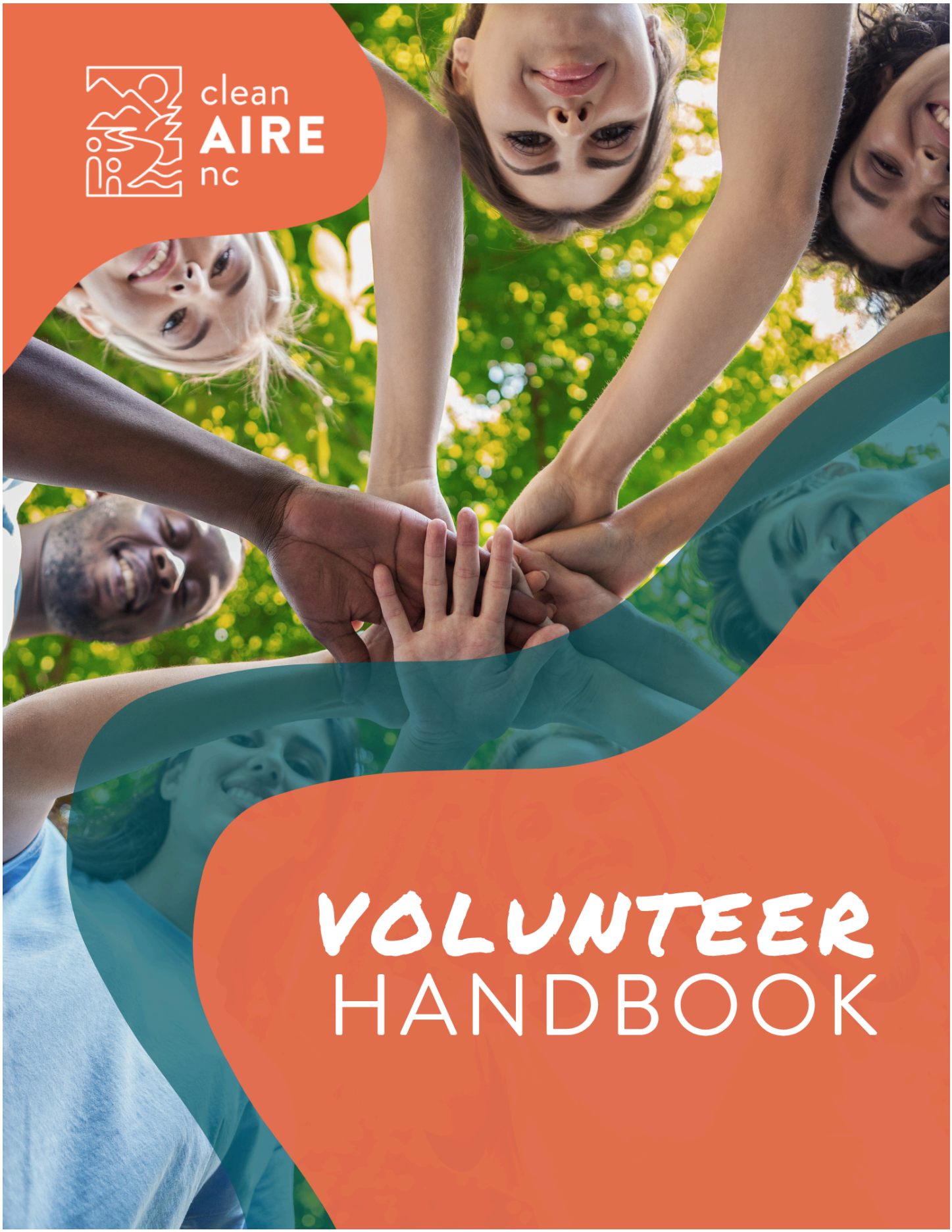
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VOLUNTEER HANDBOOK

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WELCOME

Welcome to CleanAIRE NC, and thank you for your interest in volunteering with us.

Volunteers are an essential part of our organization and play a meaningful role in advancing our mission to advocate for the health of all North Carolinians by pursuing equitable and collaborative solutions that address climate change and air pollution. Whether you are supporting community outreach, advocacy efforts, educational initiatives, environmental justice work, community science, or administrative projects, your time, talents, and commitment help create healthier communities across North Carolina.

This Volunteer Handbook provides an overview of CleanAIRE NC, our mission, values, volunteer expectations, and the policies and procedures that guide our volunteer program. It is intended to help you understand your role, prepare you for a successful volunteer experience, and answer many common questions.

We are committed to creating a volunteer experience that is respectful, inclusive, engaging, and rewarding. In return, we ask that volunteers demonstrate professionalism, integrity, collaboration, and a commitment to supporting our mission.

Because organizational needs, legal requirements, and best practices may change, CleanAIRE NC reserves the right to revise, modify, or discontinue the policies described in this handbook. Nothing in this handbook creates an employment relationship, contract, or guarantee of continued volunteer service.

Section 1

ABOUT CLEANAIRE NC

CleanAIRE NC is a nonprofit organization dedicated to protecting the health of all North Carolinians by advancing equitable and collaborative solutions that address climate change and air pollution. Through advocacy, education, community science, and strategic partnerships, we work to improve air quality, protect public health, and create healthier, more resilient communities across North Carolina.

Volunteers play an important role in advancing our mission by supporting programs, community engagement, education, advocacy, research, and administrative initiatives.

OUR MISSION

> We advocate for the health of all North Carolinians by pursuing equitable and collaborative solutions that address climate change and air pollution.

OUR VISION

> A stable climate and clean air create healthier lives for all.

OUR CORE VALUES

Respect

> We value diverse perspectives and foster an environment where every volunteer, employee, partner, and community member is treated with dignity, professionalism, and inclusion.

Passion

> Our commitment to public health and environmental stewardship drives us to create lasting change for communities across North Carolina.

Collaboration

> We work alongside communities, volunteers, researchers, advocates, and partners because lasting solutions are achieved together.

Section 2

OUR PRIORITIES

Public Health

Happiness and prosperity for our communities and the people within them start with better health. We are determined to improve health outcomes as a way to build stronger, more vibrant communities where people can thrive.

Environmental Health

We seek to protect and conserve our ecosystems because the health of the planet is directly linked to the health of the people. Steps to slow climate change and improve air quality are simultaneous steps to improve the quality of life for everyone.

Environmental Justice

No community should suffer more environmental burdens and subsequent health risks because of their race, class, or socioeconomic status. We honor all North Carolinians by protecting and advancing their environmental rights.

Our Programs & Initiatives

CleanAIRE NC advances its mission through programs and initiatives that combine advocacy, education, community engagement, research, health, and accessible environmental data. Volunteers may support activities connected to one or more of these areas depending on available opportunities and organizational needs.

Policy & Advocacy

CleanAIRE NC works to advance policies and solutions that protect public health, improve air quality, address climate change, and promote clean energy and transportation. The organization also provides communities with education, resources, technical assistance, and tools to help them understand policy issues and participate in advocacy efforts.

Community Science

The Community Science program engages North Carolinians in understanding and improving local air quality. Through the AirKeeper Program, community members use air-monitoring devices to measure, track, and help interpret air-quality data that can support community awareness and advocacy.

Education

CleanAIRE NC provides educational programs and resources that help individuals and communities understand the connections among air pollution, climate change, the environment, and human health. The organization partners with schools, healthcare systems, community organizations, and other institutions to provide information and tools that encourage action.

Environmental Justice

CleanAIRE NC works alongside communities disproportionately affected by pollution and environmental hazards. This work includes listening to community concerns, connecting communities with resources and partners, supporting community-led advocacy, promoting equitable policies, and using data and mapping to help identify environmental disparities.

Health

CleanAIRE NC's Health program connects environmental issues with public health. The organization provides education and resources to healthcare professionals and communities about the health impacts of air pollution and climate change and engages health professionals in advocating for solutions that create healthier, more resilient communities.

The AirKeeper Dashboard

The AirKeeper Dashboard is CleanAIRE NC's interactive air-quality data and advocacy tool. It brings together air-quality readings, pollution-source locations, demographic information, and health data to help communities better understand local environmental conditions. Users can explore data, identify trends, create reports, and use the information to support community advocacy.

The CleanAIRE Academy

The CleanAIRE Academy is CleanAIRE NC's online learning platform designed to provide accessible environmental education to community members, students, professionals, and others interested in creating healthier communities. Course offerings include topics such as Air Quality 101, advocacy, air pollution and health, environmental justice, the AirKeeper Dashboard, and community science and air monitoring.

Cleaner Air for a Stronger North Carolina.

PEOPLE | DATA | EDUCATION | ACTION

Section 3

OUR VOLUNTEER PHILOSOPHY

CleanAIRE NC welcomes individuals who share a commitment to our mission and want to contribute their time, talents, knowledge, and experience in support of healthier communities, a stable climate, and cleaner air for all North Carolinians.

We are committed to providing an inclusive and respectful volunteer experience that reflects our core values of Respect, Passion, and Collaboration. Volunteer opportunities support our programs while providing meaningful ways for individuals, including college students, to learn, grow, and contribute.

Our Commitment to Volunteers

- Review volunteer inquiries and website interest submissions in a timely manner.
- Match volunteers with assignments that align with organizational needs, skills, interests, and availability.
- Provide a brief volunteer orientation that includes a review of the volunteer's **Assignment & Duties Form**, including assigned responsibilities, expectations, supervisor or point of contact, schedule or assignment period (as applicable), and any other information needed to successfully complete the assignment.
- Clearly communicate whether the opportunity is a volunteer, paid, or other engagement type before service begins.
- Provide appropriate supervision, guidance, and resources throughout the volunteer assignment.
- Maintain a safe, respectful, and inclusive environment.
- Recognize and appreciate volunteer contributions.

Section 4

VOLUNTEER RELATIONSHIP

Volunteers are valued partners in advancing CleanAIRE NC's mission. Volunteer service is a collaborative relationship built on mutual respect, open communication, shared responsibility, and a commitment to our mission and core values.

As a Volunteer, You Can Expect

- Be treated with dignity, courtesy, respect, and professionalism.
- Volunteer in a safe, inclusive environment free from unlawful discrimination, harassment, and retaliation.
- Receive accurate information about CleanAIRE NC and your assignment.
- Receive the Volunteer Handbook and applicable policies.
- Receive appropriate orientation, resources, and supervision.
- Have your personal information maintained confidentially.
- Ask questions and receive support.
- Share feedback without fear of retaliation.
- Be recognized for your contributions.

Volunteer Responsibilities

- Support CleanAIRE NC's mission, vision, values, and priorities.
- Perform assigned responsibilities reliably and professionally.
- Follow organizational policies and safety requirements.
- Maintain confidentiality.
- Communicate promptly regarding scheduling changes.
- Treat others with courtesy and respect.
- Use organizational resources responsibly.
- Report safety concerns or policy violations.
- Provide reasonable notice before ending volunteer service and return organization property.

Nature of the Volunteer Relationship

Volunteer service is voluntary and may be discontinued at any time by either the volunteer or CleanAIRE NC. Volunteers are not employees and are not entitled to wages or employee benefits unless separately engaged under a paid employment or internship arrangement. CleanAIRE NC may modify volunteer assignments based on organizational needs, safety, available resources, or performance.

Minor Volunteers

CleanAIRE NC is not currently accepting volunteers under age 18 as part of the standard Volunteer Program. Any proposed exception must receive advance approval from CleanAIRE NC Leadership and Human Resources before a commitment or placement is made. If minor volunteer opportunities are approved in the future, additional parent/legal guardian consent, safety, supervision, and other applicable requirements will be established before service begins.

Section 5

VOLUNTEER PROGRAM OVERVIEW

Purpose of the Volunteer Program

CleanAIRE NC's Volunteer Program provides meaningful opportunities for individuals to support our mission while contributing their time, talents, knowledge, and skills to improve the health and well-being of communities across North Carolina.

Volunteers play an important role in expanding the organization's capacity to educate communities, advance environmental justice, support advocacy initiatives, conduct community science projects, assist with organizational operations, and promote healthier environments through collaborative action.

Our volunteer program is designed to provide rewarding experiences that benefit both the organization and the volunteer by fostering learning, community engagement, professional development, and service.

Volunteer Opportunities

Volunteer opportunities vary throughout the year based on organizational priorities, community needs, available projects, and funding. Assignments may be short-term, long-term, project-based, seasonal, or event-specific.

Volunteer opportunities may include, but are not limited to:

- Community outreach and engagement
- Community science initiatives
- Advocacy and public policy support
- Environmental education
- Event planning and event support
- Administrative and office support
- Communications and marketing
- Research and data collection
- Volunteer coordination
- Special projects
- Other assignments that support CleanAIRE NC's mission

Volunteer opportunities are not guaranteed and are assigned based on organizational needs, available supervision, volunteer qualifications, and project availability.

Student Volunteers

CleanAIRE NC welcomes college and university students who are interested in gaining meaningful experience while supporting our mission.

Depending on organizational needs, funding availability, educational requirements, and the nature of the assignment, students may participate as:

- Unpaid Student Volunteers
- Paid Student Volunteers

The appropriate classification will be determined by CleanAIRE NC before the assignment begins. Students will be informed of their classification, expectations, and applicable onboarding requirements prior to starting their placement if applicable.

Internship Opportunities

CleanAIRE NC may offer internship opportunities based on organizational needs and availability. Individuals interested in learning more about current or future internship opportunities should contact the **Senior Manager of Programs** at **intern@cleanairenc.org** for additional information.

Internship opportunities are managed separately from the general Volunteer Program and may have different eligibility, application, and participation requirements.

Certified Volunteer Opportunities

CleanAIRE NC may offer Certified Volunteer opportunities for individuals who are interested in participating in designated programs or activities that require specialized training or certification.

The Certified Volunteer process is separate from the general Volunteer Program onboarding process. Individuals interested in becoming Certified Volunteers may be required to complete additional application, eligibility, training, certification, or program-specific requirements before participating in activities designated for Certified Volunteers.

Certified Volunteer requirements may include:

- Completion of designated training or educational requirements
- Successful completion of any required certification process
- Program-specific orientation or instruction
- Demonstration of required knowledge or competencies
- Completion of additional documentation, when applicable
- Compliance with any ongoing certification or program requirements

Completion of the general volunteer onboarding process does not automatically qualify an individual as a Certified Volunteer. Likewise, general volunteers are not required to complete Certified Volunteer training unless they choose to pursue or are selected for a Certified Volunteer opportunity.

CleanAIRE NC will communicate the applicable requirements, training expectations, and approval process to individuals participating in the Certified Volunteer Program.

Volunteer Eligibility

Individuals interested in volunteering with CleanAIRE NC must:

- Demonstrate an interest in supporting the organization's mission and values.
- Complete the required volunteer interest form through the CleanAIRE NC website.
- Meet the qualifications for the assigned volunteer opportunity.
- Complete all required onboarding documentation before beginning volunteer service.
- Participate in required orientation and training, as applicable.
- Comply with all organizational policies and procedures.
- Successfully complete any required background screening when applicable to the volunteer assignment.

Some volunteer opportunities may require specific education, experience, certifications, licenses, or technical skills.

Volunteer Assignment Process

To ensure volunteers are placed in assignments that support both organizational needs and individual interests, CleanAIRE NC follows a structured volunteer placement process.

The volunteer process generally includes:

1. Review of organizational needs and available opportunities

Volunteer Recognition

CleanAIRE NC recognizes that volunteers make significant contributions to the success of our organization. We are committed to acknowledging volunteer service and celebrating the time, expertise, and dedication our volunteers contribute in support of healthier communities and a cleaner environment.

****Volunteer Assignment Disclaimer****

Volunteer opportunities are based on organizational needs, available funding, supervision capacity, and project availability. Submission of a volunteer interest form or participation in the onboarding process does not guarantee placement. CleanAIRE NC reserves the right to decline, postpone, modify, reassign, or conclude volunteer opportunities at its discretion to meet organizational priorities, operational needs, or safety requirements.

Section 6

VOLUNTEER ADMINISTRATION

Volunteer Assignments

Volunteer assignments are based on organizational needs, available projects, volunteer qualifications, skills, interests, supervision capacity, and program priorities.

Each volunteer will receive a **Volunteer Assignment & Duties Form** outlining:

- Assignment title
- Department or program
- Supervisor
- Responsibilities
- Schedule (if applicable)
- Expected duration
- Learning objectives (when applicable)

Volunteer assignments may be modified based on organizational needs or operational priorities.

Attendance & Scheduling

Volunteers are expected to honor the commitments they make to CleanAIRE NC.

If a volunteer is unable to attend a scheduled assignment, they should notify their supervisor as soon as reasonably possible.

Volunteer schedules may change due to:

- Program needs
- Weather
- Community events
- Organizational priorities
- Supervisor availability

Repeated absences or failure to communicate may result in reassignment or discontinuation of volunteer opportunities.

Volunteer Service Hours

Some volunteer assignments may require service hours to be documented for purposes such as:

- Grant or funder reporting
- Educational or academic requirements
- Community service verification
- Organizational reporting

When applicable, volunteers may be asked to accurately report or verify the hours they complete.

Designated CleanAIRE NC personnel will document and maintain applicable volunteer service hours in the organization's CRM system for tracking and reporting purposes.

Volunteers who need verification of completed service hours for school, community service, or other approved purposes should contact their designated CleanAIRE NC point of contact.

Dress Code

Volunteers represent CleanAIRE NC while participating in volunteer activities and are expected to maintain an appearance that is appropriate for their assigned activity.

Dress expectations may vary depending on the nature, location, and activities associated with the volunteer assignment.

Any assignment-specific attire, footwear, safety equipment, or other dress expectations will be communicated to the volunteer and, when applicable, documented in the Volunteer Assignment & Duties Form before the volunteer activity begins.

Section 7

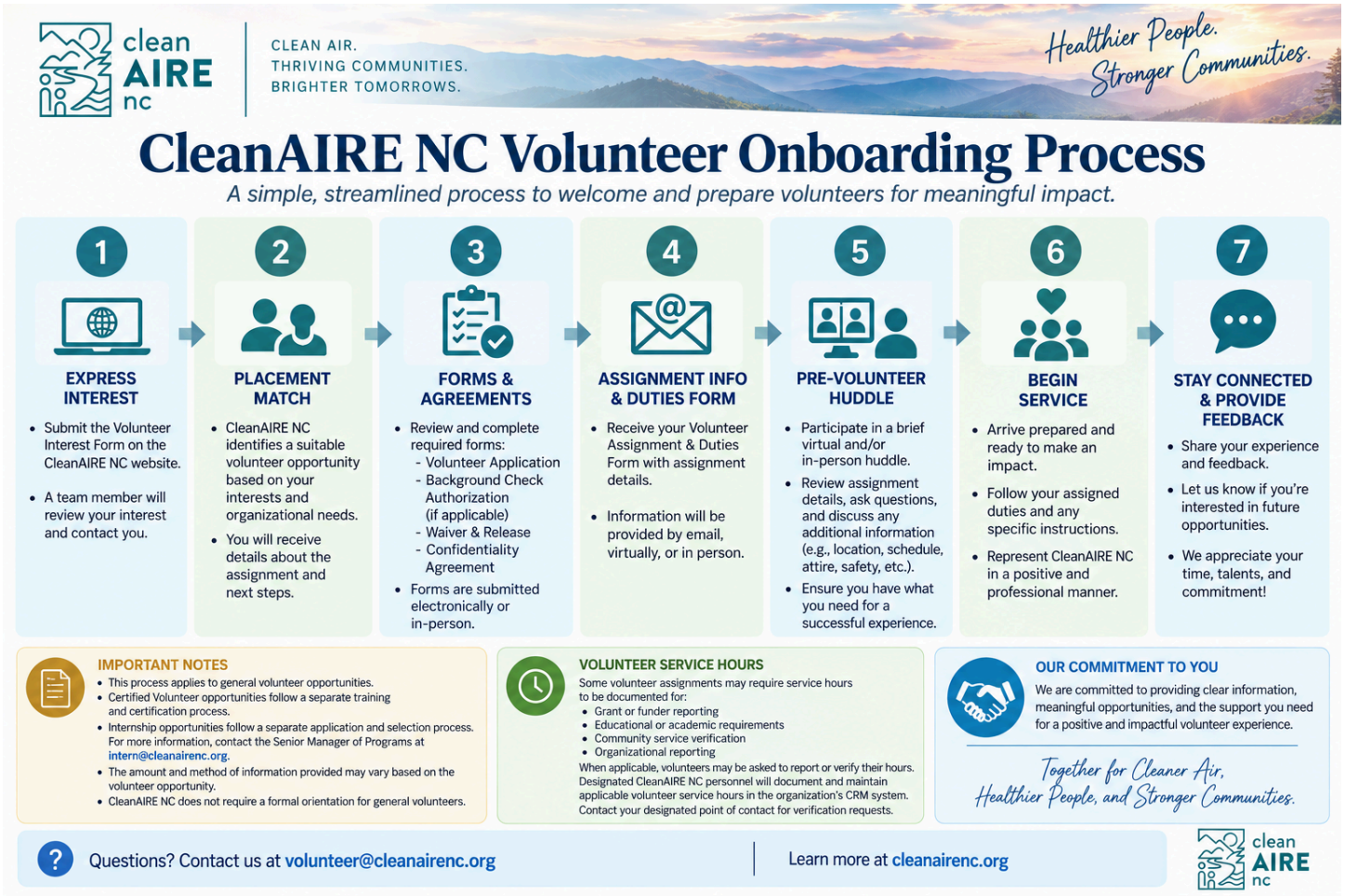
VOLUNTEER ONBOARDING & ORIENTATION

Purpose

CleanAIRE NC is committed to providing volunteers with a welcoming, organized, and meaningful onboarding experience. Our onboarding process is designed to prepare volunteers for success by introducing them to the organization, their assigned responsibilities, applicable policies, and the resources available to support their volunteer service.

Volunteer Onboarding Process

To help ensure a successful volunteer experience, individuals selected for volunteer service generally complete the following onboarding process:



Required Onboarding Documentation

Depending on the volunteer assignment, volunteers may be required to complete one or more of the following documents before beginning service:

- Volunteer Assignment & Duties Form
- Emergency Contact Form
- Volunteer Service Agreement
- Confidentiality Agreement
- Code of Conduct Acknowledgment
- Media Release Authorization (if applicable)
- Liability Waiver and Release
- Minor Volunteer Consent and Parent/Guardian Authorization (only if a minor volunteer exception is approved)
- Background Check Authorization (when required)
- Additional forms specific to the volunteer assignment

Completion of all required documentation is a condition of volunteer participation.

Volunteer Records

CleanAIRE NC maintains records necessary to administer and support the Volunteer Program. Volunteer records may include:

- Volunteer Interest Form
- Volunteer Assignment & Duties Form
- Emergency Contact Form
- Volunteer Service Agreement
- Orientation Documents
- Required acknowledgments
- Volunteer hours (when applicable)
- Background check documentation (when required)

Volunteer records are maintained in a confidential manner and are accessible only to individuals with a legitimate business need.

Volunteers are responsible for notifying Human Resources of any changes to their contact information or emergency contact information.

Volunteer Assignment & Service Information

CleanAIRE NC will provide volunteers with the information necessary to successfully participate in their assigned volunteer activity. Information may be provided **by email, virtually, or in person** before the volunteer activity begins.

Volunteers will receive a **Volunteer Assignment & Duties Form** outlining the responsibilities and expectations associated with their specific assignment.

Prior to the volunteer activity, CleanAIRE NC may also conduct a brief **virtual and/or in-person huddle** to review assignment details, answer questions, and communicate any additional information volunteers need. This may include:

- Date, time, and location of the volunteer activity or event
- Assigned duties and responsibilities
- Designated point of contact

- Schedule or expected hours, when applicable
- Event, project, or program-specific instructions
- Appropriate attire or items volunteers should bring, when applicable
- Relevant safety or emergency information
- Applicable policies or expectations related to the assignment
- Instructions for communicating schedule changes, questions, or concerns
- Any other information necessary to complete the assigned volunteer activity

The amount and method of information provided may vary depending on the volunteer opportunity. **CleanAIRE NC does not require a formal orientation for general volunteers.** Instead, the Assignment & Duties Form and brief huddle are intended to ensure volunteers receive the information, expectations, and resources needed before participating in their assigned activity.

Volunteer Point of Contact

Each volunteer will be provided with a designated CleanAIRE NC point of contact for their volunteer assignment. The point of contact will provide necessary assignment information, communicate expectations, answer questions, and assist with general needs related to the volunteer activity.

Volunteers should contact their designated point of contact with questions regarding their assignment, schedule, event details, or other information needed to complete their volunteer responsibilities.

Ongoing Communication

Open and respectful communication is essential to a successful volunteer experience.

Volunteers are encouraged to:

- Ask questions whenever clarification is needed.
- Notify their designated point of contact if they are unable to fulfill a scheduled commitment.
- Communicate changes in availability.
- Share ideas and suggestions for improving volunteer experiences.
- Report concerns related to safety, policy compliance, or workplace conduct promptly.

CleanAIRE NC values volunteer feedback and encourages open communication that supports continuous improvement of our volunteer program.

Additional Learning Opportunities

Certain learning, training, or professional development opportunities may be available through CleanAIRE NC's separate Certified Volunteer Program or Internship Program. Participation in these programs is subject to their respective eligibility, application, training, and program requirements.

Accessibility and Reasonable Accommodations

CleanAIRE NC is committed to providing an inclusive volunteer experience and will make reasonable efforts to provide accommodations that enable qualified individuals with disabilities to participate in volunteer activities, unless doing so would create an undue hardship or fundamentally alter the nature of the volunteer assignment.

Volunteers who require an accommodation are encouraged to notify Human Resources as early as possible so that appropriate arrangements can be explored.

Section 8

VOLUNTEER CONDUCT & PROFESSIONAL STANDARDS

Purpose

CleanAIRE NC is committed to maintaining a professional, respectful, safe, and inclusive environment for volunteers, employees, partners, and the communities we serve.

Volunteers represent CleanAIRE NC whenever they participate in volunteer activities and are expected to conduct themselves in a manner that reflects the organization's mission, core values, and commitment to professionalism.

Professional Conduct

Volunteers are expected to:

- Act honestly and ethically.
- Demonstrate professionalism and integrity.
- Perform assigned responsibilities to the best of their ability.
- Follow organizational policies and procedures.
- Be dependable and accountable.
- Exercise sound judgment.
- Represent CleanAIRE NC positively.

Respectful Environment

CleanAIRE NC values diversity, equity, inclusion, and belonging.

Volunteers are expected to:

- Treat others with dignity and respect.
- Foster an inclusive environment.
- Work collaboratively.
- Maintain professional boundaries.
- Value different perspectives.

Harassment, discrimination, bullying, intimidation, retaliation, or disruptive behavior will not be tolerated.

Harassment, Discrimination & Retaliation

CleanAIRE NC prohibits unlawful discrimination, harassment, and retaliation.

Volunteers who experience or witness inappropriate conduct should promptly report concerns to their supervisor or Human Resources.

Retaliation against individuals who report concerns in good faith is prohibited.

Ethics & Integrity

Volunteers are expected to:

- Act honestly.
- Protect organizational resources.
- Avoid conflicts between personal interests and volunteer responsibilities.
- Report suspected unethical conduct.
- Maintain the trust of the communities we serve.

Confidentiality

Volunteers may have access to confidential information during their service.

Confidential information includes, but is not limited to:

- Employee information
- Volunteer information
- Donor information
- Community member information
- Financial information
- Internal reports
- Research data
- Strategic initiatives
- Passwords and system access

Volunteers are expected to maintain confidentiality during and after their volunteer service and may be required to sign a Confidentiality Agreement.

Technology & Information Security

Volunteers using CleanAIRE NC technology or systems are expected to:

- Protect passwords.
- Access only authorized information.
- Use technology responsibly.
- Protect confidential information.
- Report suspected cybersecurity incidents immediately.

Social Media & Public Communications

Unless authorized, volunteers may not:

- Speak on behalf of CleanAIRE NC.

- Respond to media inquiries.
- Release confidential information.
- Represent personal opinions as organizational positions.
- Use organizational branding without permission.

Conflict of Interest

Volunteers should avoid situations where personal, financial, or outside interests conflict with their volunteer responsibilities.

Potential conflicts should be disclosed promptly.

Reporting Concerns

Volunteers are encouraged to report concerns involving:

- Safety
- Harassment
- Discrimination
- Retaliation
- Fraud
- Theft
- Policy violations
- Ethical concerns
- Conflicts of interest

Reports may be made to your designated point of contact and/or Human Resources.

Retaliation for reporting concerns in good faith is prohibited.

Failure to Meet Conduct Expectations

Failure to comply with volunteer expectations or organizational policies may result in:

- Coaching
- Additional training
- Reassignment
- Temporary suspension of volunteer activities
- Discontinuation of volunteer service

CleanAIRE NC reserves the right to discontinue volunteer service immediately when conduct jeopardizes the safety of others, violates organizational policies, compromises confidentiality, or is otherwise inconsistent with the organization's mission and values.

Volunteer Handbook Acknowledgment

Volunteer Name: [Type here]

Volunteer Email: [Type here]

Department/Program: Program Management

Supervisor/Manager: Jennifer Benjamin

I acknowledge that I have received a copy of the CleanAIRE NC Volunteer Handbook. I understand that the handbook contains important information regarding the Volunteer Program, the organization's Mission, Vision, Core Values, volunteer policies and procedures, standards of conduct, safety expectations, and volunteer responsibilities.

I understand that I am responsible for reading, understanding, and complying with the policies, procedures, and expectations contained in the Volunteer Handbook, as well as any additional organizational policies applicable to my volunteer assignment.

I understand that the Volunteer Handbook is intended to provide guidance regarding volunteer service and does not create an employment relationship, contract of employment, or guarantee of any specific volunteer assignment.

I further understand that CleanAIRE NC may revise, update, modify, or discontinue handbook policies as organizational, operational, or legal requirements change.

☐	I have received the Volunteer Handbook.
☐	I understand my responsibility to review its contents.
☐	I know who to contact if I have questions.
☐	I agree to comply with applicable volunteer policies throughout my volunteer service.

Volunteer

Volunteer Name (Print):		**Date:**
Volunteer Signature:		**Date:**

CleanAIRE NC Representative

CleanAIRE NC Representative:		**Date:**
Representative Signature:		**Date:**

Thank you for volunteering with CleanAIRE NC. Your time, talents, and commitment help us advance our mission of improving public health through cleaner air and climate solutions.