



PUERTO
RICO
RISE
UP

VOLUNTEER HANDBOOK

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ABOUT THE HANDBOOK

The purpose of this guide is to provide you with an overview of Puerto Rico Rise Up, Inc. and provide a basic outline of the policies and procedures that the organization complies with. As a volunteer, you benefit from a safe work environment, appropriate training, supervision, assessment and recognition.

We ask that you honor your commitment to PRRU, respect other volunteers and carry out your tasks to the best of your ability.

As our organization grows and changes, the policies, practices and other information contained in this manual may change. When such changes occur, you will be notified through an announcement or update, typically via email. It is your responsibility to keep your manual up to date and to be informed of policies and changes that affect you.

Should you have any questions or require clarification on the information provided in this guide, please contact the Volunteer Coordinator or their delegate.

WELCOME MESSAGE

Welcome to the Puerto Rico Rise Up family! For almost the past two years after Hurricane Maria, our organization has provided disaster relief and educational support, fulfilling our



mission to offer empowerment and resilience for the people of Puerto Rico, achieving opportunities and ensuring a sustainable future through community unity. We are committed to preventing and mitigating suffering by collaborating with local institutions in the community to provide assistance and support.

We value and appreciate your contribution by investing your time as a volunteer. We strive to achieve equitable and reliable access for all, well-being and health promotion, continual improvement, commitment to quality and innovation in services.

Through volunteerism, you will contribute to strengthening our history, protecting our environment and maximizing the educational and sustainable service of our community. We are aware that doing voluntary work involves a lot of responsibility, effort, and sacrifice, but feeling the satisfaction of helping and serving with passion and dedication to others is rewarded with many pleasant experiences and blessings. It is in this spirit that we present your Volunteer Handbook. This document will help you learn about our organization, structure, rules, policies, procedures and philosophy of your volunteer work. We encourage you to read it in detail.

Thank you for joining the team!

A handwritten signature in black ink, appearing to read 'Karen Caraballo'.

Karen Caraballo Psy. D.
Executive Director
Puerto Rico Rise Up

OUR STORY

On September 20, 2017, Puerto Rico was forever altered by Hurricane Maria, the strongest hurricane to make landfall in Puerto Rico in almost a century. Our fellow citizens did their best to prepare for the unimaginable power of the storm.

A humanitarian crisis of epic proportions ensued, leading to shortages of electricity, water, health care, basic supplies and even hope, while the inhabitants did not see the end of the crisis. Many took it upon themselves to organize disaster relief efforts.

Within days after Hurricane Maria, PUERTO RICO RISE UP, INC. (PRRU) came about. A US territory inhabited by 3.4 million US citizens, Puerto Rico already had a weakened and troubled economy/infrastructure prior to the storm.

In the wake of Maria, we saw a great deal of individual effort going on side by side, and we realized the strength of our unity. In this time of need, we stood up with compassion, dared to fight with relentless commitment, and committed to helping others, regardless of the issues at hand.

Our strong principles are rooted in our early days when we volunteered to provide assistance and support to the people of Puerto Rico. The success of PRRU is made possible through the concerted efforts of our engaged Board of Directors and dedicated staff. Our work is guided by PRRU's fundamental organizational values of solidarity and unity, as defined by our Executive Committee.

We have a network of physicians and volunteers committed to revitalizing Puerto Rico. As the calamity unfolded, our team bridged the various institutions, medical providers, and hospitals in the United States and Puerto Rico to provide medical care, equipment, and medications in just a few short weeks. This sisterhood is working tirelessly to meet the ongoing needs, many of which surpass our capabilities as individuals.

The comprehensive restoration in Puerto Rico is a long-term collaborative endeavor. Together, we can empower and elevate the people of Puerto Rico. We hope you embark on this journey with us, as it is indeed an opportunity for you to have a positive and tangible impact on someone's life.

ABOUT US

MISSION

***EMPOWERING AND UPLIFTING THE PEOPLE OF PUERTO RICO TO ACHIEVE
EQUITABLE OPPORTUNITIES AND SECURE A SUSTAINABLE FUTURE THROUGH
UNITY. "WE ARE STRONGER TOGETHER."***

VISION

***WE ENVISION A SUSTAINABLE AND ROBUST PUERTO RICAN SOCIETY WHERE
EVERYONE CAN THRIVE AND LIVE A HEALTHY, HAPPY, AND FULFILLING LIFE.***

"The Puerto Rico Rise Up Approach"

PRRU is a national humanitarian disaster relief organization, uplifting the welfare of underserved communities in Puerto Rico by improving access to health care, providing quality education, advocating for change where needed to restore and secure a viable future for generations to come.

We believe that the path to reducing inequality and increasing human engagement is to expand the scope of opportunities before and after disasters. While this may seem simple or even simplistic, it is only the tip of an extremely complex approach.

PRRU applies a holistic approach to fostering a sustainable future. We believe we can support and provide the tools necessary to empower Puerto Ricans by strengthening the following key areas:

- *Disaster Relief and Preparedness*
Education
- *Health and well-being*
- *Economy and Community Growth*
- *Resilience*

Our well-rounded approach addresses the biophysical, environmental and social needs of communities to promote equitable opportunities, economic growth and human prosperity. In this way, strengthening these values from one generation to the next will lead the Puerto Rican community to a prosperous future. Our focus is on empowering the community to meet its needs instead of meeting people's preferences. The overall approach of PRRU is supported by our fundamental values "RISE UP".

"RISE UP" CORE VALUES

R – RESILIENCE: Our organization's unique composition and origin have created a strong bond amongst the members. This bond will allow us to remain steady in the face of adversity. When it's time to get the job done, our "think outside the box mentality" drives results, all while keeping the highest ethical standards and exhibiting our good character. This drive stems from our role in society as leaders in our respective fields, mainly healthcare.

I – INCLUSION: We have a clear non-discriminatory policy. Our organization values and provides equal opportunity to
U – UNITY: We believe that by being a united, cohesive front, we are stronger and better.

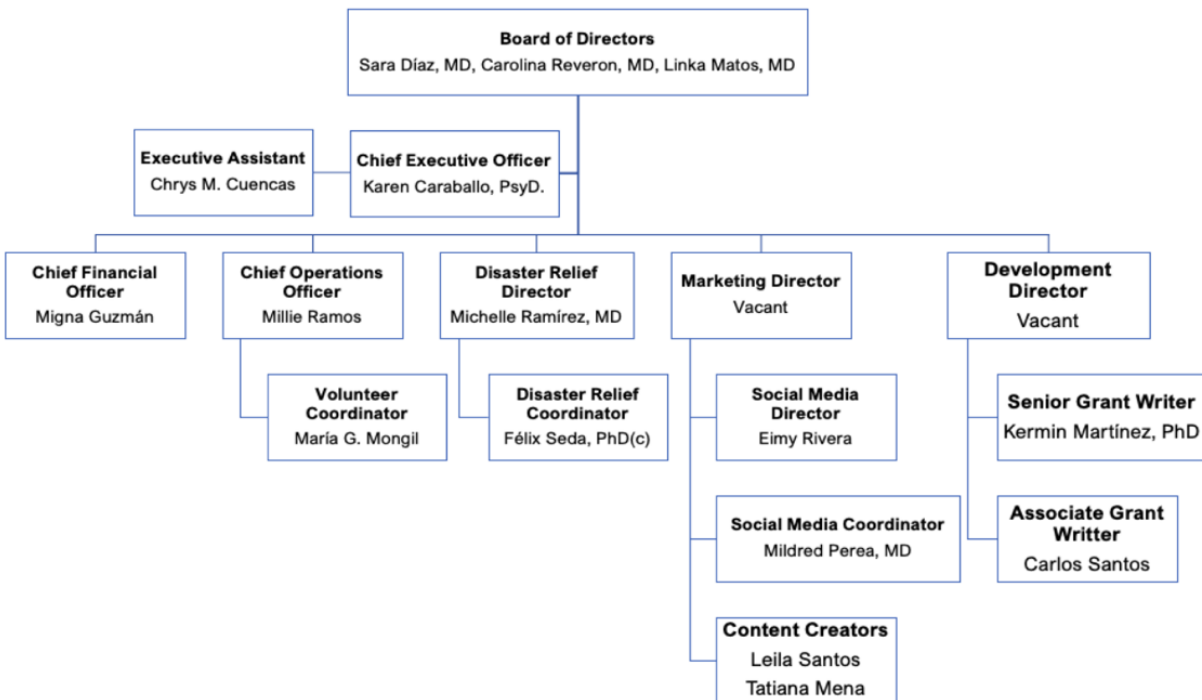
P – PARTNERSHIP: Our "can do" spirit delivers top performance. We will embrace a culture of collaboration and excellence by passionately working together to achieve the best possible outcomes of programs, services, and initiatives.

ALL regardless of differences (e.g., ability, age, ethnic background, gender, religion, sexual orientation, etc.) to achieve their maximum potential without discrimination.

S – STEWARDSHIP: We manage resources and finances entrusted to us responsibly.

E – EMPOWERMENT: We believe EVERYONE should have the opportunity to learn and grow. Through education, we can foster intellectual, scientific, cultural, and spiritual development and promote creativity.

ORGANIZATIONAL CHART



The purpose of the Organization Chain of Command is to establish a guide to help staff communicate all matters concerning program operations so that everyone can receive quick responses to inquiries, problems, and requests for information. The PRRU has a policy which requires all supervisors and the Executive Director to maintain an “open door” policy for all.

An organizational chain of command establishes a system by which authority is transferred from higher levels of government to front-line workers. Each staff member must be accountable to his or her direct supervisor. Open communication between the various groups within a chain of command is essential to the success of the PRRU.

VOLUNTEERING WITH PRRU

Those who volunteer their time and talents are valuable assets to Puerto Rico Rise Up. We encourage groups and individuals to participate constructively in our volunteer programs to carry out appropriate tasks under the guidance, training and supervision of our volunteer coordinator. Some community volunteers (i.e., advisory committee members) do not work under the staff's direct supervision. However, they work in close collaboration with the team to ensure communication and cooperation with all PRRU activities. The Board believes that community volunteers enrich our program, foster a positive environment and enhance our community relationships. We appreciate your interest in becoming a PRRU volunteer.

What to do?

- 1) Complete volunteer application form.
- 2) Complete the non-disclosure agreement and volunteer confidentiality form.
- 3) Fill in and sign the volunteer receipt and acceptance form.
- 4) Consent for a background check.
- 5) Submit a copy of a valid driver's license and proof of vehicle insurance (where applicable).
- 6) Attend new volunteer orientation or training.
- 7) Start volunteering!

Our Responsibilities as An Organization

As set out in Article 14 of Law 261 (Puerto Rico Volunteer Law) of 2004, we describe below the general and applicable rights to our relationship with you as a volunteer:

- Do not discriminate against you for any reason, and respect your freedom, dignity, and privacy.
- To provide you with due guidance to our organization, duties, and responsibilities and, to the extent available, provide you with resources and materials to facilitate your voluntary service and donation of your time.
- To enhance your development and participation in our organization, in line with our applicable statutes and rules
- Provide adequate safety and hygiene conditions, depending on the nature and characteristics of your volunteer work
- Make sure you read, sign and deliver the documents required in the organization to do your volunteer work
- Provide you with the results of evaluating your performance as a volunteer

- Provide you with a certification for your service performed when you request it with specifications of hours and activities performed.

Ethical Responsibilities as a Volunteer

As established in article 15 of the Puerto Rico Volunteer Law, your ethical responsibilities and applicable rights to our organization are:

- Respect the organization's standards and fulfill voluntary tasks and service conditions based on our mission and vision.
- Respect agreements of the time and schedules of voluntary service. This applies to all voluntary work within any event.
- Avoid any conflict between your personal interests and the organization's interests.
- Keep confidentiality and discretion over all official information you acquire knowledge and/or access. Make responsible use of all materials you use for your volunteer service.
- If we have to ask you, you should be willing to discontinue volunteer service on behalf of our organization immediately.
- Properly use any document or certification delivered.

Volunteer Confidentiality Statement

During the time that I serve as a volunteer for PUERTO RICO RISE UP, INC. (The "Organization"), I realize that I may gain access to information that is considered to be confidential and/or proprietary. Such information may include, but is not limited to the identity of, and other information relating to, donors, volunteers, and collaborators; gifts, receipts, and additional financial information; projects, development, submitted proposals, criteria, and/or decisions made concerning the business and activities of the organization.

Since confidential and proprietary information is crucial to the operation of the organization, and because the organization must protect such information, I agree that I will not use, publish, or disclose such information during or after my participation as a volunteer for the organization and that I will preserve the restricted nature of this information.

I understand that the organization carefully coordinates the communications and messaging efforts of the organization. I agree that I will not make nor publish any communication, including but not limited to, e-mail, social media posts, message board posts, texts or tweets, on behalf of the organization, or relating to the organization, without the prior approval of the then serving Public Information Officer or Marketing Director of the Organization.

I hereby certify that I have read, understand, and agree to the organization's policies as described in this statement concerning confidential information and communication. The information given in this statement is complete and accurate to the best of my knowledge.

Volunteer Personnel Files

Your personnel file is confidential and consists of written documents retained by the Volunteer Director/Coordinator. The volunteer's personnel file can only be reviewed by the volunteer, the Volunteer Director/Coordinator, Board staff, and Executive Director.

This file contains basic contact information and records about your volunteer service with the Puerto Rico Rise Up, Inc.

Volunteer Collaboration Hours

Throughout the year, there are several events and activities for volunteers that we organize as part of the projects, initiatives, and programs that we manage.

The volunteer collaboration schedules vary according to the type of volunteer, events, and projects, and the agreements established with the communities we support, the PRRU staff, and the volunteer. The Volunteer Coordinator will inform you of your schedule, according to your availability and the organization's needs.

In case of absence, you must inform the staff in charge so that the proper arrangements can be made, and the services are not affected.

Types of Volunteers

Puerto Rico Rise Up, Inc. expects its volunteers to contribute to the organization's comfort; they perform work without economic remuneration and are committed and identified with its mission and vision. They may or may not be active in the workforce. The volunteer receives as a benefit: training, great experience in the personal field, contact with people we serve, cultural exchange, and contact with the communities in Puerto Rico, academic accreditation or work experience.

Occasional Volunteer

The volunteer is available for special events and meets the following criteria:

- Basic knowledge of the mission and vision of the organization
- Strong skills for dealing with public
- Effective interpersonal relationships
- Reliable and punctual

- With mobility capacity
- Accessibility of communication with representatives of the organization
- Over 18 (except for candidates with parental or legal guardian authorization)

Support Volunteer

A volunteer is available to assist with specific administration tasks. You need a minimum of 3 hours per week to collaborate with the institution. The main profiles of the support volunteer are: graphic design, human resources, event coordination, proposal development, registration and coordination of the volunteer program and executive positions. Such volunteers should meet the following criteria:

- With a view of PRRU and its mission
- Strong oral and written communication skills in both languages (English and Spanish)
- Effective interpersonal relationships
- Skills in computer management and basic data processing and design programs
- Collaborates with the maintenance of the organization social networks
- Collaborates with the search for external funds and proposals
- Mobility capacity
- Disciplined, reliable and punctual
- Over 18

Executive Volunteer

Professional staff with experience in the medical field or professional assistance who can help guide the organization towards its goals and contribute to the management and administration through the Board of Directors or preferential positions in the organization. You need a minimum of 3 hours per week to collaborate with your organization. Such volunteers should meet the following criteria:

- Strong oral communication skills in both languages (English and Spanish)
- Good knowledge of the medical orientation or professional coordination of the activities of the organization.
- Responsibility, reliability, and punctuality
- Mobility capacity
- Flexibility in the way the organization's message is carried
- Skills for working with people of all ages and backgrounds
- Over 18

Tasks According to The Type of Volunteer

Occasional Volunteer

Typical tasks- in the particular case of the occasional volunteer, these tasks will depend on the work for which you have activated it; they can be varied, but they can mostly understand the following:

- Assist in the specific event you are working on, either in the preparation or on the same day of the event
- Do your best to make the moment a good experience for the people we are dealing with
- Wear the clothing or T-shirt indicated for the occasion or event, as required.

Support Volunteer

Typically, the support volunteer will perform the following tasks, primarily administrative:

- Contribute to the creation of digital content on exhibitions and activities, accompanied by graphic design
- Assist in the coordination and logistics of the events
- Collaborate with the development of proposals and fundraising
- Contribute to the coordination of PRRU staff and their volunteers
- Assist with administrative work and any task assigned to it

Executive Volunteer

Typically the executive volunteer who serves as a consultant, director or board trustee, will perform tasks includes:

- Participate in staff meetings and be informed of work plans and calendar.
- Participate in initiatives, projects and efforts held by the organization.
- Maintain communication and proper documentation as required.

Change of Placement

Volunteers may request a change in placement anytime during their volunteer service. If a volunteer elects to be re-assigned, the volunteer must apply for the volunteer position and receive all appropriate training.

Service Requirement

Volunteers agree to commit to a minimum number of hours of service over one year. At the end of a service term, volunteers may elect to renew their volunteer service agreement with PRRU.

Leave of Absence

Volunteers may request a leave of absence with the approval of their supervisor. This leave of absence will not alter or extend beyond the previously agreed ending date of service.

Training

Volunteers receive training as part of their volunteer service with Puerto Rico Rise Up, Inc. All volunteers must complete an orientation and on-the-job or program training within the first month of beginning their service. Volunteer orientation provides an overview of PRRU, its mission, history, and goals.

The supervisor or trainer provides volunteers with assignments or training for a particular placement. The training details the skills and knowledge necessary to perform their volunteer assignment.

Youth Volunteer and/or Service Learning

Volunteers under 18 must have a parent or guardian's written consent before volunteering (signed Waiver & Liability Release Form). Students volunteering for service-learning credit hours for their school must submit school names and contact information before volunteering.

Safety and Liability

Puerto Rico Rise Up, Inc. aims to provide a safe and healthy environment for all volunteers. If a volunteer is injured in the course of the volunteer's service, the volunteer must notify his or her supervisor immediately. Volunteers should also complete an incident report and submit the report to the volunteer's supervisor.

PRRU's general liability coverage, with some limitations and exclusions, protects volunteer workers from injuries or damages that results from activities or service that volunteers conduct or performing PRRU's direction and within the scope of their duties for Puerto Rico Rise Up, Inc. PRRU's general liability coverage does not provide coverage to volunteers themselves for liabilities they may have incurred for their actions.

PRRU's volunteer accident insurance coverage covers some injuries to volunteers while volunteers perform volunteer service on behalf of Puerto Rico Rise Up, Inc. In some instances, volunteers must sign a release absolving Puerto Rico Rise Up, Inc. of liability when

PRRU volunteers voluntarily and knowingly subject themselves to certain risks while performing volunteer services on behalf of PRRU. Contact the Volunteer Director/Coordinator with questions or for more information about insurance and liability.

Driver Safety Policy

The safety and well-being of our volunteers are of critical importance to the organization. Therefore, we each have a responsibility to protect ourselves when on the road and do our part to protect those around us. Volunteers who are required to drive on company business at any time will be expected to follow the following guidelines, without any exceptions.

All volunteers are expected to wear seat belts at all times while in a moving vehicle being used for Puerto Rico Rise Up, Inc. business, whether they are the driver or a passenger. Use of handheld cell phones, whether personal or business-owned, while behind the wheel of a moving vehicle being used on Puerto Rico Rise Up, Inc. business is strictly prohibited.

Although cell phone use under any circumstances is strongly discouraged while driving, the use of hands-free technology may be warranted in unusual or emergency circumstances.

Engaging in other distracting activities including, but not limited to, eating, putting on makeup, reading or changing radio stations or music, is also strongly discouraged while driving, even when in slow-moving traffic.

Use of alcohol, drugs, or other substances, including certain over-the-counter cold or allergy medications that in any way impair driving ability, is prohibited.

All volunteers are expected to follow all driving laws and safety rules such as adhering to posted speed limits and directional signs, use of turn signals, and avoidance of aggressive or offensive behavior while driving.

Volunteers should never allow anyone to ride in any part of the vehicle not explicitly intended for passenger use and/or any seat that does not include a working seat belt. Volunteers must promptly report any accidents to local law enforcement and the Volunteer Director/Coordinator or Executive Director or designee.

Volunteers are expected to report any moving or parking violations received while driving on company business and/or in company vehicles.

Failure to adhere to these procedures may result in disciplinary action.

Reimbursement of Expenses

This policy is designed to assist in reporting expenses incurred while conducting Puerto Rico Rise Up business activities and applies to all PRRU members, and volunteers. PRRU expects staff and volunteers to act responsibly and professionally when incurring and submitting costs. The organization will reimburse for reasonable expenses with pre-approved business.

This includes, for example, travel fares, accommodations, meals, tips, and purchases made on behalf of the organization. If staff or volunteer uses their vehicles for business travel, PRRU will not be responsible for maintenance, traffic or parking violations.

General Guidelines:

All expenses and summaries must be submitted within 30 days to CFO for payment. PRRU members must return any excess money over the actual expenses incurred within 60 days of finalizing the intended activity.

Only expenses directly related to the organization will be considered for reimbursement. Original receipts are required for reimbursement of all expenses. These expenses include:

- Original boarding passes for airplane / train travel
- Credit card receipts
- Detailed merchant receipts

Receipts must be accompanied by a summary which outlines:

- The nature of the expense
- The name and titles of the individuals involved
- The purpose of the expense

Travel Guidelines

As stated above, the organization will reimburse for reasonable expenses with pre-approved business.

Accounting

It is critical to have good records for expenses to be reimbursable and for donor and IRS transparency. Original receipts or invoices are required for reimbursement of all expenses and should be accompanied by a summary which outlines:

- The nature of the expense
- The purpose of the expense
- Item(s) purchased
- Price paid for item(s)
- Business it was purchased from
- Date of purchase

Additional supporting documentation includes an account statement if the transaction is self-explanatory and within a reasonable cost related to item expensed (i.e., gas) or petty cash "receipt" for small cash payments.

*Any questions related to these policies' content or their interpretation should be directed to the Chief Financial Officer.

Return of Property

Volunteers are responsible for Puerto Rico Rise Up, Inc. property which includes all materials, files, keys, passwords, or any other written or electronic information issued to volunteers or in volunteer's possession or control. All PRRU property must be returned on or before your last day. Puerto Rico Rise Up, Inc. may take all actions deemed appropriate to recover or protect its property.

INSTITUTIONAL POLICIES AND PROCEDURES

Code of Conduct

The following code of conduct upholds Puerto Rico Rise Up's (PRRU) core values of mission, vision, objective, and inception. It also seeks to uphold our values statement: "We strive to achieve equitable and reliable access for all, wellness and health promotion, constant improvement, commitment to quality and innovation of services."

Officers and volunteers shall always abide by and conform to the following Code of Conduct:

- I. Volunteers shall review PRRU mission and core values along with this code of conduct before beginning their position.
- II. Volunteers shall make decisions in the best interests of the organization.
- III. Volunteers must behave following the mission and core values of Puerto Rico Rise Up while acting on behalf of the organization.
- IV. Volunteers must always obey applicable laws and regulations of the relevant government authorities, including all laws and provisions that govern appropriate conduct in the workplace while acting on behalf of PRRU.
- V. While acting on behalf of Puerto Rico Rise Up, the volunteer must always exhibit professional behavior and respectful discourse during meetings and outside communications. Disruptive behavior towards others (i.e., volunteers, Board members, staff, outside representatives) is not acceptable in any circumstance.
- VI. Only information deemed public knowledge can be shared or discussed outside of PRRU meetings unless the President/CEO has authorized the volunteer to do so.
- VII. Volunteers are not authorized to speak on behalf of Puerto Rico Rise Up unless specifically requested by the President/CEO or Executive Director.
- VIII. E-mail communications should follow the same professional standards as verbal communications previously mentioned. E-mails are considered legal documents; therefore, the volunteer should always exercise caution when creating an e-mail with opinions and statement pertaining to their position with PRRU.
- IX. Participation in committee and general meetings (in-person and teleconferences) is typically required to fulfill a volunteer's duties.
- X. Volunteers should not request special or personal favors from other volunteers and staff without prior consultation with the President/CEO or Executive Director.
- XI. Volunteers and staff should note that any use of mood-altering substances during volunteering time or after hours can impact the organization. Our primary objective is the safety and security of all those involved in the organization and those who are not. Therefore, all volunteers are expected to be free of the effects of any mood-altering substances while representing PRRU.

- XII. The possession, sale, or usage of mood-altering substances while volunteering is illegal and a violation of Puerto Rico Rise Up's volunteer practices and will be subject to immediate dismissal.
- XIII. Volunteers who show signs or evidence of consuming any mood-altering substance will not be permitted to volunteer then. Any violators of this policy will be dismissed from all volunteer programs.

Social Media/E-Mail Etiquette

Puerto Rico Rise Up (PRRU) recognizes that volunteers, staff, and contractors use social media to connect with their community and their clients and share information about PRRU.

We support the role that social media plays in promoting our initiatives, mission, and purpose.

The purpose of this document is to give all employees and contractors of PRRU a set of principles, guidelines, and best practices to best represent PRRU online in a respectful, relevant way that protects both you and the company. All staff of PRRU will be held to the principles and guidelines outlined in this document at all times.

Whether you are acting on behalf of PRRU or using your personal social media accounts to talk about PRRU, you are expected to understand and adhere to the following:

Board members, staff, and volunteers must adhere to the code of conduct when using social media in reference to PRRU.

All volunteers and staff should be aware of the effect their actions may have on their images as well as PRRU's image. The information staff, volunteers, or Board members publish may become public information for a long time.

Volunteers and staff should be aware that Puerto Rico Rise Up may observe content and information made available by volunteers via social media. Volunteers should use their best judgment when posting material that is neither inappropriate or harmful to PRRU. Volunteers, staff, or Board members should not publish any information that would be considered confidential to the public.

Honor our differences: PRRU does not tolerate discrimination or harassment on social media, including on the basis of age, sex, race, color, creed, religion, ethnicity, sexual orientation, gender identity, national origin, citizenship, disability, marital status or any other legally recognized protected basis under federal, Territory, or local laws, regulations or ordinances.

If any social media post or networks generate press or legal attention, every staff, volunteer, or Board member should refer these inquiries to our President/CEO, Executive Director, or legal counsel.

Volunteers and staff should always seek permission before posting images of current or former volunteers, members, vendors, or suppliers. The volunteers or staff should also receive approval for using third-party copyrights, trademarks, service marks, or intellectual property.

After-hours social media usage that violates Puerto Rico Rise Up's code of conduct or any other organizational policy may be subject to disciplinary action up to and including termination from the position.

It is recommended that staff, Board members, and volunteers keep "related" social media accounts separate from personal accounts, if practical.

These policies do not apply to any volunteers, staff, or Board members personal page, as applicable by law.

The following policy applies to the usage of e-mail on behalf of Puerto Rico Rise Up and personal use of e-mail when referencing Puerto Rico Rise Up.

Expressing regular and authentic gratitude to the donors, volunteers (including board members), and others who support your organization's mission is one of the most important things you can do.

It helps move your development program from transactional – where each "ask" and response is a separate event – to one that is relationship-based, where communication occurs in the context of a shared commitment to advance the organization's mission. Volunteers and staff should assess the situation before replying to all and verify who is copied in the e-mail.

Consider a concise and precise short e-mail, with no more than 40 words; most people have a few seconds to read an e-mail

Volunteers and staff should ensure they keep their private life, private and not entertain any e-mails or questions on private matters.

Do not assume recipients have been keeping up with the conversation and know exactly what you refer to, especially when a thread has started to stray from the subject at hand. If it makes sense, cut and paste the last pertinent point and go from there.

Consider that the average person receives multiple e-mails a day, and most volunteers/staff have day jobs that require a host of responsibilities. Thus, individual messages from PRRU can easily get overlooked. Follow these simple rules to get your e-mails noticed and acted upon:

- Do not over-communicate by e-mail. Try to be concise, clear, and brief at all times.
- Make good use of subject lines. We advise using "Action Item" as the subject line to ensure the item is acted upon.
- Be polite, check your tone by re-reading the message before sending.
- Proofread.

Logo Use and Endorsement

Puerto Rico Rise Up "PRRU" Logo Usage and Endorsement Policy outlines authorized policies for using or referring to PRRU programs and logos or being endorsed by PRRU. PRRU's logos are the proprietary property of Puerto Rico Rise Up, and this policy dictates the usage terms of logos.

PUERTO RICO RISE UP ENDORSEMENT: Individual Person | Organization | Company

I. An "endorsement" by Puerto Rico Rise Up individual person, organization or company is required to obtain written consent from PRRU before communicating "endorsement". Requirements:

- a. Apply for endorsement (see application)
- b. Donate time, talent and treasure to PRRU

II. Puerto Rico Rise Up reserves all rights to refuse endorsements or association with any individual person, organization or company that do not reflect professionally on PRRU. This includes controversial, illegal or disrespectful images, messages or behavior by individual person, organization and/or company.

GUIDELINES

I. Logo and image guidelines are license-specific and are addressed with the general policy. If terms of an individual license and this policy/guideline conflict, the terms of the individual license govern.

II. Puerto Rico Rise Up logo(s) may be used with written consent has been received. Where PRRU logo(s) may be used:

- a. Sponsor, partner, and/or vendor websites, collateral, promotional flyers, brochures, etc.
- b. Advertising copy relating to the sponsorship or partnership

III. A formal application is not required, but written consent is always required:

- a. Delegation of authority. During certain instances, PRRU may grant temporary usage of PRRU's logos at which time, PRRU may instruct the individual person, organization or company on proper usage of PRRU's logo(s) for temporary usage.

IV. Use only logo files obtained from PRRU. Do not recreate and/or modify PRRU's logos or images.

V. PRRU's logos and images may NOT be altered or modified in any way. Users may not modify proportions or alter from the original image provided by PRRU.

VI. Background colors, patterns, or images cannot permeate PRRU logos.

VII. Copies of all printed material incorporating PRRU's logos and images must be kept on file at PRRU.

IMPROPER USE OF PUERTO RICO RISE UP LOGO AND IMAGES

I. It is forbidden to add any other words or phrases onto or into any PRRU logos or images.

II. Individual persons, organizations and/or companies may not use PRRU logos or images on merchandise intended for sale.

Puerto Rico Rise Up reserves the right to change this policy at any time without notice.

Equal Rights

PRRU's policy is to be an inclusive organization that offers equal employment to all people who qualify regardless of race, color, religion, age, sex, origin or physical or physical status, affiliation or political idea, nationality. This policy covers all aspects of voluntary service.

Sexual Harassment in The Workplace

PRRU is committed to providing volunteers with an environment that is free from discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated. PRRU encourages volunteers to bring any incidents

of sexual harassment to the immediate attention of their direct supervisor, Executive Director, and/or CEO or designee.

Volunteer Responsibility:

If a volunteer believes he/she has been subject to sexual harassment or any unwanted sexual attention, he or she should:

- Make their unease and/or disapproval is directly and immediately known to the harasser;
- Make a written record of the date, time, and nature of the incident(s) and the names of any witnesses; and
- Report the incident to the Volunteer Director/Coordinator, Executive Director and/or CEO or designee.

All incidents of sexual harassment or inappropriate sexual conduct must be reported regardless of their seriousness.

Illicit Drug Use, Controlled Substances and Alcohol Abuse

As an organization, we are concerned about the effects that drugs and alcoholic beverages may have on our leaders, volunteers, and participants' safety and health. It is the organization's policy to identify and assist those leaders or volunteers with substance abuse issues and encourage them to seek help on their own. Still, they will not be allowed to work for the organization.

The possession, transfer, manufacture, or sale of alcoholic beverages, illegal drugs, or legal prescription drugs valid on the organization's property or during hours of service will result in disciplinary action and the end of the service agreement.

Carrying Weapons or Using Weapons

It is prohibited to use, carry or possess firearms, white weapons, mittens, other weapons or imitations thereof, within the locations where we are service or in an official vehicle or event, during or outside of hours of service, regardless of whether the person is licensed to carry or legal possession of a weapon, approved by a competent court.

Smoking-Free Workspace

PPRU's policy is to maintain a work environment free of risks to leaders and volunteers' health and safety. For these purposes, smoking is not allowed when it is serving in some place or institution.

The volunteer who violates this policy will be subject to disciplinary action that may include suspension of the agreement until termination of this policy.

Violence in Service

The organization is committed to providing a voluntary service environment free of violence. Any threat or act of violence committed by a volunteer shall not be tolerated. Any volunteer involved in these acts will be subject to corrective action that may include their termination of the agreement immediately. You may also be subject personally to the appropriate civil and/or criminal liability.

Whistle Blower Policy

Reporting Responsibility This Whistleblower Policy is intended to encourage and enable all to raise serious concerns internally so that PRRU can address and correct inappropriate conduct and actions. It is the responsibility of all board members, officers, employees and volunteers to report concerns about violations of PRRU's code of ethics or suspected violations of law or regulations that govern PRRU's operations.

No Retaliation It is contrary to the values of PRRU for anyone to retaliate against any board member, officer, employee or volunteer who in good faith reports an ethics violation or a suspected violation of the law, such as a complaint of discrimination or suspected fraud, or suspected violation of any regulation governing the operations PRRU. An officer, volunteer, or board member who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination.

Reporting Procedure PRRU has an open-door policy and suggests that everyone share their questions, concerns, suggestions, or complaints with their supervisor. If you are not comfortable speaking with your supervisor, Vice-Chair/Compliance Officer, or are not satisfied with the person's response, you are encouraged to communicate with the Chairperson of the Board/President. Supervisors and managers are required to report complaints or concerns about suspected ethical and legal violations in writing to the PRRU's VC/Compliance Officer, who has the responsibility to investigate all reported complaints. All of those with concerns or complaints may also submit their concerns in writing directly to their Executive Director or PRRU's Chairperson.

Compliance Officer PRRU's VC/Compliance Officer is responsible for ensuring that all unethical or illegal conduct complaints are investigated and resolved. The VC/Compliance Officer will advise the Board of Directors of all complaints and their

resolution and report at least annually to the Treasurer on compliance activity relating to accounting or alleged financial improprieties.

Accounting and Auditing Matters PRRU's VC/Compliance Officer shall immediately notify the Treasurer of any concerns or complaints regarding corporate accounting practices, internal controls, or auditing and work with the committee until the matter is resolved.

Security Rules

PRRU tries to maintain a safe place or service safe risk. It will be the responsibility of each volunteer or person who is providing services with the organization, in the order of their work area, to reduce the chances of accidents. Your contact person will tell you about the necessary security measures in your area or activity carried out. Failure to comply with security rules may result in disciplinary action, including possible termination of the agreement, depending on the violated rule's seriousness.

In the event that the volunteer becomes involved in a situation that may affect the safety or health of fellow volunteers or participants, he or she must immediately report it to the appropriate contact. Fire extinguishers, sprinklers, and emergency exits will not be obstructed when events are held somewhere. The use of candles, incense, or any other odor device requiring the use of fire is not permitted at events.

Dress Code

The way you dress represents the image of our organization; inappropriate clothing may have a negative impact on how we project ourselves to the community we serve. The rules set forth here serve as guides to dress properly for the events we sponsor or represent.

The following guides outline aspects of apparel that are not sponsored by the organization:

- Clothing with words or graphic designs of an offensive or violent nature, especially when working with children.
- See-through clothing or shirts that leave a visible torso or bust. In the case of activities aimed at PRRU children, the right to determine appropriate clothing will be reserved and may require a return to change of clothes if the clothing is determined to be inadequate.

Volunteers are required to wear closed shoes that provide adequate protection when involved in the transportation, delivery or distribution of goods.

Privileged Information Management

Volunteers are responsible for preserving the confidentiality of the privileged information available to them during their voluntary service. The release of privileged information could result in the termination of volunteer service with the organization. To this end, all volunteers will be asked to sign a confidentiality agreement before starting their assignments within the organization. (see annex)

Request for Funds and Distribution of Materials

PPRU prohibits any request for funds or sale of products without prior authorization from the contact person in the organization responsible for handling this type of event. No volunteer may participate in the request for funds through sales or donations, directly or indirectly, using the name PPRU without the authorization of the CEO of the organization.

Media Contact

Prior to any communication with media representatives, volunteers must obtain authorization from their contact person in the organization. Only persons designated by the organization are authorized to speak as a spokesperson on behalf of PPRU.

Conflict Resolution

PPRU's principle is to work as a team in harmony and total camaraderie. In the event of differences, misunderstandings or conflicts, the organization will resolve them as fairly and impartially as possible. Organizational staff are expected to maintain effective communication with volunteers assigned to their team. If you understand that it is inappropriate for you to discuss a specific matter with your coordinator or contact person, you should contact the volunteer leader who is responsible for assisting you or the CEO of the organization. We encourage you to provide us with any ideas or suggestions you may have to improve how our volunteer program works.

CALL TO ACTION

PRRU members work tirelessly to address common needs, many of which exceed our capacity as individuals. In this session, you will learn more about the programs we have started and the future initiatives you will be able to participate in. The complete restoration of Puerto Rico is an ongoing and collaborative endeavor.

Together, we can empower and elevate the people of Puerto Rico. We hope you will embark on this journey with us, as it is indeed an opportunity for you to have a positive and tangible impact on somebody's life.

We are stronger together.

APPENDIX A

Ley Núm. 261 del año 2004
(P. del S. 2438), 2004, ley 261

Ley del Voluntariado de Puerto Rico

Ley Núm. 261 de 8 de septiembre de 2004

Para establecer la Ley del Voluntariado de Puerto Rico, definir la política pública sobre el particular, disponer el ámbito de aplicación de la ley y definir derechos, beneficios y obligaciones de los voluntarios y de las organizaciones que utilicen voluntarios.

EXPOSICION DE MOTIVOS

La satisfacción de los intereses generales de una sociedad no debe concebirse como una obligación exclusiva del Estado, sino como una responsabilidad compartida entre éste y la sociedad civil. Por más delegación en el Estado que el contrato social pueda implicar, cada ciudadano mantiene siempre, como miembro de la comunidad en la que está inserto, una responsabilidad social. El Estado debe promover la conciencia de ello y potenciar y proteger el descargo de esa responsabilidad.

Los ciudadanos, por su parte, están reclamando con fuerza cada vez mayor una participación en la solución de los problemas que los afectan y en la atención de sus propias necesidades. Ello ha motivado que éstos, bien individualmente o por mediación de organizaciones fundadas en el esfuerzo común y en el altruismo, desempeñen un papel cada vez más importante en el diseño de estrategias y en la ejecución de acciones dirigidas a la construcción de una sociedad solidaria en la que todos sus miembros gocen de una calidad de vida digna.

Una manifestación fundamental de esta iniciativa social es el voluntariado. Este se puede definir como el alistamiento de ciudadanos que, sin ánimo alguno de lucro personal, tienen la voluntad de poner sus energías, sus capacidades, sus talentos y su tiempo a la disposición de la comunidad para el logro de respuestas y soluciones adecuadas y oportunas a los problemas y necesidades de ésta, principalmente mediante la acción solidaria y concertada dentro de grupos y organizaciones con objetivos de distinta naturaleza: asistenciales, de rehabilitación, de promoción. Es decir, de colectivos atentos a la dimensión humana de la necesidad, dirigidas a dar virtualidad a las posibilidades individuales de crecimiento y autodependencia, o centrados en la acción transformadora de la sociedad como un todo mediante la generalización de los beneficios sociales y el cambio estructural.

"La cultura de la participación", afirma Joaquín García Roca en su libro *Solidaridad y Voluntariado*, "ha sido esencial para comprender el desarrollo actual del voluntariado, porque incorporó el asociacionismo como plasmación de la implicación personal y descubrió que los ciudadanos no sólo tienen problemas, sino también soluciones; no sólo formulan demandas que dirigen hacia afuera del grupo, sino que también producen respuestas. El voluntariado actual se alimenta de esas convicciones y crece allí donde la participación conlleva la descentralización territorial,' la revalorización del asociacionismo y el ejercicio de las decisiones colectivas. Pero, sobre todo, enfatiza el

carácter endógeno de las respuestas. Existen voluntarios porque hay ciudadanos que se han tomado en serio su derecho a participar en la vida de las sociedades, de las instituciones y de los procesos colectivos".

El voluntariado, como realidad actual, responde sin duda a la presencia masiva de problemas sociales que exigen la articulación de los medios gubernamentales con las iniciativas sociales y de los recursos institucionales con las dinámicas comunitarias. Se distinguen, por otro lado, por la fuerza expansiva de las solidaridades, generadora de organizaciones de voluntarios y de alianzas entre éstas.

De conformidad con el Estudio de las Organizaciones sin Fines de Lucro en Puerto Rico (2002), realizado por la empresa Estudios Técnicos, Inc., en el país existen unas 178,727 personas que ofrecen un promedio de diez horas mensuales de labor voluntaria a estas organizaciones. El valor anual en términos económicos de esta aportación se estima en \$293 millones, tomando como base el salario promedio de los empleados en organizaciones sin fines lucro, de conformidad con los datos del Departamento del Trabajo y Recursos Humanos.

A pesar del crecimiento de esa fuerza laboral voluntaria y de su inmensa contribución social y económica al país, no existe legislación que defina el voluntariado y exprese la política pública del país respecto al reconocimiento y promoción de la acción voluntaria en sus diversas modalidades. Esta Ley persigue tal propósito.

DECRETASE POR LA ASAMBLEA LEGISLATIVA DE PUERTO RICO:

Artículo	1.-	Título
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Esta Ley se conocerá como "Ley del Voluntariado de Puerto Rico".

Artículo 2.- Declaración de política pública

Es política pública del Estado Libre Asociado de Puerto Rico reconocer, promover, y proteger y facilitar la aportación solidaria y sin animo de lucro de los individuos, concebida como voluntariado, al bienestar común del país; el asociacionismo y el establecimiento de alianzas entre organizaciones a tales fines.

Artículo 3.- Concepto del voluntariado

a. A los fines de la presente Ley, se entiende por voluntariado el alistamiento libre y voluntario de ciudadanos y ciudadanas a participar en actividades de interés social o comunitario, sin que medie obligación que no sea puramente cívica ni retribución de clase alguna y siempre que dicha participación se dé dentro del ámbito de organizaciones públicas o privadas. Se excluyen las actuaciones voluntarias aisladas o esporádicas prestadas al margen de organizaciones públicas o privadas, por razones familiares, la amistad o de buena vecindad.

El voluntariado no deberá implicar en ningún caso el desplazamiento por voluntarios de personas que ejerzan una función o labor retribuida en las referidas organizaciones, ni deberá limitar la creación de empleos retribuidos por parte de éstas o implicar impedimento de clase alguna para ello.

Artículo 4.- Definiciones

a. Actividades de interés social o comunitario-son las de servicio, las asistenciales, las culturales y educativas, las de base comunitaria, las de desarrollo comunitario, las de promoción de causas Y cualesquiera otras de naturaleza análoga.

b. Facilidades de salud-son aquellos establecimientos certificados y autorizados a operar como tales por el Estado, según lo establece y define la Ley de Facilidades de Salud,

Ley Núm. 101 de 26 de junio de 1965, según enmendada, tales como: hospital, centro de salud, unidad de salud pública, centro de diagnóstico o tratamiento, servicios de salud pública, casa de salud, facilidad de cuidado de larga duración, centro de rehabilitación, facilidad médica para retardados mentales, centro de salud mental, centro de rehabilitación sicosocial, hospital de enfermedades crónicas, hospital general, hospital mental, hospital de tuberculosis, facilidad de salud sin fines de lucro.

c. Voluntario-es un individuo que en conjunto con otros y conforme al concepto de voluntariado definido en el Artículo 3 de esta Ley, presta servicios a terceros o para beneficio de terceros, libre y voluntariamente y sin que medie remuneración o beneficio material alguno.

Artículo 5. - Ámbito de aplicación de la ley

Esta Ley se aplicará a los voluntarios que presten sus servicios no remunerados dentro del ámbito de proyectos o programas formales y concretos dirigidos, en todo o en parte, a atender intereses sociales N, comunitarios, según descritos en el Artículo 4 anterior, desarrollados por organizaciones de la siguiente naturaleza:

a. Entidades sin fines de lucro debidamente incorporadas y activas en Puerto Rico y exentas como tales del pago de contribuciones por el Departamento de Hacienda;

b. Facilidades de salud, según definidas en el Artículo 4(b). En el caso de que se trate específicamente de servicios que se ofrezcan en la relación médico-paciente, deberá mediar el consentimiento informado expreso del paciente o de su guardián o tutor respecto a dichos servicios.

c. Organismos públicos, incluyendo los municipios, agencias, dependencias o instrumentalidades del Estado Libre Asociado de Puerto Rico.

Artículo 6. - Voluntariado en el servicio público

Se autoriza a los municipios, agencias, dependencias e instrumentalidades del Estado Libre Asociado de Puerto Rico a establecer programas de voluntarios de conformidad con el concepto de voluntariado definido en el Artículo 3 de esta Ley.

Artículo 7. - Inaplicabilidad de leyes laborales

Las leyes laborales del Estado Libre Asociado, excepto según se disponga en esta Ley, no se aplicarán a los voluntarios por carecer éstos de la condición de empleados.

Artículo 8.- Dietas y viáticos, y reembolso de gastos

Los dineros asignados a los voluntarios en calidad de dietas o viáticos para cubrir gastos razonables de alimentación, de viaje u otros incidentales incurridos por razón del ejercicio de sus funciones o labores como voluntarios, o cualquier reembolso a tales fines, hasta un tope de mil quinientos dólares (\$1,500.00) anuales, no se considerarán estipendio o remuneración en términos de las leyes fiscales y laborales del Estado Libre Asociado de Puerto Rico. Tampoco se considerará estipendio o remuneración, para fines de la aplicación de esta Ley, el reembolso a un voluntario por materiales u otros gastos necesarios para posibilitar la prestación de servicios de salud.

Artículo 9. - Responsabilidad extracontractual frente a terceros

a. Toda persona que ejerza como voluntario en una organización pública o privada será inmune como tal de responsabilidad civil respecto a cualquier acción legal fundada en un acto u omisión suyo que le haya causado algún daño o perjuicio a un tercero siempre que se demuestre que:

1) El voluntario actuaba dentro del ámbito de los deberes y responsabilidades asignándosele como tal en la correspondiente organización pública o privada en la que prestaba sus servicios;

2) El daño no se causó en forma deliberada o mal intencionada ni mediando por parte del voluntario conducta criminal, temeraria o imprudente-, negligencia crasa; o indiferencia a los derechos o a la seguridad de la persona afectada.

b. La organización pública o privada que utilice voluntarios para la prestación de sus servicios deberá asegurarse, al momento de asignar a un voluntario sus deberes y responsabilidades, de que éste posee cualquier licencia o certificación que sea requerida para descargar dichos deberes y responsabilidades. El voluntario que haya hecho una representación falsa a ese respecto perderá la inmunidad si tal licencia o certificación fuese necesaria para realizar los deberes o descargar las responsabilidades en cuyo ámbito se haya dado la acción u omisión que ocasionó el daño o perjuicio a un tercero.

c. La responsabilidad extracontractual frente a terceros de cualquier organización sin fines de lucro cubiertos por esta Ley, de las facilidades de salud, según definidas en el Artículo 4(b) y de los organismos públicos adscritos a cualquier municipio, agencia, dependencia o instrumentalidad del Estado Libre Asociado de Puerto Rico que mantenga un programa de voluntarios incluidos en el Artículo 5 (a) de esta Ley, por los daños y perjuicios causados por alguno de sus voluntarios en el ejercicio de los deberes y responsabilidades asignándosele se determinará de conformidad con los límites establecidos para las acciones y reclamaciones contra el Estado por la Ley Número 104 de 29 de junio de 1955, según enmendada, conocida como Ley de Pleitos contra el Estado.

Artículo 10.- Compensación por accidentes durante la prestación de servicios

Las organizaciones sin fines de lucro y las facilidades de salud incluidas en el Artículo 5(a) y (b) de esta Ley podrán, mediante el pago de la prima correspondiente, acogerse, respecto a los voluntarios, a los beneficios de la Ley Número 45 de 18 de abril de 1935, según enmendada, conocida como Ley del Sistema de Compensaciones por Accidentes del Trabajo, la cual provee protección a las personas que sirven como voluntarios en organismos públicos adscritos a cualquier municipio, agencia, dependencia o instrumentalidad del Estado Libre Asociado de Puerto Rico.

Dicha prima se computará a base de un tercio del salario mínimo federal mensual, fórmula que se aplicará por igual al pago de primas por las personas que sirvan como voluntarios en organismos públicos adscritos a cualquier municipio, agencia, dependencia o instrumentalidad del Estado Libre Asociado de Puerto Rico.

Artículo 11.- Acreditación de experiencia laboral

Las horas de servicio prestadas por voluntarios de conformidad con esta Ley podrán ser acreditadas por los municipios, agencias, dependencias e instrumentalidades del

Estado Libre Asociado de Puerto Rico a los fines de cumplir con los requisitos de experiencia para cualquier trabajo en éstas, de conformidad con el reglamento que a tales fines elabore el Departamento del Trabajo y Recursos Humanos dentro del término de seis (6) meses a partir de la vigencia de esta Ley.

A los fines de potenciar la efectiva aplicación del referido reglamento, se dispone que éste entrará en vigor dentro del término de un año a partir de la vigencia de esta Ley.

Artículo 12.- Divulgación y fortalecimiento del voluntariado-, indicadores de medición

a. El Departamento de Desarrollo Económico del Estado Libre Asociado de Puerto Rico desarrollará un programa de promoción pública del voluntariado y fomentará el establecimiento de mecanismos de orientación, asistencia técnica y servicios de información sobre el particular. Deberá incluir sus gestiones al respecto en los informes anuales que debe rendir sobre el desempeño de sus encomiendas.

b. El Departamento de Desarrollo Económico de Puerto Rico deberá desarrollar indicadores de medición del valor de la acción voluntaria por hora a los fines de estimar la aportación de los voluntarios al Producto Nacional Bruto de la Isla.

Artículo 13.- Informes requeridos por ley; inclusión de datos

Las organizaciones públicas y privadas relacionadas en el Artículo 5 de esta Ley que utilicen voluntarios, tendrán la obligación de incluir en los informes anuales al Gobernador, a la Asamblea Legislativa o al Juez Presidente en el caso de las primeras, o en sus informes al Departamento de Estado bajo la Ley de Corporaciones de Puerto Rico en el caso de las segundas, estimados sobre:

a. el número total de voluntarios y el número total de horas de servicios; y

b. siempre que ello sea posible, la lista de los títulos que utiliza la Organización para los trabajos disponibles para voluntarios.

Artículo 14.- Deberes generales de las organizaciones que utilizan voluntarios

Las organizaciones que utilizan voluntarios tienen respecto a éstos una serie de deberes generales en virtud del servicio voluntario que reciben, a saber:

a. Tratarlos sin discriminación, respetando su libertad, dignidad e intimidad, así como sus creencias.

b. Orientarlos debidamente respecto a la organización y los deberes y responsabilidades que se les asignen en ésta, y proveerles, en cuanto sea aplicable, los recursos y materiales necesarios para que puedan prestar sus servicios adecuadamente.

c. Potenciar su participación activa en la organización de conformidad con los estatutos de ésta y con las demás normas aplicables.

d. Proveerles las condiciones de seguridad e higiene adecuadas en función de la naturaleza y las características de los servicios que presten.

e. Ofrecerles el debido reconocimiento por el valor social y moral de sus aportaciones voluntarias al logro de los objetivos de la organización.

Una relación escrita de estos deberes debe ser entregada por toda organización a sus voluntarios.

Artículo 15.- Deberes de los voluntarios

Las personas que acuerden ofrecer sus servicios voluntarios con una organización pública o privada tienen una serie de responsabilidades éticas o deberes respecto a éstas cuyo cumplimiento es indispensable para poder gozar de los beneficios que provee esta Ley. Estos son, entre otros, los siguientes:

- a. Respetar los estatutos de la organización y cumplir con su ideario, sus fines y objetivos en la medida en que les corresponda.
- b. Respetar los acuerdos respecto a los periodos y los horarios de prestación de servicios, sobre todo cuando ello sea indispensable para la adecuada coordinación y estructuración de la gestión de la organización.
- c. Evitar toda clase de conflicto entre los intereses personales y los de la organización.
- d. Guardar la confidencialidad y discreción requerida respecto a toda información legítima a la que advenga en conocimiento como resultado de los servicios que preste como voluntario.
- e. Utilizar responsablemente los recursos de toda naturaleza que la organización le provea para desempeñar sus funciones.
- f. Comunicar con suficiente anticipación la intención de finalizar el acuerdo de prestación de servicios para evitar así perjuicios a la organización o a los beneficiarios de ésta.
- g. Interrumpir de inmediato toda prestación de servicios en nombre de la organización cuando ésta lo disponga.
- h. Utilizar debidamente, para los fines permitidos, cualesquiera documentos de acreditación como voluntarios que la organización les provea.

Una relación escrita de estos deberes debe ser entregada por toda organización a sus voluntarios.

Artículo 16. -Cláusula de separabilidad

La declaración de inconstitucionalidad de cualquier artículo de esta Ley o de parte de ella hecha por un tribunal competente, no afectará la validez de las demás disposiciones de la misma.

Artículo 17. -Vigencia

Esta Ley comenzará a regir noventa (90) días después de su aprobación.

Presidente del Senado

Presidente de la Cámara

Nota Importante: Esta ley es copia de la ley original cuando fue aprobada, no incluye enmiendas posteriores.