



Title: Usage Terms & Conditions

Content:

INTRODUCTION

This document sets out the Volunteers of America Mid-states policy for users as a guide to ensure appropriate use of the platform.

This document must be read in conjunction with all other Staff policies related to the use of social media, emails, and maintaining confidentiality.

This document applies to all Staff and users of the Intranet.

ROLE OF THE INTRANET

Volunteers of America Mid-state's Intranet has been developed as a single, branded gateway that connects users to 'all things Volunteers of America Mid-states'. It is an intuitive platform, aligned to employees' own online experience and expectations outside the office. It is both desktop and mobile enabled.

The Intranet enables greater collaboration across a growing and increasingly dispersed/remote workforce. In summary, it aims to:

- Solve problems: through timely and relevant access to important information and support;
- Enable teams to share their stories: to inspire one another, celebrate successes and demonstrate impact;
- Empower teams: give each a voice and a way to tap into organizational knowledge;
- Improve business efficiency: build and support a successful working culture.

KEY FUNCTIONALITY

There are three key components to the Intranet, each serving a specific function:

- Enterprise social layer: enabling teams to share, communicate, engage and collaborate in an informal setting, regardless of location or device used.
- Application launcher: the platform integrates seamlessly with all current desktop/mobile applications in use; it does not intend to replicate them.
- Document launcher: the platform integrates seamlessly with all document libraries hosted on Volunteer of America Mid-states.

USAGE GUIDELINES

[Rules of Engagement]

Staff must adhere to the following rules of engagement:

- a. Each Staff member is personally responsible for what is being posted or published on the Intranet. Where it is found that any information breaches any policy, such as disclosing personal information and any other proprietary and nonpublic information to which employees have access. Such information includes, but is not limited to, customer information, clinical information, financial information and strategic business plans. Any violation of these guidelines will result in disciplinary action, up to and including termination.
- b. Be respectful at all times, in both the content and tone of what you say. Show respect to colleagues. Do not post or publish any comments which would be seen as unacceptable in the workplace or in conflict with **Volunteers of America Mid-state's** goals or values.
- c. Negative references or comments are not permitted to be made about Staff, former Staff, clients, graduates or any other internal or external stakeholders.
- d. It is very important that Staff immediately report any inappropriate activity or behaviour to their immediate Supervisor.
- e. In addition to the above rules, there are a number of key guiding principles that Staff shall note when using the Intranet:
 - Remember: content is not private.
 - The Intranet is an informal space for employee engagement, collaboration and knowledge-sharing. It does not replace day-to-day project management within teams.
 - The platform is an INTERNAL communication space only; content should not be shared externally without permission.
 - The Intranet is a business tool and the first source of **Volunteers of America Mid-state's** news; **Volunteers of America Mid-states** encourages users to move away from broadcasting information destined for a large number of staff via email.
 - Employees should ensure they are always honest and accurate when posting information or news, and if a mistake is made, should correct it immediately.
 - Use of the platform must not interfere with normal work duties and commitments.

[Posting to the Intranet Homepage]

Owners, Administrators and Members have posting rights to the Intranet Homepage. The first two roles reference members of the Executive Committee (including their assistants), the **Volunteers of America Mid-state's** Communications Team (for all **Volunteers of America Mid-states** corporate news), and all Regional and Departmental Heads (for important updates aligned with business strategy, etc.). Members reference all other Staff.

[Posting to Spaces]

Content shared within individual Spaces will be shared among Space members only. Spaces may be Corporate (all Staff with a **Volunteers of America Mid-states** email address, or other specified email address, are automatically enrolled), Private (by invitation only) or Open (anyone can view or join by request). All members of a Space have posting rights. Space Owners also assume the role of Moderator, ensuring content is appropriate.

[Moderation]

Volunteers of America Mid-states wishes all Staff to feel engaged and listened to. It also wants to ensure all posts are relevant and beneficial to Staff. For this reason, content moderation is in place on the site to ensure content is appropriate, fair and inclusive.

The organization reserves the right to remove from the Intranet any content that it or its designated content moderators interpret as being in breach of any aspect of this policy.

Note: There is a 'Report Post' function - available to all users - at the top right-hand corner of each post (shown as '...'). The moderator for that area of content will be alerted and will make a judgement call, based on this policy document, on whether or not the post needs to be removed. The Moderator's decision is final.

[Enforcement]

Non-compliance with the general principles and conditions of this policy and related privacy, social media, email and confidentiality policies may lead to disciplinary action.

This policy is not exhaustive. In situations that are not expressly governed by this policy, Staff must ensure that their use of the Intranet is at all times appropriate and consistent with their responsibilities towards **Volunteers of America Mid-states**. In case of any doubt, consult with immediate Supervisor.

[User Provisioning]

Human Resources uploads 'live' employee data via the back end of the Intranet on an ongoing basis (e.g. monthly). This populates key fields (e.g. job title) which in turn enables key functionality on the site (e.g. the creation of the organizational charts). Human Resources manages the databases between uploads. It ensures data relating to new joiners is uploaded, as well as any new information regarding existing employees (e.g. revised job titles or changes to line management, etc.).

To ensure the user experience remains high, **Volunteers of America Mid-states** encourages users to engage directly with Human Resources if there are any changes to their personal details that do not seem to be captured on the system (e.g. photos, job titles and telephone numbers).

[Intranet Ownership]

Use the following Points of Contact for common functionality questions:

To add new Users (e.g. new joiners), update photo, job title, Line Manager or contact details:

Meghan Breen, Communication Coordinator
E: meghanb@voamid.org

To create new Countries, Teams or Spaces:

Mary Ellen Howard, Communications & Creative Services Manager
E: maryellenh@voamid.org

For general Workvivo functionality questions, future development or contracting queries:

Doug Scofield, Senior Director of Communications & Government Relations
E: dougs@voamid.org

This policy is intended to comply with federal, state and local law and will be applied by Volunteers of America Mid-states in a manner that is consistent with applicable law. This policy should not be interpreted to interfere with any employee's federal, state or local labor law rights, privacy rights, free speech or any whistleblower protections under federal or state law. In particular, this policy is not intended to prohibit our employees from engaging in discussion or concerted activity regarding employment matters protected by the National Labor Relations Act ("NLRA") (e.g., the discussion of wages and working conditions among employees).

This policy can be found in 'Policies & Procedures', accessible directly via the App Launcher on the left-hand side of the Intranet homepage. It is also available under the User Menu on desktop.

Last updated: 03 March 2020

Declaration message: I have read, understood and accept the Terms of Use for the platform

