Thank you for volunteering with Gateway Greening!

It is with great pleasure that we welcome you to Gateway Greening’s community of volunteers. Gateway Greening, Incorporated recognizes the importance of volunteers, and we are delighted that you have chosen to spend your valuable time with us. It is not an exaggeration to say that we could not accomplish what we do without your contributions.

This handbook is designed to introduce you to GGI and to provide a basic overview of the policies and procedures that give you guidance and direction. It is not to be construed as a contract or other legal document but rather as an opportunity to share with you a little of our history, philosophy, practices, and policies.

No volunteer handbook can anticipate every circumstance or question that may arise. If you have any questions about your volunteer experience, you are encouraged to discuss them with the Manager of Volunteers who oversees the volunteer program. We believe you will enjoy your volunteer activities, GGI staff, and your fellow volunteers. We also believe you will find GGI a satisfying place to volunteer and are confident that your association with us will be both fulfilling and rewarding.

GGI is committed to an excellent work environment. We appreciate that our volunteers’ commitment to excellence matches our own. In that spirit, we extend our sincere thanks for all you do to make our programs thrive for our community and youth garden constituents, visitors, volunteers, and staff.

Thank you!

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Mission & History

Gateway Greening’s Mission
Gateway Greening educates and empowers people to strengthen their communities through gardening and urban agriculture.

Volunteer Program Mission
The mission of GGI’s volunteer program is to most effectively use and manage the services and skills offered by interested individuals who choose to contribute their talents to complement, supplement, and enhance the work of paid staff in order to better accomplish GGI’s overall mission.

Gateway Greening History & Organizational Structure
Formerly Gateway to Gardening (GTG), GGI is a non-profit founded in 1983 by two community members as an all-volunteer organization building gardens on abandoned land. GTG received its 501(c)(3) status in 1984 and became an affiliate agency of the Missouri Botanical Garden in 1997, when the name and logo changed to Gateway Greening, Inc.

In 2001, GGI purchased its Demonstration Garden on Bell Ave., a 1.8-acre garden tended by 40 families and a large demonstration/distribution area used as an outdoor office and classroom, from the City of St. Louis. In the same year, GGI also obtained its Carriage House property, which has been renovated into a community education center, and is now home to two hoop houses.

Building the Gateway Greening Urban Farm in 2006 (formerly City Seeds), GGI added new programming focused on innovative job training and a therapeutic intervention in urban horticulture and food production. The participants in this program were often dealing with homelessness, unemployment, substance abuse, mental illness, recent prison release, or were a veteran. (Due to redevelopment, the Gateway Greening Urban Farm was closed in 2017, with the intention to reopen at a new location in 2019.)

By 2012, GGI had grown, expanded, and decided to formally separate from the Missouri Botanical Garden.

Today, GGI has a strong staff who work hard to support its core programs:

- Community Projects
- Community Gardens: Gateway Greening’s Community Garden Program supports community gardens and urban greening projects that improve the neighborhoods and communities around them. These gardens inspire, educate, and reflect the pride of the participants -- often becoming community focal points and catalysts for neighborhood improvement. Every year, we award new gardens and expand existing gardens. GGI currently supports more than 200 active community garden projects.
- Youth Gardens: More than 75 additional Gateway Greening youth gardens give young people the opportunity to learn through hands-on experience, improve their schools, and discover the health benefits of fresh food. Teachers, staff, parents and volunteers are
eligible to apply for a Youth Garden grant to receive materials such as lumber, soils, and tools. Schools and youth programs that receive grants work alongside GGI in building their gardens, with ownership and garden responsibilities remaining within the school or youth program community.

GGI Policies

Equal Employment Opportunity

GGI is an equal opportunity employer and is committed to the principles of equal employment opportunities for all employees as well as applicants for volunteer placement. Volunteer placement decisions will be made without regard or consideration of an individual’s race, color, religion, sex (including pregnancy, childbirth, or related medical conditions), national origin, citizenship, age, sexual orientation, gender identity and/or expression, disability, marital status, veteran status, or any other basis prohibited by federal or Missouri law. Everyone is responsible for ensuring that discrimination on any of these protected bases does not occur at GGI.

Discrimination/Harassment/Retaliation

GGI is committed to providing a work environment in which all individuals are treated with respect and dignity and strictly prohibits discrimination and harassment. GGI requires all volunteers to report immediately any incidents of discrimination or harassment whether committed by another volunteer, employee, independent contractor, consultant, vendor, or visitor. All claims of discrimination will be promptly investigated.

Harassment

Harassment consists of unwelcome conduct, whether verbal, written, physical, or visual, that is based upon a person’s protected status, and that unreasonably interferes with an employee’s job performance or creates an intimidating, hostile, or offensive working environment.

Harassment can consist of, but is not limited to:

- Epithets, slurs, or negative stereotyping
- Threatening, intimidating, or hostile acts, jokes, or pranks that relate to the individual’s protected status. Harassing conduct may take many different forms. Harassment based on race, color, religion, sex, ancestry, national origin, citizenship, age, sexual orientation, gender identity, and/or expression, disability, marital status, veteran status, or any other basis prohibited by federal or Missouri law is a form of discrimination and will not be tolerated.
- Written, electronic, digital, or graphic material, including pictures, cartoons, drawings, posters, statements, or graffiti, that denigrates or shows hostility or aversion toward an individual or group because of their protected status, and that is placed on walls, screen
savers, bulletin boards, computers, mobile devices, tablets, social media, or elsewhere on Gateway Greening’s premises, or is emailed or otherwise circulated in the workplace.

The policy against harassment applies to all employees, interns, volunteers, independent contractors, vendors, and other professional service providers. Gateway Greening will not tolerate harassment of its employees by visitors, nor will it tolerate its employees engaging in prohibited conduct against volunteers, clients, outside contractors, or business partners.

Sexual Harassment

Gateway Greening is committed to ensuring that no one, whether employee, applicant, or recipient of services, should suffer unwelcome sexual overtures, conduct, or language.

While sexual harassment may take many different forms, it refers to behavior that is unwelcome, is personally offensive, lowers morale and therefore interferes with work effectiveness. Specifically, unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, may constitute sexual harassment when:

• Submission to such conduct is made either explicitly or implicitly a term or condition of employment.
• Submission to or rejection of such conduct by an individual is used as a basis for employment decisions.

Such conduct has the purpose or effect of unreasonably interfering with an individual’s work performance or creates an intimidating, hostile, or offensive working environment.

Reporting a Complaint

If you receive a complaint or observe or believe you are a victim of discrimination or any form of harassment while performing your volunteer assignment, or at a GGI-sponsored event, you should immediately report it to your supervisor or another GGI staff member.

You are not required to report your concerns to anyone who is the subject of your complaint. In addition to reporting your concerns, if anyone at GGI or at any GGI-sponsored event engages in conduct that makes you feel uncomfortable, we encourage you to tell that person that the conduct is unwelcome, that you find it offensive, and that it should stop immediately if you feel comfortable discussing it with them directly.

Complaints will be kept as confidential as possible. The volunteer supervisor will promptly investigate complaints of discrimination and/or harassment. All employees and volunteers are required to cooperate fully in any investigation.

Retaliation

GGI expects that all relationships will remain respectful and professional. Retaliation against volunteers for raising claims of discrimination or harassment or participating in an investigation will not be tolerated.
**Workplace Violence Prevention**

Gateway Greening is committed to creating a safe and secure work environment for employees and for those served by Gateway Greening. As part of that commitment, intimidation, threats, and acts of violence, with or without the presence of a weapon, will not be tolerated, even if made in a joking manner. Further, the possession of a gun or weapon of any kind within Gateway Greening’s facilities or vehicles is strictly prohibited.

Workplace violence includes physical, verbal, or written threats, violent behavior, or any physical contact that interferes with or threatens an employee’s safety.

Workplace violence may consist of, but is not limited to:

- The actual or implied threat of harm to any person or persons;
- Loud, angry, or disruptive behavior that a reasonable person would perceive as creating fear or anxiety in the workplace;
- Intentional destruction of Gateway Greening’s or any individual’s property;
- Committing any misdemeanor or felony crime on Gateway Greening’s property or while performing services for the Organization;
- Bringing weapons, ammunition, explosives, firearms, or any other illegal, dangerous, toxic, infectious, or hazardous items or materials of any kind on Gateway Greening premises or while conducting its business; or
- Any other conduct or behavior that a reasonable person would view as threatening or potentially violent.

Any employee or volunteer who feels threatened, is concerned about his/her safety or the safety of others, or is aware of any potential violations of this policy must immediately notify his or her supervisor, Director of Administration, or the Executive Director.

Gateway Greening will investigate all reports of violence or threatened violence and will take appropriate corrective action, including disciplinary action where appropriate. Appropriate actions will be taken in incidents involving constituents or other non-employees. Gateway Greening will not retaliate, nor will it tolerate any attempt at retaliation, against any person who reports possible violations of this policy or who assists in any investigation under this policy.

Violations of this policy, including failure to report or fully cooperate in Gateway Greening’s investigation, may result in disciplinary action, up to and including immediate termination.

**Personal Property**

You are responsible for your personal property. GGI does not accept responsibility or reimburse for lost, stolen, or damaged personal property.

**Drug and Alcohol-Free Environment**

GGI is committed to protecting the safety, health, and well-being of everyone at GGI. We recognize that drug and alcohol abuse can threaten these goals. Therefore, we have established a Drug and Alcohol-Free Environment Policy to provide employees and volunteers with guidelines for handling the use of drugs, alcohol, and other controlled substances. This policy applies to all volunteers whether on or off GGI property while representing or conducting GGI business during your volunteer shift, during GGI-sponsored events, and in meetings.
**Prohibited Behavior**

It is a violation of our Drug and Alcohol-Free Environment Policy to:

- manufacture, sell, distribute, dispense, possess, use, trade, offer for sale, or offer to buy illegal drugs or otherwise engage in the illegal use of drugs on or off the volunteer assignment;
- report for your volunteer assignment with illegal drugs (e.g., marijuana, cocaine, opiates, amphetamines, and phencyclidine) or other intoxicants (e.g., glue) in your system;
- report for your volunteer assignment under the influence of or impaired by alcohol.

Legally prescribed and over-the-counter drugs or medicines are permitted provided the medications will not impair your ability to perform your assignment safely and efficiently. Reporting to or being at your volunteer assignment while using prescribed or over-the-counter drugs where such use may prevent you from performing the duties of the assignment or present a safety hazard to you, other persons, or property is prohibited. If the use of a legally prescribed or over-the-counter medication could compromise your safety, the safety of other volunteers, employees or the public, it is your responsibility to notify your supervisor for consultation, or use appropriate safety procedures to avoid unsafe workplace practices.

**Confidential and Proprietary Information**

Throughout your volunteer service with GGI, you may have access to proprietary and confidential information, which you are not permitted to disclose. You are expected to treat all non-public or unpublished information relating to GGI as confidential.

Confidential information includes all project plans and data, sales and marketing strategies, customer and volunteer lists, financial information, donation-related information, business model, and other information that is confidential and proprietary by nature, and not generally available to the public or to Gateway Greening’s competitors, that is disclosed or submitted, orally, in writing, or by any other media, to the volunteer. This includes but is not limited to GGI database records, donor information lists, grant applications, and curricula. If there is a question of whether certain information is considered confidential, you should first check with your supervisor.

**Individuals with a Criminal Background**

Before volunteering in any function and at any Gateway Greening site, volunteers must complete the “Volunteer Form” (or parental consent form if under the age of 18). In this form, interested volunteers must disclose if they have been convicted of a felony, the nature of the crime, date of conviction and the disposition. Conviction is not an automatic bar to volunteer service. Each case will be considered on its own merits. Volunteer and Internship applicants should also communicate any limitations or concerns they have about working with the various populations that Gateway Greening services and/or may come into contact with.
Media Inquiries, Interviews, Speeches, and Articles

GGI's Communication Manager is responsible for dealing directly with the media which includes, but is not limited to, all news media outlets, national or local newspapers, magazines, journalists, authors, radio and television stations, and Internet-based media outlets.

If you are approached or contacted by a media representative, you should immediately refer the inquiry to the Communications Manager to review prior to granting an interview or releasing any information.

You should be cognizant of any situation where you may be identified by your affiliation to GGI, so as to ensure that the integrity and reputation of the institution is not compromised and to prevent all conflicts of interest. If you are unclear as to whether or not your participation with a media outlet is permissible, you should promptly contact GGI to obtain the Executive Director's approval prior to granting any external media interviews.

Solicitation

To assure a productive work environment, GGI forbids oral solicitations and distributions of information or materials on our premises. Employees and volunteers are not to solicit or be solicited during their working time for any purpose. Additionally, GGI assets including, but not limited to, bulletin boards, email, telephones, computers, copiers, stationery, and meeting rooms are not to be used for solicitation purposes.

Smoke-Free Environment

GGI maintains a smoke-free environment for the benefit of all employees, volunteers, and visitors. Tobacco of any kind is strictly prohibited on all GGI properties or in view of GGI visitors. This includes the act of lighting, smoking, or carrying a lighted or smoldering cigar, cigarette, e-cigarette, or pipe of any kind. Violations or concerns should be brought to the attention of your supervisor. You must step off of GGI property for a smoke break and wash your hands upon returning.

Social Media

GGI's Facebook, Twitter, and other social media accounts offer a unique and creative way for us to participate in authentic discussions with the public. By creating and engaging in social media, GGI hopes to take a creative and proactive approach to assisting its constituents, donors, and the general public. Websites, blogs, and social media pages that serve as a public voice of GGI will be created and managed by GGI fundraising and communications staff. Just as you are expected to follow GGI's policies “in person”, you are also expected to abide by the policies of this handbook in any online postings you make which are in any way related to GGI or your work with GGI.

Children

Children are permitted at the Demonstration Garden. You must directly supervise any children you bring with you to the Demonstration Garden at all times and may not operate power tools when a child is in close proximity. Please remember that GGI may not be used in lieu of child care.
Volunteer Procedures & Responsibilities

Volunteers and staff are considered to be partners in implementing the mission and programs of GGI, with each having a complementary role to play. Each partner should understand and respect the needs and abilities of the other. Your input is welcome; however, you should ultimately follow the direction of the GGI staff.

Volunteer Forms & Parental Consent

All volunteers (both volunteer groups and individuals) MUST complete the Gateway Greening Volunteer Form (or parental consent form if under the age of 18), before any volunteer activities may begin. In this document, volunteers should provide their contact information and important details such as their emergency contact information, felony disclosure, and any physical activities that they should avoid in their service. By signing this form, volunteers give permission for emergency first aid (if needed), provides a photo/media release and a liability waiver for the organization.

The parental consent form must be completed for each volunteer under the age of 18 and should be signed by a legal guardian. GGI has the right to refuse individuals from volunteer service with or without cause. You may be released from your assignment due to, but not limited to, substandard performance, failure to adhere to the policies and procedures of GGI, or misconduct. GGI has the right to ask you to leave its property immediately.

Volunteer Perks

Access to fresh produce
Regular Demonstration Garden volunteers have access to a fair share of produce harvested from 20 demonstration vegetable beds. Please take only what you need in order to reserve shares for others and donations.

Learning opportunities
You will benefit from hands-on learning opportunities in garden settings working alongside knowledgeable staff.

T-shirts
All active volunteers completing a minimum of 40 hours per year will receive an honorary GGI T-shirt.

Recognition Events
- All active volunteers completing a minimum of 20 hours per year will receive an invitation to the annual Volunteer and Major Donor Appreciation Holiday Party.
- Volunteers who celebrate benchmark years of service (3,5,10,15,20) receive honorary nametags and recognition in the GGI newsletter.
Orientation

The Demonstration Garden and individual volunteers must attend an orientation session prior to beginning service. Demonstration Garden orientations are typically held on the 2nd Saturday of the month (March-October) at 10:00am. Short-term volunteers, including service-learning students, are not required to attend an initial orientation.

Background Checks

Individual volunteers interested in working with youth gardens on a regular basis must first complete the appropriate procedures for the specific site. Often, this entails a background check submitted directly through the sponsoring school. The school administrative staff should alert the volunteer when the background check has been cleared and the volunteer has been approved for volunteer service. Please refer to the specific policy set by each educational facility.

For questions about the Saint Louis Public Schools Volunteer Process, please contact Volunteer Services Specialist, Ella Hungerford at (314) 345-4577 or eleanor.hungerford@slps.org.

The Saint Louis Public Schools Volunteer Applications can be found here: http://www.slps.org/cms/lib03/MO01001157/Centricity/Domain/27/AdultApplication.pdf

Community Service Volunteers

Short-term, court-ordered, community service volunteers may obtain community service hours through volunteering with Gateway Greening but must abide by all policies and procedures described herein. Court-ordered and community service volunteers are required to attend an initial volunteer orientation and must schedule their service date(s) in advance with the Manager of Volunteers.

Dress and Appearance

Appropriate dress and personal hygiene play an important part in promoting a positive, professional GGI image. Volunteers are expected to wear work and weather-appropriate clothes and protective equipment, including closed-toed shoes, hats, sunscreen, layers, or rain gear, depending on the weather and season. Notwithstanding the requirements and prohibitions of this policy, GGI will make reasonable religious accommodations involving dress and appearance.

GGI recognizes that personal appearance is an important element of self-expression. However, the following attire is not acceptable: spandex; bare feet; open toe or open heel shoes; political clothing and campaign buttons; pants, shorts, or skirts worn significantly below the waistline; gang affiliated clothing; sexually provocative clothing; clothing featuring profanity, nude, or semi-nude pictures; advertisements for alcohol, tobacco, or drug related material or sexually suggestive slogans, cartoons, or drawings; and the observable lack of or exposed undergarments.

If you fail to adhere to GGI’s dress code guidelines, you will be asked to initiate appropriate solutions or return home to change clothes. Please consult your supervisor if you have questions as to what constitutes proper attire in your area.
Attendance
The positions volunteers fill are critical to GGI. You are expected to arrive on time for each volunteer shift you have agreed to fill. If you are unable to report to volunteer, or if you will arrive late, please contact your supervisor. Give your supervisor as much time as possible to arrange for someone else to cover your position.

Hours Reporting
It is vital that GGI has a record of your time. Your hours show that we have community support and are used for grants and proposals. Discuss the record-keeping procedure for your area with your supervisor. Normal travel time to and from GGI is not to be recorded as creditable time.

Personal Information
Please promptly notify the Manager of Volunteers of any address, name, or phone number changes. Also let us know if there is a change in your emergency contact information.

Personal Conduct
You are expected to maintain an environment that fosters mutual respect, cooperation, and teamwork, and promotes civil and congenial relationships among employees, volunteers, and visitors, and is free from all forms of harassment, discrimination, and violence.

Appropriate conversations
GGI seeks to provide a positive environment and expects you to refrain from lewd and inappropriate conversations. GGI expects you to serve as a positive influence for clients.

Listening devices
GGI expects you to refrain from using iPods, MP3 players, and other listening devices. Rather GGI prefers that you engage in your work by interacting with other staff, volunteers, and clients.

Use of Property
GGI will provide you with the appropriate equipment needed to perform your volunteer assignments. Because this equipment is GGI’s, you are expected to use this equipment solely for GGI business purposes. GGI property is defined as any piece of equipment, furnishing, vehicle, building, or supply leased, owned, donated, or in the custodial care of GGI.

When using GGI’s property, you are expected to adequately safeguard it, exercise care and follow all operating instructions, safety standards, and guidelines. Please notify your supervisor if any equipment appears to be damaged, defective, or in need of repair, and do not continue to use it.

Personal use of all GGI property and business equipment, including but not limited to telephone systems, computers, and copy/fax machines should be reasonable and kept to a minimum.
Emergency Closings and Inclement Weather

At times, emergencies (such as severe weather, fires, power failures, earthquakes, etc.) can disrupt GGI operations. While it is our policy to remain open during most periods of inclement weather and maintain normal work hours whenever possible, where extraordinary circumstances warrant, GGI reserves the right to close owned and leased properties, including the Demonstration Garden, the Carriage House, and the main office, to the public, its employees, and/or volunteers.

If a decision is made to close GGI during normal hours of operation, your supervisor will be responsible for promptly notifying you.

Shelter Locations

Demonstration Garden
Move under the pavilion during heavy rain. If more severe weather is approaching, move to the Carriage House.

The Carriage House
Move to the basement and downstairs bathroom.

GGI Main Office
Move to the back room.

Community & Youth Gardens
Move to the lowest level of the institution affiliated with the garden, if applicable. If no building is available, drive to the nearest public building and take shelter.

You are responsible for your own safety in the event of severe weather and are expected to take reasonable steps to protect yourself.

Safety

Safety is a top priority of GGI and you have a key role in keeping GGI safe. GGI strives to provide work environments that are safe for everyone and to maintain procedures designed to prevent injuries. This is achieved through a strong awareness and personal commitment to the safety and well-being of other volunteers, employees, and visitors. Your site supervisor will share specific safety information as necessary. You are expected to immediately report any unsafe conditions to your supervisor.

Reporting a Work-Related Injury, Illness, or Accident

All injuries, regardless of how minor the injury may be, must be reported to your supervisor immediately, and if necessary, should be attended to by a physician as soon as possible. Your supervisor will assist you in completing a Volunteer Accident/Injury Report.

• In the event of a serious medical illness or injury, CALL 911, IF LIFE THREATENING (e.g., anything beyond basic first aid).
• For non-life threatening incidents, you should immediately contact your supervisor. If medical attention is needed for a non-life threatening incident, your supervisor will assist
in coordinating medical care with either a nearby medical facility or your primary care provider.

- Generally, for a less serious illness or injury, you are required to arrange your own transportation to an appropriate medical facility.
- You should assist your supervisor in completing a Volunteer Accident/Injury Report within a reasonable time following all injuries.

**Hours**

You are permitted to volunteer only during designated site specific hours as indicated below. Any questions or concerns for the Manager of Volunteers may be addressed during main office hours.

- Gateway Greening Office, Monday-Friday, 8:00am-4:30pm
- Demonstration Garden, Saturdays, 9:00am-12:00pm

**Holidays**

Gateway Greening employees observe the following holidays:

- New Year’s Day
- Martin Luther King, Jr. Day
- President’s Day
- Memorial Day*
- Independence Day
- Labor Day*
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day

*Demonstration Garden is closed the Saturday prior to Memorial and Labor Day. Check with your supervisor regarding your schedule on and around all holidays.
Discipline & Conflict Resolution

Discipline & Corrective Action

You may be placed on corrective disciplinary action for significant behavioral or performance deficiencies, which are determined to be within your ability to correct. GGI’s corrective action process provides a framework for you and your supervisor to resolve concerns related to unsatisfactory performance, poor attendance, inappropriate/unprofessional conduct, and any violation of the procedures set out in this handbook.

Based upon the severity of totality of the concerns, GGI may choose to bypass any or all corrective action steps and immediately end your volunteer assignment, or may do so if you fail to demonstrate immediate and sustained improvement.

When a concern arises, your supervisor will determine the appropriate action to take depending upon the circumstances and may document the issue in one of the following ways:

- verbal warning;
- written warning;
- final written warning;
- suspension of volunteer service - you may be temporarily suspended from volunteer service while a serious matter is investigated (e.g., theft, fraud, violent or threatening behavior, security concerns, etc.); or
- release from volunteer service - either immediately or after a form of corrective action has been issued.

Conflict Resolution Procedures

GGI recognizes that conflicts or misunderstandings may arise in the course of working relationships and wishes to be responsive to you and your concerns. Therefore if you are confronted with a problem, you may follow the procedures outlined below to resolve or clarify your concerns.

Step One: You are encouraged to initially direct your concerns to your immediate supervisor, whether or not the complaint involves your supervisor. You are encouraged to schedule an appointment with your supervisor to directly discuss the problem that gave rise to the concern. Volunteers and supervisors are generally able to directly resolve most volunteer service-related issues.

Step Two: If the discussion with your immediate supervisor does not resolve the problem to you and your supervisor’s mutual satisfaction, or if your supervisor does not respond to the complaint, you should submit a written summary of the complaint to the Manager of Volunteers and Executive Director. Your written complaint should include the following information:

- the problem and the date the incident occurred;
- the date that you met with your immediate supervisor and a summary of your immediate supervisor’s response; and
- suggestions on ways to resolve the problem.
If you submit a written complaint, you should provide as much detail as possible. Upon receipt of the written complaint, the Manager of Volunteers should schedule a meeting with you to discuss the complaint, and should provide a decision to you.

**Step Three:** If you are dissatisfied and wish to appeal the decision received in step two, you should submit a written summary of the complaint to the GGI Executive Director to investigate the complaint. The written summary should include:

- the problem and the date when the incident occurred;
- the date that you met with your immediate supervisor and a summary of the immediate supervisor’s response;
- the date you met with the Manager of Volunteers and a summary of the decision; and
- suggestions on ways to resolve the problem.

The Executive Director may meet with you and any other involved parties to facilitate a resolution and may gather further information from you, the supervisor(s) involved, and any other relevant individuals as applicable.

If you fail to appeal from one level to the next level of this procedure, the problem is considered settled on the basis of the last decision, and the problem submitted by the volunteer will not be subject to further consideration. No volunteer will be retaliated against for filing a complaint in good faith under this procedure.

**Resignation**

While we hope both you and GGI will mutually benefit from your continued volunteer service, we realize it may become necessary for you to leave your position. If you anticipate having to resign from GGI, you are expected to notify your supervisor and with as much advance notice as possible.

**Release from Volunteer Service**

GGI has the right to release you from service with or without cause. You may be released from your assignment due to, but not limited to, substandard performance, failure to adhere to the policies and procedures of GGI, or misconduct. GGI has the right to ask you to leave its property immediately.