

**FREE I.T. ATHENS
VOLUNTEER MANUAL
WWW.FREEITATHENS.ORG**



FREE I.T. ATHENS VOLUNTEER MANUAL

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FREE I.T. ATHENS VOLUNTEER MANUAL II

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WELCOME TO NEW VOLUNTEERS

Welcome!

Thank you for your interest in volunteering with Free I.T. Athens! We are excited that you have decided to volunteer with us and to help our community. This manual is designed as an easily navigable repository of information for new and veteran volunteers. We encourage you to become familiar with the contents of this manual, as it answers many questions and outlines how volunteers contribute to the work of Free I.T. Athens. We reserve the right to amend any of the policies and descriptions included in this manual.

VOLUNTEERS: A CRITICAL COMPONENT OF FREE I.T. ATHENS

“The good we secure for ourselves is precarious and uncertain until it is secured for all of us and incorporated into our common life.” — Jane Addams

Free I.T. Athens is an all-volunteer operated organization which relies exclusively on the altruism and dedication of people such as yourself in achieving our mission in Athens, Georgia.

Your volunteer service is a critical component to the success of Free I.T. Athens, because without volunteers such as yourself we would not exist.

ABOUT FREE I.T. ATHENS

OUR HISTORY AND IMPACT

Free IT Athens (FRITA), was founded in 2005 by Michael Luchtan, Michael Moore and Semmy Purewal. The founders were inspired by the re-use models of Free Geek ('The Mothership') in Portland, OR and Bike Athens in Athens, GA. Their aims were to close the digital divide, reduce poverty, reduce e-waste, promote technology re-use, technology education and free software advocacy.

Arguably Athens's oldest technology nonprofit, Free I.T. Athens combines the power of community collaboration, free software and rescued technology and changes lives and the environment for the better. Since its founding, Free I.T. Athens has responsibly rescued over 70 tons of unusable equipment from landfills and distributed over 2,000 refurbished computers to individuals, community groups, churches and nonprofits in Cameroon, El Salvador, Peru and the United States.

OUR MISSION

We believe that everyone deserves access to low-cost computer equipment and computer-related services. We provide access to information technology resources to Athens-Clarke county residents and organizations and intend to help create well-informed advocates of free software and open information technology.

OUR VISION

Free I.T. Athens aims to increase the availability of free and open information technology and provide individuals with the experience and knowledge necessary to become both comfortable with IT and proficient in its usage. We seek to ensure that all people in the Athens-Clarke County area have a friend that knows about technology and that information technology is free and/or open.

SERVICES WE OFFER

We offer a number of services to individuals, families, groups, organizations and non-profits:

- Consulting
- Classes
- Sales
- Refurbishing
- Training
- Technical Support
- Free Software Advocacy

SERVICES WE DO NOT OFFER

- We do not give away computers to individuals, one must volunteer for one. We do not promote the use of nonfree software (e.g. Microsoft, Apple, Google, et al.).
- We do not promote or assist in the use or acquisition of pirated software, music, games, movies, books, etc.
- No unattended children are allowed on the premises. This is a safety precaution.
- If you are not actively volunteering you are not allowed on the premises.
- Equipment that has not been tested or processed is not for immediate sale.
- We do not hold items for sale for volunteers or customers. Volunteers are not allowed to "shop" while they are volunteering.
- Items deemed recyclable are not "free for the taking," they are to be placed in our recycling area.
- Any items taken from recycling without payment or permission will be considered stolen. If you are interested in purchasing an item in recycling, talk to a staff member.
- Volunteers do not receive credit for working on their own equipment. If a volunteer wishes to work on their own equipment, they must work on their own time

CONTACT INFORMATION

E-mail: contact@freeitathens.org

Phone: 706-621-6157

Web site: www.freeitathens.org

HOURS OF OPERATION

Wednesdays 6pm-8pm

Fridays 3-7pm (not open to volunteers)

Sundays 1pm-5pm

ABOUT FREE SOFTWARE AND WHY IT IS IMPORTANT



“Computer users should be free to modify programs to fit their needs, and free to share software, because helping other people is the basis of society.”–Richard Stallman

WHAT IS FREE SOFTWARE?

To understand what free software is we must define what software is. Software is a collection of computer programs and related information that provide the instructions for telling a computer what to do and how to do it. Free software is software that is free as in freedom (libre), not free as in price (gratis). Although the majority of free software out there costs nothing, the distinction that the software is free is important. It is important because it discusses the rights of the end user. Because of the confusing nature of the word free in the English language, some use the term open source to describe free software. The usage of the terms free versus open source are of much debate and contention within the software community.

Software is considered to be free if it can be used for any purpose, modified for any purpose, distributed free from restriction for any purpose, and distributed in a modified state for any purpose. In order for someone to be able to do all of the aforementioned

things, they must have access to what is called the software's source code.

The source code is the software's recipe, it contains the instructions, or rather, blueprints of how it works. So, another way of thinking about free software is thinking of it in opposition to a secret recipe. For example, chances are you have eaten a friend's dinner recipe. In comparison to similarly made dishes you might purchase at a restaurant, it probably tasted better.

If that particular friend's dish did not taste better, wasn't to your liking (whether based on diet, religion, ethical choice or some other reason), you might have access to your friend's recipe (source code) and be able to modify and change it to suit your needs. You cannot do this with pre-made food from a restaurant.

In comparison to the software world, you are not free to view the secret recipes of Apple, Google or Microsoft and change them, improve them, and redistribute them. In fact, in many cases, attempts to do so are often illegal. The ability to view, change, redistribute and share respective changes is the essence of software freedom. It puts you in control of the software, not the software in control of you.

WHY WOULD I WANT TO EXAMINE MY SOFTWARE?

“What is important is not that you modify or view, but that you cannot be prevented from doing so or having it done (for you) and are not dependent on a particular person or entity to do it. Some companies go out of business – taking their nonfree products with them – which sometimes leaves the users without any means of support” (Modified from the FLOSS Concept Booklet).

“As technology evolves, hardware, software and users' requirements change. And software, being a tool to make life easier, too has to be subject to easy and quick modification. So, even if you personally cannot change or modify the software, you want to be sure that you are not subject to monopoly power, or even simply the whims and fancies, of whomever created the software” (Modified from the FLOSS Concept Booklet).

“It is also necessary to be able to examine the software, to see if it has malicious features. For example, to check whether the program is spying on you. Some versions of Windows are designed to report to Microsoft all the software on your hard disk and other such companies cooperate with governmental agencies on your what you do with

your computer. However, Microsoft is not alone: Google mail, also known as Gmail, is designed so that Google's business partners can scan your e-mails so that it may present you with ads based on the content of your personal life. Everyone needs to be able to examine and modify software (and services) to be able to be protected against such mistreatment. Even if you don't know what bad things to look for, someone who does will soon find this "bad thing" in the program and spread the word about it." (Modified from the FLOSS Concept Booklet).

WHY FREE SOFTWARE?

We are philosophically opposed to the restrictions that nonfree software places on the end user. It is within our mission and vision to use and promote free technology and software.

Free software gives us and those that use our services the freedom to use software for any purpose. This freedom allows individuals to make as many copies of software as they wish, and to share the software they like unhindered. It also allows Free I.T. Athens to use as many copies of freely licensed software it needs to reach the maximum amount of people in our community – nonfree software licenses traditionally restrict this kind of freedom. Another perk of free software is that not only is it freely shareable, it usually costs nothing.

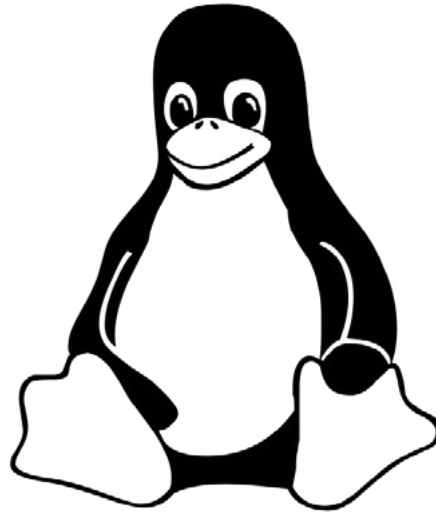
Free software gives us and others the ability and freedom to study and modify software. The ability to see the source code, or secret recipe, enables Free I.T. Athens to modify the software to fit the needs and wants of those we serve. For example, since GNU/Linux is freely modifiable, we are able to put educational software and other programs on the computers we distribute to the community that is very specific to our locale. We cannot do this with nonfree software.

Free software follows a community development framework that aims to empower users and raise social capital. We aim to do the same through providing technology and technology services to residents of Athens, Georgia and the surrounding area.

It's better. As free software advocates, we feel that free software is generally technologically superior to nonfree offerings. Since the free software development model of free software is completely public, many expert software developers from around the world are able to fix bugs and security holes much more quickly than nonfree software developers.

Re-use. Free software also allows us to breathe new life into machines considered “old” or “junk.” This allows us to impact people and the environment for the better.

IMG Gnu, the mascot of the GNU Project (left). Tux the penguin, the Linux mascot (right), created by Larry Ewing.



WHAT IS [GNU]/LINUX?

While volunteering at Free I.T. Athens you are bound to hear the words “Linux” or “GNU/Linux” used in casual conversation. Don’t worry though, this can be explained simply.

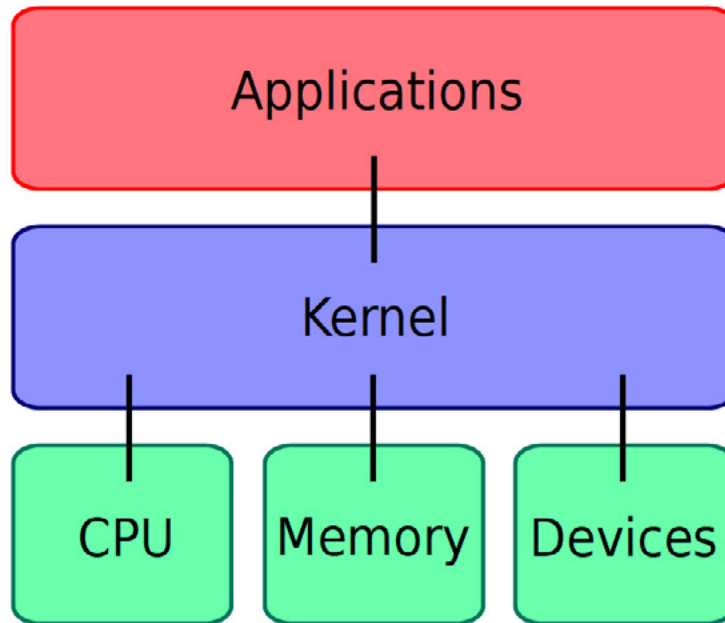
The term Linux is often used in reference to an operating system. Simply put, an operating system is the large bundle of software that lets a user interact with computer hardware. An operating system is the software environment you use to tell the computer what you want it to do.

Some refer to the combination of the GNU system and its core components along with Linux as GNU/Linux. As with the contention over the usage of the terms free versus open source software, there is debate within the free software community over the use of “GNU/Linux” versus “Linux.”

Linux also specifically refers to the kernel. A kernel is a “bridge” between software and computer hardware. The kernel takes directions from the operating system and converts them into language that the computer hardware understands.

You might want to think of the kernel as a language translator between two people: in this situation, the party that cannot speak “computer” is us humans, and the party that cannot speak “human” is the computer. The kernel allows us to understand one another.

For more information on GNU/Linux, visit www.getgnulinux.org.



This diagram shows our kernel, or translator, allowing the computer and computer user to understand one another.

HOW MIGHT I PROMOTE FREE SOFTWARE?

One of the simplest ways to promote free software is by using it. Even by using free software programs on a proprietary operating system such as Windows, you are taking great steps toward promoting the development and usage of free software.

Whenever you download a free software application you are supporting the developer(s) of that application, and thus the free software ecosystem.

Free software developers usually like to hear from their users (e.g. appreciation, bug reports, feature requests), and they certainly appreciate any donations if the user enjoys the software.

Telling your friends about your experiences with free software is also a good way to become a free software advocate.

For more information on free software advocacy, visit the Free Software Foundation's Web site at www.fsf.org.

VOLUNTEER REQUIREMENTS

Free I.T. Athens is an equal opportunity organization that does not discriminate against an individual based on their name, sex, sexual orientation, gender, gender identity, race, racial identity, ethnicity, ethnic identity, nationality, national identity, age, size, religion, political affiliation, beliefs, veteran status, medical diagnos(es), ability, disability or any other legally protected characteristic.

We are committed to providing low-cost computer equipment and free technical support to everyone in the Athens, Georgia community.

COURT MANDATED COMMUNITY SERVICE

We accept court mandated community service for non-violent and non-larceny offenses only. Court mandated community service workers are solely responsible for keeping track of their hours worked and communicating with their probation officers concerning their hours. Free IT Athens, Inc. will not retroactively sign hours logs and is not in any way obligated to do so.

VOLUNTEERS AGED 15–17

Volunteers must be at least 15 years of age. Volunteers 15–17 years of age that wish to work independently are required to have their parent or legal guardian sign our Youth Permission Form prior to beginning any volunteer service.

YOUTH HOURS RESTRICTIONS

In the State of Georgia, minors aged 16–17 have no state or federal law work hour restrictions (Source: Georgia Department of Labor, 2014).

In the State of Georgia, minors under the age of 16 may volunteer no more than:

- 4 hours on a school day
- 8 hours on a nonschool day
- 0 hours during a nonschool week

(Source: Georgia Department of Labor, 2014).

In the State of Georgia, minors may:

- Not work before 6am
- Not work after 9pm

(Source: Georgia Department of Labor, 2014).

“No minor under 16 years of age shall be permitted to work during the hours when public or private schools are in session unless said minor has completed senior high school or has been excused from attendance in school by a county or independent school system board of education in accordance with the general policies and regulations promulgated by the State Board of Education” (Source: Georgia Department of Labor, 2014).

VOLUNTEER PERKS

EQUIPMENT

Per calendar year (January 1st through December 31st), volunteers may accumulate hours and receive 2 refurbished computers at no charge!

Once a year, you may:

- Receive 1 single core desktop computer after volunteering for 12 hours, and
- Receive your choice of 1 dual desktop computer or 1 laptop after volunteering for an additional 18 hours (for a total of 30).

The hours used toward free computers must be volunteered during the same calendar year in which you receive your free computer. For example, if you work 30 hours in 2017 you cannot use those hours to get a computer in 2018.

STAFF MEMBERSHIP

If you are 18 years of age or older, you may earn the option of being officially recognized as a staff member of Free I.T. Athens.

Staff are unpaid volunteers who regularly visit open hours (at least 12 hours per month), can work independently, and can lead others in at least one area.

Each staff member takes on a share of the projects and administrative work that occurs outside of open hours.

Staff members are eligible to vote and run for a position on the Board of Directors.

Individuals interested in becoming a staff member must have completed at least 30 hours of volunteer service. If you are interested in joining, ask a staff member for a Staff Membership Application. It will be reviewed by the Board of Directors at the next meeting following submission of application. Acceptance is not guaranteed.

ASSOCIATE STAFF MEMBERSHIP

Associate Staff are staff members aged 15–17.

Associate staff members are not allowed to vote for nor run for a position on the Board of Directors since they are not the Georgia Age of Majority (eighteen).

Associate staff may be granted no, limited and/or monitored access to keys, passwords and other sensitive information.

Associate staff are bound by the same ethics and volunteer requirements as laid out in our volunteer policies.

Associate staff are required to follow volunteer hour requirements as set forth by the State of Georgia's Department of Labor.

Individuals interested in becoming an Associate staff member must have completed at least 30 hours of volunteer service. If you are interested in joining, ask a staff member for a Staff Membership Application. It will be reviewed by the Board of Directors at the next meeting following submission of application. Acceptance is not guaranteed.

VOLUNTEER OPPORTUNITIES

The most important thing to know about volunteering is that computer knowledge/experience is not required to volunteer at Free I.T. Athens. We equally encourage individuals that are interested in computers as well as those that might have a fear or uncertainty about computers to volunteer.

The best way to overcome the mystery of technology and to understand how computers work is to get hands on experience with them.

Here are some of the ways you can help:

- Helping people with their computer problems
- Refurbishing donated computers

- Supporting community organizations
- Recruiting and managing volunteers
- Promoting Free I.T. Athens to past and potential donors
- Maintaining and improving Free I.T. Athens technical infrastructure
- Processing donations, answering the phone during office hours, etc.
- Testing donated items and sorting recyclable material

These are common tasks conducted by volunteers but are certainly not the only areas that volunteers work in. If there is a specific area that you would like to work in or a task/skill that you would like to learn please inform a staff member. Additionally, if you have any suggestions on how to improve our volunteer program please let us know.

To stay up to date on Free I.T. Athens' volunteer opportunities, please join our volunteer group or follow us on various social media outlets.

AREAS OF FOCUS

SALES

Volunteers that spend their time on sales assist individuals, families, groups and businesses with the purchasing of refurbished computer equipment. As a reminder, Free I.T. Athens does not sell laptop computers.

You might be thinking, "laptops are pretty popular, why would Free I.T. Athens refuse to sell them, especially if they are trying to get computers into the hands of everyone in Athens?" To put it simply, we cannot sell laptops because their demand would eradicate our supply.

If we sold laptops, we would not be able to offer them to volunteers. When you become involved in sales you will be responsible for setting up administrative accounts with people and introducing them to the GNU/Linux operating system, as well as helping individuals find parts they are looking for during our office hours.

Computers are typically sold during our office hours and through our partnerships with the Project SAFE Thrift Store and Wuxtry Records. This is an opportunity for volunteers wanting to get situated with GNU/Linux (but not ready to take apart computers) to get experience with the software. Volunteers are needed to assist in computer set up, help

individuals learn how to use their computer, and to complete necessary sales forms.

REFURBISHING

By far our most popular program; this is the best way to defeat fears and/or confusion about how computers work. You get hands on experience with computer hardware! You will convert non/semi-working donated computer hardware into fully functional refurbished hardware for distribution.

You'll also be recycling all non-working parts into the recycling area, and checking all components and peripherals (e.g. mice, printers) to make sure they are working and/or compatible with GNU/Linux and label them accordingly.

TRAINING

Training volunteers work during office hours and outside of regular office hours training others with GNU/Linux, free software, computer skills, Internet skills, network safety and other hot educational topics. Volunteers may work on developing new trainings, tweaking current ones, and helping assist during training sessions.

TECHNICAL SUPPORT

We offer donations based technical support to the general public but do charge for replacement hardware. Technical support volunteers follow our guidelines for proper troubleshooting in hardware/software issues.

We offer very limited support for nonfree operating systems. For example, virus/malware/ransomware/junkware cleanup or removal on Windows machines is absolutely not conducted due difficult nature of ridding a computer of such software issues. It also goes against our mission, vision and core values to support nonfree systems.

We do not back up anyone's personal information and Free IT Athens, Inc. is not responsible for any loss of data.

ADMINISTRATIVE

The administrative volunteer role is a great way to learn how non-profits operate as well as get involved in a non-technical setting at Free I.T. Athens. Administrative volunteers greet visitors and new volunteers, answer phones and emails, and help coordinate the organization so that it flows smoothly and efficiently. Administrative volunteers may also update databases, process forms and spreadsheets, and write thank-you letters.

RESOURCE DEVELOPMENT

Resource development volunteers help to raise funds and secure in-kind donations. You may do prospecting for potential donors, soliciting, acknowledgment and recognition, or data entry of processed donations. You may also seek and write grant proposals or reports.

VOLUNTEER RIGHTS, RESPONSIBILITIES, AND EXPECTATIONS

VOLUNTEER RIGHTS

At Free I.T. Athens, we take volunteer rights and self-determination very seriously. If you have any grievances, issues or concerns with your volunteer experience, please inform a staff member. We will not be aware of an issue unless it's reported to us! As a Free I.T. Athens volunteer you have a right to:

1. Feel safe

As a volunteer, you have the right to be appraised of any potential risks as well as have precautionary measures and safety procedures in place to ensure your physical and emotional well-being.

2. Information about your volunteer role or project

Whether it's questions about the application process (why do I have to go through orientation?) or the volunteer role or project itself (who will I be working with? how will my efforts make a difference?), you have the right to know the who, what, when, why, and how of your volunteer position.

3. Feel valued

Volunteering—whether for two hours or two years—is a significant commitment that you choose to make. In return, you have the right to feel that your time and contribution—however long you've volunteered and whatever your task—is valued. Similarly, you have the right to feel that we are using your skills and talents well (keeping in mind that we may not always have the capacity to take on some or all of your ideas or proposed projects) and that the work you do—and this can be anything from testing keyboards in the refurbishing area to serving as a staff coordinator—has meaning and makes a difference.

4. Be Heard

All volunteers have a right to present any new ideas, feedback, or criticism to staff members and the board of directors. Volunteers have a right to attend monthly organization meetings to voice concerns and new ideas and to have an equal stake in decisions made and activities carried out at Free I.T. Athens.

5. Negotiate your volunteer role

Find yourself in a volunteer position that just isn't working for you? You have the right to talk to a staff member to discuss ways you might be able to shift your role or take on another project or position.

6. Leave

We are always sad to see volunteers go, but this is the nature of volunteerism. If you are unsatisfied with your volunteer experience and feel that we cannot do anything to alleviate the situation with which you are having an issue, you have the right to leave.

VOLUNTEER RESPONSIBILITIES

All Free I.T. Athens volunteers are responsible for:

1. Communicating needs

Do you feel like your work isn't meaningful? Not what you thought you'd signed up for? Or just bored and ready for something else? Talk to a staff member and provide specifics about your dissatisfaction and a few suggestions of ways to make it better. If you don't let us know that you're not getting the experience that you'd hoped, we can't work with you to improve things.

2. Following through on obligations

There's a pervasive myth about volunteers that says they are unreliable. Unfortunately, there are also plenty of flaky volunteers and no-shows who reinforce this negative perception. Help improve the reputation of volunteers worldwide by doing what you say you'll do, whether it's honoring the volunteer role and schedule you'd agreed to, providing ample notice if you're unable to perform your tasks or responsibilities, saying no or stepping away from volunteering when necessary, or simply serving as a good representative of the organization in the community.

3. Taking care of oneself

You have the responsibility to make sure that you aren't overextending yourself, burning out, or causing yourself physical, mental, or emotional harm by taking on roles that aren't a good fit or that you aren't prepared for.

While some stress and burnout may be inevitable depending on the project—for example, anyone volunteering in a hospice is likely to have some difficult moments—you can

significantly limit it by seeking out support (talk to a staff member), taking a break (either as you're volunteering or stepping away from volunteering altogether for a while), injecting some fun into your service portfolio (even if it's just a one day gig on the side), and having realistic expectations about what can be accomplished and when.

VOLUNTEER EXPECTATIONS

We ask that all volunteers be professional, respectful, and considerate of others.

Given your ability, we expect you to put forth your best effort when asked to complete a task. We expect all volunteers to inform us if they do not feel comfortable, or feel that they cannot, complete a task.

It is a part of the Free I.T. Athens mission to be advocates of free software, so, while volunteering, we expect all volunteers to be advocates of free software.

All volunteers should clock-in and clock-out on our database system. If you don't clock out, you don't get your hours. It is important to track your volunteer hours so we can verify for your time, commitment and eligibility for volunteer perks.

Again, mandated volunteers are solely responsible for having a staff member sign off on their time sheets each time they volunteer. We do not retroactively sign time sheets.

Volunteers are responsible for asking staff to verify their hours before getting their computer. We will keep track of your hours but will not inform you of when you are eligible for a computer. Volunteers should inform staff of their desire for a computer as soon as possible after beginning volunteering.

VOLUNTEER POLICIES AND PROCEDURES

ATTENDANCE

While there are no specified attendance requirements for open hours sessions, we do ask our volunteers that if they come to volunteer during those times that they do not arrive in the last 30 minutes of the session as we will be beginning closing at that point. If

a volunteer has confirmed that they will be attending an event outside of open hours, notification of absence from the event is appreciated (though not required). Volunteers are encouraged to remember to clock in as a failure to clock in could lead to staff not being aware of volunteer presence and not properly crediting hours.

CARE AND USE OF FREE I.T.'S PROPERTY AND EQUIPMENT

Please treat Free I.T. property carefully and with respect. We intend to be good stewards of public donations, and individuals, groups, non-profits and other businesses that donate to us donate with a trust that we will treat their donations respectfully and dispose of them properly if non-functioning.

That being said, we also do possess other equipment that we maintain at our own expense which must be treated carefully. When using testing equipment, adapters or tools in the refurbishing room please use the item as intended and place them back in their proper storage area; if you have questions about how to use an item or where it goes, please ask. If some piece of our equipment is broken please let us know as soon as possible so that we can repair or replace it.

CARE AND USE COMPUTERS AND THE INTERNET

Volunteers should use our computers responsibly and immediately report any problems with them. Our computers and Internet infrastructure is to be used only for performing relevant tasks for Free I.T. Athens (e.g. filling out forms, doing Internet research to solve a problem for someone) rather than for personal reasons (e.g. social networking and e-mail). Intentional misuse of equipment or Internet connection could lead to termination.

RULES OF CONDUCT

To assure orderly operations and provide the best possible environment for our volunteers and service users, Free I.T. Athens expects that certain rules of conduct will be maintained by all of us when we are representing the work of our organization. It is not possible to list all the forms of behavior that are considered unacceptable at Free I.T. Athens so the following list is not intended to be inclusive of all inappropriate behavior. The following are examples of infractions of rules of conduct that may result in Free I.T. Athens staff asking a volunteer to leave.

- Steal.
- Work under the influence of alcohol or illegal drugs.
- Possess, distribute, sell, transfer or use firearms or illegal drugs.
- Fight or threaten violence.
- Boisterous or disruptive conduct.
- Negligence or improper conduct leading to damage of organization-owned or service user-owned property
- Sexual or any other harassment: actions, words, jokes or comments based on an individual's name, sex, sexual orientation, gender, gender identity, race, racial identity, ethnicity, ethnic identity, nationality, national identity, age, size, religion, political affiliation, beliefs, veteran status, medical diagnosis(es), ability, disability or any other legally protected characteristic.
- Actions which could result in damage(s) to Free I.T. Athens' reputation in the community.

CONTACT INFORMATION

It is the responsibility of each volunteer to notify Free I.T. Athens of any changes in volunteer information. It is especially important that staff members keep their contact information up to date.

PARKING

We ask that our volunteers park as far away from the building as possible and within reason so that we may reserve the closest parking spaces for Seniors or those with disabilities, we thank you for your cooperation.

SAFETY

It is the policy of Free I.T. Athens to maintain a safe and secure environment; therefore the presence of firearms or other dangerous weapons is strictly prohibited.

When required, volunteers will be oriented to our fire, foul weather and bomb threat procedures. You should also have an opportunity to have practice drills periodically to enhance your familiarity with your responsibilities in these crisis situations.

MARKETING GUIDELINES

To build visibility and identity for Free I.T. Athens, all materials or items offered to individuals, volunteers, donors, or the public must include a proper logo and appropriate contact information. Free I.T. Athens marketing materials should only be placed in public, and legally or otherwise permissible areas. Requests by outside entities to offer materials or items to others or in our outreach or marketing efforts should be forwarded to a staff member for evaluation.

Everyone in this organization may have times when good marketing opportunities present themselves as such as when:

- You started attending a church that has a community bulletin board where you could post our community event flyers
- You encounter someone from a local business that has a large amount of outdated computer equipment
- And many more! Please speak to a staff member about obtaining appropriate marketing materials as well as policies on marketing Free I.T. Athens

NON-DISCRIMINATION POLICY

Free I.T. Athens is committed to providing an environment that is free of discrimination and harassment. Free I.T. Athens does not discriminate against an individual based on their name, sex, sexual orientation, gender, gender identity, race, racial identity, ethnicity, ethnic identity, nationality, national identity, age, size, religion, political affiliation, beliefs, veteran status, medical diagnos(es), ability, disability or any other legally protected characteristic.

Free I.T. Athens is a 501(c)(3) nonprofit organization and Equal Opportunity Employer. Employer Identification Number (EIN) 27-2381518.

HARASSMENT

Free I.T. Athens is committed to providing a volunteer environment that is free of discrimination and unlawful harassment. Actions, words, jokes or comments based on an individual's name, sex, sexual orientation, gender, gender identity, race, racial identity, ethnicity, ethnic identity, nationality, national identity, age, size, religion, political affiliation, beliefs, veteran status, medical diagnos(es), ability, disability or any other legally

protected characteristic. will not be tolerated. Any volunteer that violates this policy will be dismissed from volunteering immediately.

As an example, harassment (both overt and subtle) is a form of volunteer misconduct that is demeaning to another person, undermines the integrity of the volunteer/organization relationship, and is strictly prohibited. Any volunteer who encounters harassment of any kind should immediately report it immediately.

VOLUNTEER RELEASE OF LIABILITY

All fields of this form must be signed by each volunteer prior to volunteering at Free IT Athens, Inc. and submitted to a Staff Member.

This is a release and waiver of liability (the 'Release') executed on this date, _____, by _____ (the 'Volunteer'), in favor of Free IT Athens Inc., a Georgia non-profit corporation, their Directors, Officers, Volunteers, and Agents (collectively known as 'Free I.T. Athens' or 'FRITA').

The Volunteer desires to work as a volunteer for FRITA and engage in the activities related to being a volunteer (the 'Activities'). The Volunteer hereby freely, voluntarily, and without duress executes this Release under the terms below:

1. Release and Waiver. Volunteer does hereby release and forever discharge and hold harmless FRITA and its successors and assignees from any and all liability, claims, and demands of whatever kind of nature, either in law or in equity, which arise or may hereafter arise from Volunteer's Activities with FRITA.

Volunteer understands that this Release discharges FRITA from any liability or claim that the Volunteer may have against FRITA with respect to bodily injury, personal injury, illness, death, or property damage that may result from Volunteer's Activities with FRITA either caused by the negligence of FRITA's Officers, Directors, Volunteers, or Agents or otherwise. _____

Volunteer also understands that FRITA does not assume any responsibility for or obligation to provide financial assistance or any other assistance, including but not limited to medical, health, or disability insurance in the event of injury or illness.

2. Insurance. Volunteer understands that FRITA does not carry or maintain medical, disability or liability insurance coverage for any Volunteer.

3. Photographic Release. Volunteer does hereby grant and convey unto FRITA all right, title, and interest in any and all photographic images and video or audio recordings made by Free IT Athens during the Volunteer's Activities with FRITA including but not limited to, any royalties, proceeds, or other benefits derived from such photographs or record-

ings.

4. Software Code Contribution. Volunteer hereby relinquishes all ownership, property rights, claims, interests of software ('The Software') or software code ('The Code') written for FRITA and understands that this release and surrender is irrevocable. Furthermore, the Volunteer understands that any software written for FRITA will become copyright of FRITA and that said software and code will be released under a copyleft license in jurisdictions that recognize copyright laws.

5. Other. Volunteer understands and acknowledges that absolutely no unattended children are allowed on the premises at any time. Other individuals who are not actively volunteering, purchasing parts, or receiving technical support are also asked to remain off the premises. If Volunteer requires special assistance from an individual who does not want to volunteer please see a Staff Member.

Volunteer expressly agrees that this Release is intended to be as broad and inclusive as permitted by the laws of the state of Georgia, and that this Release shall be governed by and interpreted in accordance with those laws.

By signing below, the Volunteer has read, understood, and executed this Release as of the date first above written.

Volunteer Name (PLEASE PRINT CLEARLY):

Volunteer Signature:

POLICY: Upon review of the Free IT Athens Volunteer Manual it is incumbent upon each volunteer to clarify any concerns or uncertainties with a Staff Member or Director. A copy of this form should then be reviewed, signed and dated by the new volunteer prior to being placed in their volunteer file.

STAFF CONFLICT OF INTEREST FORM

Free I.T. Athens CONFLICT OF INTEREST POLICY

PURPOSE

The purpose of this conflict of interest policy is to protect the interest of Free I.T. Athens, INC. (the “Organization”) when it is contemplating entering into a transaction or arrangement that might benefit the private interest of an officer or director of the Organization or might result in a possible excess benefit transaction. This policy is intended to supplement but not replace any applicable state and federal laws governing conflict of interest applicable to nonprofit and charitable organizations.

DEFINITIONS

Interested Person. Any director, principal officer, or member of a committee with powers delegated by the board of directors (“Board”) who has a direct or indirect financial interest, as defined below, is an interested person.

Financial Interest. A person has a financial interest if the person has, directly or indirectly, through business, investment, or family:

An ownership or investment interest in any entity with which the Organization has a transaction or arrangement;

A compensation arrangement with the Organization or with any entity or individual with which the Organization has a transaction or arrangement; or

A potential ownership or investment interest in, or compensation arrangement with, any entity or individual with which the Organization is negotiating a transaction or arrangement.

Compensation includes direct and indirect remuneration as well as gifts or favors that are not insubstantial.

A financial interest is not necessarily a conflict of interest. Under Article III, Section 2, a person who has a financial interest may have conflict of interest only if the Board or

appropriate committee decides that a conflict of interest exists.

PROCEDURES

Duty to Disclose. In connection with any actual or possible conflict of interest, an interested person must disclose the existence of the financial interest and be given the opportunity to disclose all material facts to the directors and members of committees with Board-delegated powers considering the proposed transaction or arrangement.

Determining Whether a Conflict of Interest Exists. After disclosure of the financial interest and all material facts, and after any discussion with the interested person, he/she shall leave the Board or committee meeting while the determination of a conflict of interest is discussed and voted upon. The remaining Board or committee members shall decide if a conflict of interest exists.

Procedures for Addressing the Conflict of Interest. An interested person may make a presentation at the Board or committee meeting, but after the presentation, he/she shall leave the meeting during the discussion of and the vote on the transaction or arrangement involving the possible conflict of interest.

The chairperson of the Board or committee shall, if appropriate, appoint a disinterested person or committee to investigate alternatives to the proposed transaction or arrangement. After exercising due diligence, the Board or committee shall determine whether the

Organization can obtain with reasonable efforts a more advantageous transaction or arrangement from a person or entity that would not give rise to a conflict of interest.

If a more advantageous transaction or arrangement is not reasonably possible under circumstances not producing a conflict of interest, the Board or committee shall determine by a majority vote of the disinterested directors or committee members whether the transaction or arrangement is in the Organization's best interest, for its own benefit, and whether it is fair and reasonable. In conformity with the above determination, the Board or committee shall make its decision as to whether to enter into the transaction or arrangement. Violations of the Conflict of

Interest Policy. If the Board or committee has reasonable cause to believe that a director

or committee member has failed to disclose an actual or possible conflict of interest, it shall inform such person of the basis for such belief and afford the person an opportunity to explain the alleged failure to disclose.

If, after hearing the person's response and after making further investigation as warranted by the circumstances, the Board or committee determines that the person has failed to disclose an actual or possible conflict of interest, it shall take appropriate disciplinary and corrective action.

RECORDS OF PROCEEDINGS

The minutes of the Board and all committees with Board-delegated powers shall contain:

The names of the persons who disclosed or otherwise were found to have a financial interest in connection with an actual or possible conflict of interest, the nature of the financial interest, any action taken to determine whether a conflict of interest was present, and the Board's or committee's decision as to whether a conflict of interest in fact existed; and

The names of the persons who were present for discussions and votes relating to the transaction or arrangement, the content of the discussion, including any alternatives to the proposed transaction or arrangement, and a record of any votes taken in connection with the proceedings.

COMPENSATION

A voting director who receives compensation, directly or indirectly, from the Organization for services is precluded from voting on matters pertaining to that person's compensation.

A voting member of any committee whose jurisdiction includes compensation matters and who receives compensation, directly or indirectly, from the Organization for services is precluded from voting on matters pertaining to that person's compensation. No voting director or member of any committee whose jurisdiction includes compensation matters and who receives compensation, directly or indirectly, from the Organization, either individually or collectively, is prohibited from providing information to any committee regarding compensation.

ANNUAL STATEMENTS

Each director, principal officer and member of a committee with Board-delegated powers shall annually sign a statement which affirms that such person:

Has received a copy of the conflict of interest policy; Has read and understands the policy; Has agreed to comply with the policy; and

Understands that the Organization is charitable and in order to maintain its federal tax exemption it must engage primarily in activities which accomplish one or more of its tax-exempt purposes.

PERIODIC REVIEWS

To ensure that the Organization operates in a manner consistent with its charitable purposes and does not engage in activities that could jeopardize its tax-exempt status, periodic reviews shall be conducted. The periodic reviews shall, at a minimum, include the following subjects:

Whether compensation arrangements and benefits are reasonable, based on competent survey information, and the result of arm's length bargaining; and

_____ Whether partnerships, joint ventures, and
_____ arrangements with management organiza-
_____ tions conform to the Organization's writ-
_____ ten policies, are properly recorded, reflect
reasonable _____ investment or payments for goods and services, further
charitable _____ purposes and do not result in inurement, impermissible
private benefit or an excess benefit transaction.

USE OF OUTSIDE EXPERTS

When conducting the periodic reviews as provided in Article VII, the Organization may, but need not, use outside advisors. If outside experts are used, their use shall not relieve the Board of its responsibility for ensuring that periodic reviews are conducted.

FREE IT ATHENS, INC. CONFLICT OF INTEREST POLICY

ANUAL AFFIRMATION STATEMENT

The undersigned, being (i) an officer, (ii) a member of the Board of Directors, or (iii) a member of a committee with powers delegated by the Board, of Free IT Athens, INC. (the "Corporation"), hereby acknowledges and affirms as follows:

A. I have received a copy of the conflict of interest policy of the Corporation (the "Policy").

B. I have read and understand the Policy.

C. I agree to comply with the Policy.

D. I understand that the Corporation is charitable and in order to maintain its federal tax exemption it must engage primarily in activities which accomplish one or more of its tax-exempt purposes.

The undersigned is executing this affirmation statement in one or more of the following capacities (please check all that apply):

Board Member

Staff Member

Dated as of , 20 .

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