

## **In Partnership with Volunteers: Setting Guidelines and Mutual Expectations**

*Andover volunteers serve as critical partners and are essential to the advancement of the Academy, both on campus and around the world. In order to ensure a successful volunteer experience and partnership to campus partners and alumni colleagues, the following mutual expectations are set forth.*

- The Academy clearly articulates and outlines the role and expectations for each [volunteer role](#). The volunteer, with an Academy partner, reviews the goals and expectations of their role and discusses any questions with the Academy partner prior to beginning that role. Most roles will be matched with an Academy partner who is mutually responsible for success. If at any point during your service you would like to review the expectations, please reach out to your Academy partner.
- The volunteer utilizes all tools and information provided by the Academy for the intended use only. Training pertaining to your specific volunteer role is offered by Phillips Academy. Use of alumni, student, parent, employee or trustee biographical and/or personal contact information outside of its intended purpose is not permitted.
- If questions arise about the role or level of support, the Academy partner and the volunteer are charged to communicate directly to clear up any concerns. A conversation via phone/zoom will take place. This will be done swiftly, respectfully, candidly, and with minimal impact on the work of other volunteers.
- Recognizing that interest and time commitments shift over time, the Academy partner will check in periodically to ensure the role remains fulfilling for the volunteer. If the volunteer is not fulfilled in their role, a mutual agreement to conclude their volunteer service will be initiated by the Academy partner or volunteer.
- The Academy volunteer conducts themselves as an extension of Phillips Academy, exhibiting respect and representing equity, inclusion, and empathy. The Academy partner will operate professionally—being responsive and supportive of volunteers.
- The Academy will not tolerate discrimination or harassment based on race, color, national origin, ancestry, religion, sex, pregnancy, sexual orientation, gender expression, gender identity, age, disability, or any other characteristic protected under law.
- The volunteer collaborates with the Academy and other volunteers in a respectful and cooperative manner. If at any point a volunteer has concerns about their work with another

volunteer, please reach out to the Academy partner. The Academy will not tolerate any verbal abuse (whether oral or written), such as the use of derogatory remarks and insults, verbal or physical conduct that a reasonable person would find threatening or intimidating; persistent, malicious mistreatment that degrades or humiliates a person; personal attacks (e.g., angry outbursts, excessive profanity, or name-calling); and deliberate sabotage or undermining of an individual's contributions.

- If the volunteer is no longer meeting the stated goals and expectations of their role or the expected conduct, the Academy will initiate the conclusion of the volunteer's term or involvement.

*As stated, Andover volunteers serve as critical partners and are essential to the advancement of the Academy, both on campus and around the world. We look forward to a productive partnership with all volunteers.*