Council with regard to the operations of PPNI. The President is not limited to the above list and will work in the organization to promote all the ends of PPNI.

Vice President – The Vice President will assist the President. In the event that the President is unable perform, the Vice President will perform all the duties of the President.

Treasurer – The Treasurer will oversee all financial transactions, relationships with banks and financial institutions, maintain all financial records, and provide a Treasurer’s report four times a year. The Treasurer will also work with individuals maintaining any data bases related to donor management and the ingress of any funds that accrue to PPNI. Members of the fundraising groups are required to report income, in-kind donations, inform and obtain authorization for expenditures to the Treasurer in a timely manner.

Secretary – The Secretary will take notes of all Board meetings and the Annual General Meeting and subsequently provide a report of these meetings to the President. At the discretion of the President, the Secretary will assist in creating documents related to the operations of PPNI.

Government Liaison – The Government Liaison will work with the President and the Accountant and other volunteers to create and properly file all reports that are legally required by the government (these include SSAS and SAT reports).

Communications Director – The Communications Director will handle all communications that are sent to supporters of PPNI, press releases, and maintenance of communication systems used by PPNI. The Communications Director will maintain close contact with the Community Relations Director and any committees or individuals who are involved in fundraising activities for the purpose of promoting the activity and the organization. Members of fundraising groups are required to report to the Communications Director in a timely and accurate manner with regard to funds raised and expenditures.

Community Relations Director – The Community Relations Director will actively maintain relationships with the community and businesses for the purpose of raising funds for the organization. The Community Relations Director will maintain close contact with the President, the Communications Director, and any fundraising committees to ensure that the work of the Community Relations Director is fully supported in all related activities.

Clinics Director – The Clinics Director is responsible for heading up the Clinics that support all services to the children and parents we serve. This is the most core function of PPNI. The Clinics Director can call upon any sector of PPNI to meet our goal of serving children. The Clinic Director will maintain all records related to the Clinics. The Clinic Director will recruit and approve all volunteers who work in the Clinics. The Clinics will hold twice yearly meetings with the volunteers who work in the Clinics.

General Directors – Will underpin the work of other Directors.

All Directors – All Directors will come to meetings and participate in the running and planning of PPNI. All Directors are required to attend meetings unless they inform the President or the Vice President that they cannot attend regularly scheduled meetings.

Appendix C – Clinic Volunteer Job Description

1. Attend a minimum of one, preferable two clinics per month, one in Chapala and one in Jocotepec, currently held on the second Wednesday and second Thursday of each month beginning at 9:30 a.m. and lasting approximately 4 hours. The established dates may change as a result of holidays or other calendar conflicts. The hours may also change depending on the Clinic circumstances although this is rare.
2. Meet with families to get an update on the child/children's condition, review facturas for compliance with reimbursement policy, collect and record facturas in the appropriate registers, calculate and record the total amount of reimbursement for check issuance.
3. Verify status of medical reports and request an updated one, as needed, by providing the form to the family.
4. Enter comments re. the child's current condition in their file.
5. Escalate any unusual circumstances and/or items outside established policies and procedures to the Clinic Manager and/or Clinics Director for review and resolution.
6. Assist families with resources and referrals as appropriate and by using other volunteers as resources.
7. Discharge all duties with empathy and patience.
8. May be required to wear Covid masks when appropriate.

