

UNIVERSITY OF DELAWARE COOPERATIVE EXTENSION VOLUNTEER HANDBOOK

Table of Contents

Handbook Definitions	5
CHAPTER ONE	6
INTRODUCTION AND PROGRAM BACKGROUND.....	6
I. INTRODUCTION	6
II. BRIEF HISTORY OF UDCE VOLUNTEER PROGRAMS	6
III. UDCE VOLUNTEER PROGRAM CORE VALUES AND INTENDED IMPACTS.....	7
CHAPTER TWO	11
UDCE VOLUNTEER PROGRAMS TEAM AND ORGANIZATIONAL STRUCTURE.....	11
I. ROLES AND RESPONSIBILITIES OF UDCE	11
II. VOLUNTEER ROLES AND RESPONSIBILITIES	12
III. ORGANIZATIONAL CHART- see separate document	13
CHAPTER THREE	14
VOLUNTEER STATUS	14
I. INTRODUCTION	14
II. RECRUITMENT	14
III. INDEMNIFICATION.....	14
IV. UDCE 4-H VOLUNTEERS.....	15
A. APPOINTMENT.....	15
B. TRAINING.....	15
C. CERTIFICATION.....	15
D. RENEWAL	15
V. MASTER GARDENER AND MASTER WELLNESS VOLUNTEERS.....	15
A. TRAINING.....	15
B. CERTIFICATION.....	16
C. APPOINTMENT (FIRST YEAR OF MG/MW VOLUNTEER SERVICE).....	16
D. RENEWAL (SECOND AND SUBSEQUENT YEARS OF MG/MW VOLUNTEER SERVICE)	16
VI. MASTER NATURALIST VOLUNTEERS	17
A. TRAINING.....	17
B. CERTIFICATION.....	18
C. APPOINTMENT (FIRST YEAR OF MN VOLUNTEER SERVICE)	18

D.	APPOINTED MN VOLUNTEERS ARE GIVEN STANDARD NAME BADGES.....	18
E.	RENEWAL (SECOND AND SUBSEQUENT YEARS OF MN VOLUNTEER SERVICE).....	18
VII.	ALL VOLUNTEERS (4-H, MG, MW, MN, AND OTHER “MASTER” VOLUNTEER PROGRAMS)	
	19	
A.	LEAVE OF ABSENCE OR LIMITED ACTIVE STATUS.....	19
B.	INACTIVE STATUS.....	19
C.	TRANSFER OF APPOINTMENT (OR RENEWAL) FROM ONE DELAWARE COUNTY TO ANOTHER	20
D.	UDCE VOLUNTEER RECOGNITION.....	20
E.	NON-RENEWAL, SUSPENSION, AND/OR TERMINATION OF A UDCE VOLUNTEER APPOINTMENT	20
F.	REINSTATEMENT.....	22
CHAPTER FOUR.....		23
TRAINING, QUALIFYING ADVANCED TRAINING, AND QUALIFYING SERVICE.....		23
I.	TRAINING RESPONSIBILITY AND QUALIFYING SERVICE	23
II.	4-H VOLUNTEERS	23
A.	INITIAL TRAINING.....	23
B.	ONGOING TRAINING.....	23
C.	QUALIFYING SERVICE.....	23
III.	MG/MW VOLUNTEERS.....	23
A.	TRAINING.....	24
B.	QUALIFYING ADVANCED TRAINING ACTIVITIES (FIRST AND SUBSEQUENT YEARS OF MG/MW VOLUNTEER APPOINTMENT).....	24
C.	QUALIFYING SERVICE ACTIVITIES.....	24
D.	DOCUMENTATION OF QUALIFYING ADVANCED TRAINING AND SERVICE ACTIVITIES.....	26
E.	POLICY FOR PERFORMANCE OF VOLUNTEER SERVICE ACTIVITIES	26
CHAPTER FIVE PROGRAM ADMINISTRATION		28
I.	INTRODUCTION	28
II.	ACCIDENTS, INJURIES AND/OR INCIDENTS	28
III.	BACKGROUND INVESTIGATION.....	28
IV.	COMPLAINT PROCESS FOR VOLUNTEERS (FORMAL AND INFORMAL)	28
A.	General	28
B.	Informal Volunteer Complaint Process.....	29

C. Formal Volunteer Complaint Process	29
D. Appeal of Response to the UDCE Volunteer’s Formal Complaint	30
V. CONFIDENTIALITY AND PRIVACY	30
VI. CONFLICT OF INTEREST AND/OR CONFLICT OF COMMITMENT.....	31
VII. EMAIL	31
VIII. GENERAL AND FINANCIAL ADMINISTRATIVE REQUIREMENTS	31
IX. DONATIONS (TO UDCE VOLUNTEER PROGRAMS).....	31
X. GIFTS (TO VOLUNTEERS)	32
XI. HEALTH AND SAFETY	32
XII. ALCOHOL, ILLEGAL DRUGS, AND TOBACCO.....	32
XIII. INTERACTION WITH YOUTH AND ADULT CLIENTELE.....	32
XIV. NAME AND LOGO – UD, UDCE, VOLUNTEER PROGRAM.....	32
XV. NONDISCRIMINATION/AFFIRMATIVE ACTION POLICY	33
XVI. INSURANCE & RISK MANAGEMENT.....	34
A. General Liability Insurance	34
B. Automobile Liability Insurance	34
APPENDIX A.....	36
APPENDIX B	38
APPENDIX C.....	39
APPENDIX D.....	40
APPENDIX E	43

Handbook Definitions

As used throughout this Handbook, the following terms will be understood as follows:

4-H Volunteer	A qualified individual who has been appointed as a 4-H Volunteer by the Volunteer Program Coordinator to assist the UDCE in the execution of the 4-H Program.
CANR	College of Agriculture and Natural Resources, a statewide network of UD researchers and educators dedicated to the creation, development and application of knowledge in agricultural, natural and human resources.
County Director	The administrator of the UDCE organization at the three county offices.
DSU	Delaware State University
DSUCE	DSU Cooperative Extension, College of Agriculture, Science and Technology's outreach program.
Inactive	A volunteer who did not fulfill the annual reappointment requirements in a timely manner and is no longer an appointed volunteer.
MG Volunteer	A qualified individual who has been appointed as a Master Gardener (MG) Volunteer by the Volunteer Program Coordinator to assist UDCE in the execution of the MG Program.
MW Volunteer	A qualified individual who has been appointed as a Master Wellness Volunteer (MWV) by the Volunteer Program Coordinator to assist UDCE in the execution of the MW Program.
MN Volunteer	A qualified individual who has been appointed as a Master Naturalist Volunteer (MN) Volunteer by the Volunteer Program Coordinator to assist UDCE in the execution of the MN program.
NIFA	National Institute of Food and Agriculture
UD	University of Delaware
UDCE	University of Delaware Cooperative Extension, CANR's outreach program.
UDCE Director of Extension	The administrator of the University of Delaware Cooperative Extension Program.
UDCE Program Leader	The administrator of one of the primary UDCE Extension program areas including Agriculture, 4-H, and Family and Consumer Sciences.
UDCE Volunteer	Unpaid volunteers who work with UDCE Programs. This may include the Master Gardener, Master Wellness, and Master Naturalist Volunteer, 4-H Youth Development Volunteers or other "Master" Volunteer program members.
UDCE Volunteer Program Coordinator	UD Specialists and Extension Educators responsible for coordinating the local UDCE volunteer programs.
USDA	U.S. Department of Agriculture

CHAPTER ONE

INTRODUCTION AND PROGRAM BACKGROUND

I. INTRODUCTION

The University of Delaware Cooperative Extension (“UDCE”) volunteer programs are educational programs designed to teach and effectively extend information to residents of Delaware. UDCE volunteer programs include the Master Gardener (“MG”) Program, Master Wellness Volunteer (“MW”) Program, Master Naturalist (“MN”) Program, and 4-H Youth Development (“4-H”) and any additional “Master” volunteer programs. UDCE is the outreach arm of the College of Agriculture and Natural Resources (“CANR”) at the University of Delaware (“UD”). Our UDCE Volunteers promote the application of science-based information through UDCE organized educational programs that occur statewide and in each county of the State of Delaware. Delaware State University Cooperative Extension (“DSUCE”) is our partner in offering and managing the Delaware Master Gardener Program.

This Handbook is designed to provide the policies and implementing procedures that are relevant to the UDCE volunteer programs. These policies and procedures are defined within broader policies of UD. This Handbook is issued via the UDCE website, where the most current version may always be found. It is available to all interested persons.

II. BRIEF HISTORY OF UDCE VOLUNTEER PROGRAMS

- A. UDCE started in 1914 with the passage of the Smith Lever Act. During the beginning years, programs in agriculture, youth development and home economics developed with extension Educators providing educational programs to the public.
- B. In 1914 the first 4-H volunteers were recruited who supported the outreach efforts of UDCE. Community based 4-H clubs are organized and coordinated by adult and teen 4-H leaders. Club Cloverbud members are ages 5-7 and 4-H members are 8-19. Clubs can also be located within an afterschool setting or through the 4-H Military initiative. Volunteer leaders help to determine program efforts and assist in managing the county and statewide programs.
- C. In Delaware, the MG program began in 1986 and was originally planned and initiated by UDCE Specialists and county Educators/Agents. UDCE MG program staff has generally determined local program organization, operational guidelines, activities, and subject matter content. UDCE MG program staff and MG volunteers throughout the state also support one another through informal networks.
- D. The MW began in 2020, but was originally the Master Food Educator (MFE) program, first piloted from 1994-1997. It (MFE) was discontinued for a brief time, but then in 2009, the program reemerged in New Castle County and then expanded to Kent and Sussex counties in 2013. The program was designed and implemented by the Extension Foods and Nutrition Specialist in conjunction with county Agents.
- E. The MN program began to take shape in late 2018 and the first cohort started in March of 2020. The program trains volunteers to become Naturalists with a focus on a continued commitment to nature through volunteer service and advanced training. The program is coordinated through a

partnership with the Delaware Nature Society and Local Organizing Partners (LOPs). LOPs host the volunteers after training and are generally natural resource and environmental not for profit organizations around the state. MNs can be UDCE volunteers but most are volunteers for other LOPs who do not fall under this manual. More information may be found here:

https://docs.google.com/document/d/1tCyXcARwN5pyD_QvXgp_CxnwEX4lYdpu/edit?usp=sharing&ouid=109615777862673332412&rtpof=true&sd=true

III. UDCE VOLUNTEER PROGRAM CORE VALUES AND INTENDED IMPACTS

- A. The UDCE Volunteer programs utilize trained, and for MG and MW programs, certified volunteers at the county level to conduct research-based educational programs to meet needs of local residents. The UDCE Volunteers provide an organized approach to addressing demands for information and addressing community issues with the focus on educational programs and demonstration projects that address the Plan of Work of CANR.
- B. The CANR Plan of Work identifies critical areas of concern for the State of Delaware and identifies strategies for implementing educational activities and measuring educational impacts which are based on the following:

1. UDCE Volunteer activities focus on education, not service.
2. UDCE Volunteer programs provide information and teach practical and usable skills. UDCE programs are neutral and unbiased toward specific commercial products, services, and support groups. UDCE Volunteers or staff may not solicit or perform contract services for personal gain while representing UDCE.
3. UDCE activities meet identified Plan of Work initiatives and clientele needs.

UDCE Volunteer educational activities target adult and youth (often called “clientele”) and their needs. The activities are focused and support the identified Plan of Work goals. UDCE Volunteers and clientele often help determine program content and delivery methods. Ideas for program improvements are regularly sought from clientele. Working in partnership with other organizations, programs are provided and valued. Information garnered from evaluations improves program quality and provides future programming ideas.

4. UDCE Volunteers are guides to learning, and respect others’ viewpoints and abilities.

UDCE programs respond to a range of individual learning styles, abilities, and backgrounds. UDCE Volunteers provide appropriate available information while respecting alternative viewpoints. They are *guides* to learning. They present information and use technology to assist learners in improving their lives. They serve as educators, mentors and information resource providers. They often provide multiple options to helping clientele solve local problems and address issues. In this way, the UDCE Volunteers help clientele have the information and confidence they need to make more informed decisions.

5. Educational activities are inclusive, not exclusive.

UDCE Volunteer program methods and content are evaluated to assure information is not exclusively held and that UDCE volunteer educational programs are available to the public on an equal opportunity basis in accordance with UD and federal affirmative action/diversity policies. UDCE volunteer educational efforts are available to all, limited only by UDCE's resources.

6. UDCE Volunteers extend only research-based and technically accurate information.

UDCE programs extend information that is based on peer-reviewed research that flows through the U.S. Department of Agriculture ("USDA"), National Institute of Food and Agriculture ("NIFA"), Land Grant University and Cooperative Extension educational system. UDCE Volunteers provide information with honesty and to the best of their abilities and refer more complex queries to more qualified UDCE personnel. Problem-solving options are discussed but depending on the topic specific recommendations are only given within specified guidelines.

7. UDCE Volunteers emphasize "learn-by-doing" methods.

UDCE Volunteer programs use teaching methods that emphasize hands-on demonstration and provide opportunities for clientele to practice new skills.

8. UDCE Volunteers teach new skills, validate achievement, and encourage extending knowledge to others.

UDCE programs recognize new skills learned. Appropriate methods are used to teach improved skills, build individual confidence, and encourage application of new skills. Further, to extend the UDCE Volunteer's impact, those receiving information from UDCE Volunteers are encouraged to share new insights and skills with family, friends, and neighbors.

9. Activities build community support for UDCE through improved visibility.

UDCE educational activities feature appropriate, accurate information, packaged and advertised by UDCE for local clientele consumption. All UDCE programs, information, and activities are readily identifiable as products of UDCE. All UDCE Volunteers must wear identifying name badges. All distributed information is identified with the UDCE official name and address and encourages additional contacts. UDCE Volunteers communicate about the range of local UDCE programs offered and invite further contact.

C. Intended Program Impact

1. UDCE program staff and UDCE Volunteers organize to extend educational services to the widest audiences possible. Intended UDCE impacts are identified in the Plan of Work for each program area. UDCE Volunteer efforts help UDCE expand program initiative and impacts by helping us reach more clientele.

2. The Plan of Work can be found in Faculty and Staff Resources on the Extension website.

D. UDCE Volunteer Program Initiation

1. The UDCE Volunteer programs are statewide programs operated at the County level to address community identified issues and needs. In general, a UDCE Volunteer Program Coordinator in conjunction with the County Director in the UDCE County office and the UDCE Program Leader makes recommendations to the UDCE Leadership Team to initiate a local UDCE Volunteer program. The UDCE Volunteer Program Coordinator plans and manages the scope of the UDCE volunteer program and volunteer activities. The UDCE Volunteer Program Coordinator is responsible for the selection, training, certification, and support of volunteers. Routine procedures and day-to-day management of the UDCE Volunteer programs may be delegated to UDCE program staff or UDCE Volunteers, but the academic quality, educational focus and impact of the UDCE Volunteer program are the responsibility of the County Agent and UDCE Program Leader.
2. To initiate a new UDCE Volunteer program, the appropriate UDCE Extension Agent develops a proposal and makes a recommendation to the UDCE County Director or Program Leader and UDCE Volunteer program as part of the Educator's overall responsibilities. Before initiating a UDCE Volunteer program, the County Director or Program Leader will send forth the recommendation to the UDCE Leadership Team who will make the final decision.
3. Should the UDCE Volunteer Program Coordinator propose terminating an existing UDCE Volunteer program in the County, she/he must consult with the UDCE County Director, who will consult with the UDCE Program Leader. The UDCE Volunteer program should be periodically evaluated to judge its impact/benefit to UDCE, clientele and community in comparison with resources (including programmatic and administrative oversight) available for the conduct of a quality program. Before a decision is made to terminate the local UDCE Volunteer program, impact on the trained, active UDCE Volunteers, as well as clientele, must also be considered. Any final recommendation to terminate an existing UDCE Volunteer Program must be made to the UDCE Director of Extension who will provide final approval.

CHAPTER TWO

UDCE VOLUNTEER PROGRAMS TEAM AND ORGANIZATIONAL STRUCTURE

This Handbook section describes the roles and responsibilities of the people who design, create, and evaluate research, outreach, and educational activities in the UDCE Volunteer programs. It also recognizes the importance of everyone involved in UDCE Volunteer programs: Administrators of the USDA, NIFA, colleagues at other land-grant universities, DSUCE, as well as UD Administration; CANR administrators and departmental faculty, and UDCE County Directors, Extension Educators, UDCE Program Leaders and Volunteers.

I. ROLES AND RESPONSIBILITIES OF UDCE

- A. The UD Administration helps set policy for all UD programs. UD policies and procedures underlay all policies set forth by UDCE policies and procedures. Specific units that support some for the UDCE Volunteer policies and procedures include:
 - Human Resources and Office of General Counsel
 - Office of Equity and Inclusion
 - Procurement, Risk Management and Finance
- B. The CANR provides administrative and programmatic support in key areas to those working on UDCE Volunteer program initiatives, programmatic advocacy efforts, and statewide programs. DSUCE also provides oversight to personnel supporting the MG program in Kent/Sussex counties.
- C. The content Specialists provide statewide extension education and applied research programs focused on problems and serve as statewide programmatic resources for the UDCE Volunteer programs. The Specialist may conduct research and education programs in cooperation with County UDCE, other UDCE Specialists, and campus faculty in areas related to the introduction, evaluation, and management of CES educational initiatives.
- D. UDCE County Directors are responsible for recommending in consultation with UDCE Program Leaders, whether counties will sponsor and manage UDCE Volunteer programs. The UDCE Leadership Team will have final authority regarding the establishment of these programs.
- E. UDCE Volunteer Program Coordinators who manage the UDCE Volunteer programs are responsible for ensuring that UDCE Volunteer programs conform to UD policies; federal, state, and local laws; safety and health regulations; affirmative action requirements; and with statewide UDCE Volunteer program goals, policies, and guidelines. UDCE Volunteer Program Coordinators review volunteer certification materials and appoint/reappoint individual volunteers. The UDCE Director of Extension has the responsibility of excusing from further service volunteers who do not follow policies and guidelines, or who do not meet UDCE Volunteer program standards of service.
- F. UDCE Volunteer Program Coordinators plan and manage the scope of the UDCE Volunteer programs and volunteer activities and are responsible for the selection, training, certification,

and support of volunteers. Routine procedures and day-to-day management of the UDCE Volunteers may be delegated to non-academic staff or volunteers, but the academic quality, educational focus, and the impact of the UDCE Volunteer programs are the responsibility of the UDCE Volunteer Program Coordinator.

G. UDCE Program Leaders and Volunteer Program Coordinators work with UDCE Specialists, faculty, other professionals and community members to develop innovative and creative educational programs to meet the needs of clientele. These programs may include or be specifically developed for implementation by UDCE Volunteers.

II. VOLUNTEER ROLES AND RESPONSIBILITIES

New UDCE Volunteers are recruited and trained, as required, and then fulfill the requirements of the UDCE Volunteer program. Individuals selected to become volunteers receive formal training from UDCE staff and other qualified instructors. Volunteers are responsible to the UDCE Volunteer Program Coordinator and, through him/her, to the County Director and then to appropriate UDCE or DSUCE administrators. (See the Organizational Chart on the next page.)

UDCE Volunteers are expected to follow the policies and procedures outlined in the volunteer handbook as well as those set forth by UD. UDCE Volunteers serve at the pleasure of UDCE or DSUCE.

III. ORGANIZATIONAL CHART- see separate document

CHAPTER THREE

VOLUNTEER STATUS

I. INTRODUCTION

- A. UDCE Volunteers agree to support local UDCE educational programs, goals, and procedures as administered by the County office. UDCE is committed to supporting a diverse group of individuals who are enthusiastic about being trained to serve as UDCE Volunteers in extending our reach.
- B. A UDCE Volunteer is anyone eighteen (18) years of age or older who, on a non-paid, non-benefited basis, agrees to provide a service or conduct an activity that supports the goals of the UDCE program. Such volunteers are recruited, oriented, trained, and annually appointed as part of the UDCE program, so that they may undertake and achieve specific programmatic objectives. UDCE Volunteers must complete the appropriate training as required, may need to pass an examination (depending on the program), sign the *Renewal* materials, secure background investigation clearance, and satisfactorily complete other miscellaneous requirements.

II. RECRUITMENT

- A. UDCE recruitment activities for new UDCE Volunteers must be designed to assure that a diverse group of adults in the local community become aware of the programs and the opportunities.
- B. All adults interested in participating, as volunteers for UDCE, must complete an Application Form (See Appendix A) and sign a Code of Conduct (See Appendix B). There may be a face-to-face interview process in the selection of potential UDCE Volunteers. This provides an opportunity for information exchange regarding UDCE opportunities. While there are no specific standard criteria for the selection of UDCE Volunteers, potential volunteers must be willing to comply with all UD policies and procedures. Key characteristics of potential trainees are ability and willingness to volunteer, good communication skills, some expertise in program area and other skills as needed by the program.
- C. UDCE is committed to providing safe environments for all individuals- particularly young people participating in its programs.
- D. Each UDCE Volunteer training program is unique in its requirements. Please reference specific program documents and discuss with the UDCE Volunteer Program Coordinator.
- E. UDCE Volunteers are not permitted to participate in any UDCE activities until they have been cleared to do so through the UDCE background investigation process. Individuals must provide certain personal information that is required to conduct this investigation.

III. INDEMNIFICATION

Indemnification is available to UDCE Volunteers pursuant to UD Policy Number 4-108
Indemnification of Employees and Agents Who Are Not Trustees or Officers

IV. UDCE 4-H VOLUNTEERS

A. APPOINTMENT

All 4-H Volunteers are required to complete and submit a Leader Enrollment Form (See Appendix C). This form must be signed by the Organizational Leader of the club with which the individual is volunteering. This form must be completed on an annual basis.

B. TRAINING

1. New Leader Training is provided for all new Organizational Leaders within three (3) months of enrollment. This training provides an overview of the 4-H program, educational philosophy, as well as UDCE and 4-H policies.
2. All 4-H Volunteer leaders are encouraged to attend leader training each year offered during the Leader Forum and other leader training opportunities. This is to help them understand new materials as well as provide program updates.

C. CERTIFICATION

1. Certification of 4-H volunteer leaders is only required when a volunteer elects to work with youth in any discipline of the 4-H Shooting Sports Program. 4-H Volunteers must attend the prescribed classroom and on-course trainings as required by this National 4-H Program in order to become certified and be able to work with you in this area.
2. 4-H Volunteers transferring to Delaware who have completed the 4-H Shooting Sports certification in another state are required to provide documentation of this training through a reference letter from the County Agent/Educator in that state to avoid having to be recertified in Delaware.

D. RENEWAL

All 4-H Volunteer leaders are required to complete and submit a Leader Enrollment Form (See Appendix C) on an annual basis to be renewed.

V. MASTER GARDENER AND MASTER WELLNESS VOLUNTEERS

A. TRAINING

1. Successful applicants will be enrolled in the MG/MW Volunteer training program. Once enrolled, they will enter a period of training as outlined by the UDCE Volunteer Program.
2. During training, but prior to passing the qualifying examination(s), these individuals are referred to as “trainees.” After completing the formal training program, but prior to

completing program requirements, MG/MW Volunteers are considered “interns.”

3. Each MG/MW Volunteer training program is unique in its requirements- please reference specific program documents and discuss with the UDCE Volunteer Program Coordinator.
4. Payment of a course fee to cover training expenses and program costs may be required prior to acceptance into MG/MW volunteer training.
5. The UDCE Volunteer Program Coordinator will provide name badges to volunteer trainees/interns during the training period.

B. CERTIFICATION

1. To complete the MG/MW Volunteer training programs, individuals will be required to take a qualifying examination(s) and/or complete required teach-back activities.
2. A score of at least seventy percent (70%) is required to pass the exam(s). MG/MW Volunteer trainees are notified confidentially of exam/certification results.
3. Those MG/MW Volunteer trainees who pass the qualifying exam(s) and complete the additional requirements of the program as outlined in specific program documents are “certified” as technically qualified to dispense information for that program area.
4. “Certification” is valid for a period of one (1) year. “Certification” is a condition of “appointment.”

C. APPOINTMENT (FIRST YEAR OF MG/MW VOLUNTEER SERVICE)

1. Appointment is valid for (and may not exceed) a period of one (1) year.
2. Following completion of program requirements, a MG/MW Volunteer is recognized as an agent of UDCE when in the course and scope of their MG/MW Volunteer activities.
3. Appointed MG/MW Volunteers are given standard name badges.

D. RENEWAL (SECOND AND SUBSEQUENT YEARS OF MG/MW VOLUNTEER SERVICE)

1. Annual renewal by the specified deadline is required for a volunteer to remain active in the MG/MW Volunteer programs. In very unique circumstances, the UDCE Volunteer Program Coordinator may make an exception to the deadline.
2. Eligibility for renewal in their second (or any subsequent) year of service requires the following:
 - a. Completed and reported minimum hours of qualifying volunteer service during the preceding year, as outlined by the program requirements and approved by the UDCE Volunteer Program Coordinator. Annual hours of service in excess of the minimum requirements are appreciated and encouraged but cannot be “carried over” and attributed to the next program

year.

- b. Completed and reported minimum hours of qualifying advanced training during the preceding year, as outlined by the program requirements and approved by the UDCE Volunteer Program Coordinator. Annual hours of qualifying advanced training are appreciated but cannot be carried over to the next program year.
- c. MG/MW Volunteers are independently and personally responsible for meeting all administrative requirements necessary to secure renewal by correctly submitting the renewal materials.

3. The UDCE Volunteer Program Coordinator renews MG/MW volunteers on the basis of:

- a. Quality of service and previous performance, specifically including demonstration of a supportive and cooperative relationship with UDCE staff and volunteer peers, clientele, and/or other program stakeholders, as well as adherence to the programmatic goals, policies, and procedures established by the UDCE staff.
- b. Hours served.
- c. Completion of any advanced training required.
- d. UDCE program needs.

4. The UDCE Volunteer Program Coordinator has the authority not to renew a volunteer at their sole discretion, and without providing explanation.

VI. MASTER NATURALIST VOLUNTEERS

A. TRAINING

1. Successful applicants will be enrolled in the MN Volunteer training program. Once enrolled, they will enter a period of training as outlined by the UDCE Volunteer Program.
2. During training, but prior to passing the qualifying field journal, these individuals are referred to as “trainees.” After completing the formal training program, but prior to completing program requirements, MN Volunteers are considered “interns.”
3. Each MN Volunteer training program is unique in its requirements- please reference specific program documents and discuss with the UDCE Volunteer Program Coordinator.
4. Payment of a course fee to cover training expenses and program costs may be required prior to acceptance into MN volunteer training.
5. The UDCE Volunteer Program Coordinator will provide name badges to volunteer trainees/interns during the training period.

B. CERTIFICATION

1. To complete the MN Volunteer training programs, individuals will be required to create a qualifying field journal.
2. Those MN Volunteer trainees who pass the qualifying field journal and complete the additional requirements of the program as outlined in specific program documents are “certified” as technically qualified to dispense information for that program area.
3. “Certification” is valid for a period of one (1) year. “Certification” is a condition of “appointment.”

C. APPOINTMENT (FIRST YEAR OF MN VOLUNTEER SERVICE)

1. Appointment is valid for (and may not exceed) a period of one (1) year.
2. Following completion of program requirements, a MN Volunteer is recognized as an agent of UDCE when in the course and scope of their MN Volunteer activities.

D. APPOINTED MN VOLUNTEERS ARE GIVEN STANDARD NAME BADGES.

E. RENEWAL (SECOND AND SUBSEQUENT YEARS OF MN VOLUNTEER SERVICE)

1. Annual renewal by the specified deadline is required for a volunteer to remain active in the MN Volunteer programs. In very unique circumstances, the UDCE Volunteer Program Coordinator may make an exception to the deadline.
2. Eligibility for renewal in their second (or any subsequent) year of service requires the following:
 - a. Completed and reported minimum hours of qualifying volunteer service during the preceding year, as outlined by the program requirements and approved by the UDCE Volunteer Program Coordinator. Annual hours of service in excess of the minimum requirements are appreciated and encouraged but cannot be “carried over” and attributed to the next program year.
 - b. Completed and reported minimum hours of qualifying advanced training during the preceding year, as outlined by the program requirements and approved by the UDCE Volunteer Program Coordinator. Annual hours of qualifying advanced training are appreciated but cannot be carried over to the next program year.
 - c. MN Volunteers are independently and personally responsible for meeting all administrative requirements necessary to secure renewal by correctly submitting the renewal materials.
3. The UDCE Volunteer Program Coordinator renews MN volunteers on the basis of:

- a. Quality of service and previous performance, specifically including demonstration of a supportive and cooperative relationship with UDCE staff and volunteer peers, clientele, and/or other program stakeholders, as well as adherence to the programmatic goals, policies, and procedures established by the UDCE staff.
- b. Hours served.
- c. Completion of any advanced training required.
- d. UDCE program needs.

F. The UDCE Volunteer Program Coordinator has the authority not to renew a volunteer at their sole discretion, and without providing explanation.

VII. ALL VOLUNTEERS (4-H, MG, MW, MN, AND OTHER “MASTER” VOLUNTEER PROGRAMS)

A. LEAVE OF ABSENCE OR LIMITED ACTIVE STATUS

1. UDCE Volunteers who, owing to such a significant personal problem, are unable to complete the mandatory advanced training requirements, and/or the mandatory volunteer service activity requirements, may request either a leave of absence or Limited Active Status. Examples of such major difficulties include (but are not be limited to) a family emergency, personal illness and financial hardship.
2. Such requests must be submitted in writing to the UDCE Volunteer Program Coordinator.
3. Each request shall be handled on a case-by-case basis with the UDCE Volunteer Program Coordinator who has ultimate authority on whether to grant the request and whether to place any terms or conditions on the leave of absence or Limited Active Status.
4. If approved, Limited Active Status allows the UDCE Volunteer to maintain their standing as active during a period in which they are unable to complete the normal volunteer service requirements. For leaves of absence, UDCE Volunteers cannot represent or promote themselves as a UDCE volunteer.
5. In the absence of any action on their part, after being on a leave of absence or on Limited Active Status for a period of one (1) year, the UDCE Volunteer shall be designated as Inactive. During this time, a UDCE Volunteer cannot participate in UDCE Volunteer program activities, is not considered an agent of UDCE, and is not eligible for UD liability coverage.

B. INACTIVE STATUS

1. UDCE Volunteers may independently resign from the UDCE Volunteer program at any time. Written notification is requested.

2. UDCE Volunteers who are Inactive for more than six (6) months and have not applied for reinstatement shall be considered “resigned.”
3. UDCE Volunteers who resign and wish to volunteer again for the UDCE must start the volunteer application process from the beginning; however, their training hours may be transferable at the discretion of the UDCE Volunteer Program Coordinator, and individuals may be asked to participate in certain courses and/or advanced training opportunities that help provide them current information necessary to perform in this role.

C. TRANSFER OF APPOINTMENT (OR RENEWAL) FROM ONE DELAWARE COUNTY TO ANOTHER

1. UDCE Volunteers who relocate from one Delaware County to another may apply for transference of their appointment.
2. To apply for transference of their appointment to the UDCE Volunteer program in a new county, the UDCE Volunteer must provide a summary of their credentials, including details of training and volunteer service, and a positive reference from a UDCE staff member of the former county. Transference of the reappointment of the volunteer may be approved based on their previous training and experience, or the volunteer may be required to participate in further training, as per the discretion of the UDCE Volunteer Program Coordinator. The outcome of the request for transfer of appointment will be given to the applicant in writing.
3. UDCE Volunteers transferring from another state must start the volunteer application process from the beginning; however, their training hours may be transferable at the discretion of the UDCE Volunteer Program Coordinator, and individuals may be asked to participate in certain courses and/or advanced training opportunities that help provide them current information necessary to perform in this role and provide them knowledge assist them in volunteering in the state of Delaware.

D. UDCE VOLUNTEER RECOGNITION

Each UDCE Volunteer program recognizes the importance of their volunteers. Contact the UDCE Volunteer Program Coordinator for more details on volunteer recognition activities.

E. NON-RENEWAL, SUSPENSION, AND/OR TERMINATION OF A UDCE VOLUNTEER APPOINTMENT

1. As used in this Handbook the term “termination” should be construed to include “non-renewal” and/or “suspension” as may be applicable to the UDCE Volunteer appointment.
2. The UDCE Volunteer Program Coordinator has responsibility and authority to terminate UDCE Volunteers based upon their professional judgment and/or recommendation of UDCE staff.
3. The UDCE Volunteer Program Coordinator may execute such a termination at any time.
4. In the event of a decision to terminate a UDCE Volunteer, the UDCE Volunteer Program Coordinator will:

- a. Advise the County Director, applicable UDCE Program Leader and UDCE Director of Extension immediately.
- b. Follow the below described termination procedures.

5. Causes of termination include, but are not limited to:

- a. Failure to demonstrate a supportive and cooperative attitude to UDCE staff, volunteer peers, clientele, and/or other program stakeholders, as well as failure to adhere to the programmatic goals established by the UDCE staff.
- b. Violation of the signed renewal forms or Code of Conduct.
- c. Performance of an act that violates UD policy and/or State or Federal law.
- d. Failure to meet the responsibilities of UDCE Volunteer service as outlined by a specific program.

6. Termination Procedures

a. Expedited Termination

- i. The UDCE Volunteer Program Coordinator has discretion to waive a termination review process and terminate a UDCE Volunteer immediately if a UDCE Volunteer's actions may cause (a) extreme disruption to the UDCE Volunteer program, (b) a potential threat to public safety, or (c) UDCE has received notice that the UDCE Volunteer is the subject of a criminal investigation, and/or other conditions that cannot be remedied with corrective action.
- ii. In such a situation, the UDCE Volunteer Program Coordinator will issue to the UDCE Volunteer written notice of immediate termination without resort to the formal review process. Due process procedures will not apply in such instances and will not be available to the UDCE Volunteer.

b. Termination Review Process

- i. The UDCE Volunteer Program Coordinator will establish a termination review committee consisting of selected UDCE personnel and others as needed. Information will be kept confidential to the greatest extent possible. Authorized administrators may also be informed of the process.
- ii. Relevant personnel may include, but are not limited to applicable Program Leader, UDCE staff and others as needed to review the UDCE Volunteer's appointment. These individuals comprise the termination review committee.

- iii. At the discretion of the UDCE Volunteer Program Coordinator, the UDCE Volunteer may be suspended from UDCE participation in part or in full during the period of review. The UDCE Volunteer Program Coordinator may specify parameters of the suspension as they deem appropriate (partial suspension).
- iv. With the termination review committee, the UDCE Volunteer Program Coordinator will review the UDCE Volunteer's appointment, as well as any relevant documentation.
- v. At their discretion, the UDCE Volunteer Program Coordinator may elect to include the UDCE Volunteer at this or any other stage of the process.
- vi. The termination review committee will make a recommendation to the UDCE Director of Extension who will make the ultimate decision of the action to be taken.
- vii. The UDCE Volunteer Program Coordinator will issue written notification to the UDCE Volunteer of the termination review of their UDCE Volunteer appointment. Such notification will include:
 - a) Citations of specific concerns and/or policy infractions.
 - b) Statement of immediate and/or possible outcomes, including possible suspension or termination from the UDCE Volunteer program.
 - c) If applicable, notice of corrective action that must be taken by the UDCE Volunteer to remedy the problem.
 - d) If applicable, notice that the UDCE Volunteer shall be given thirty (30) days to correct the infraction.
- viii. In the event corrective action is required by the UDCE Volunteer as per section VI, E, 6, b, vii, c) above, the UDCE County Volunteer Program Coordinator has thirty (30) days to determine whether the UDCE Volunteer's actions were satisfactory or unsatisfactory and if unsatisfactory, the UDCE Volunteer Program Coordinator shall give the UDCE Volunteer written notification that the appointment is terminated effective immediately. Further due process procedures will not be available to the UDCE Volunteer. A UDCE Volunteer who feels that their termination was made on an improper basis (e.g., illegal discrimination or in retaliation for filing a discrimination complaint) may seek resolution through a variety of informal and formal complaint procedures. They can be found at:
<http://www.udel.edu/oei/knowledge-awareness/titleix.html>

F. REINSTATEMENT

1. After six months of Inactive status, former UDCE Volunteers must complete the renewal materials and gain approval from the UDCE Volunteer Program Coordinator for reinstatement.
2. Former UDCE Volunteers may be required to attend selected portions of the next UDCE Volunteer program training to complete other special training, and/or to fulfill any other requirements identified by the UDCE Volunteer Program Coordinator, including but not limited to undergoing another background investigation.
3. The outcome of a reinstatement request will be given to the candidate in writing.

CHAPTER FOUR

TRAINING, QUALIFYING ADVANCED TRAINING, AND QUALIFYING SERVICE

I. TRAINING RESPONSIBILITY AND QUALIFYING SERVICE

UDCE Volunteers are independently and personally responsible for maintaining their technical skills and their involvement in the local programs; and for fulfilling all educational, service, and other requirements necessary to become and/or retain status as a UDCE Volunteer.

To stay in good standing with UDCE, all UDCE Volunteers must complete their volunteer training and service requirements and follow the policies set forth in this document as well as the Code of Conduct.

II. 4-H VOLUNTEERS

A. INITIAL TRAINING

New 4-H Volunteer training is provided for new leaders within 3 months of enrollment. This training provides an overview of the 4-H program, educational philosophy, as well as UDCE and 4-H Policies.

B. ONGOING TRAINING

1. 4-H Volunteers are encouraged to attend leadership training each year during the Leader Forum and other leader training opportunities. This is to help them understand new material as well as provide program updates.
2. 4-H Volunteers who are certified in shooting sports must teach at least once every three years to remain certified.

C. QUALIFYING SERVICE

4-H Volunteers must re-enroll each year. Services provided in support of the 4-H program are varied but need to be relevant to the 4-H Program. Volunteers are subject to the Code of Conduct at all times.

III. MG/MW VOLUNTEERS

A. TRAINING

1. Responsibility for the execution of the MG/MW training program rests with the UDCE Volunteer Program Coordinator.
2. Completion of the MG/MW Volunteer training is one of the prerequisites necessary for appointment as a MG/MW Volunteer.
3. The Volunteer Program Coordinator may elect to provide a training scholarship when deemed appropriate.
4. Training
 - a. Training is provided by UDCE and/or DSUCE personnel or CANR faculty and other professionals as needed. The training program provides a basic, general, integrated, and practical course in the relevant subject matter areas, Extension methodology, and UDCE policies and procedures.
 - b. MG/MW Volunteer training is scheduled in accordance with local needs.
 - c. Each MG/MW Volunteer trainee is expected to participate in every training session. The number of class absences allowed and procedures for making up missed classes are determined by the UDCE Volunteer Program Coordinator and outlined in the registration process.

B. QUALIFYING ADVANCED TRAINING ACTIVITIES (FIRST AND SUBSEQUENT YEARS OF MG/MW VOLUNTEER APPOINTMENT)

1. All MG/MW volunteers agree to participate in a minimum of five (5) hours of approved advanced training annually in subsequent years following their first certification year.
2. Advanced training activities must be approved in advance by the UDCE Volunteer Program Coordinator to assure that they meet UDCE standards. Examples of advanced training activities that are likely to be approved as qualifying include:
 - a. Educational activities sponsored by the MG/MW programs such as the educational portion of UDCE volunteer meetings, additional training classes, workshops, seminars, and conferences.
 - b. Other educational activities approved in advance by the UDCE Volunteer Program Coordinator.
3. If a volunteer is providing service across multiple UDCE programs, advanced training hours may be eligible to count across the programs under the discretion of the volunteer coordinator; however, service hours are only eligible to be counted under one Master program.

C. QUALIFYING SERVICE ACTIVITIES

1. In their first year as MG/MW Volunteers, individuals agree to perform a minimum of forty (40) hours of qualifying service activities.

2. In their second and subsequent year as MG/MW Volunteers, individuals agree to perform a minimum of thirty (30) hours of qualifying service activities.
 - a. Service activities must be approved in advance by the UDCE Volunteer Program Coordinator to assure that they meet UDCE standards. Qualifying service activities must be consistent with UDCE priorities, core issues and policy.

 - b. Qualifying service activities must be performed free of charge by the volunteer. No payment to a volunteer may be solicited or accepted. Donations made to the volunteer program are acceptable and fees may be charged for the program/service provided.

 - c. Qualifying service activities must be outreach and/or educational in nature, and/or must be UDCE programs. Examples of service activities that are likely to be approved as qualifying include:
 - i. Answering questions received during the UDCE volunteer program initiative/activity.
 - ii. Service on public education activities sponsored by the MG/MW Volunteers including lectures, demonstrations, field trips, tours, plant clinics, exhibits, demonstrations, seminars, workshops, and conferences.
 - iii. Unpaid radio and television appearances representing MG/MW, if specifically approved by the UDCE Volunteer Program Coordinator.
 - iv. Unpaid articles written for publication representing MG/MW Volunteer program initiatives. Copies of articles (or other written material) must be submitted to the UDCE Volunteer Program Coordinator for review before publication.
 - v. Organization and planning of UDCE volunteer activities such as talks, plant clinics/demonstrations, educational exhibits and seminars, or assisting UDCE Volunteer Program Coordinator with developing program direction and strategic planning.
 - vi. Preparation of artwork, poster, fliers, displays, and other educational materials that benefit the UDCE volunteer programs and approved by the UDCE Volunteer Program Coordinator.
 - vii. Service on committees or as a coordinator for any UDCE volunteer educational activity.
 - viii. Organization of reference materials and clerical or administrative work for the UDCE volunteer programs.
 - ix. Service setting up and/or cleaning up UDCE volunteer meetings and/or picking up and delivering supplies for a

talk, clinic, exhibit, seminar, or other UDCE volunteer function.

- x. Work on research projects and reports under the supervision of UDCE Volunteer Program Coordinator for the purpose of developing and disseminating information.

d. Examples of service activities that are likely to be disapproved as qualifying include:

- i. Attendance at general MG/MW meetings (see volunteer program guidelines for specific valuation of approved hours; a portion may be approved).
- ii. Attendance at social functions.
- iii. Work (whether paid or unpaid) for outside organizations (e.g., community groups, etc.) that satisfies the requirements for participation or membership in those organizations.
- iv. Any and all activities for which the volunteer is personally paid. However, the UDCE Volunteer Program Coordinator has discretion to approve paid work on a very rare exception basis if they deem it appropriate.
- v. Physical labor, such as weeding for a community or school garden. However, the UDCE Volunteer Program Coordinator has discretion to approve physical labor/service on an exception basis if its purpose is the demonstration of UDCE program methods. If physical labor is demonstrated as part of an educational program where demonstration of proper techniques is the focus, then these types of activities are approved.

D. DOCUMENTATION OF QUALIFYING ADVANCED TRAINING AND SERVICE ACTIVITIES

- 1. Performance of qualifying advanced training and volunteer service activities must be documented on the appropriate form and submitted quarterly.
- 2. Volunteers are encouraged to retain a complete copy of their volunteer service and advanced training activities in their personal records.

E. POLICY FOR PERFORMANCE OF VOLUNTEER SERVICE ACTIVITIES

- 1. Volunteers may make recommendations only on home and community related issues. Commercial or business-related subjects should be referred to the UDCE Volunteer Program Coordinator.
- 2. If it is necessary to make recommendations, volunteers will do so only as per published UDCE recommendations. This includes pesticide, food and health related topics areas.

CHAPTER FIVE

PROGRAM ADMINISTRATION

I. INTRODUCTION

The following is a summary of certain key administrative policies that are particularly relevant in the UDCE volunteer environments.

It is always best for UDCE County offices to first direct questions and concerns regarding administration to County Directors and UDCE Program Leaders.

II. ACCIDENTS, INJURIES AND/OR INCIDENTS

- A. UDCE Volunteers must immediately report to the UDCE Volunteer Program Coordinator any incident or accident occurring while the volunteer is actively engaged in UDCE volunteer activities that results in an injury or property damage.
- B. Upon receipt of such a report, the UDCE Volunteer Program Coordinator will immediately communicate the information to the UDCE County Director, who in turn will notify the UD Office of Risk Management (RiskManagement@udel.edu). The UDCE Volunteer Program Coordinator will complete an Incident Report (See Appendix E) and submit for review by the UDCE County Director prior to submission to the UD Office of Risk Management. Copies will also be forwarded to the UDCE Program Leader and UDCE Director of Extension.

III. BACKGROUND INVESTIGATION

- A. UDCE requires that all UDCE Volunteers undergo a criminal background check completed prior to commencing UDCE Volunteer work. A UDCE Volunteer who refuses to undergo a criminal background check shall be deemed ineligible to be a UDCE Volunteer.
- B. Background checks are conducted by UD Human Resources in accordance with UD Policy 4-111 (<https://sites.udel.edu/generalcounsel/policies/criminal-background-checks/>) .

IV. COMPLAINT PROCESS FOR VOLUNTEERS (FORMAL AND INFORMAL)

A. General

- 1. Most UDCE Volunteer complaints are resolved at the local (i.e. UDCE County office) level. UDCE Volunteer Program Coordinators in cooperation with UDCE Program Leaders and County Directors will determine the best strategy to resolve the complaint in a timely manner.
- 2. UDCE Volunteer complaints made specifically against the UDCE Volunteer Program Coordinator should be made to the UDCE County Director.

3. All information (both verbal and written) related to UDCE Volunteer complaints is held in confidence to the greatest extent permissible in accordance with UDCE policy (see below) and Delaware State law.
4. Sexual Harassment/Civil Rights Complaints
 - a. Sexual harassment and/or civil rights complaints must be brought to the attention of the UDCE Civil Rights Director and the UDCE Director of Extension.
 - b. Additionally, these complaints may be directed to the UD Office of Equity and Inclusion. <http://www.udel.edu/oei/> . A copy is to be sent to the UDCE Director of Extension.
 - c. Program civil rights complaints may also be filed with the Secretary of Agriculture, United States Department of Agriculture, Washington, DC 20250 within 180 days from the date of the alleged discrimination. A copy is to be sent to the UDCE Director of Extension.

B. Informal Volunteer Complaint Process

1. Informal resolution of UDCE Volunteer complaints is always preferable although not mandatory.
2. The informal complaint process involves the UDCE Volunteer directly communicating with the UDCE Volunteer Program Coordinator and/or UDCE County Director, engaging in dialogue, and identifying a mutually satisfactory resolution.
3. If a mutually satisfactory resolution cannot be achieved through the informal complaint process, the UDCE Volunteer may make a formal complaint.

C. Formal Volunteer Complaint Process

1. The UDCE Volunteer may initiate the formal complaint process by issuing a written complaint to the UDCE Volunteer Program Coordinator. The written complaint must include specific details and the remedy requested.
2. If attempt was made to resolve the matter informally, the formal complaint must be received by the UDCE Volunteer Program Coordinator within thirty (30) business days upon the completion of that informal process.
3. If no attempt was made to resolve the matter informally, the formal complaint must be received within thirty (30) business days of the event that gave rise to the complaint.
4. Upon receipt, the UDCE Volunteer Program Coordinator must forward a copy of the complaint to the County Director and the UDCE Program Leaders.
5. The UDCE Volunteer Program Coordinator will then review the formal complaint.
 - a. At their discretion, the UDCE Volunteer Program Coordinator may seek input on the formal complaint from selected relevant personnel. Such relevant personnel may include (but would not be limited to) the UDCE Program Leaders, the UDCE County Director, and others. The UDCE Volunteer Program Coordinator may

also review any relevant documentation or other materials as they deem appropriate.

- b. At their discretion, the UDCE Volunteer Program Coordinator may elect to include the UDCE Volunteer at this or any other stage of the process.
- c. Within thirty (30) business days receipt of the formal complaint, the UDCE Volunteer Program Coordinator will issue a written determination to the UDCE Volunteer with a copy to the applicable UDCE Program Leader and other UDCE personnel shall be copied on the UDCE Volunteer Program Coordinator's determination.

D. Appeal of Response to the UDCE Volunteer's Formal Complaint

1. In the event that the UDCE Volunteer is not satisfied with the UDCE Volunteer Program Coordinator's determination regarding the formal complaint, the following process will be observed.
 - a. The UDCE Volunteer may appeal in writing to the applicable UDCE Program Leader no later than thirty (30) business days after the UDCE Volunteer's receipt of the UDCE Volunteer Program Coordinator's written determination.
 - b. The applicable UDCE Program Leader will advise the UDCE Volunteer Program Coordinator that an appeal has been received.
 - c. The UDCE Volunteer Program Coordinator will forward all related information to the applicable UDCE Program Leader.
 - d. The UDCE Program Leader will consider the appeal. In doing so, the UDCE Program Leader may consult with any individual and/or review any documentation as appropriate in their judgment. The UDCE Program Leader will be required to consult with the UDCE Director of Extension before issuing their decision.
 - e. Within thirty (30) business days of the receipt of the appeal, the UDCE Program Leader will issue written notification to the UDCE Volunteer of their decision on the appeal, and carbon copy the UDCE Volunteer Program Coordinator and the UDCE Director of Extension and other appropriate UDCE or CANR personnel.
2. The decision of the applicable UDCE Program Leader will be final and no further recourse will be available to the UDCE Volunteer.

V. CONFIDENTIALITY AND PRIVACY

- A. As a general practice, private information (e.g. addresses, phone numbers, emails, etc.) of members of the public are not retained by UDCE except for mailing list purposes only. It is UDCE policy not to share this information with outside organizations.
- B. Although UDCE will treat all private information as confidential to the greatest extent permitted by statute and UD policy, complete confidentiality is not guaranteed. For example, some exceptions include subpoenas, court orders, FOIA requests, external and internal investigations.

VI. CONFLICT OF INTEREST AND/OR CONFLICT OF COMMITMENT

- A. In accordance with UD policy, UDCE Volunteers must disclose any potential conflicts of interest or commitment that may exist, that could call into question the UDCE Volunteer's professional judgment or commitment to UDCE. A potential conflict of interest occurs when there is a divergence between an UDCE Volunteer's private interests and his or her professional obligations as a UDCE Volunteer such that an independent observer might reasonably question whether the individual's professional judgment, commitment, actions, or decisions could be influenced by considerations of personal gain, financial or otherwise.
- B. The UDCE County Director has responsibility and authority to review disclosed conflicts of interest/commitment and determine whether any action is required.

VII. EMAIL

- A. At the discretion of the UDCE Volunteer Program Coordinator and upon request, email accounts may be established for a local UDCE Volunteer.
- B. Email accounts must be set up by the UDCE Volunteer Program Coordinator by using the UDeINet Account Request form found at the new faculty checklist page.
<https://services.udel.edu/TDCClient/32/Portal/KB/ArticleDet?ID=908>
- C. All email accounts provided to UDCE Volunteers are subject to UD Policy 1-14 Policy for Responsible Computing at the University of Delaware
(<http://www.udel.edu/ExecVP/policies/administrative/1-14.html>).
- D. When a UDCE Volunteer's status is terminated, their email account will also be terminated.

VIII. GENERAL AND FINANCIAL ADMINISTRATIVE REQUIREMENTS

- A. All monies received by UDCE Volunteers in support of UDCE shall be immediately turned over to the applicable UDCE Volunteer Program Coordinator.
- B. Reimbursements for out-of-pocket costs associated with UDCE service activities, such as copying and travel expenses, may be available, provided UDCE Volunteers obtain permission from the UDCE Volunteer Program Coordinator prior to incurring such expenses. Volunteers must provide receipts for expenses incurred for reimbursement to take place.
- C. UDCE Volunteers may not negotiate and/or sign any document that commits or binds UDCE in any way, including but not limited to licenses, service provider agreements, facility use agreements, contracts and grants.

IX. DONATIONS (TO UDCE VOLUNTEER PROGRAMS)

UDCE Volunteers should refer all potential and actual donors to the UDCE County Director or UDCE Volunteer Program Coordinator for further action.

X. GIFTS (TO VOLUNTEERS)

Any monetary gifts provided to a UDCE Volunteer should be turned over to the UDCE Volunteer Program Coordinator for deposit into the appropriate account. Gifts of tangible items under \$25.00 in value may be accepted by the UDCE Volunteer.

XI. HEALTH AND SAFETY

- A. UD is committed to maintaining the safety and health of UDCE employees, volunteers and clientele. Every UDCE employee or UDCE Volunteer has the responsibility to follow safety rules and procedures and to help identify and correct potentially hazardous conditions.
- B. Relevant health and safety training shall be included in initial and ongoing training opportunities for UDCE Volunteers. Volunteers are encouraged to participate in safety training programs sponsored by UD. Training topics may include:
 - 1. Tools and equipment use.
 - 2. Safe lifting and other ergonomic topics.
 - 3. Heat illness awareness.
 - 4. Procedures for reporting safety concerns, hazards, and injuries.
 - 5. Food safety.
 - a. Food service activities must be in compliance with all local (city and county) health department rules and state law. Public health certificates should be obtained if serving food in public.
 - b. Contact Program Leaders for current food safety information.

XII. ALCOHOL, ILLEGAL DRUGS, AND TOBACCO

- A. UDCE Volunteers shall not consume or be under the influence of alcohol or illegal drugs while performing UDCE Volunteer duties.
- B. UDCE Volunteer programs and activities are conducted under tobacco-free conditions.

XIII. INTERACTION WITH YOUTH AND ADULT CLIENTELE

- A. In the context of the UDCE volunteer programs, volunteers must have at least two adults present at ALL times when working with youth. Volunteers are encouraged to work with other qualified adults who understand youth development (such as a UDCE 4-H staff member or schoolteacher) when working with youth.
- B. When working with adult clientele, volunteers should plan on working in teams of at least two adult volunteers (or an Extension staff person).

XIV. NAME AND LOGO – UD, UDCE, VOLUNTEER PROGRAM

- A. The UDCE volunteer name and logo are the property of UDCE.
- B. UD's name and logo, UDCE name and logo as well as the UDCE volunteer program name and logo, and all associated trademarks may not be used without first obtaining the permission of the UD Office of Communications & Marketing ("OCM"). A license must be obtained for the use of any of these marks in or on a commercial product, including premium and promotional items.
- C. For purposes of the UDCE volunteer program, and in consultation with OCM, the UDCE Volunteer Program Coordinator has the responsibility and authority to approve or disapprove use of the UDCE/volunteer program names and logos. If in doubt, the UDCE Volunteer Program Coordinator should check with their County Director.
- D. The UDCE volunteer program logo represents the volunteer program with a statewide identity and a unified voice and vision. In accompaniment with the UDCE logo, the UDCE volunteer program logo should be used as regularly as possible and applied to all relevant program materials such as name badges, appointment cards, etc.
- E. The UDCE logo is the unifying symbol for UDCE and encompasses the UDCE, and the many statewide Programs. In accompaniment with the UDCE volunteer logo, the UDCE logo should be used as regularly as possible and applied to all relevant program materials.
- F. Information on the UDCE and volunteer logos may be found on our staff resources page.
- G. When referring to a specific UDCE Volunteer Program Coordinator, the naming convention to be used is: UDCE Volunteer Program. (i.e. UD Cooperative Extension, Master Gardeners).
- H. The title "Master Gardener Volunteer," "Master Wellness Volunteer", "Master Naturalist", and "4-H Volunteer" as well as the UDCE volunteer program name badge may only be used by appointed volunteers, and only when they are in the course and scope of their UDCE volunteer activities. It may not be used for commercial purposes. However, the training, experience, and certification gained by individuals in the UDCE volunteer programs may be referenced as personal qualifications (e.g., when seeking employment, etc.).

XV. NONDISCRIMINATION/AFFIRMATIVE ACTION POLICY

- A. UD and UDCE prohibit discrimination or harassment of any person on the basis of race, color, national origin, religion, sex, gender identity, pregnancy (including childbirth, and medical conditions related to pregnancy or childbirth), physical or mental disability, medical condition (cancer-related or genetic characteristics), ancestry, marital status, age, sexual orientation, citizenship, or status as a covered veteran (covered veterans are special disabled veterans, recently separated veterans, Vietnam era veterans, or any other veterans who served on active duty during a war or in a campaign or expedition for which a campaign badge has been authorized) in any of its programs or activities.
- B. UD policy is intended to be consistent with the provisions of applicable local, state and federal laws.

- C. Inquiries regarding the University's nondiscrimination policies may be directed to Office of Equity and Inclusion as well as the UDCE Civil Rights Officer. Inquiries regarding civil rights information at the Federal level may be directed to the Secretary of Agriculture, United States Department of Agriculture, Washington, DC 20250.

XVI. INSURANCE & RISK MANAGEMENT

A. General Liability Insurance

1. UD maintains a general liability insurance program that protects all employees and agents of UD while acting within the course and scope of UDCE business. See UD Policy 3-1 University Insurance Coverage <https://sites.udel.edu/generalcounsel/policies/university-insurance-coverage/> .
2. In the event of accidental damage to another's property, or accidental injury to another person during the conduct of official UDCE business, or as a result of negligence on the part of UD, its employees or agents, each would be protected by UD's general liability insurance program. UDCE Volunteers are UD agents when actively engaged in the course and scope of UDCE volunteer activities and thus are covered. No coverage applies or is implied for any other reason.
3. When, during the course of their UDCE Volunteer duties, a volunteer is involved in accidental injury or property damage to others, he or she must immediately report full details to the UDCE Volunteer Program Coordinator.
4. Upon receipt of such a report, the UDCE Volunteer Program Coordinator will immediately forward the information to the UDCE County Director and UDCE Program Leader, who in turn will notify the Office of Risk Management by telephone (302-831-8468)/email (RiskManagement@udel.edu), as well as file an incident report (See Appendix E).
5. UDCE Volunteers are not covered by UD's Workers' Compensation program.
6. The University of Delaware Self-Insurance Program for general liability does not provide coverage for the personal property (including homes, gardens or equipment) of UDCE volunteer staff or volunteers. UDCE Volunteer Program Coordinators and volunteers who utilize their personal property during the course of UDCE volunteer activities should check with their insurance carrier and review their liability coverage.

B. Automobile Liability Insurance

1. UD/State Owned Vehicles
 - a. The UDCE County Director and designated staff are responsible for ensuring that only approved drivers are operating UD/State Owned Vehicles at any time and for approved purposes only. Approved drivers are drivers who are UD affiliated as Faculty, Staff or Students 18 years or older. Staff also includes miscellaneous wage and temporary employees as described in Policy 4-21 University Personnel Manual. Unless Volunteers

are also classified as Faculty, Staff or Student of the UD, Volunteers are not permitted to operate UD/State Owned Vehicles at any time.

- b. Any Volunteer who is classified, as Faculty, Staff or Student of the UD, must be compliant with Policy 7-34 Driver's Requirement and Verification and Policy 7-47 University 12 to 15 Passenger/Extended Van Utilization. All other UD vehicle use policies are applicable to approved drivers.
2. Volunteer Owned Vehicle
 - a. If driving is part of UDCE Volunteer duties, the UDCE Volunteer may drive their own vehicle, but must do the following:
 - i. Comply with UD Policies 3-1 University Insurance Coverage, 7-34 Driver's Requirements and Verification, and 7-47 University 12 to 15 Passenger/Extended Van Utilization.
 - ii. Use a safe operating vehicle.
 - iii. Ensure all passengers use a seat belt.
3. Automobile Accidents
 - a. In the event of an automobile accident that results in injury or property damage while a UDCE Volunteer is actively engaged in UDCE volunteer activities, UDCE Volunteers must immediately report the accident to the UDCE Volunteer Program Coordinator.
 - b. Upon receipt of such a report, the UDCE Volunteer Program Coordinator will immediately communicate the information to the UDCE County Director, who in turn will notify the UD Office of Risk Management (RiskManagement@udel.edu). The UDCE Volunteer Program Coordinator will ensure that the UDCE Volunteer completes a UD Auto Accident Reporting Form (See Appendix F) that is located on the UD Risk Management website page and submit for review by the UDCE County Director prior to submission to the UDCE Office of Risk Management. Copies will also be forwarded to the UDCE Program Leader and UDCE Director of Extension.

APPENDIX A

SAMPLE UNIVERSITY OF DELAWARE COOPERATIVE EXTENSION VOLUNTEER APPLICATION FORM

Name:

Address:

City: State: Zip:

Phone:

Email:

Birth Date (mm/dd/yyyy)

Please list any times you would NOT be available for training and/or volunteer work (work schedules, vacations, other commitments).

Training and Education Completed (check all that apply):

- High School/Technical or Trade School
- Associate's Degree
- Bachelor's Degree
- Master's/PhD
- Service in United States military

Do you have First Aid or CPR certification? YES/NO (Please circle)

Were you ever a 4-H member or Cooperative Extension Volunteer? YES/NO (Please circle and if answer is YES, please list where)

List courses and training you have had that is specific to the Extension program you wish to serve. Please include approximate dates and institution or organization.

Activities and Skills

Describe community volunteer experiences you have had with other organizations. Include any officer positions (and approximate dates) you have held with such groups.

Describe any skills in other areas (such as computer skills, writing, public relations, graphic design, photography, etc.)

If currently employed, list your current employer and position or if retired or currently not working, list prior occupation.

Are you, or have you ever been, employed in an educational setting working with either adults or children?

Why do you wish to become a Delaware Cooperative Extension volunteer? In your response, please be specific in regards to your program of interest.

Other Information

Do you have a health or medical condition for which you need to request an accommodation for training or volunteer opportunities?

If so, please list requested accommodations.

References: Please list two non-family references that have knowledge of your skills, abilities and qualifications.

Acknowledgement

I authorize the University of Delaware Cooperative Extension to contact my listed references. I understand and authorize that a criminal background check will be completed as part of the application process. I understand that I serve at the satisfaction of University of Delaware Cooperative Extension and agree to abide by the policies of the University of Delaware, University of Delaware Cooperative Extension, and the specific Delaware Cooperative Extension program I wish to serve.

APPENDIX B

University of Delaware Cooperative Extension Volunteer Code of Conduct

The University of Delaware Cooperative Extension (“UDCE”) has mandated the following Code of Conduct. All volunteers will read this Code of Conduct and sign in the space provided below acknowledging that he or she understands and agrees to comply with the Code of Conduct. Just as it is a privilege for UDCE to work with individuals who volunteer their time and energies in our community and state, a volunteer’s involvement in UDCE is a privilege and a responsibility, not a right.

1. UDCE volunteers must:

- a. Be supportive of the UDCE program and its activities at all levels.
- b. Display respect and courtesy for UDCE employees, other volunteers, program participants, visitors, clients, and property and demonstrate good behavior as positive role models.
- c. Comply with all local, state and federal laws and regulations as well as University of Delaware policies and procedures, including the UDCE Handbook for Volunteers.
- d. Provide proper accounting of all funds that are deposited or withdrawn from UDCE program accounts and maintain receipts for all goods or services purchased.
- e. Make all reasonable efforts to ensure that their UDCE programs are accessible to State of Delaware residents without regard to race, color, religion, gender, national origin, ancestry, marital status, familial status, sexual orientation, or disability.
- f. Accept supervision and support from professional UDCE staff while involved in the UDCE programs.

2. UDCE volunteers must not:

- a. Solicit gratuities, gifts or bequests for personal or professional benefit. Any unsolicited gratuity, gift or donations must be passed along to UDCE for offsetting supply costs.
- b. Use vulgar or inappropriate language.
- c. Use their volunteer status for personal or business financial gain.
- d. Use their volunteer status to endorse a commercial activity or product (goods or services).

I have read and understand the Code of Conduct outlined above. I understand and agree that any action on my part that is inconsistent or violates this Code of Conduct may be grounds for the suspension and/ or termination of my volunteer status with the UDCE programs.

Signature of University of Delaware Cooperative Extension Volunteer
Date

APPENDIX C

Sample 4-H NEW Member / NEW Leader Enrollment Form

County:

Club Name:

Category (circle one): Youth Member Cloverbud (ages 5-7) Member (ages 8-19) age as of January 1, 2014
Volunteer Leader Organizational Leader Project Leader Activity Leader

First Name: M.I. Last Name:

Birthdate: / / Current Grade: Primary Email: @

Primary Phone: Cell Phone: Work Phone:

Street: City: State: Zip:

If a military family, please list branch of service:

Any Health considerations:

Primary Parent 1 First Name: Last Name:

Primary Parent 2 First Name: Last Name:

4-H Sibling 1 First Name: Last Name:

4-H Sibling 2 First Name: Last Name:

School: Projects you intend to work in this year (please list at least one)

1.

2.

- 3.
- 4.
- 5.
- 6.

If you are transferring from another club, what club?

Member/Volunteer Signature

Parent/Guardian Signature

Club Leader Signature

Date

APPENDIX D

ACCIDENT/INCIDENT REPORT FORM

Camp / Event Name: Date:

Date of Incident/Accident: Hour: a.m. / p.m.

Type of incident: Behavioral – Accident – Epidemic - Illness - Other (describe):

Address / Location of Event:

Name of injured person(s) involved: Date of Birth: Sex:

Circle one: Participant Camper Visitor UDCE Volunteer UD Employee Parent

Address: Phone:

Name of Parent/Guardian (if minor):

Address: Phone:

Name/Addresses/Telephone Number of Witnesses (Attach signed statements):

- 1.
- 2.
- 3.

Describe the Accident/Incident in detail, including the sequence of activities and what the individual/injured was doing. [Attach extra pages if needed]:

Where occurred? [Specify location of accident/incident, including location of individual/injured and witness(es). Use diagram to locate persons/objects, if appropriate]:

Was individual/injured participating in an activity at time of injury? Yes No

If so, what activity?

Actions taken at time of incident/accident: by Extension Employee(s) or UDCE volunteer(s)

Actions taken to prevent similar incident/accident

Medical Report of Accident / Incident

Were parents notified? Yes No By: Writing Phone Other

By whom? Title: When? [time & date]:

Parent's Response:

Description of Injuries:

If first aid/treatment was given at the camp/event site, describe:

Where:; By whom:

Action(s) taken:

Were Universal Health Care Procedures used while administering first aid or treat? Yes No

Describe procedures used:

Additional Assistance Summoned? Yes or No . If yes, time of call:

Ambulance #/Name of Company Responding:

Police Department/Officer Responding:

Was injured transported? Yes or No . If yes: By Whom:

Where: Doctor's Office , Hospital , Camp/Site Health Service , Other

Person(s) to be notified of transport (attempt to notify immediately and continue efforts):

Name(s) Phone #: Relationship to injured:

Contact Made: Date ; Time ; Method

If not transported, subsequent action taken:

Check here if Injured (over 18 or parent or guardian if under 18) refused treatment or transport

UDCE Persons notified of accident / incident:

Name: Position: Date:

Name: Position: Date:

Name: Position: Date:

Describe any contact made with/by the media regarding this situation:

Signed: Position: Date:

Insurance Notification:

- | | | | | | |
|----|-------------------------------|-------|-----|--------|------|
| 1. | Individual's Insurance | Date: | By: | Parent | UDCE |
| 2. | UD Health Insurance | Date: | By: | Parent | UDCE |
| 3. | Worker's Compensation | Date: | By: | Parent | UDCE |
| 4. | Camp/Event Accident Insurance | Date: | By: | Parent | UDCE |

APPENDIX E

University of Delaware Automobile Accident Report

In the event of an accident, first call the police.

Emergency: 9-1-1

Non-Emergency Newark Police: (302) 366-7111

Non-Emergency New Castle County Police: (302) 573-2800

Non-Emergency University of Delaware Public Safety: (302) 831-2222

Then, complete this form and return to the Office of Risk Management, as follows: Jessica Chason, 220 Hullahen Hall, Newark, DE 19716-4620

P: (302)-831-8468 F: (302)-831-4120 jchason@udel.edu

Date of Accident:

Time:

Location of Accident:

State:

City and/or County:

Address or Cross Roads of closest intersection:

University driver and vehicle information:

Name:

Campus Phone No.:

Vehicle year/make/model:

License plate Number:

Information about the other driver and vehicle:

Name:

Address:

Phone Number:

Insurance company:

Policy Number:

Vehicle yr/make/model:

License plate No:

Witness(es) to the accident:

Name(s):

Address(es):

Phone number(s):

Passenger Witness

Details of Accident:

Indicate on diagram position & Direction of vehicles and/ or pedestrians.

Insert Arrow to indicate North

Indicate where the damage is to your vehicle and the other driver's vehicle.

University Other
Vehicle Vehicle

Accident Description:

Injured Persons/Passengers

Was anyone injured? Yes If yes, complete the following:

No

Name: Name:

Address: Address:

Phone number: Phone number:

Driver Passenger Pedestrian Driver Passenger Pedestrian

Was an Ambulance called? Yes

No

If so name of Company:

Addition Information:

Were Police Called? Yes

No

If so, which Department: Officers Name:

Citation Issued?

None You Other Driver

If to you, what were the charges:

Signed