



# DELTA SOCIETY INSTRUCTOR POLICIES AND PROCEDURES

Delta Society Instructors are required to follow Instructor policies and procedures which are broad statements of organizational policy. The provisions provide general guidelines, but they are not intended to substitute the good judgment and discretion of Instructors. These policies apply to all Delta Society Instructors. These policies and procedures answer many questions Instructors have about working with Delta Society. If you have questions about the information included here, please speak with your Delta Society contact person.

1. **Equal Opportunity** – Delta Society Instructors work with students without regard to age, race, color, religion, sex, national origin, marital status, veteran status, sexual orientation, political ideology, presence of sensory, mental or physical disability, or any other status or characteristic protected by federal, state, or local law.
2. **Instructor Participation** – Delta Society encourages Instructors to discuss course-related issues or problems with their Delta contact person and to submit concerns in writing.
3. **Conflict of Interest** – Delta Society expects that, while teaching Delta courses, Instructors' primary interest will be the people Delta serves. A conflict of interest occurs when the interests of an Instructor (or Instructor's family member or close associate) conflict, or even appear to conflict, with the interests of the people Delta serves or with the goals and philosophies of Delta. Delta expects Instructors to avoid conflicts of interest.
4. **Speaking to the Media** – To ensure that Delta maintains the appropriate public image and that communications to the media are accurate and consistent with Delta's goals, philosophies, and policies, an Instructor may not speak to the news media as an official or unofficial spokesperson of Delta Society without prior authorization from the President/CEO or one of his/her designees. Delta can provide previously developed responses to ensure maximum exposure of Delta programs and activities.
5. **Confidentiality** – Delta is entrusted with maintaining confidentiality with respect to those we serve and those who contribute. Instructors must, to the greatest possible extent, ensure confidentiality and privacy over the phone, in person, and by mail/e-mail with regard to information about donors, board members, relationships with other organizations, and the people we serve. This means that Instructors shall not disclose to anyone outside of this organization information about a person, including the fact that the person is or is not served, or donates to Delta, as well as information about Delta's operations, activities, and business affairs.
6. **Personnel Records** – Delta maintains a confidential personnel file on each Instructor. Instructors are expected to assist Delta Society by making every effort to keep their contact information current.
7. **Performance** – If Delta receives written complaints about an Instructor, Delta will review the circumstances with the Instructor. No further action may be needed. Delta Society reserves the right to review an Instructor's personnel file prior to license renewal.
8. **Termination of License** – Delta reserves the right to terminate an Instructor's license to teach a course if Delta determines that policies and procedures have not been followed. Instructors are free to resign at any time, and are asked to notify Delta in writing of a resignation.
9. **Liability Insurance** – Only Instructors who teach a course as a volunteer or who are under contract with Delta to teach a course are covered by Delta's commercial general liability insurance policy. In addition, in order to receive liability coverage, Instructors must follow Delta Society policies and procedures.
10. **Dress Code** – Instructors are expected to exhibit a neat, well-groomed, businesslike appearance and are required to wear their Delta Society Instructor I.D. badge.
11. **Drugs and Alcohol** – Instructors are expected to conduct courses without the influence of drugs. Instructors who are taking prescription drugs that may affect their behavior or mood should discuss their situation with their Delta contact person.
12. **Professional Development** – To further develop Instructor skills, Delta encourages Instructors to continue their education and professional development.
13. **Presentation Consistency** – To assure consistency of message, Instructors are expected to instruct courses as written. To ensure consistency of the training, Instructors are expected to conduct the course as written. Instructors may not change course content, format or method of delivery without the prior permission of Delta Society.
14. **Presence of Animals** – Instructors are expected to assure the well-being of animal assistants in Delta courses. This includes pre-screening for appropriateness, providing for basic needs (access to water, acceptable room temperature, access to outdoors, etc.) and having animals present for demonstration portions only.