



MAKING A DIFFERENCE.
IMPACTING LIVES.

IT ALL STARTS WITH

YOU!

Atlanta GLOW Volunteer Handbook

Our Mission

Atlanta GLOW's mission is to encourage, educate and equip young, low-income women to be thriving, self-sustaining leaders and effective agents of economic growth within their communities.

*For more information, or to sign up as a volunteer,
please contact us using the following information:*

Atlanta Growing Leadership of Women, Inc. | DBA Atlanta GLOW
109 Anderson Street SE, Suite 602 | Marietta, GA 30060
678.870.4569 | info@atlantaglow.org | www.atlantaglow.org/volunteer





Dear Volunteer,

Atlanta GLOW's mission is to encourage, educate and equip young, low-income women to be thriving, self-sustaining leaders and effective agents of economic growth within their communities. Essentially, in our efforts to promote flourishing communities, we help young women blossom into future leaders. However, as a heavily volunteer-based organization, we cannot provide excellence in that quest without a strong community of volunteers, volunteers who carry a passion and dedication to our mission.

To that end, we invite you to become one of our very own! Our volunteer program is designed for individuals and groups who believe that good citizenship involves supporting charitable endeavors like ours that are serving economically vulnerable young women and girls in the metro Atlanta community, helping to move them to economic self-sufficiency and giving them a foundation to help lead others the same. In pursuit of our mission, we also envision a world in which all women and girls are fully empowered to pursue their dreams and shape their desired reality on their terms, free from all structural barriers created by racism, sexism and ageism and other forms of discrimination. Girls of color hold particular vulnerabilities on this spectrum because of their age and other intersecting identities; and yet they also hold immense power to drive transformation. Therefore, we also see that by investing in building the power of women and girls of color and responding to these barriers and vulnerabilities is critical to creating meaningful change with and for them, their communities, and this country.

That said, in joining our dynamic community of movement makers, you will be linking hands with us on our journey to help make sure all women are healthy, safe and thriving, which builds a more prosperous world for us all. We have taken thought to offer various levels of volunteer service with hopes that one of them may fit your desired level of affiliation and participation with our organization. Whether serving as an administrative volunteer, professional mentor, guest speaker, or another volunteer position, enclosed you will find an overview of our organization and key information that will help you be successful in your new volunteer role. If you have any questions or concerns, please do not hesitate to contact us using the contact information provided on the cover page of this handbook and we would be happy to assist you. Thanks in advance for your time and consideration of supporting our mission!

Sincerely,

A handwritten signature in black ink that reads "Ashlie James".

Ashlie James,
Founder and Executive Director

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About Us

Founded in 2014, Atlanta GLOW is a faith-based 501(c)3 nonprofit organization that serves low-income and/or young women and girls of color, ages 14-25, from marginalized communities. As a group, women and girls of color (WGOC) live at the intersection of multiple systems of oppression, yet few programs and organizations focus on their unique experiences, challenges and needs. However, we at Atlanta GLOW want to see young WGOC grow up with the vision and motivation to change the pattern of poverty and challenge the system of inequality for themselves and future generations. Therefore, our programs seek to fill the opportunity gap by examining the intersectional factors that both drive and deny their leadership cultivation and opportunities.

We prioritize a multi-pronged approach to help lead and launch traditionally marginalized young WGOC towards lives filled with opportunities for personal fulfillment, upward economic mobility, civic engagement and career advancement. These efforts contribute to our organizational mission to encourage, educate and equip young, low-income women to be thriving, self-sustaining leaders and effective agents of economic growth within their communities. Through our mentoring and life skills program, Atlanta GLOW models and teaches the social-emotional, leadership and life skills they need to successfully transition to adulthood and become thriving, active members of society. This also includes financial literacy education where we help youth and young adults learn all the basics of finance—including how to make money, budget and save—in easy-to-understand terms.

Further, to support the ongoing needs of our youth and their families, we also provide earn and learn incentives, like cash and rewards, and limited assistance with access to food, school, hygiene and period supplies to help fight food insecurity, period poverty and learning loss in underserved communities while promoting the health, safety and wellness of our participants and their families.

Our Team

Atlanta GLOW prioritizes a diverse board, leadership and staff who amplify our mission, strengthen our organizational capacity, and are reflective of the community of women we serve. We also lean on the strength and expertise of skilled volunteers and community-based partnerships to accomplish our organizational and program goals and sustain positive outcomes. Our Executive Director oversees our ongoing executive, administrative and programmatic operations, and is supported by a C.O.R.E. Team (Committed, Organized, and Resourceful individuals promoting Excellence in Teamwork) of committed volunteers who volunteer on an ongoing basis, as well as a seasonally rotating group of guest speakers, workshop facilitators, and professional mentors.

Alcohol, Drugs, Tobacco, and Firearms Policy

Atlanta GLOW prohibits and discourages the use of drugs, tobacco, alcohol, and firearms. Staff, volunteers, vendors, contractors, and participants are prohibited from using drugs, tobacco, and alcohol, or possessing firearms prior to or while engaged in program activities. Any suspected violations should be reported to the respective Program Coordinator and Executive Director.

Alcoholic Beverages. No Atlanta GLOW staff member, vendor, contractor, participant, or volunteer shall possess or consume beer, wine, or other alcoholic beverages while actively engaged or prior to actively engaging in program activities, nor shall they endorse the use of alcohol. Mentors and mentees may go to a location where minors are allowed and alcohol is served provided that the mentor and minor do not consume any alcohol.

Drugs. No Atlanta GLOW staff member, vendor, contractor, participant, or volunteer shall manufacture, possess, distribute, or use any illegal substance while actively engaged or prior to actively engaging in program activities.

Tobacco. The intent of Atlanta GLOW is to create a smoke- and tobacco-free environment. To that end, smoking and the use of all tobacco products is prohibited on the premises of Atlanta GLOW programs or events and those involved with the program must refrain from the use of such products while actively engaged or prior to actively engaging in program activities. The use of tobacco products includes but is not limited to cigarettes, including e-cigarettes, cigars, pipes, chewing tobacco, snuff, or other matters or substances that contain tobacco.

Weapons, Firearms, and Other Dangerous Materials. The possession or use of firearms, firecrackers, explosives, toxic or dangerous chemicals, or other lethal weapons, equipment, or material while participating in program activities is strictly prohibited.

Any violation of this policy will result in the immediate suspension and/or termination of the program relationship. In addition, violations of this policy may result in notification being given to legal authorities that may result in arrest or legal action, and may be punishable by fine and/or imprisonment. Further, 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 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.

Attendance and Absenteeism

We understand that, from time to time, certain situations may arise that prevent staff, volunteers or participants from fulfilling commitments or attending scheduled activities. If this is the case, they are asked to alert their respective mentor, Program Coordinator, and/or supervisor of any scheduled absences—such as vacation—as far in advance as possible so that they can find an appropriate substitute or arrangement. In the event of an unscheduled absence—illness or emergency—they are asked to alert their respective mentor, Program Coordinator, or Supervisor as soon as possible, preferably 24 hours before the scheduled activity begins, where feasible.

Punctual and regular attendance is an essential responsibility of each individual. Any tardiness or absence causes problems for fellow staff, volunteers and participants, especially when a staff or volunteer is absent, as others must perform his or her work. Any staff member, vendor, contractor, participant, or volunteer who fails to report without notification for 2 consecutive activities or more will be considered as having voluntarily terminated their involvement with our program(s).

Child Abuse and Mandatory Reporting Policy

Atlanta GLOW does not tolerate child abuse. It is our policy that all staff, volunteers, and other program representatives must report any suspected child abuse and/or neglect of agency clients or program participants immediately. All such suspected reports must be made to the appropriate state and/or local authorities and/or the local state Department of Children and Family Services (DCFS), who will determine if the information provided meets legal requirements to accept a report for investigation. The most important thing to remember is **YOU MUST CALL THE HOTLINE BEFORE CONTACTING AN ATLANTA GLOW PROGRAM COORDINATOR.** Do not call the program coordinator and ask if it is something that should be reported; if you are not sure, always err on the side of caution and call.

The individuals must follow the following mandatory reporting of child abuse and neglect procedures:

1. The volunteer or mentor must report the information to the state Department of Children and Family Services (DCFS) within 24 hours per state statute.
 - a. Reports are taken 24 hours a day, 7 days a week by calling 1-855-GACHILD (**1-855-422-4453**). In the event of an immediate emergency, please call 911 or the local police department.
2. In some cases, the DCFS may require the volunteer or mentor to be interviewed or make contact with them directly.
3. All suspected incidents of child abuse or neglect, recent or otherwise, must then be reported to Atlanta GLOW's Program Coordinator and/or Executive Director immediately, the same day if possible.
4. The Program Coordinator must fill out the Child Abuse and Neglect Report form, provided on page 17, detailing critical information about the alleged incident of abuse or neglect. Once completed and reported, this form will be kept in the mentee's or participant's file.

Any staff, volunteers, or participants accused of child abuse or neglect will also be investigated by Atlanta GLOW. If a minor is involved, the parent/guardian will be immediately informed of the suspicion. Contact with program youth will be restricted or eliminated and/or the person in question suspended from program participation per the decision of the Executive Director and Board of Directors until such investigation is concluded.

Staff, volunteers, or participants found to have engaged in child abuse, or to have used Atlanta GLOW facilities, property, or resources to engage in child abuse are subject to possible legal and/or disciplinary action, including permanent dismissal from our organization and/or programs.

Child Abuse and Neglect Report

Date: _____

Name of child: _____

Age of child: _____

Person making report to Atlanta GLOW: _____

Relationship to child: _____

Reporter's Contact Information

Name: _____

Address: _____

Address: _____

Email Address: _____

Phone: _____

Report Information

Reported to (Atlanta GLOW Staff name): _____

Date Reported: _____

Reported to (DCFS Staff name): _____

Date Reported: _____

Name of person suspected of abuse or neglect: _____

Relationship to child: _____

Describe suspected abuse or neglect; include the nature and extent of the current injury, neglect, or sexual abuse to the child in question:

Describe, if known, the circumstances leading to the suspicion that the child is a victim of abuse or neglect:

Describe, if known, any previous injuries, sexual abuse, or neglect experienced by this child or other children in this family situation and any previous action taken, if any.

Confidentiality and Privacy Policy

It is our policy to protect the confidentiality and privacy of our participants, vendors, staff, volunteers, and their family's personal information. Primarily, confidential information includes, but is not limited to contact information and identifying personal information (i.e. social security number); current and past staff, volunteer, and participant records; criminal and background check results; and anything marked as confidential.

Except for the limitations expressed below, Atlanta GLOW representatives (including staff and volunteers representing our organization) will only share confidential information about participants, vendors, staff, volunteers, and their families with other Atlanta GLOW staff and the Board of Directors. Further, all prospective participants, vendors, staff, volunteers, and their families should be informed of the scope and limitations of confidentiality by staff and volunteers.

Limits of Confidentiality. Information from participant, staff, and volunteer records may be shared with individuals or organizations as specified below under the following conditions:

- Summative information may be gathered given results are anonymous and the identifying personal information of the individuals are concealed.
- Names, photographs, and videos, etc. of participating individuals may be used in agency publications or promotional materials.
- Information may only be provided to law enforcement officials or the courts pursuant to a valid and enforceable subpoena.
- Information may be provided to legal counsel in the event of litigation or potential litigation involving the agency. Such information is considered privileged information, and its confidentiality is protected by law.
- Program staff and volunteers are mandatory reporters and as such must disclose information if a participant, vendor, staff member, volunteer, and/or their families may be dangerous to or intends to harm him/herself or others.
- At the time a mentor or mentee is considered as a match candidate, summative information is shared between the prospective match parties. However, the full identity of the prospective match mate shall not be revealed at this stage. Each party shall have the right to refuse the proposed match based on the anonymous information provided to them.
- Name and contact information are shared with match mates only after the involved parties have agreed to be formally matched. Additional information to be shared may include: date of birth, age, gender, ethnicity, personal interests, employment or education status, marriage or family status, living and transportation situation, reasons for applying to the program, a summary of why the individual was chosen for the particular match, expectations for match participation, and other information disclosed during the mentor or mentee orientation. Results of driving records and criminal histories may also be shared if relevant. Confidential social security information should never be shared.

Safekeeping of Confidential Records. The Executive Director is considered the custodian of confidential records. It is her responsibility to supervise the management of confidential information in order to ensure safekeeping, accuracy, accountability, and compliance with policies.

Requesting Confidential Information from Other Agencies. A participant, staff, vendor, and volunteer's right to privacy shall be respected by the agency. Requests for confidential information from other organizations or persons shall be accompanied by a signed release from the involved participant, staff, and volunteer, and/or parent/guardian.

Violations of Confidentiality. A known violation of the agency policy on confidentiality by a participant, staff, vendor, and volunteer may result in a written warning or disciplinary action such as suspension or termination from the program and/or possible legal action.

By signing and acknowledging our policies and procedures, individuals agree to not disclose confidential information on participants or Atlanta GLOW to anyone outside of the organization. When in doubt, individuals should ask the respective Program Coordinator or Executive Director to determine if something they become aware of is considered confidential or proprietary information.

Discipline and Problem-Solving Procedure

Problem-Solving Procedure. When individuals work or volunteer together, problems may arise. It is important to all involved that such problems are resolved as quickly as possible. Our problem-solving procedure provides individuals with the opportunity to have a review of any problem, dispute or misunderstanding that arises during the course of volunteering or participating in program activities:

- In situations where differences arise between individuals or volunteers and staff, first try to resolve these differences amongst the parties involved.
- If a neutral party is needed, inform the respective Program Coordinator. Under no circumstances should you make these differences public or involve other members of the organization.
- If the grievance is regarding the Program Coordinator, contact the Executive Director.

Our process for resolving problems follows the IDEAL model:

- **I**dentify the problem and have a clear understanding of the problem between the individuals involved.
- **D**evelop alternative solutions that could address the problem.
- **E**valuate the strengths and weaknesses of each solution.
- **A**ct on the most constructive solution.
- **L**earn from how the solution worked and repeat the IDEAL process if necessary.

Disciplinary Procedure. The following guidelines may be used, at the sole discretion of Atlanta GLOW to discipline a participant, staff, vendor, and volunteer due to a problem that exists as a result of a policy infraction:

- **Step 1:** Verbal warning with documentation in the individual's file.
- **Step 2:** Written warning to the individual and copy in the individual's file.
- **Step 3:** Termination/Dismissal of the individual.

These guidelines are based on cumulative problems, 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 engagement with Atlanta GLOW is "at-will".

Dismissal and Withdrawal Policy

Engagement with Atlanta GLOW is "at-will". A participant, staff, vendor, or volunteer may resign from service or program participation with the organization at any time. Dismissal of a participant, staff, vendor, or volunteer is a serious consideration. Before an individual is dismissed or formally withdrawn from our program or organization, we will attempt to reconcile the solution, including a meeting between staff and the individual involved. Dismissal of an individual may take place if the individual is unreliable, unresponsive, irresponsible, disruptive, demonstrates inappropriate behavior, or fails to adhere to the policies and procedures of Atlanta GLOW.

Dress Code Policy

Participants, vendors, staff, and volunteers are generally expected to dress in casual or business casual attire, or as outlined in any specific program or event guidance. Individuals who are inappropriately dressed will be asked to excuse themselves from the event or session and/or, if a minor, parents called to pick them up in order to change clothes.

Inappropriate attire includes tops that are backless, see-through, tight-fitting, low-cut, midriff-bearing, or have straps less than two inches wide; tight fitting bottoms; leggings as pants; shorts/skirts that do not cover legs within three inches of the top of knee; visible under garments; bare feet; any clothing with inappropriate language or imagery, derogatory of any ethnic, religious, or social group; and any clothing otherwise deemed inappropriate by the Executive Director and/or Program Coordinator.

Eligibility Policy

It is the policy of the Atlanta GLOW that each participant and volunteer must meet the defined eligibility criteria as defined below, or as outlined in the specific program guidance. Atlanta GLOW lead staff should be knowledgeable of and understand all eligibility and required commitment criteria required for volunteer and participant participation in the program.

Extenuating circumstances may be reviewed at the discretion of the Program Coordinator and acceptance may then be allowed with the expressed approval of the Executive Director when all eligibility requirements are not clearly met.

Participant Eligibility

As a general rule, to be eligible for our programs, a participant must:

- Be a young woman between 14-25 years old
- Be a high school student/graduate, or GED student/recipient
- Reside in metro Atlanta (Cobb, DeKalb, Clayton, Fulton, or Gwinnett counties)
- Be low-to moderate-income (individual or household income), as determined by a school's Free or Reduced Lunch rates for high school groups served, or otherwise determined by the Department of Health and Human Services' and/or HUD's annual poverty guidelines
- Be highly motivated to learn new leadership and professional skills
- Be able to obtain parent/guardian consent for participation in the program (if under 18)
- Sign and return a participant release form
- Have the ability to establish a relationship with a supportive and trustworthy adult
- Complete online or paper application, and participate in a program orientation (if applicable)
- Be willing to communicate regularly with Atlanta GLOW
- Be willing to abide by Atlanta GLOW's policies and procedures

Volunteer Eligibility

As a general rule, to volunteer for our organization, an individual must have:

- Preferably an adult, ages 21 or older
- The ability and desire to work with young adults
- A positive attitude and good listening skills
- Experience working with people from diverse urban backgrounds
- Complete online or paper application, and participate in volunteer orientation
- Complete a \$25 background check within 48 hours of orientation
- Be willing to communicate regularly with Atlanta GLOW personnel
- Be willing to abide by Atlanta GLOW's policies and procedures
- Have access to an automobile or reliable transportation

- Have a current driver's license, auto insurance, and good driving record
- Have a clean criminal history
- Have never been accused, arrested, charged, or convicted of child abuse or molestation
- Not be a convicted felon; if the applicant has been convicted of a felony then they may be considered only after a period of 7 years with demonstrated good behavior and an appropriate and corrective attitude regarding past behaviors
- Not be a user of illicit drugs; not use alcohol or controlled substances in an excessive or inappropriate manner
- Not be currently in treatment for substance abuse. If a substance abuse problem has occurred in the past the applicant must have completed a non-addictive period of at least 5 years
- Not currently be under treatment for a mental disorder or have been hospitalized for a mental disorder in the past 3 years
- Not have falsified information during the course of the screening process

Evaluation, Data Collection, and Dissemination Policy

Evaluation is a key component in measuring the success of Atlanta GLOW's programs and for making continuous improvements in the effectiveness and delivery of our program services. To guide our ongoing evaluation efforts, Atlanta GLOW uses a logic model which outlines the resources, activities, outputs, and outcomes necessary for the successful implementation of our programs. Program activities and outputs are primarily monitored through internal tracking sheets, dashboards and software customized for Atlanta GLOW's informational, strategic, and capacity building needs. These resources allow program staff and volunteers to input information such as, but not limited to volunteer hours worked, number of volunteers engaged, the number of participants served, stakeholder satisfaction, and the specific program activities provided. Therefore, Atlanta GLOW is able to run accurate and detailed reports and receive the critical information needed to assess our impact, capacity, operations, and sustainability.

Data Collection. Atlanta GLOW measures short and intermediate-term program outcomes, which correspond to changes in participant's skills, attitudes, self-efficacy, and behavior regarding career readiness and success, financial literacy and economic empowerment, service leadership, and personal, academic and professional development. Data is collected through participant assessments and pre-post surveys administered during in-take, and at the conclusion of programs, trainings, and events. The data and responses are then used to assess participant satisfaction, the general outcomes defined in Atlanta GLOW's logic model, and the outlined outcomes for specified services or events. Our evaluation focuses on the impact of programs on increasing educational, professional, and personal development opportunities among its low-income participants, and will serve as a tool to drive continued program improvement. The purpose of our evaluation plan is to ensure that our program is accomplishing proposed output and outcome measurements. Evaluation results inform our staff and board and assist with continuous improvement efforts and strategic planning.

Dissemination. Dissemination of program results of the will be implemented through well-targeted mechanisms. Three main dissemination lines will be applied: (1) Final evaluation results are shared publicly with stakeholders in our annual reports. (2) Program-specific results of our evaluation will be disseminated on the Atlanta GLOW website, which contains a special page devoted to each program for this purpose. (3) Additional dissemination will occur through presentations at conferences, such as mentoring and youth development conferences, regionally and nationally through associations and community groups (where appropriate), and through articles published in industry publications.

On occasion, Atlanta GLOW may utilize, with permission, names, photographs, testimonials, quotes and other summative and non-sensitive information transmitted during the course of stakeholder program involvement and evaluation for the purposes of program outreach, recognition, dissemination and performance measurement.

Food Handling Safety Procedure

Safe steps in food handling and storage are essential to prevent food-borne illness. You can't see, smell, or taste harmful bacteria that may cause illness. Therefore, food vendors and volunteers responsible for food handling for Atlanta GLOW programs, trainings, and events are expected to adhere to the below food handling and safety practices:

- Always wear gloves when in contact with food.
- Do not place food or boxes directly on the floor or ground. Use an approved pallet or table to set any items upon.
- Never cross-contaminate; e.g., do not touch meat, then fruits and vegetables.
- Cover your mouth and nose when you sneeze or cough. Cough or sneeze into a tissue and then throw it away. If you don't have a tissue, cough or sneeze into your upper sleeve or elbow, not your hands.
- Clean your hands often. When available, wash your hands with soap and warm water, then rub your hands vigorously together and scrub all skin surfaces. Wash for 15 to 20 seconds. It is the soap combined with the scrubbing that helps dislodge and remove germs. When soap and water are not available, alcohol-based disposable hand wipes or gel sanitizers may be used. If using a gel, rub the gel in your hands until they are dry. The gel doesn't need water to work; the alcohol in the gel kills germs that cause colds and flu.
- Avoid touching your eyes, nose or mouth. Germs are often spread when a person touches something that is contaminated with germs and then touches his or her eyes, nose or mouth. Germs can live for a long time (some can live for two hours or more) on surfaces like doorknobs, desks and tables.
- Stay home when you are sick; check with a health provider when needed.
- When you are sick or have flu symptoms, stay home, get plenty of rest and check with a health care provider as needed. Remember: keeping your distance from others may protect them from getting sick. Common symptoms of the flu include:
 - Fever (usually high)
 - Headache
 - Extreme tiredness
 - Cough
 - Sore throat
 - Runny or stuffy nose
 - Muscle aches
 - Nausea, vomiting and diarrhea

Harassment Policy

Atlanta GLOW is committed to maintaining an environment free of harassment. Atlanta GLOW prohibits unlawful 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. This policy applies to all persons involved in the operation and prohibits unlawful harassment by any staff member, volunteer, vendor, or participant.

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 creates an intimidating, hostile, or offensive environment. While sexual harassment encompasses a wide range of conduct, some examples of specifically prohibited conduct include:

- Threatening, directly or indirectly, to retaliate against an individual, if the individual refuses to comply with a sexually oriented request.
- Engaging in sexually suggestive physical contact or touching in a way that is unwelcome.
- Displaying, storing, or transmitting pornographic or sexually oriented materials using Atlanta GLOW equipment or facilities.
- Engaging in indecent exposure.
- Making sexual or romantic advances toward an individual and persisting despite the individual'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. Individuals are prohibited from harassing others whether or not the incidents of harassment occur on Atlanta GLOW premises and whether or not the incidents occur during operating/program hours. Sexual harassment can involve males or females being harassed by members of either sex. Although sexual harassment is typically thought of as involving 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. **If an individual believes that they have been subject to harassment or any unwanted unlawful attention, they 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 respective Program Coordinator and Executive Director.
- All incidents of harassment or inappropriate sexual conduct must be reported regardless of their seriousness.

Internet and Social Media Policy

Atlanta GLOW recognizes that staff, volunteers, vendors, and participants may choose to express themselves by posting personal information on the Internet through personal websites, blogs, social networking sites, forums, news groups or chat rooms, by uploading content, or by making comments at other websites or blogs (i.e., Facebook, LinkedIn and Twitter). We value their creativity and respect their interest in engaging in these forms of personal expression on their own time, should they choose to do so.

However, staff, volunteers, vendors, and participants may not use these or like avenues to harass or threaten other volunteers, participants, vendors or staff or reveal confidential information about our participants or organization. Embarrassing or unkind comments about other Atlanta GLOW volunteers, staff, clients, or competitors are also inappropriate. These individuals are legally and personally responsible for content posted to the Internet, in a blog or otherwise, and can be held personally liable for defaming others, revealing trade secrets or proprietary information, and copyright infringement, among other things.

If, in the process of making a personal post or upload on the Internet, they identify themselves as affiliated with Atlanta GLOW, whether by explicit statement or by implication, they must clearly state that the views expressed in the post, or at the blog or website, are theirs alone, and do not reflect the views of the organization.

Individuals may not use Atlanta GLOW trademarks, logos, or other images, without the expressed permission of the Executive Director, nor may they make false or misleading statements about Atlanta GLOW's philosophy, products, services, opinions, or affiliations with other companies.

Onboarding and Screening Procedure

Orientation Procedure. All persons inquiring to be potential volunteers or participants with Atlanta GLOW must first complete an initial application to help us get to know their goals, interests, and background, followed by a 30- to 60-minute orientation and background or eligibility screening. Orientation sessions may be hosted by phone, in-person, or virtually in either a group or one-on-one format, to provide more detailed information about our organization and/or programs. During the orientation, our program staff will provide an overview of the following, adjusting the message to whether they are potential volunteers or participants:

- Overview of the organization and programs,
- Time and duration commitments of respective programs,
- Overview of screening requirements,
- Mentor or volunteer role descriptions (volunteers only),
- Overview of attendance expectations, policies and procedures, and
- Instructions on submitting to background check and reference screenings (volunteers only) or a participant release (for mentees/participants only).

Orientation attendance will be recorded in an internal tracking sheet. If a volunteer or participant schedules their attendance and fails to attend a session twice without prior notification and good reason as deemed by the Program Coordinator, he/she will not be accepted into the program or as a volunteer.

Eligibility Screening Procedure. All volunteer and participant applicants must return all completed materials included on the application including their contact information, participation release, and acknowledgement of policies and procedures. Upon receipt of all required materials, all volunteers and participants are expected to undergo a brief eligibility screening performed by Atlanta GLOW based on the criteria outlined within the Eligibility Policy described earlier in this manual. However, extenuating circumstances may be reviewed at the discretion of the Program Coordinator and acceptance may then be allowed with written approval of the Executive Director when all eligibility requirements are not clearly met. Documentation of the screening process must be maintained for each applicant and placed in confidential files.

Additional Volunteer Screening Procedures. In accordance with the Atlanta GLOW program eligibility and screening policies, program staff should also complete the steps below to determine if a candidate qualifies to become a volunteer:

- Volunteer applicants must include on their application three professional contacts to serve as character references. The listed references will be provided a character reference survey, which can be completed online or by hard-copy. At least 2 of the 3 listed references must complete and submit a positive response to the character reference survey within 2 weeks of the reference check request for the volunteer application to be considered.

- Completion of a background check must also be provided at this time. We ask individuals to make the appropriate monetary donation on our website to cover the cost of the background check.
- Any incomplete information may possibly result in the delay or denial of an application being processed.
- As each component of this screening process is completed, the Volunteer Coordinator will update the checklist on the new volunteer tracking sheet.
- If applicant is rejected for any reason, the applicant's file should be placed into the file area of ineligible applicants. Atlanta GLOW is not obligated to provide a reason for accepting or rejecting a volunteer.

Background Screenings. All staff and volunteers must complete a background check. We ask individuals to make the appropriate monetary donation on our website to cover the cost of the background check. The background check may include a screening of the volunteer's driving record, criminal history, references, and employment in states where they have resided in the last 10 years.

If a potential staff member or volunteer has had a background screening with another agency that was completed within 12 months, that agency may submit to Atlanta GLOW on their letterhead, an official signed statement that a clear background check has been completed and is on file. In these cases, the potential staff member or volunteer may be exempt from the administrative processing fee.

By signing and acknowledging Atlanta GLOW's policies and procedures, staff and volunteers understand that the information obtained might be used in determining a suitable mentor/mentee match or staff/volunteer role placement. Any information Atlanta GLOW gathers from these screenings will be held as confidential and not released to the applicant, nor anyone outside of the organization other than the respective Program Coordinator, Executive Director, and/or Board of Directors. In certain rare cases, certain limited details of driving records or criminal histories may be shared with participants, or parents of participants, during the mentoring match process if they are found to be relevant and disclosure necessary.

Parental Consent Policy

All participants who are under the age of 18 require parental consent to participate in program events and activities. A parent/guardian must complete and provide the appropriate parental consent section with the program application. Parental consent requires that the parent or legal guardian grant permission for:

1. The child to participate in Atlanta GLOW's program.
2. Any photographs of the child engaged in Atlanta GLOW programming to be used for promotional material, media coverage, and announcements.
3. The child to take part in post-program questionnaires.

Parental/guardian approval, support and enthusiasm will greatly increase the participating child's success in Atlanta GLOW's programs. Therefore, if the participant is a minor, mentors and program staff must maintain a clear line of communication with the participant's parent/guardian on an ongoing basis in order to ensure continuous approval of the mentoring relationship and/or program activities. If there are difficulties in doing so, the mentor/volunteer should contact the respective Program Coordinator or Executive Director.

Transportation and Driver Safety Policy

Transportation Assistance Policy. All program locations and events are located off the transit line. For participants with transportation concerns, Atlanta GLOW will work directly with participants, parents and assigned mentors to try and mitigate transportation issues. Complimentary bus passes or rideshare credits may be issued on a case-by-case basis, and issued only if it is determined that other reasonable accommodations cannot be arranged.

Driver Safety Policy. It is our policy to allow staff or volunteers and participants to transport together in their own private vehicles with prior approval. Nevertheless, the safety and well-being of our staff, volunteers and participants is of critical importance to the organization. Thus, staff, volunteers and participants who drive on organizational business at any time will be expected to follow all the procedures below:

- **Drivers must possess an active driver's license and automobile insurance, which will be verified by Atlanta GLOW prior to approval. Atlanta Glow reserves the right to impose other requirements concerning transportation at any time.**
- A Motor Vehicle Report may be obtained by the agency in connection with the staff or volunteer's driving record, and a current copy of their vehicle insurance card will be maintained in the individual's file.
- Drivers must have a clean driving record for the last three years.
- All safety equipment including blinkers, lights, brake and back-up lights, seat belts, tires, and brakes must be in good operating condition.
- All individuals are expected to wear seat belts at all times while in a moving vehicle being used for Atlanta GLOW business. No one may drive or ride in any seat that does not include a working seat belt.
- Use of handheld mobile devices, whether personal or business-owned, while behind the wheel of a moving vehicle being used on Atlanta GLOW business is strictly prohibited. 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.
- Drivers are expected to follow all driving laws and safety rules and must adhere to posted speed limits and directional signs, use turn signals, and avoid confrontational or offensive behavior while driving.
- Drivers should never allow anyone to ride in any part of the vehicle not specifically intended for passenger use.
- Individuals must promptly report any accidents to local law enforcement as well as to the respective Program Coordinator or Executive Director.

- Individuals are also expected to report any moving or parking violations received while driving in rental vehicles purchased by the organization.
- If any of the above policy is not followed, the individual will not be allowed to transport participants in a private automobile and/or may face other disciplinary consequences.

If any of the above policy is not adhered to, the staff or volunteer will not be allowed to transport the participant in a private automobile.

Mentoring Program Policies and Procedures

General Mentor Expectations: Mentors understand and agree that they are not obligated, if called upon, to perform the volunteer services herein applied for, and that the agency is not obligated to assign or actively seek to assign them a mentee. Nevertheless, by willingly choosing to participate in the Atlanta GLOW mentoring program, volunteers agree to:

- Follow all rules and guideline outlined by the program coordinator, program policies, and this handbook or they may be removed the program.
- Assist their mentee with submitting all curriculum activities to the program coordinator on time.
- Make the commitment to be matched with mentee for a minimum of 6 months.
- Allow Atlanta GLOW to use their photo in marketing materials, news articles and promotional materials that will benefit the agency and increase its visibility in a favorable way.
- Keep any information that their mentee tells them confidential except as may cause her or others harm.
- Refrain from babysitting her mentee's child(ren).
- Refrain from transporting mentees in their vehicle unless they are pre-authorized to do so.
- Notify the program coordinator if they have any changes to their address, phone number, email address, or employment status and notify their mentee if my phone number or email address changes.
- Understand that upon match closure that future contact with their mentee is beyond the scope of the Atlanta GLOW mentoring program and may happen only by mutual consensus of the mentor and the mentee.
- Be on time for scheduled meetings or contact their mentee ASAP or at least 24 hours beforehand if unable to make a meeting.
- Make at least one contact monthly with total contact adding up to at least one hour between in-person, texts, emails, video and phone calls.
- Notify the program coordinator if 45 consecutive days go by with no mentee contact.
- Notify the program coordinator of any difficulties or areas of concern that may arise in the mentoring relationship.
- Notify the program coordinator if personal difficulties arise causing them to longer have the ability to meet program requirements (e.g., illnesses, moving, employment change, etc.)
- Make themselves available for periodic supervision calls from the program coordinator.
- Enter mentoring report entries before the last day of each month.
- Return texts, emails, and voicemails from the program coordinator within 24 hours.
- Return texts, emails, and voicemails from their mentee within 24 hours.
- Notify the program coordinator ASAP if no longer interested in being matched with their mentee.
- Mentors acknowledge that their participation is a volunteer project and there will be no compensation for their time.

Matching Procedure. Our organization cycles our mentoring programs over 6-month cohort periods. New mentors are accepted all year long, however are not matched until the beginning of one of our upcoming cohorts. Mentors will be matched only when a suitable match is available. We match according to 5 primary factors: location (<20 miles), career interest, age (>4 years), availability, and common interests, where appropriate, to ensure our participants are matched with a professional who aligns with their immediate needs. This means that there is no guarantee of a match, and a mentor might remain on a waiting list until a suitable mentee match is available. There are other ways to stay involved in the meantime (i.e. workshops, events), so prospective volunteers may stay tuned to our newsletters and/or website for other volunteer needs.

To begin the match process, the Program Coordinator reviews the application, interview notes, and interest information of both the mentee and mentor to determine match suitability. The greatest weight will be placed on the mentee preferences and needs. A match selection will be made using the following match suitability criteria as a guide:

- Mentor, mentee, and/or parent/guardian preferences;
- Common personal interests;
- Compatibility of meeting times;
- Geographical proximity;
- Similar career or industry interests;
- Appropriate gaps in age (4+ years); and
- All matches must be female adult to female youth.

Once a potential match is identified, and prior to contacting any of the prospective participants, the Program Coordinator must review the files of the potential mentor and mentee to ensure all screening procedures have been completed and both have met all the eligibility criteria. As this is determined, the Program Coordinator begins filling out the Mentoring Program tracking sheet. The Program Coordinator then first contacts the prospective mentor and without using the participant's name, describes and provides summative information about the mentee to determine if there is interest by the mentor. Given expressed interest by the mentor, the Program Coordinator then provides the mentee and/or the mentee's parent/guardian (if applicable) with a description and information about the selected mentor. The mentee is informed last so as to minimize disappointment if either the mentor and/or parent/guardian does not approve of the suggested match in some way.

Once both parties agree to the match, the mentor takes the lead in scheduling a time for an introductory meeting between the mentor, mentee, and parent/guardian (if applicable). The initial meeting might include discussions such as:

- General introductions,
- Talking about the mentee's interests, hobbies, and goals, and
- Each party sharing why they are interested in being a mentor/mentee.

Booking Monthly Mentoring Sessions. Mentors utilize the Setmore Booking Platform for booking mentoring sessions. Once matched, mentors will receive an invitation via email to join our Setmore account. We ask mentors to upload a photo and provide their contact information and a short bio. Each month we remind active mentors to go in and update their availability for the upcoming month so that mentees can go in and book their monthly sessions. Mentees will be able to choose from a virtual, phone, or in-person mentoring session. If virtual is selected, each mentoring pair will automatically receive a Zoom link to use upon booking the session on our platform. If phone is selected, the mentor should be prepared to call the mentee on the phone number listed in the booking confirmation on the date of the session. If meeting in person, the mentor, mentee and parent/guardian (if applicable) should agree on a safe, mutual meeting location and mentoring activities. Prior to each mentoring session, mentors should visit Atlanta GLOW's Mentor Resource Library to read over the discussion guide and/or any mentoring curriculum required for the respective month.

Monthly Mentoring Reports. Documenting your interactions with your mentee is very important. Atlanta GLOW mentors should submit monthly mentoring reports using Atlanta GLOW's online Monthly Mentoring Report form to log mentoring session hours and provide a confidential summary of individual mentoring sessions. The notes you enter into the mentoring reports are reviewed by your program coordinator monthly, so please take extra care when completing them. We use them to collect important data about your match, make our own reports, and find more ways we are able to help and support you within our program. This also provides confirmation of attendance for our mentees so that they can receive their Earn and Learn incentives.

Example Mentoring Report Documentation: *Jane and I connected for about 60 minutes. She's really busy with school and work right now, but was in a good mindset. Besides work and school, she's been connecting with friends online. Literature is giving her some trouble so we've set up a virtual meeting on Thursday 04/05/2021 to go over her assignment and work through it together. We're still working on her resume and plan to have it finished by the end of the month.* This mentoring report description provides comprehensive notes because it includes the following: length of time connected; the mentee's mindset; a school update; date for next meeting; what they'll work on during their meeting; update on life-skill curriculum activity they're working on.

Record-Keeping Policy. It is the policy of Atlanta GLOW that each step of the mentoring match process be documented by creating a record for each potential mentor and mentee. All records are to be kept confidential and are to be covered by the conditions outlined in the Confidentiality and Privacy Policy. Archival records or those records of past applicants and participants will be maintained and kept confidential for a period of ten years after the close of their participation in the program. After ten years, the records may be shredded and/or discarded with approval from the Executive Director and destroyed only by approved individuals.

The Program Coordinator must keep stringent records of all program activities, utilizing approved forms. All files should be regularly maintained and updated within an electronic database and/or

hard copy filing system. The creation of new forms or the revision of existing forms must be documented and adhere to the limitations of approved policies and procedures.

Supervision. Once the mentoring match is made, program staff will add the mentor/mentee name to the mentoring program tracking sheet. The Program Coordinator or another program staff person will be assigned to support and monitor all parties within a given match including the mentor, mentee, and parent/guardian. The coordinator will schedule at minimum two follow-up calls to both the mentor and mentee during their time of 6-month enrollment to check-in on the status of mentoring and to gather information regarding meeting dates, times, activities, and how the match is proceeding. Worksheets, discussion guides and tools will also be sent monthly to each party to provide sample activities, suggested discussion topics, worksheets, and other supporting information. During check-in calls, program staff may inquire about the following and/or probe further to uncover potential issues:

- Are they enjoying participating in the match?
- How do they feel it is going?
- Have there been any significant achievements?
- Are they having any difficulties?
- Is the relationship developing as they would like?
- If not, why do they think it is not?
- Are there any concerns or issues that should be addressed by program staff?
- Do they need more support or any intervention?

Check-in meeting notes will be added to the mentoring tracking sheet and/or mentor and mentee's records. If both check-in attempts to contact each party go unanswered, a written letter or note will be sent requesting they call the Program Coordinator.

Additional Match Support. It is the responsibility of the Program Coordinator to provide other support to the matches, including but not inclusive of the following:

- In collaboration with the Executive Director, plan and implement at least one group social activity or training for mentor/mentee matches per cohort.
- Facilitate an ongoing support group for mentors virtually or in-person to provide sharing of best practices, problem solving, training, and networking opportunities.
- Facilitate access to other community resources, events and activities for matches.

Gift Giving Policy. The relationship, time, and experiences mentors and mentees share together is an invaluable gift to the mentee. However, for those who feel they need to do something special for their mentee, please remember to keep it small. Gift giving is allowed, however, volunteers are asked to limit gifts to participants to small rewards for a job well done, birthdays, graduations, celebrations and the like. Do not offer loans or sums of money to participants, and please be careful about gifts of food as both the abundance of allergies complicate food gifts.

Mentors may decide to pay for mentoring related activities, if costs are reasonable, however they are not required. Before deciding to spend money on a minor mentee, consider the family's feelings. Mentors should make sure to not make parents or guardians feel unable to provide for their child. If thinking of giving a mentee a gift, for example, ask the family for advice on what the mentee may like. This will help them feel included and will give the mentor some spending parameters.

If a mentor decides not to cover costs for their mentee, they should not feel guilty. If a mentor has been spending money on the mentee for mentoring activities, and would prefer no longer doing so, they might consider talking with the mentee about splitting the costs, or making outings more cost effective for them both. For example, if a mentor would like to work with their mentee on financial literacy, they can establish a monthly spending budget for doing things together and ask the mentee to make decisions about how they will spend it. It is a best practice to set the pace early in the mentoring relationship as to how mentoring activity costs are to be divvied up.

Confidentiality. All the information you are told about your mentee is confidential and sharing that information with others is prohibited. However, you are required to report certain things. All the information you are told about your mentee is confidential and sharing that information with others is prohibited with the exception of the circumstances listed below:

- The mentee confides that she is the victim of sexual, emotional or physical abuse.
- There is a threat of physical harm to the mentee or to others, including the threat of suicide.
- The mentee tells you of her involvement in any illegal activity.

It is critical, not only for the welfare of the mentee, but also to protect yourself that you adhere to these exceptions.

Crisis Intervention Procedure. In the event that you're speaking with your mentee and she threatens to hurt herself you need to ask her 3 important questions:

1. Are you by yourself?
2. Do you have a weapon?
3. How were you planning on hurting yourself?

If the mentee is in immediate danger (she has a plan and/or a weapon) you must call 911. If she is with someone, ask to speak with them to get more details about the situation and if she's alone and presents no immediate threat encourage her to call the Georgia Crisis & Access Line's 24-hour crisis hotline at 1-800-715-4225. You may offer to call the hotline with her for added support.

At any time, you may call the program coordinator to intervene. Regardless, your program coordinator needs to be contacted so they can document the situation in their case notes.

Overnight and Out-of-Town Travel Policy. It is the policy of Atlanta GLOW to encourage mentor/mentee outings and mentoring sessions within their own community and to discourage overnight visits and out-of-town travel. However, mentees over the age of consent may choose to

do so if they are comfortable. For minors, overnight visits and out-of-town trips are permitted under the following conditions:

- Overnight visits and out-of-town travel may occur only with the accompaniment or expressed written permission of the parent/guardian.
- All parties must report all such occurrences to Mentoring Program staff the nature of the activity, and the purpose prior to the travel.
- For any and all admissible out-of-town travel, the mentor must write out or type a detailed itinerary of the trip, and provide this to the parent/guardian prior to leaving, and include the following: The destination(s); cell phone number, places being visited, and lodging information; times and dates of departure and arrival at each location being visited; and time of return.
- For out-of-town trips of more than one day's duration, the mentor must check-in with the parent/guardian daily by phone.
- During permissible out-of-town travel, the mentor should review and abide by all terms outlined in the Transportation and Driver Safety policy.

Problem Resolution Procedure. If the Program Coordinator assesses that there is a potential problem with the match, the coordinator will attempt to clarify the potential problem and work with the mentor, mentee, and/or parent/guardian to resolve the issue early. The general process for resolving problems will follow the IDEAL model described within the Problem-Solving Procedure outlined earlier in this manual.

When the match problem involves a lack of contact on the part of the mentor or mentee, the Program Coordinator must investigate the reasons for lack of contact with the offending party, and make efforts to ensure the match is meeting according to the contracted amount of time per month. If a problem area continues, the coordinator should consult with the Executive Director to define a viable approach to addressing the problem and proposing potential solutions. If the problem cannot be resolved, formally closing the match may be necessary. At that time, it would be determined if either or both parties are suitable for matching with other partners. All support and supervision by program staff must be recorded on the respective mentor/mentee files and mentoring program tracking sheets, referencing any notes included in the files.

Closure Procedure. It is Atlanta GLOW's policy that all mentors and mentees must participate in closure procedures when their match ends. Closure is defined as the ending of a formal match relationship regardless of the circumstances of the match ending or whether they intend to have future contact informally beyond the match duration.

At the point it is decided that a match is closing, the Mentoring Coordinator will instruct all participants through the closure process. A match may end at the discretion of the mentor, mentee, parent/guardian, and/or Program Coordinator. All closures must be classified as to the reason for the match ending: (1) A planned closure is one where the match is reaching the end of the six-month commitment and the goals of the match have been achieved. (2) Extenuating circumstances for match closure are usually more sudden in nature, and beyond the control of

the program and/or its participants, i.e., relocation or moving away, or an unexpected personal crisis. (3) A difficult match closure is due to relationship or behavioral difficulties, i.e., lack of cooperation or contact, parental disapproval, irreconcilable issues, lack of compatibility, and/or violations of program policies.

In the case of extenuating or difficult match closures, program staff will attempt to contact all parties by phone to inform them the match is closing and how best to proceed in closing the match. The parent or guardian may participate if he/she desires. It is left to the discretion of the Program Coordinator whether an individual will be reassigned to another match in the future based upon past participation performance and current goals and needs of the program.

In all three closure cases, the mentor and mentee will be asked to complete Exit Surveys. In all circumstances, the mentor and mentee will also receive a Closure Letter stipulating the match has formally ended. Any future contact is beyond the scope and responsibility of Atlanta GLOW. While no party is expected to continue the relationship beyond the formal end of a match, successful matches with planned closures may continue mentoring activities beyond the commitment period. Future contact will be at the mutual and informal agreement of the mentor, the mentee, and the parent/guardian. If future contact is agreed upon, Atlanta GLOW will not be responsible for monitoring and supporting the match after the match has closed.

Evaluation Procedure. Mentee and mentor survey and evaluation data will be collected at the end of each six months of participation in the program. Confidential surveys will be emailed to mentors and mentees and returned directly to Atlanta GLOW program staff. Survey questions will be based on but not limited to measures such as self-confidence, academic and professional performance, networking opportunities, program satisfaction, and access to positive influences.

Atlanta GLOW program staff will be responsible for evaluation efforts, and will oversee partnerships with any applicable external independent evaluators to implement any relevant evaluation activities. Data will be tabulated, evaluated, and compiled into reports at the end of each cohort. Atlanta GLOW staff will meet internally on at least a quarterly basis to review program data and make any necessary program modifications accordingly.

Acknowledgement and Waiver of Responsibility

This Volunteer Handbook is an important document intended to help you become acquainted with Atlanta GLOW's policies and procedures. It provides general operating guidelines, however, is not the final word in all cases. Individual circumstances may call for individual attention. Because Atlanta GLOW's operations may change, the contents of this handbook may be changed at any time, with or without notice, in an individual case or generally, at the sole discretion of the Executive Director and/or Board of Directors. Nothing in this handbook creates or is intended to create any contractual rights for volunteers or to create a contract of employment for any particular term.

Please read the following statements and sign below them to indicate your receipt of the handbook, understanding of policies and procedures contained therein, acknowledgement to adhere to them, and acceptance of the Waiver of Responsibility.

ACKNOWLEDGEMENT OF POLICIES AND PROCEDURES

I understand signing my name and today's date below constitutes a legal agreement confirming that I have reviewed the policies and procedures contained herein and that I understand, agree, and commit to adhering to its policies, rules and procedures described including, but not limited to, the Waiver of Responsibility below. I further understand that my involvement is terminable at will, either by myself or Atlanta GLOW, with or without cause or notice, regardless of the length of my involvement.

WAIVER OF RESPONSIBILITY

It is hereby understood that the undersigned exempts and releases Atlanta GLOW, its officers, agents, volunteers, and staff from any and all liability claims, demands or actions or causes of action whatsoever arising out of participation in volunteer activities on behalf of Atlanta GLOW.

Signature: _____

Printed Name: _____

Date: _____

