Agreement to Staff the NAGDU Information & Advocacy Hotline

This agreement is entered into this [day] of [month], [year] between the National Association of Guide dog Users (NAGDU), a division of the National Federation of the Blind (NFB) and [enter name of member[. I agree and understand that

1. My staffing of the NAGDU Information & Advocacy Hotline, hereinafter called “the hotline”, is on a voluntary basis. No compensation is provided or expected;
2. To abide by the policies and practices of NAGDU outlined in this agreement whether expressed or implied, and any future policies pertaining to such staffing of the hotline;
3. The information I provide is intended as informal guidance only and I will not characterize the information I offer as legal advice whether expressed or implied;
4. All calls to the hotline are recorded and consent to the recording of such calls;
5. All calls made in response to callers to the hotline shall be made through the hotline system and are recorded for quality and training and it is my obligation to inform callers that the call IS being monitored or recorded;
6. To keep detailed, accurate records of all contact with callers to the hotline and make such records available to the NAGDU board of directors and/or the hotline supervisor;
7. To maintain the confidentiality of the information acquired as the result of staffing the hotline;
8. To participate in all training sessions of the hotline staff unless prior notice is given and the absence is excused by the hotline supervisor;
9. To staff the hotline at the dates and times agreed upon or to notify the hotline supervisor within 24 hours of a planned absence or immediately upon the knowledge that such an absence will occur;
10. It is in violation of NAGDU’s policies and practices to contact a caller outside the hotline system with whom I do not have a previous relationship;
11. “Staffing the hotline is a privilege extended only to members in good standing of the National Association of Guide dog users and agree to keep my membership current and active;
12. Any policies, practices, or procedures concerning the hotline, either by the NAGDU board of directors or by the management staff of the hotline, are a part of this agreement. Violation of the policies, practices, and procedures of the NAGDU Information & Advocacy Hotline may result in disciplinary action including, but not limited to, suspension or revocation of staffing privileges.

By affixing my name, dating this document, and returning it by email, I agree to the terms and conditions of this agreement

Name:

Date: