FREE I.T. ATHENS

Volunteer Manual

Table of Contents

Welcome

Thank you for your interest in volunteering! 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. because without volunteers such as yourself, this organization would not exist.

This manual is designed as an easily navigable repository of information for new and veteran volunteers. We reserve the right to amend any of the policies and descriptions included in this manual.

> "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

About Free I.T. Athens

Free I.T. Athens, affectionately nicknamed "FRITA," was founded in 2005 by two graduate students and a local folk singer: Semmy Purewal, Michael Moore, and Michael Luchtan. The founders were inspired while volunteering at Bike Athens, a local nonprofit dedicated to repairing and distributing alternative forms of transportation. A few years earlier, Free Geek ("The Mothership") in Portland, OR successfully opened a similar organization, which provided a blueprint for early Free I.T. Athens. The three founders aimed to close the digital divide, reduce e-waste, promote technology re-use, and advocate for free software.

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

Mission and Vision

Free I.T. Athens's mission is to reduce e-waste, promote technology re-use, help close the digital divide, offer technology education, and advocate for free software and open alternatives.

Free I.T. Athens's vision is to strengthen community by fostering equal access to education, skills, information, and services through the combination of free software, and technology re-use and recycling.

Reduce the Negative Impact of Ewaste

"Electronic waste" is the fastest growing waste stream on the planet, encompassing any unwanted electronic device or appliance, whether it is broken or not. America is the number one producer of ewaste, generating

more than 7 million metric tons in 2014 (United Nations University).

Due to the explosion in consumer devices, equipment is perceived as obsolete in record-breaking time. Unfortunately the lack of education on waste—and device manufacturers' lack of interest in taking responsibility—means much of these unwanted devices is simply sent to landfills. The EPA estimates that only a third of American ewaste is recycled.

Unlike other waste streams, ewaste poses a unique set of issues because it contains both valuable and toxic materials. For example, ewaste only accounts for only 2% of landfills in the United States, but it is 70% of toxic materials in those landfills. Much of ewaste contains lead, mercury, cadmium, arsenic, and more, meaning a little ewaste does a lot of harm to our environment.

Ewaste also contains valuable and reusable materials such as gold, copper, aluminum, nickel, and tin. To protect workers and the environment as these materials are extracted, industrialized countries impose regulations on recycling practices. This has led disreputable companies to maximize profits by exporting ewaste, often illegally, to less regulated countries for processing.

In communities across Africa and Asia, informal recyclers take in and process American ewaste. The toxic nature of this waste is often not explained to workers and protective gear and protocols are rarely put into place. For example, "cooking" is a common practice in which people hold circuit boards over a heat source to extract gold and other metals. Heating the boards releases toxic fumes from both metals and flame retardants that cause neurological disorders when inhaled.

Lead, found in televisions and monitors, cause damage to both the central nervous system and kidneys. The cadmium in computer chips damage the liver and kidneys, and also leads to bone loss. Printer inks and toners contain a slurry of poisonous chemicals. These are only a few examples of what workers are exposed to without protection each workday.

Tragically, children are the most susceptible to dangers of ewaste and are exposed when family members return home from working in unregulated recycling facilities.

FRITA works to reduce the negative impact of ewaste by taking ewaste and refurbishing it for community members to receive either through the store, volunteer program, and community grants. Any material that we're unable to use is recycled through an R2 certified recycler in the US. Donation-based tech support through FRITA is an opportunity to extend the life and usefulness of devices. We also work to educate our community on ewaste and how to minimize it.

Bridge the Digital Divide

The "digital divide" describes the gap between information technology "haves" and "have nots," as well as the social implications that follow. On the global scale, there are massive disparities between the access and use of technology among people in industrialized

nations and those in developing economies. Even on smaller stages, there are clear divisions: over a million households do not have simple access to a computer and internet in the state of Georgia (Bureau of Census, 2015).

The divides in digital accessibility are made more troubling by the social lines they fall on. According to the Bureau of Census:

⇒ Only 48% of households with a combined income of 20K have internet access, the very people who could benefit from online job searches and career training the most.

⇒ Although 90% of college graduates have access to internet at home, 53% of high school graduates have the same level of access, preventing them from taking advantage of online, home educational opportunities.

⇒ 90% of Americans consider themselves internet users, but that number drops significantly for the elderly. As mobility and healthcare concerns increase with age, this has serious ramifications for both the physical and emotional wellbeing of our older population.

These are only a few examples of how the digital divide reflects and intensifies larger social concerns. To bridge this rift, it's important to keep in mind that not only is there a need for improved accessibility but also education to encourage information technology use and participation.

According to a Pew Research Center survey, more than half of Americans are hesitant to use online tools for personal learning. Although some people asked cited a lack of access to the internet, many more pointed to the lack of education on how to use a computer, navigate the internet, and more importantly, tell the difference between a reliable and unreliable resource. The problems of sorting good information from bad are only compounded in today's political climate.

The issues created by the digital divide extend past accessibility and use, however, and into participation: the creation of the tools and content available on the web. Technology skills are not just required for the fastest growing job opportunities, but are needed to join the global discourse on the issues the divide perpetuates. "Digital citizenship" refers to the use of technology in participating in the democratic processes, not just to look up a polling location, but to communicate with elected officials and organize grassroots political efforts.

FRITA works to bridge the digital divide by providing low cost accesses to hardware and software through the store, volunteer program, and community grants. We also work to educate people in informational technology use through workshops, tutorials, and donation-based tech support.

Advocate for Free Software

"Free software" is any program that can be freely examined, modified, and distributed, whether modified or not, for any purpose without restriction.

The spirit of the free software movement can be traced back to "hacker" culture of the 60s when computer programmers often shared source code with one another without hesitation. Source code is the human readable version of a program that is compiled into the usable software package.

The term "free software" didn't appear until the mid 80s, however, with the start of the GNU Project. MIT computer scientist Richard Stallman grew frustrated with the commercialization of software, especially proprietary software. Technology companies were not sharing source code and instead only releasing the compiled version. People could no longer see how the code worked, change it, or share it with others.

As technology becomes more and more ingrained in everyday life, proprietary software poses more and more concerns. For example, what keeps a company from coding malicious features into applications if users can't see the source code? Recently, the only way users have been able to discover that proprietary software companies such as Microsoft or Apple report sensitive information back to the company is by reading through the legalese in Terms of Use documents for clues.

Seeing the potential for abuse with proprietary software even in 1984, Stallman left MIT and started the GNU Project (and later the Free Software Foundation), aiming to create a completely free operating system. He coined the term "free software" in the hopes of starting a movement in programming that rejected secrecy and encourage transparency,

community development, and unrestricted sharing of information.

To this end, he created the General Public License, which allows user to run, share, and modify software and legally requires the source code to be available for modified software that is publicly released. This license quickly rose to popularity and even extended to creative projects as well.

Although the GNU Project never released a free software operating system, they were able to create a host of useful software tools. In 1991, a programmer name Linus Torvald used GNU tools to start a community based operating system called "Linux."

FRITA advocates for free software by installing GNU/Linux and free software alternatives to popular proprietary versions on all the computers we distribute. We also offer educational opportunities on a variety of topics related to free software. For more information on free software advocacy, visit the Free Software Foundation's Web site at www.fsf.org.

Promoting FRITA's Mission

There are many ways to bridge the digital divide, reduce the negative impact of ewaste, and advocate for free software outside of volunteering at Free I.T. Athens.

Take the time to share your information technology knowledge with your friends and neighbors.

Purchase refurbished hardware whenever possible, and don't fall victim to marketing schemes that promote owning only the newest

of devices. Be sure ewaste is recycled through a reputable recycler.

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 another good way to become a free software advocate.

Services

Free I.T. Athens offers a number of services to individuals, families, groups, organizations, and non-profits.

⇒ Store: refurbished computers and other technology at affordable prices

⇒ Technical support: drop-in, donation-based assistance for problem computers

⇒ Education: training sessions and classes, as well as a hands-on, collaborative environment to learn as a volunteer

⇒ Consulting: online or in-person answers to questions

⇒ Recycling: broken or unwanted equipment is recycled responsibly

⇒ Community grants: nonprofits or other community groups receive discounted or free equipment

⇒ Free software advocacy: learn all about free software and alternatives

As an all-volunteer nonprofit, there are a few services FRITA cannot provide.

⇒ Computer giveaways: individuals can receive a computer by either purchasing or volunteering for one

⇒ Software piracy: FRITA is happy to help people install legal software but will not assist in illegal piracy

⇒ Childcare: as a safety precaution, no unattended children are allowed on the premises

⇒ Layaway: for logistical reasons, items for sale are not held for volunteers or customers

⇒ Dumpster diving: items deemed recyclable are not "free for the taking"—if you are interested in purchasing an item in recycling, talk to a staff member

Volunteering

To start volunteering at Free I.T. Athens, you'll first need to attend a volunteer orientation session. These meetings typically last less than an hour and provide an introduction to Free

I.T. Athens and our policies. To find out the next orientation date, visit the FRITA calendar.

(Keep in mind that volunteers must be at least 15 years old for safety reasons. See the Volunteers Ages 15-17 section for more information on volunteering as a minor.)

Once you've attended volunteer orientation and signed a liability waiver, you are welcome to drop in during open volunteer hours:

⇒ Sunday 1p-5p

⇒ Wednesday 6p-8p

⇒ Saturday 9a-1p

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 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 open 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 mailing list or follow us on various social media outlets.

Sales

Volunteers that spend their time on sales assist individuals, families, groups and businesses with the purchasing of refurbished computer equipment.

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.

Computers are typically sold during our open hours and through our partnerships with the Project SAFE Thrift Store. 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 setup, help individuals learn how to

use their computer, and to complete necessary sales processes.

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 and Education

This is an opportunity to share your knowledge with fellow volunteers and the public either during open hours or at community based groups and events. Topics may include GNU/Linux, free software, computer skills, Internet skills, network safety, and other needed educational topics. Volunteers may work on developing new training, tweaking current ones, and helping assist during training sessions.

Technical Support

FRITA offers donations-based technical support to the general public (except for Wednesdays) but do charge for replacement hardware. Technical support volunteers follow FRITA's guidelines for proper troubleshooting in hardware/software issues.

Volunteers 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.

FRITA does not back up anyone's personal information and Free I.T. Athens, Inc. is not responsible for any loss of data.

Volunteering with technical support is a great way to work on your customer service and critical thinking skills!

Administration

The administrative volunteer role is a great way to learn how nonprofits operate as well as get involved in a non-technical setting at Free I.T. Athens. While volunteering, you'll greet visitors and new volunteers, answer phones and emails, and help coordinate the organization so that it flows smoothly and efficiently. You 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 Perks

There are more perks than just the satisfaction of knowing your work is positively impacting your community and environment (although that feels good too!).

Equipment

Each calendar year, volunteers may receive the following:

⇒ After 12 hours of service, a refurbished dual core desktop with power cord

⇒ After 30 hours of service, a corei desktop system with power cord, monitor, keyboard, and mouse OR a laptop with power supply OR a all-in-one computer with power cord, keyboard, and mouse

Again, this is for each calendar year, so you can take home two computers each year!

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 one hour per week), 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 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 apprised 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're not 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.

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.

We also ask that volunteers be actively volunteering while on the premises and not shop while volunteering.

Volunteer Policies & Procedures

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.

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

⇒ 40 hours during a nonschool week

⇒ In the State of Georgia, minors may:

⇒ Not work before 6am

⇒ Not work after 9pm

"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).

Attendance

While there are no specific 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 begin 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. 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.

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.

Care and Use 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, nonprofits 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 Web

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 diagnos(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.

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.

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 legal 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.

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 I.T. Athens, Inc. will not retroactively sign hours logs and is not in any way obligated to do so.

Forms

The forms below are intended to be used as reference. If needed, please ask a staff member for a properly formatted copy.

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 recordings.

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.

Name (PLEASE PRINT CLEARLY):

Email address (optional):

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.

Guardian Release Waiver for Youth Volunteers (Aged 15-17)

All fields of this form must be signed prior to volunteering at Free I.T. Athens, Inc. and submitted to a Staff Member.

Full Name:

Date of Birth:

Guardian Name:

Today's Date:

Organization:

Primary Address:

Primary Phone:

Secondary Phone:

Please Read Agreement and Sign Below:

In connection with my Child or Ward's voluntary involvement in activities undertaken for, and with the participation and support of Free I.T. Athens, Inc., a 501(c)(3) nonprofit organization in Georgia, I hereby agree, for myself, my heirs, assignees, executors, and administrators to release and discharge Free I.T. Athens, Inc., its Board, Directors, Staff, and Volunteers from any claim, demand or cause of action that may be asserted by or on behalf of my Child or Ward as a result of their volunteering for activities through Free I.T. Athens, Inc.

I hereby attest that attendance and involvement is entirely voluntary, that he/she is participating at his/her own risk, and that I have read the foregoing Terms and Conditions Release.

I hereby give permission to my Child or Ward to participate in all activities conducted by Free I.T. Athens, Inc. expressly and specifically acknowledging that those activities involve, but are not limited to, working with Volunteers, refurbishing electronic equipment and interacting with the Public. I also give Free I.T. Athens, Inc. permission to contact emergency services in case of an emergency. I further

attest that my Child or Ward has no allergies or special medical needs other than those listed below:

Allergies/Medical Needs:
Signature of Parent/Guardian:
Date:

POLICY: Upon review of the Free I.T. 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 Membership Application

Full Name:
Address (Residence):
Phone:
GA DL#:
Non-FRITA Email:
Emergency Contact Name:
Emergency Contact Phone:

Application Questions

Why do you want to be a staff member? Explain.

What qualifies you to be a staff member?

What qualities do you bring to the organization? Explain.

Is there any particular area that you are interested in working? If yes, explain.

Acknowledgement and Affirmation of Volunteer Responsibilities and Organizational Policies

Before signing, please ensure that you are aware of the expectations and responsibilities that you will be taking on. Being a staff member does not give entitlement nor privileges. Becoming a staff member means that you are willing to assume additional duties and responsibilities and willingness to devote more time to all manner of FRITA staff responsibilities including maintaining a clean working environment, monitoring phones and emails, attending meetings, trainings, events and more.

By signing below, I , (printed name), on this date acknowledge, understand and agree to adhere to Free I.T. Athens, Inc.'s organizational policies and procedures and understand that if I violate any such policies and/or procedures my eligibility to volunteer with Free I.T. Athens, Inc. will be terminated immediately and permanently. Furthermore, I understand that this application is for review by Free I.T. Athens, Inc. and is in no way a guarantee of staff membership.

Signature of Applicant:

Conflict of Interest Policy

Free I.T. Athens, EIN: 27-2381518. This policy was adopted by resolution of the board in May 2010.

I. Article I: Purpose. The purpose of the conflict of interest policy is to protect this tax-exempt organization's (Organization) interest 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.

II. Article II: Definitions.

1. Interested Person. Any director, principal officer, or member of a committee with governing board delegated powers, who has a direct or indirect financial interest, as defined below, is an interested person.

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

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

b. A compensation arrangement with the Organization or with any entity or individual with which the Organization has a transaction or arrangement, or

c. 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 a conflict of interest only if the appropriate governing board or committee decides that a conflict of interest exists.

This policy was adopted by resolution of the board in May 2010. All board members have signed a copy and deposited it with the secretary.

III. Article III: Procedures.

1. 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 governing board delegated powers considering the proposed transaction or arrangement.

2. 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 governing 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.

3. Procedures for Addressing the Conflict of Interest.

a. An interested person may make a presentation at the governing 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.

b.   The chairperson of the governing board or committee shall, if appropriate, appoint a disinterested person or committee to investigate alternatives to the proposed transaction or arrangement.

c.   After exercising due diligence, the governing 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.

d.   If a more advantageous transaction or arrangement is not reasonably possible under circumstances not producing a conflict of interest, the governing board or committee shall determine by a majority vote of the disinterested directors 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 it shall make its decision as to whether to enter into the transaction or arrangement.

4. Violations of the Conflicts of Interest Policy

a. If the governing board or committee has reasonable cause to believe a member has failed to disclose actual or possible conflicts of interest, it shall inform the member of the basis for such belief and afford the member an opportunity to explain the alleged failure to disclose.

b. If, after hearing the member's response and after making further investigation as warranted by the circumstances, the governing board or committee determines the member

has failed to disclose an actual or possible conflict of interest, it shall take appropriate disciplinary and corrective action.

IV. Article IV: Records of Proceedings.

The minutes of the governing board and all committees with board delegated powers shall contain:

1. 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 governing board's or committee's decision as to whether a conflict of interest in fact existed.

2. 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.

V. Article V: Compensation

1. A voting member of the governing board who receives compensation, directly or indirectly, from the Organization for services is precluded from voting on matters pertaining to that member's compensation.

2. 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 member's compensation.

3. No voting member of the governing board or 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.

VI. Article VI: Annual Statements

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

1. Has received a copy of the conflicts of interest policy,

2. Has read and understands the policy,

3. Has agreed to comply with the policy, and

4. Understands 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.

VII. Article VII: Periodic Reviews

To ensure the Organization operates in a manner consistent with 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:

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

2. Whether partnerships, joint ventures, and arrangements with management organizations conform to the Organization's written 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 in an excess benefit transaction.

VIII. Article VIII: Use of Outside Experts

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

Conflict of Interest Policy Annual Affirmation Statement

Free I.T. Athens. 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.

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):

☐ Staff Member   ☐ Board Member

Name:

Dated as of _____, 20_____.