



Volunteer & Intern Handbook

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This manual supersedes all prior written policies issued by the NAMI National HelpLine

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About the NAMI Volunteer & Intern Handbook

We are pleased you have joined the volunteer and intern program at NAMI and hope you find volunteering with us a positive and rewarding experience. The handbook is intended to serve as a guideline, describing the basic personnel policies and practices ordinarily applied by NAMI. This handbook confers no contractual rights on the volunteer or intern; its provisions shall not constitute enforceable contractual obligations against NAMI. The sole purpose of the provisions and guidelines is to give each volunteer/intern relevant information that will help foster success in their position. This handbook represents a summary of the more important company guidelines at the time of publication and is not intended to be all-inclusive. NAMI's procedures, policies and benefits are subject to change at the discretion of the National Director, in which case amendments may be communicated by written notice to volunteers. Specific areas of this document are subject to change over time. This handbook is not intended to, nor does it create promises or representations of continued volunteer placement, internships, or future employment. Every volunteer/intern has an at-will relationship with NAMI unless otherwise specified by written contract. This means that volunteers/interns who are helping at NAMI do so with the understanding they will continue to assist NAMI until they, NAMI, or both parties desire to terminate the relationship. We hope you find this handbook helpful for your relationship with NAMI. Your comments and suggestions for this handbook, or any area of our organization are always welcome. If you have questions about any of the policies, please discuss it with your assigned HelpLine Coach.

Welcome Volunteers & Interns

Welcome to the NAMI HelpLine Specialist Team! It gives us great pleasure to welcome you to the NAMI HelpLine. You have become part of a national team that is committed to improving the lives of individuals across the lifespan with serious mental illness. NAMI has a long and proud history as the nation's voice on mental illness. You will find your fellow volunteers, interns, and staff members to be skilled, hardworking and dedicated to NAMI's mission. We are committed to providing you with a work environment that will enable you to positively affect the organization and realize accomplishments. We work daily to create a work environment that values quality communication, honesty, and results. We recognize the importance of creating a work-life balance and the value of supporting your goals. We look forward to working with you to build a system of care nationwide that is one of hope, opportunity, and recovery. Again, welcome to NAMI.

Sincerely,

NAMI HelpLine Staff

The Importance of Volunteers & Interns

We value our volunteers and interns here at the NAMI HelpLine as full and equal members of our team, and believe you are critical to our success as an organization.

Volunteers bring invaluable lived experience as family members/loved ones of persons with mental illness or as persons who live with mental illness themselves. We could not serve the needs of thousands of people across the country every year without the contributions of volunteers like you.

When you volunteer or intern at NAMI, we hope you will take your role seriously and strive to help our participants have a safe, supportive and meaningful experience accessing help from the NAMI HelpLine.

If there is anything we may do to make your tenure more productive and mutually beneficial, please let us know. You are welcome to reach out to staff for support at any time.

Volunteer Benefits

As a volunteer at the NAMI HelpLine, you will have the opportunity to provide service in line with many of our organization's core values, including:

- **Hope:** We believe in the possibility of recovery, wellness and the potential in all of us.
- **Inclusion:** We embrace diverse backgrounds, cultures and perspectives.
- **Empowerment:** We promote confidence, self-efficacy and service to our mission.
- **Compassion:** We practice respect, kindness and empathy.
- **Fairness:** We fight for equity and justice.

You will have the opportunity to use and enhance your personal and professional skills and perhaps gain valuable experience that will help you in the future. We strive to provide our volunteers with a positive work environment, necessary training, supervision, evaluation, and recognition. In return, we expect you to honor your commitments to the organization, respect other staff members and volunteers, and perform your assigned duties to the best of your abilities.

About NAMI

Mission Statement

NAMI (National Alliance on Mental Illness) is dedicated to empowering those living with mental illness and their family members to achieve a better quality of life by providing education, support, information and referrals, and advocacy.

Who We Are

NAMI is the National Alliance on Mental Illness, the nation's largest grassroots mental health organization dedicated to building better lives for the millions of Americans affected by mental illness.

Our Commitment to Diversity, Equity, and Inclusion

At NAMI, we believe a diverse, inclusive and equitable organization (or Alliance) is one where all employees, volunteers and members — regardless of gender, race, gender identity, ethnicity, national origin, age, sexual orientation, education, disability, veteran status or other dimension of diversity — feel valued and respected.

We are committed to providing informed, authentic leadership for cultural equity and modeling diversity and inclusion for the entire NAMI alliance. We shall:

- See diversity, inclusion and equity as connected to our mission and critical to ensure the well-being of our staff and the NAMI Alliance we serve.
- Identify and dismantle inequities within our policies, systems, programs and services and continually update and report the organization's progress.
- Explore potential underlying, unquestioned assumptions that interfere with inclusiveness.
- Advocate for and support board-level thinking about how systemic inequities impact our organization's work and how to address that in a way that is consistent with our mission.
- Practice and encourage transparent communication in all interactions.
- Lead with respect and tolerance.

We expect all leaders and employees to embrace this notion and to express it in workplace interactions and through everyday practice.

We are committed to a nondiscriminatory approach and to providing equal opportunity for employment, participation and advancement in all programs and worksites.

NAMI HelpLine Program

The NAMI HelpLine is a free, nationwide peer-support service providing information, resource referrals and support to people living with a mental health condition, their family members and caregivers, mental health providers and the public. HelpLine staff and volunteers are experienced, well-trained and able to provide guidance.

- They understand, many from their own experiences, listen and offer support.
- They are informed on NAMI Programs, NAMI Support Groups and how to locate your local NAMI Affiliate.
- They are trained to help identify the best resource options for your individual concern.
- They are knowledgeable and a source of accurate information about relevant topics.
- They care.

The NAMI HelpLine is unable to provide mental health counseling, advice, personal advocacy or referrals to mental health providers or lawyers. The NAMI HelpLine does not provide individual casework, legal representations or any type of individual advocacy, and we are not a hotline, crisis line or suicide prevention line.

Definition of a Volunteer/Intern

NAMI is thankful for the individuals who are willing to share their time and talents with us! We depend upon our volunteers and interns, as we do our staff, to ensure the highest quality of service and programs for our peers and families. We strive to treat volunteers/interns with the same respect, rights, and regulations as staff members. We hope you find the following information about volunteering or interning at NAMI helpful.

Who is a Volunteer?

You are considered a volunteer if you, without compensation or expectation of compensation beyond reimbursement for volunteer-related expenses, perform a service at the direction of and on behalf of the organization. As a volunteer, you will be accepted officially and enrolled by the organization prior to performance of your tasks.

Who is an Intern?

NAMI provides opportunities for unpaid interns to learn about NAMI's business and gain valuable insight and experience. The National Association of Colleges and Employers (NACE) defines an internship as follows: "An internship is a form of experiential learning that integrates knowledge and theory in the classroom with practical application and skills development in a professional setting. Internships give students the opportunity to gain valuable applied experience and make connections in professional fields they are considering for career paths; and give employers the opportunity to guide and evaluate talent." Unpaid internships for non-profit organizations, where the intern volunteers without expectation of compensation, are generally permissible under the US Department of Labor Wage and Hour Division. However, in order to ensure the experience is beneficial for the intern, NAMI requires both the intern and their supervisor to sign an internship agreement that states the internship will meet certain guidelines.

GUIDELINES

- The internship is related to an educational purpose and there is no guarantee or expectation that the activity will result in employment with NAMI.
- The education received by the Intern from the internship is for the express benefit of the Intern.
- The Intern does not replace or displace any employee of NAMI.
- The Intern will receive direct and close supervision by an appropriate supervisor.
- The Intern is not entitled to wages or any compensation or benefits for the time spent in the internship, unless otherwise required by law.
- NAMI is not liable for injury sustained or health conditions that may arise for the unpaid intern during the course of the internship, unless otherwise required by law.

For more information, please contact your HelpLine Coach or Internship Site Supervisor.

Recruitment and Selection Procedures

Equal Opportunity

It is the policy of NAMI to comply with all applicable federal, state and local laws governing nondiscrimination in employment and to ensure equal opportunity in all terms and conditions of employment or potential employment.

NAMI prohibits discrimination and harassment against any employee or applicant for employment because of race, color, religion, sex, national origin, marital status, age, disability, veteran status, sexual orientation, gender identity or expression, pregnancy, childbirth or related medical conditions, genetic information or any other legally protected group status.

NAMI has established Affirmative Action Programs under EO 11246, Section 503 of the Rehabilitation Act, and the Vietnam Era Veteran's Readjustment Assistance Act of 1974 ("VEVRAA"). NAMI engages in affirmative action measures to ensure that qualified applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, sex, national origin, disability or protected veteran status. NAMI has established an audit and reporting system to allow for effective measurement of its affirmative action activities.

To implement this policy, NAMI will:

- (1) Recruit, hire, train and promote qualified persons in all job titles, without regard to race, color, religion, sex, national origin, age, disability, veteran status, genetic information or any other legally protected group status;
- (2) Ensure that employment decisions are based only valid job requirements;
- (3) Ensure that all personnel actions and employment activities such as compensation, benefits, promotions, layoffs, return from layoff, and NAMI sponsored programs will be administered without regard to race, color, religion, sex, national origin, age, disability, veteran status, genetic information or any other protected group status.

Employees and applicants for employment will not be subjected to harassment, intimidation, threats, coercion or discrimination because they have engaged or may engage in (1) filing a complaint, (2) opposing any act or practice made unlawful by, or exercising any other right protected by, any Federal, State or local law requiring equal opportunity, including Section 503 of the Rehabilitation Act, the affirmative action provisions of VEVRAA, and Executive Order 11246 or (3) assisting or participating in an any investigation, compliance evaluation, hearing, or any other activity related to the administration of any Federal, State or local law requiring equal opportunity, including Section 503 of Rehabilitation Act, the affirmative action provisions of VEVRAA, and E011246. Daniel H. Gillison Jr., Chief Executive Officer, reaffirms support for the EEO policy and the affirmative action program and delegates overall responsibility for the implementation of the affirmative action activities to Human Resources. If you believe this policy has been violated or if you have a concern under this policy, please contact Natalie Hurd at nhurd@nami.org.

Recruitment

NAMI uses a variety of different methods to recruit volunteers. You may find us reaching out to potential volunteers via our website, through other internet volunteering sites and social media platforms, in print

publications, and by word of mouth. We also encourage you to let your friends and family know about our volunteering opportunities.

Background Checks

NAMI conducts reference and/or background checks on potential volunteers. Falsification or misrepresentation of self in person, on resume or on application or omission of relevant facts such as a conviction of a felony may result in termination. NAMI reserves the right to conduct these checks during the course of an individual's volunteer term.

Aspects of Volunteer/Intern Service

Initial Orientation

All interns will be required to complete an orientation to the NAMI HelpLine internship program.

Program Orientation & Training

As a new volunteer or intern, NAMI HelpLine will provide you with orientation and the necessary training required for your specific volunteer position. NAMI provides a variety of online, in-person, and on-the-job trainings. Volunteers/interns are asked to complete trainings in a timely manner and to promptly notify their assigned NAMI staff supervisor of any technical or other difficulties they experience in completing assigned training. From time to time, more training or a refresher orientation may be required.

Volunteer Introductory Period

All new and returning volunteers/interns at NAMI begin with an introductory period (5 or more live NAMI HelpLine shifts), during which the organization and the volunteer/intern will determine if the volunteer arrangement is a mutually beneficial one.

Typically, the introductory period will be defined as the completion of five HelpLine shifts and all NAMI required trainings necessary to fulfill the duties of the volunteer position, and the delivery of a service for which the volunteer is trained. At the organization's discretion, the introductory period may be extended one or more times as needed. Returning volunteers/interns are required to complete an introductory period.

Volunteers and NAMI's HelpLine Coaches will regularly discuss the volunteer's/intern's placement and progress with orientation, training, and transition to program delivery.

Evaluations

If you are a volunteer or intern with ongoing responsibilities, a HelpLine Coach will complete an evaluation related to NAMI HelpLine's key performance indicators after you have completed your introductory period.

The evaluation is an opportunity for your HelpLine Coach to reflect on your service and provide you with constructive feedback. You will also have the opportunity to share your thoughts on your experience as a volunteer. At the end of your service, we will ask you to complete an evaluation of your experiences here.

Recognition

As a volunteer, you are an essential part of the HelpLine. We believe it is very important to recognize the time and effort you put into your service. Volunteers receive recognition for their contribution to the organization and community. We also recognize our volunteers during “Virtual Volunteer Appreciation Week” which occurs 3 times per year.

Personnel Records and Administration

NAMI maintains a personnel file for each volunteer/intern. The personnel file may include your application, resume, training records, reviews, and other related or provided materials. Personnel files are the property of NAMI; access to the information they contain is restricted.

Current volunteers/interns who wish to review their file should contact their HelpLine Coach. With reasonable advance notice, volunteers/interns may review and/or copy their own personnel file virtually and in the presence of the Manager or Director, NAMI HelpLine Operations.

Please notify your HelpLine Coach promptly if there are any changes to your personal or contact information, including:

- Legal name
- Home address
- Phone number
- Email address
- Emergency contact

Service Requirement

Volunteers agree to commit to 6 months of service, at least one 4-hour shift per week. At the end of a service term, volunteers in good standing with the organization may elect to renew their volunteer service agreement with NAMI (in addition to signing the handbook acknowledgment form if required). NAMI reserves the right to follow up with volunteers who have been inactive for a period of 6 months about their intentions regarding continuing to volunteer with the organization.

Interns agree to abide by the service agreement as described in their individual internship position and/or internship program as required by their school. NAMI HelpLine interns agree to commit to 4 months of service, at least 8 hours per week; this four-month period begins on the date of the intern’s first NAMI HelpLine shift.

Change of Status

Interns may request a change in status at any time during their service. If an intern elects to change their status to that of volunteer, the intern agrees to extend their commitment to 6 months.

Corrective Action

At NAMI, volunteers and interns are required to meet acceptable performance standards and comply with NAMI's guidelines and procedures and statement of commitment and expectations. NAMI carries out corrective action in a way that considers the dignity and fair treatment of volunteers and interns, offers the best chance of positive problem solving, ensures compliance with federal, state, and local laws; and best serves the overall purpose of NAMI.

When disciplinary action becomes necessary, action will be in a manner consistent with the seriousness of the infraction. Discipline may consist of the requirement of additional training, re-assignment of a volunteer to a new position, a verbal warning, written warning, or dismissal from volunteer service. Discipline may begin at any of these stages at the sole discretion of the HelpLine Management Review team (to include the assigned HelpLine Coach, and a Manager, Director or National Director).

Disciplinary actions are not necessarily progressive. A volunteer or intern may be dismissed from their volunteer placement or internship without having a prior verbal warning or a written warning if the infraction or performance issue warrants the severity of the discipline.

Concerns and Grievances

Guiding Principles

- All grievances/complaints shall be kept confidential other than to those directly involved in the complaint resolution procedure.
- Complainants have the right to be accompanied by or represented at all meetings during this resolution process by their HelpLine coach or another HelpLine team member.
- If at any time during the process or investigation NAMI concludes that a complainant has filed a complaint in bad faith, has refused to cooperate in an investigation of the complaint, or has provided false information regarding the complaint, the complaint may be disregarded.

It is NAMI's policy to ensure that volunteers/interns with a complaint or grievance relating to their position have access to a procedure to resolve grievances as quickly and fairly as possible, without reprisal. If you have a complaint or grievance about your position, you should first discuss your concern informally with your HelpLine coach. We hope that the majority of concerns will be resolved at this stage.

Conflict Resolution Policy

Misunderstandings or conflicts can arise in any organization. To ensure effective working relations, it is important that such matters be resolved before serious problems develop. Most incidents resolve themselves naturally; however, should a situation persist that you believe is detrimental to your employment with NAMI, you should follow the procedure described below for bringing your complaint to management's attention.

Step One. Discussion of the problem with your immediate HelpLine coach is encouraged as a first step. If, however, you do not believe a discussion with your coach is appropriate, you may proceed directly to Step Two.

Step Two. If your problem is not resolved after discussion with your coach or if you feel discussion with your coach is inappropriate, you are encouraged to request a meeting with the National Director of NAMI HelpLine Services. In an effort to resolve the problem, National Director of NAMI HelpLine Services will consider the facts and may conduct an investigation.

Any volunteer or intern who has filed a false complaint may face disciplinary action up to and including termination.

NAMI does not tolerate any form of retaliation against volunteers/interns availing themselves of this procedure. If you have a complaint or concern under NAMI's EEO or Anti-Harassment Policies, please use the complaint procedures in those policies.

Participation Guidelines

Certain practices are put in place to ensure positive and safe volunteering experiences at NAMI.

Standards of Conduct

NAMI requires all volunteers and interns to maintain the highest degree of professionalism, sound judgment and ethical standards. These practices are essential to the welfare of NAMI, to the reputation and long-range success of NAMI, and to the integrity and reputation of each program and service. Even the appearance of impropriety may damage our reputation and image; every volunteer's commitment to this code of conduct is essential. At work and when dealing with fellow volunteers, interns, and staff members, you are expected to conduct yourself in an exemplary manner and demonstrate respect and consideration for others at all times. You are responsible for establishing and maintaining positive, collaborative working relationships with everyone you interact with on NAMI's behalf, including peers, families, board members, staff, community partners and your fellow volunteers and interns.

Service Delivery Expectations

The services provided by the NAMI HelpLine are critical to the wellness of its help seekers. To provide the highest level of service HelpLine volunteers and interns are expected to be present without any impediments to their ability to serve. These may include untreated mental health symptoms, side-effects of prescribed medications or treatments, emotional or traumatic triggering events and/or other impairments. Volunteers are expected to self-report or when noted by a coach or supervisor a consultation and assessment will result to determine next steps.

Scope of Position

NAMI requires volunteers and interns to recognize and respect the expectation not to act on NAMI's behalf or represent NAMI outside the scope of the role requirements/ responsibilities of their volunteer/intern position, as outlined in their specific position description. The expectation is that volunteers and interns will maintain strictly professional relationships with staff; NAMI volunteers and interns are participants in our service delivery, they are not service recipients.

Anti-Harassment Policy

NAMI strives to create and maintain a work environment in which people are treated with dignity, decency and respect. The environment of NAMI should be characterized by mutual trust and the absence of intimidation, oppression and exploitation. Volunteers/interns should be able to work and learn in a safe yet stimulating atmosphere. The accomplishment of this goal is essential to the mission of NAMI. For that reason, NAMI will not tolerate unlawful discrimination or harassment of any kind. Through enforcement of this policy and by education of volunteers/interns, NAMI will seek to prevent, correct and discipline behavior that violates this policy.

All volunteers/interns, regardless of their positions, are covered by and are expected to comply with this policy and to take appropriate measures to ensure that prohibited conduct does not occur. Appropriate disciplinary action will be taken against any volunteer/intern who violates this policy. Based upon the seriousness of the offense, disciplinary action may include verbal or written reprimand, suspension or termination of service/placement.

NAMI believes in respecting the dignity of every volunteer/intern and expects every volunteer/intern to show respect for all our colleagues, clients, customers, and vendors. Respectful, professional conduct furthers NAMI's mission, promotes productivity, minimizes disputes, and enhances our reputation. Accordingly, this policy forbids any discriminatory, harassing and/or unwelcome conduct that is based on an individual's race, color, religion, gender, national origin, age, disability, sex, marital status, pregnancy, childbirth or related medical conditions, protected veteran status, sexual orientation, gender identity or expression, genetic information, or any other protected status of an individual or that individual's associates or relatives. NAMI is thus committed to providing a work environment that is free of unlawful discrimination, including harassment that is based on any legally protected status. NAMI will not tolerate any form of harassment that violates this policy.

Prohibited Conduct

The conduct prohibited by this policy, whether verbal, physical, or visual, includes any discriminatory employment action and any unwelcome conduct that is inflicted on someone because of that individual's protected status. Among the types of unwelcome conduct prohibited by this policy are epithets, slurs, negative stereotyping, intimidating acts, and the circulation or posting of written or graphic materials that show hostility toward individuals because of their protected status. NAMI prohibits that conduct in the workplace, even if it is not sufficiently severe or pervasive to constitute unlawful harassment.

Sexual Harassment

Sexual harassment is a problem that deserves special mention. Harassing conduct based on gender often is sexual in nature but sometimes is not. This policy forbids harassment based on gender regardless of whether the offensive conduct is sexual in nature. Any unwelcome conduct based on gender is also forbidden by this policy regardless of whether the individual engaged in harassment and the individual being harassed are of the same or are of different genders.

According to the U.S. Equal Employment Opportunity Commission ("EEOC") and the Illinois Department of Human Rights ("IDHR"), unwelcome sexual advances, requests for sexual favors, and other verbal, physical or visual conduct based on sex constitute unlawful sexual harassment when (1) submission to such conduct becomes an implicit or explicit term or condition of employment, (2) submission to or rejection of the conduct is used as the basis for any employment decision, or (3) the conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment. This policy forbids harassment based on sex regardless of whether it rises to the level of a legal violation. Examples of sex-based harassment forbidden by this policy include (1) offensive sex-oriented verbal kidding, teasing or jokes; (2) repeated unwanted sexual flirtations, advances or propositions; (3) verbal abuse of a sexual nature; (4) graphic or degrading comments about an individual's appearance or sexual activity; (5) offensive visual conduct, including leering, making sexual gestures, the display of offensive sexually suggestive objects or pictures, cartoons or posters; (6) unwelcome pressure for sexual activity; (7) offensively suggestive or obscene letters, notes or invitations; (8) offensive physical contact, such as patting, grabbing, pinching, or brushing against another's body; or (9) sexual favoritism.

Reporting Procedures

If you feel that you have experienced or witnessed any conduct that is inconsistent with this policy, then you are to immediately notify the National Director of NAMI HelpLine Services. This is the individual who is authorized by this policy to receive and act upon complaints of harassment on behalf of NAMI. This policy does not require reporting harassment to any individual who is creating the harassment.

NAMI Response

All reports describing conduct that is inconsistent with this policy will be investigated promptly. NAMI may put reasonable interim measures in place while the investigation proceeds. If an investigation reveals that a violation of this policy or other inappropriate conduct has occurred, then NAMI will take corrective action, including discipline up to and including dismissal, as is appropriate under the circumstances, regardless of the positions of the parties involved. NAMI may discipline a volunteer/intern for any inappropriate conduct discovered in investigating reports made under this policy, regardless of whether the conduct amounts to a violation of law or even a violation of this policy. If the person who engaged in harassment is not employed by NAMI, then NAMI will take whatever corrective action is reasonable and appropriate under the circumstances.

Policy Against Retaliation

NAMI prohibits any volunteer/intern from treating any other volunteer, intern, employee or former employee or applicant adversely for reporting harassment, for assisting another volunteer, intern, employee or applicant in making a report or for cooperating in a harassment investigation. All volunteers/interns who

experience or witness any conduct they believe to be retaliatory should immediately follow the reporting procedures stated above.

Confidentiality In investigating and in imposing any discipline

NAMI will attempt to preserve confidentiality to the extent that the needs of the situation permit and in accordance with applicable law.

Alternative Remedies

Nothing in this policy shall prevent the complainant from pursuing a charge of discrimination through local, state or federal administrative agencies.

Coverage

This policy forbids any employee, supervisor, manager, vendor, customer, volunteer, intern or agent of NAMI to harass any NAMI employee, applicant, volunteer, intern or contractor.

Volunteer/Intern-Staff Relations

If your volunteer position involves working directly with persons served by NAMI, it is important to maintain boundaries with them and to keep your relationship professional, not personal. NAMI volunteers/interns are not to share their personal information, including contact information, with persons served by NAMI HelpLine.

Proprietary Information and Confidentiality Policy

In the course of service, volunteers and interns will be exposed to confidential organization information. Confidential information is defined as private and/or proprietary information of NAMI to which the general public does not have access. This will include help seeker information, donor and membership lists, systems, procedures, policies, strategies, research, business plans, financial data, technology, confidential reports, computer software, telephone lists, contract forms, files and all other information, knowledge or data of any kind or nature relating to the products, services or business of NAMI. Confidential and proprietary information also includes any work product of the volunteer/intern during their service with NAMI including emails, reports, memorandums, research and other similar documentation. Volunteers/interns are prohibited from disclosing or duplicating such confidential information to non-employees except when there is a business need to do so. Upon termination of employment, the volunteer/intern shall return all confidential information in the volunteer's/intern's possession. Volunteers/interns are also prohibited from accessing files, databases, and other NAMI resources which they do not have authorization to access. Those in violation of this policy will be subject to disciplinary action, up to and including termination. Violations may also result in legal action.

Attendance and Punctuality

Volunteers and Interns should plan to arrive 10 minutes prior to their scheduled shift start time, check in with NAMI HelpLine Staff on the communication platform before the shift starts, and be prepared to field

connections. Additionally, Volunteer and Intern Specialists agree to attend and participate in at least one NAMI Helpline mid-day meeting per week.

Scheduling

The NAMI Helpline provides a vital nationwide service that people living with a mental health condition, their family members and caregivers, mental health providers, and the public rely upon for information, resource referrals and support. Volunteers and Interns are expected to make every effort to maintain consistent attendance and timely arrival for shifts to ensure that the NAMI Helpline can meet the needs of the people it serves. If an emergency or illness prevents a Volunteer or Intern from arriving on time or serving a scheduled shift, they will notify the NAMI Helpline Team via the email namihelpline@nami.org as soon as possible and discuss the next steps for making up the missed hours.

Volunteers agree to work a minimum of 4-hours per week (1 shift) for 6 months and Interns agree to work a minimum of 8-hours (2 shifts) per week for 4 months. Volunteers and Interns are responsible for checking their shifts to verify there are correct in the scheduling system. Interns are also expected to fulfill their internship commitments as outlined by their internship program. Interns are responsible for logging their hours through the NAMI Helpline scheduling platform or as instructed by their internship program.

At least two (2) weeks' advance notice must be provided to the Helpline Operations Senior Coordinator when experiencing any schedule conflicts or planned absences. If two weeks' notice is not provided, NAMI Helpline Staff will assist the Volunteer or Intern with finding a make-up shift. Alternatively, the Volunteer or Intern may choose to use the NAMI Helpline scheduling platform to sign up for the make-up hours.

At least two (2) weeks' advance notice must be provided to the Helpline Operations Manager before the end of the Volunteer Helpline commitment. Volunteers and Interns understand that Helpline staff members reserve the right to terminate the Specialist position if they determine the Volunteer or Intern is longer able to provide service consistent with what is expected of all Helpline Specialists.

Dress Code and Personal Appearance

Volunteers and interns are responsible for presenting a positive, professional image to the people that we serve and the community as a representative of NAMI. You should dress appropriately for the conditions and performance of your duties.

Personal Belongings

NAMI makes reasonable efforts to provide a secure workplace. Loss or damage to personal property should be reported to the volunteer's/intern's Helpline Coach. NAMI is not responsible for loss or damage to your property.

Business Equipment

Currently, all Helpline Specialists are working from their homes, apartments or dorms and connecting with help seekers using NAMI's cloud-based communications platform by computer-based phone, SMS/chat, and

email. Interns and volunteers are required to have access to a computer with the most-recent operating system (Mac, PC or Linux) as well as high-speed internet.

Technology Services: NAMI's technology services are business tools; volunteers and interns are to reserve use of NAMI's technology services for business-related purposes and refrain from any unacceptable use. Unacceptable use may include, but is not limited to: use for personal gain or advancement; use that interferes with the volunteer's own or another individual's performance or productivity; use that interferes with the company's network or communication/information systems; developing, accessing or distributing material which harasses or disparages others, contains ethnic or racial stereotypes, contains pornographic material, profanity, violent or sexually explicit images, messages or cartoons, or solicits for commercial ventures or outside organizations; or use that violates any applicable law.

Safety Procedures

NAMI is committed to creating and maintaining a safe and positive environment for staff, volunteers, interns and persons served. Volunteers and interns are expected to follow facility safety plans and program safety protocols, including instructions issued by staff, building management, or public emergency services concerning fire drills and other practices. Unsafe conditions that you cannot remedy should be immediately reported to your HelpLine coach

Drug and Alcohol-Free Workplace Policy

NAMI provides a safe and productive work environment for all volunteers/interns. It is the policy of NAMI that volunteers/interns shall not be involved with the unlawful use, possession, sale, or transfer of drugs or narcotics in any manner that may impair their ability to perform assigned duties or otherwise adversely affect NAMI's business. Further, volunteers/interns shall not possess alcoholic beverages in the workplace or consume alcoholic beverages in association with the workplace or during work time. The specific purpose of this procedure is to outline the methods for maintaining a work environment free from the effects of alcohol/drug abuse or other substances that adversely affect the mind or body. If we are to continue to fulfill NAMI's mission, then volunteers/interns must be physically and mentally fit to perform their duties safely and efficiently.

Introduction:

Volunteers/interns are expected to report for work and remain at work in condition to perform assigned duties free from the effects of alcohol and illegal drugs. Illegal drugs are those drugs defined as illegal under federal, state, or local laws. The use of illegal drugs or alcohol during working hours is strictly prohibited.

Consequences of Alcohol/Drug Abuse

Drug Abuse

The use, sale, or personal possession (e.g., on the person or in a desk, or vehicle) of illegal drugs while on the job, including rest periods and meal periods, or on NAMI property is a dischargeable offense. Any illegal drugs found will be turned over to the appropriate law enforcement agency.

Alcohol Abuse

The use or personal possession (e.g., on the person or in a desk, or vehicle) of alcohol during work time or on NAMI property is a dischargeable offense. For all volunteers/interns, alcohol consumption is prohibited during the workday, including rest periods and meal periods.

Volunteers/interns who are indicted for or convicted of controlled substances-related violations under state or federal law or who plead guilty or nolo contendere (i.e., no contest) to such charges must inform the Company in writing within five (5) days of such conviction or plea.

NAMI understands the importance of providing information concerning the locations of available drug counseling, rehabilitation, and treatment programs. Accordingly, any volunteer or intern who wishes to receive information regarding accessing treatment, counseling, or rehabilitation may contact any member of NAMI HelpLine staff.

Smoke-Free Workplace Policy

NAMI is committed to providing a safe and healthy workplace and to promoting the health and wellbeing of its volunteers/interns. It is the policy of NAMI to prohibit smoking on all company premises in order to provide and maintain a safe and healthy work environment for all employees, volunteers and interns.

The law defines smoking as the "act of lighting, smoking or carrying a lighted or smoldering cigar, cigarette or pipe of any kind."

Non-Violent Workplace Policy

NAMI provides a safe workplace for all employees, interns and volunteers. To ensure a safe workplace and to reduce the risk of violence, all volunteers/interns should review and understand all provisions of this workplace violence policy.

Prohibited Conduct

NAMI does not tolerate any type of workplace violence committed by or against employees, volunteers or interns. Volunteers/interns are prohibited from making threats or engaging in violent activities. This list of behaviors, while not inclusive, provides examples of conduct that is prohibited.

- Causing physical injury to another person;
- Making threatening remarks;
- Aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress;
- Intentionally damaging NAMI property or property of another employee;
- Possession of a weapon while on company property or while on company business;
- Committing acts motivated by, or related to, sexual harassment or domestic violence.

Reporting Procedures

Any potentially dangerous situations must be reported immediately to National Director of NAMI Helpline Services. Reports can be made anonymously, and all reported incidents will be investigated. Reports or incidents warranting confidentiality will be handled appropriately and information will be disclosed to others only on a need-to-know basis. All parties involved in a situation will be counseled and the results of investigations will be discussed with them.

Dangerous/Emergency Situations

Employees who confront or encounter an armed or dangerous person should not attempt to challenge or disarm the individual. Employees should remain calm. If a supervisor can be safely notified of the need for assistance without endangering the safety of the employee or others, such notice should be given. Otherwise, cooperate and follow the instructions given.

Enforcement

Threats, threatening conduct, or any other acts of aggression or violence in the workplace will not be tolerated. Any volunteer or intern who is determined to have committed such acts will be subject to disciplinary action, up to and including termination. Non-employees engaged in violent acts on NAMI's premises will be reported to the proper authorities and fully prosecuted.

Social Media Policy

At NAMI, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, the use of social media also presents certain risks and carries with it certain responsibilities. To assist volunteers/interns in making responsible decisions about the use of social media, NAMI has established these guidelines. They apply to current NAMI employees, as well as temps, interns, volunteers and contractors who engage in social media on NAMI channels including:

- Social networks (Facebook, Twitter, LinkedIn, etc.)
- Blogs, whether personal, owned by NAMI or by an external party
- Video and photo-sharing websites (Flickr, YouTube, Instagram)
- Forms and discussion boards
- "Wiki" sites where text can be freely posted and edited

It is important to carefully read NAMI policies and procedures, and ensure all postings are consistent with these policies. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject the employee to disciplinary action up to and including termination.

Official NAMI Social Media Channels

NAMI Social Media Pages

Currently, NAMI National has official pages on Facebook, Twitter, Instagram, LinkedIn, Tumblr and YouTube. Staff oversee the organization's social media accounts to ensure brand and message consistency. For more information, please contact the Manager, Social Media and Digital Assets. Helpful tips:

1. NAMI staff needs to ensure that access to social media accounts are never lost.
2. Employees, interns and volunteers who leave NAMI are expected to transfer administrator rights, usernames and passwords prior to departure.
3. To help avoid difficulty should a staffer leave, NAMI recommends maintaining at least two active administrators and removing inactive administrators once they leave the organization.
4. Keep social media login information (usernames and passwords) secure and do not share that information with unauthorized persons.

Social Media & Politics

NAMI is a nonpartisan organization and official NAMI social media accounts should always remain nonpartisan. Posts should reflect official organization positions on public policy and may not endorse specific political candidates for election. A few things to keep in mind:

- Do not express political opinions and/or endorsements while commenting in a NAMI capacity.
- Volunteers/interns are free to express their personal opinions on their own social media accounts – but must do so in an individual capacity. When using personal channels, if discussing political opinions and/or endorsements, volunteers/interns should not use their current or former NAMI role as part of the conversation. A volunteer/intern stating that they represent NAMI while using a personal account to discuss politics is inappropriate and may cause unintended consequences.

Personal Social Media Pages

Volunteers/interns also use social media for personal purposes (i.e., Facebook, LinkedIn, etc.) that are unrelated to their professional work. Social media is a great way to spread the word about NAMI's message and initiatives, as well as to engage with the community. NAMI volunteers/interns are encouraged to share NAMI's messages on their social media by liking posts, using the share function to share posts or retweeting content.

Volunteers/interns are expected to exercise good judgment in how they conduct themselves online. The nature of social media is fast paced but posts can linger and spread, sometimes with consequences. Volunteers/interns should always be honest and accurate when posting information and, if a mistake is made, it should be corrected quickly. Postings should always be treated as permanent and discoverable, even if they are deleted.

NAMI has established the following guidelines to keep in mind for personal social media:

DO	DON'T
Individuals may identify themselves as a volunteer/intern of NAMI in their profile but are	Do not use NAMI as part of a username to imply endorsement or portray the page as a NAMI page

<p>asked not to use their status when commenting on personal materials in social media.</p> <ul style="list-style-type: none"> Remember, when a volunteer/intern identifies themselves as a volunteer/intern of NAMI, they represent NAMI and are expected to keep their statements in accordance with NAMI policy and position statements. For example, if engaging in a political conversation, volunteer/intern should not use their NAMI volunteer/intern status as part of the conversation. If a volunteer/intern publishes a blog or post online related to their work or subjects associated with NAMI, it must be made clear that they are not speaking on behalf of NAMI. It is best to include a disclaimer such as “The postings on this site are my own and do not necessarily reflect the views of NAMI.” 	<p>(for example, having a Twitter name of @NAMISue or @NAMIprograms for a personal page) unless the page is an official NAMI account.</p>
<p>Use official hashtags (e.g., #StigmaFree, #Act4MentalHealth) if posting about official NAMI business or if messages are relevant and meet NAMI guidelines.</p>	<p>Volunteers/interns should not imply that they are acting as a spokesperson for NAMI, unless they have received advance permission from the Communications Department or their NAMI organization’s leadership.</p>
<p>When sharing other employees’ or volunteers’ names or photos in a public space, ask their permission (written would be preferred). Remember to also give proper credit when sharing articles, images, videos, and other content where appropriate.</p>	<p>Do not use NAMI’s branding and/or logo in a way that would imply the page is an official social channel of NAMI.</p> <ul style="list-style-type: none"> For example, do not use the NAMI logo as a profile photo or cover image.
<p>Respect help seeker confidentiality; information about NAMI help seekers should NEVER be shared on social media.</p>	<p>Do not behave in a disrespectful or immoral way. Do not:</p> <ul style="list-style-type: none"> Disclose information about the organization that is confidential (for example, donor information or personnel records); Falsify NAMI records, documents, and communications of any kind; Harass or discriminate against other users, or threaten, coerce, or intimidate other employees, volunteers, interns; or Use abusive language, such as posts that could contribute to a hostile work

	environment on the basis of race, sex, disability, religion, or any other status protected by law or NAMI policy.
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Using Social Media at Work

A volunteer/intern should refrain from using social media while on work time or on equipment NAMI provides, unless it is work-related as authorized by their supervisor. Do not use NAMI email addresses to register on social networks, blogs or other online tools utilized for personal use.

If you have any questions about the scope of NAMI's Social Media policy, please contact the Director of Public Relations and Media.

Media Contacts

Volunteers/interns should not speak to the media on NAMI's behalf without contacting the Communications Department. All media inquiries should be directed to them.

For More Information

Please contact the National Director of Communications or the Director, Public Relations and Media, for further information regarding these guidelines.

Ethics Policy

Volunteers and interns are expected to act ethically, honestly, and with the highest standard of personal integrity at all times in the performance of their job responsibilities. Volunteers and interns must comply fully with federal, state and local laws and regulations governing our operations, and must conduct their business affairs according to the highest legal and ethical standards. Violation of this policy may subject a volunteer/intern to discipline, up to and including immediate termination. If you are uncertain as to the applicability of a law or this policy to your work, you are responsible for seeking guidance from your HelpLine coach or the National Director of NAMI HelpLine Services. No reprisal or detrimental action of any kind shall be taken against a volunteer/intern who reports a violation of law or of this policy.

Whistle Blower Policy

The whistleblowing policy is intended to cover serious concerns that could have a large impact on NAMI, such as actions that:

- May lead to incorrect financial reporting;
- Are unlawful;
- Are not in line with company policy, including the Code of Business Conduct; or
- Otherwise amount to serious improper conduct.

Regular business matters that do not require anonymity should be directed to the volunteer or intern's supervisor and are not addressed by this policy.

This Whistleblower Policy applies to NAMI employees, persons seeking employment, volunteers, interns, agents, persons doing business with NAMI, persons seeking to do business with NAMI or other public stakeholders, hereafter referred to as “Covered Persons.” Covered persons are expected to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. Covered Persons are also expected to practice honesty and integrity in fulfilling their responsibilities and comply with all applicable laws and regulations. This Whistleblower Policy establishes protections for Covered Persons who make good faith complaints about Covered Conduct, as defined below, from retaliation, harassment, or adverse employment consequences as a result of making such complaints. This Whistleblower Policy also encourages and enables Covered Persons to raise serious concerns with the Board prior to seeking resolution outside NAMI.

Covered Conduct:

For purposes of this Whistleblower Policy, “Covered Conduct” means (a) questionable or improper accounting or auditing practices or actions and circumvention of or attempts to circumvent internal accounting or auditing controls, (b) breach of the duties of integrity, loyalty and confidentiality, and (c) violation and suspected violation of applicable law. The procedure set forth in this policy does not pertain to alleged violations of NAMI’s Equal Employment Opportunity Policy or violations of its Harassment policy. Complaints regarding allegations of either of those policies should be reported through the procedure set forth in the respective policy.

Procedures for Whistle Blower Complaints and Complaints of Retaliation

The NAMI Chief of Staff shall receive allegations pursuant to the provisions of this policy. Reports of alleged wrongdoing should be submitted in writing and include a verifiable name, address and telephone number of the reporter to the NAMI Chief of Staff. However, reports or allegations may be submitted anonymously as well. The NAMI Chief of Staff or their designee will conduct a prompt and thorough investigation of the complaint. Referrals shall be made to the appropriate law enforcement agencies when there is reason to believe that a crime may have been committed. The complainant will be sent confirmation that the complaint has been received and an investigation is underway. The complainant will receive a written notification of the completion of the investigation and confirmation that, if warranted, appropriate corrective action has been taken.

Reporting

The whistleblowing procedure is intended to be used for serious and sensitive issues. Serious concerns relating to financial reporting, unethical or illegal conduct, should be reported in either of the following ways:

- Website: www.lighthouse-services.com/nami
- English speaking USA and Canada: (833) 360-0055
- Spanish speaking North America: (800) 216-1288
- E-mail: reports@lighthouse-services.com (must include company name with report)
- Fax alternative for written documents: 215-689-3885 (must include company name with report)

Reporters to the hotline will have the ability to remain anonymous if they choose. Please note that the information provided by you may be the basis of an internal and/or external investigation into the issue you are reporting, and your anonymity will be protected to the extent possible by law. However, your identity may become known during the course of the investigation because of the information you have provided. Reports are submitted by Lighthouse to NAMI or its designee and may or may not be investigated at the sole discretion of our organization. Volunteer placement- or internship-related concerns should continue to be reported through your normal channels such as your HelpLine coach or the National Director, NAMI HelpLine Services.

Timing

The earlier a concern is expressed, the easier it is for us to take action.

Evidence

Although you are not expected to prove the truth of an allegation, the employee submitting a report needs to demonstrate in their hotline report that there are sufficient grounds for concern.

HOW THE REPORT WILL BE HANDLED: The action taken will depend on the nature of the concern. The Ethics Committee of the NAMI Board of Directors receives a copy of each report and follow-up reports on actions taken by the organization.

Initial Inquiries

Initial inquiries will be made to determine whether an investigation is appropriate, and the form that it should take. Some concerns may be resolved by agreed upon action without the need for an investigation.

Feedback to Reporter

Whether reported directly to NAMI personnel or through the hotline, the individual submitting a report will be given the opportunity to receive follow-up on their concern:

- Acknowledging that the concern was received;
- Indicating how the matter will be dealt with;
- Giving an estimate of the time that it will take for a final response;
- Telling them whether initial inquiries have been made;
- Telling them whether further investigations will follow, and if not, why not.

Further Information

The amount of contact between the individual submitting a report and the body investigating the concern will depend on the nature of the issue, the clarity of information provided, and whether the employee remains accessible for follow-up. Further information may be sought from the reporter.

Outcome of an Investigation

At the discretion of NAMI and subject to legal and other constraints the reporter may be entitled to receive information about the outcome of an investigation.

NAMI reserves the right to modify or amend this policy at any time as it may deem necessary.

No Retaliation

Retaliation towards those who report such allegations will not be tolerated. Those who retaliate, interfere with investigations, or destroy or conceal evidence will be subject to immediate disciplinary actions to the full extent of the law. A volunteer, intern or applicant who believes that retaliation prohibited by this policy has occurred must, within sixty (60) days after the alleged prohibited action has taken place, file a complaint with the Chief Executive Officer.

Holiday Schedule

The NAMI HelpLine is CLOSED on the following days:

- New Year's Day
- Martin Luther King Jr. Day
- President's Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Columbus Day/Indigenous People's Day
- Veterans Day
- Thanksgiving Day
- Friday After Thanksgiving
- Christmas Day

Leaving the Volunteer Program

Resignation & Leave of Absence

Your volunteer position may conclude at the end of a set time period, but you are also free to end your volunteer service with NAMI at any time. Because volunteers and interns are so important to the programs and organization, however, we request that you provide at least two weeks' advance written notice of your departure and a reason for your decision, to the NAMI HelpLine Operations Manager. Your resignation notice should include the effective date of the resignation.

Termination

You may be terminated from your position as a volunteer or intern for a variety of reasons. Some of these include, but are not limited to, gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property or misuse of organization equipment or materials, abuse or mistreatment of people served by the NAMI HelpLine or coworkers, failure to abide by organization policies and procedures, failure to meet physical or mental standards of performance, and failure to satisfactorily perform assigned duties.

Exit Survey

When leaving your position, you will be given an opportunity to fill out an exit survey detailing why you are ending your service. The exit survey is also an opportunity to share any further comments about your experience and to provide any potential ideas for improvements.

Handbook Acknowledgement

NAMI reserves the right to revise, supplement or rescind policies, procedures or benefits described in this handbook, with or without notice. As volunteerism within the organization grows and changes, there may be a need to modify the practices, procedures, and other information described 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 stay informed about practices and changes that affect you. In the event that such changes are made, all volunteers or interns are required to sign and acknowledge receipt of the updated volunteer and intern handbook.

Acknowledgement and Receipt of Handbook

This volunteer and intern handbook distributed in 2022 supersedes all previous volunteer policy memos and handbooks. I have received a copy of the volunteer and intern handbook. I understand that it is my obligation to read and become familiar with the contents. If I have questions, I understand that I should talk to my HelpLine Coach. Furthermore, I understand that:

- The policies and benefits discussed and described in this handbook may be changed from time to time, with or without advance notice, at the sole discretion of the NAMI HelpLine.
- This handbook represents a summary of the more important company guidelines at the time of publication and is not intended to be all-inclusive. I understand that a copy of this page will be placed in my volunteer personnel file.

Volunteer/Intern Name (Please Print) _____ Date _____

Volunteer/Intern Signature _____ Date _____

CC: Volunteer/Intern Personnel File