

## ReFinement Program Rules, Regulations, and Responsibilities

*As a client of the VOANNE ReFinement Program, you are required to...*

- Report to all scheduled community service sites on time, in appropriate work clothes, and ready to work.
- Bring your own lunch, snacks, and water to work sites.
- Find your own transportation to and from work sites.
- Refrain from swearing and discriminatory or insulting language.
- Contact Volunteers of America and your worksite contact **BEFORE YOUR SCHEDULED START TIME** if you are unable to attend an assignment or if you will be late. If you do not call, the absence will be considered a “no-show”. Two “no-shows” will be grounds for removal from the ReFinement Program.
- Follow all directives from your worksite supervisor.
- Abide by all applicable safety rules for the worksite. If a job is unsafe, please contact Volunteers of America immediately.
- Be responsible for your safety. If you do not have appropriate training or experience for a task, or if you are not physically capable of performing a task, respectfully ask your supervisor to reassign you to a different task.
- Turn off your cell phone during work hours. (Exception: parents who need emergency contact phones on).
- Be respectful of all staff, supervisors, and participants.
- Complete required community service hours within a reasonable amount of time (to be set by court or VOA and noted below).
- Remain an active participant until required hours have been completed. An active participant is defined by attending at least one service date per month.

### Worksite Rules:

- Worksite assignments are final and non-negotiable. There is no trading or swapping of work assignments between participants. If adjustments need to be made, program staff or supervisor will make them.
- Individual worksite supervisors will assign jobs at the location. Follow directives of the worksite supervisors.
- There will be no “self-appointed” supervisors. If a worksite needs to have a participant oversee a work area, the worksite supervisor will assign that person as needed.
- Smoking will be allowed only at designated times and in designated areas. Worksite supervisors will tell you where and when you can smoke.
- Do not leave a worksite or your assigned work area without permission from your supervisor.
- There will be no phone calls to or from the worksite, except in emergency situations. Anyone making phone calls from the worksite may be removed from the program.
- No consumption or possession of alcoholic beverages, non-prescription or illegal drugs, paraphernalia, weapons, or any medication not authorized by a Medical Provider while at a worksite.
- There will be no visitors at worksites.

### Appropriate work attire:

- Close toed shoes or work boots
- Clean clothing with no holes or stains (for office)
- Work gloves (for labor sites)
- Shirts must have sleeves and extend to the hip – no tank tops or cropped shirts.
- Shorts (if worn) must extend to “finger-tip” length

You will be permanently removed from the ReFinement Program for the following violations at the worksite:

- Any act of physical violence, or rude and/or uncooperative behavior
- Possession and/or use of alcoholic beverages, illegal drugs, other intoxicants, and weapons
- Violation of any criminal law
- Making threats of physical violence, even in jest, toward any staff member, supervisor, or other participant
- Intoxication resulting from any substance
- More than one “no-show” at a scheduled work site