

Volunteer Policies & Procedures

After you have read the Volunteer Policies and Procedures, please sign the agreement on the back of your Volunteer Application. Failure to sign the agreement will prevent an individual from volunteering with Sacramento Area Emergency Housing Center (SAEHC.) Individuals who desire to volunteer with SAEHC must understand and agree to the following policies and procedures:

- 1) SAEHC reserves the right to refuse volunteer opportunities to any individual or group. SAEHC also reserves the right to terminate a volunteer's service at any time and for any reason.
- 2) All volunteers at SAEHC must attend an official volunteer orientation before beginning their volunteer experience.
- 3) SAEHC volunteers receive no goods or monetary compensation for services rendered.
- 4) SAEHC clients may not volunteer for SAEHC until one year has passed since last receiving services.
- 5) SAEHC does not accept walk in volunteers. Volunteers must agree not to arrive at SAEHC without having scheduled a volunteer shift and will not bring anyone to SAEHC who has not been previously trained or scheduled.
- 6) SAEHC youth volunteers between the age of 12 and 15 must be accompanied by an adult at all times and/or be part of an organized group with adequate supervision.
- 7) All youth volunteers under the age of 18 must receive written parental or guardian permission to volunteer at SAEHC.
- 8) Volunteers are to hold the names and any personal information of SAEHC's clients in the strictest confidence. Inappropriate use of confidential material is sufficient grounds for immediate termination. See Confidentiality Agreement for additional information.
- 9) Volunteers act as representatives of SAEHC and are expected to approach client's needs with compassion, sensitivity, and without judgment. See Guidelines for Sensitivity for additional information.
- 10) Any questions regarding volunteer service may be addressed to the appropriate SAEHC staff member. If a volunteer feels uncomfortable doing so, questions or concerns may be addressed to the Community Partnerships Coordinator. All questions and/or concerns will be promptly investigated. If this does not generate a satisfactory response, volunteers have the option of expressing their concerns to the Program Director or the Executive Director.
- 11) Volunteers are required to record their volunteer time during each visit, and for volunteer activities performed off-site. This information will be used by SAEHC for statistical and fundraising purposes.
- 12) Volunteers are to wear appropriate attire when volunteering in all programs. Volunteers must wear closed-toed shoes when on-site for safety purposes. Please remember volunteers are representatives of the agency, and therefore dress appropriately. Please do not wear torn or dirty clothing, clothing with inappropriate slogans or graphics, or clothing that is revealing or immodest.
- 13) Volunteers are to notify the appropriate SAEHC staff member if a change is to be made in their volunteer schedule. Volunteers must also notify the appropriate SAEHC staff member and the Community Partnerships Coordinator in the event they choose to resign from volunteer service at SAEHC.

- 14) SAEHC is committed to providing an environment free of harassment. Harassment of any kind, including harassment on the basis of sex, race, color, religion, gender age, mental and/or physical disability, medical condition, national origin, marital status, veteran status, sexual orientation, or any other characteristic protected under federal or state law or local ordinance will not be tolerated at SAEHC.
- 15) SAEHC is not responsible for any lost, damaged, or stolen items. SAEHC recommends leaving personal or valuable items at home when volunteering.
- 16) No volunteer may represent SAEHC to the media without prior consent.
- 17) Volunteers acknowledge that they are not acting as an employee of SAEHC. Volunteers understand that they have no legal claims for minimum wages, overtime, premiums, underemployment, compensation, worker's compensation, liability or other provisions of law for SAEHC employees. Rather, it is a volunteer's desire to help SAEHC accomplish our mission.
- 18) Individuals may not fulfill court mandated volunteer hours through volunteering at SAEHC.
- 19) Individuals with criminal records involving violence or abuse, drugs, crimes against children or assault may not volunteer for SAEHC.
- 20) All volunteers over the age of 18 who work with children at SAEHC must complete a live-scan fingerprint procedure for more information. See Fingerprinting handout for more information.
- 21) Volunteers accept personal responsibility for their actions and understand that failure to abide by these policies and procedures may result in termination of volunteer services.
- 22) All volunteers, parents/guardians, SAEHC staff, and program participants will practice the following appropriate conduct:
 - a. Volunteers will maintain a positive attitude
 - b. Volunteers will treat SAEHC staff, fellow volunteers and clients with dignity.
 - c. Volunteers will treat equipment and facilities with respect.
 - d. Volunteers will know and follow the rules for the activities in which they are participating.
 - e. Volunteers will not knowingly engage in unsafe activities.
- 23) Volunteers will not use or consume alcohol, tobacco or illegal drugs or drugs not prescribed to them at any time during or prior to their volunteer activities at SAEHC.
- 24) Volunteers are prohibited from transporting clients in their personal vehicles or meeting clients off-site for personal interaction of any kind.
- 25) Volunteers are solely responsible for their own safety and well-being while volunteering at SAEHC or any event related to SAEHC. In the event that a volunteer is injured, the volunteer will hold harmless Sacramento Area Emergency Housing Center, its administrators, directors, executors, staff, assigns and volunteers. Volunteers also agree to waive and release any and all rights and claims for damages, which include injuries incurred by the volunteer en route to and from any facility of SAEHC.

Taking the time to review the policies and procedures listed above and abiding by them during all volunteer opportunities, helps promote a safe and enjoyable environment for all volunteers at Sacramento Area Emergency Housing Center.

After you have read the Volunteer Policies and Procedures, please sign the agreement on the back of your Volunteer Application. Failure to sign the agreement will prevent an individual from volunteering at SAEHC.

Thank you for being safe and adhering to the policies set forth by SAEHC.

Guidelines of Sensitivity

Sacramento Area Emergency Housing Center (SAEHC) maintains a policy of respecting clients and their situations, serving them in a nonbiased and sensitive manner.

As a volunteer, we ask that you abide by the following guidelines:

- Treat all clients, staff and fellow volunteers with respect
- Keep an open mind. Refrain from judging a client based on the position they are in or the hardships they are experiencing.
- Make an effort to be conscious and aware of your verbal, physical and facial expressions. These expressions can be taken the wrong way and have a damaging effect on the people we serve.
- Treat clients the way you would want to be treated
- Refrain from using harsh, vulgar or offensive language
- Refrain from using confrontational expressions or reactions
- Refrain from scolding clients

Taking the time to review the guidelines listed above and upholding our sensitivity policy, helps promote a safe and welcoming environment for all individuals receiving services at Sacramento Area Emergency Housing Center.

After you have read the Guidelines of Sensitivity, please sign the agreement on the back of your Volunteer Application.

Thank you for showing sensitivity towards individuals who receive services through SAEHC.

Confidentiality and Reporting Policy

Sacramento Area Emergency Housing Center (SAEHC) maintains a policy of honoring every client's right to privacy and confidentiality of their records. Information is shared on a need-to-know basis, only with appropriate staff, consultants and other authorized professionals.

Confidential information includes:

- Client's name
- Client's family members
- Client's phone number
- Client's photographs

Volunteers do not have the right to share this information with individuals other than staff.

Volunteers may share their experiences, ideas, and general information about situations that take place at SAEHC with individuals outside SAEHC, but understand that client's names and/or phone numbers are to be kept confidential.

If any of the following situations occur, volunteers agree to immediately report this information to the appropriate SAEHC staff member:

- If there is reason to believe the client has done harm to a child (child abuse)
- If there is reason to believe the client has done harm to a dependent adult (elderly abuse)
- If there is reason to believe the client is suicidal or homicidal or if there is reason to believe the client is at risk of doing harm to his or herself or someone else

Taking the time to review the policy listed above and upholding our confidentiality and reporting policy, helps promote a safe environment for all individuals receiving services at Sacramento Area Emergency Housing Center.

After you have read the Confidentiality and Reporting Policy, please sign the agreement on the back of your Volunteer Application.

Thank you for keeping SAEHC's client information confidential.

Volunteer Safety Information

Your safety as a volunteer at Sacramento Area Emergency Housing Center (SAEHC) is extremely important. In the event of an emergency, SAEHC staff members will give direction to all clients and volunteers. **As an SAEHC volunteer, you acknowledge that you are responsible for your own safety and take responsibility for your own actions. You also agree to follow and uphold the following guidelines:**

- Always take responsibility for yourself first. SAEHC staff will take action to ensure that all clients and volunteers are safe.
- Always sign in and out each day. During a disaster, each supervisor on duty will facilitate and evacuation of their program, taking the daily sign-in log with them. This is how all individuals will be accounted for once safely away from the disaster.

Facility Safety:

- Identify and familiarize yourself with all emergency exits
- Keep Paths Clear – Do not block paths and/or doorways. Blocking paths and/or doorways can be a tripping hazard and/or cause injury to SAEHC staff, volunteers or clients. It is important to keep paths and doorways clear in case of emergency for an evacuation and emergency crews.
- Let your SAEHC staff supervisor or a fellow volunteer know when you are leaving the program area
- Communicate any accident or injury to the SAEHC staff supervisor immediately. Staff will address the situation to solve the problem. Not identifying an accident can make matters worse and cause subsequent injury to yourself or another individual.

Personal Safety:

- Always wear a volunteer badge during your volunteer experience
- Follow proper lifting procedures and do not lift anything that is too heavy for you to move. Ask your SAEHC staff supervisor for an explanation of lifting procedures. If you are asked to move anything of substantial weight and feel comfortable doing so, bend your knees into a squatting position and lift with your legs. Do not bend at the waist and lift with your back as this is the primary cause of many back injuries. If you are uncomfortable lifting any item, please let your SAEHC staff supervisor know.
- Be sensitive to clients' needs and never play favorites. All clients are to be treated fairly as to not discriminate or offend any clients.
- Never share personal information. While volunteers are here to help and often connect with clients, it is important to separate volunteering from personal friendships.
- Never transport a client in your personal vehicle.
- If a client confronts you at any time, please notify your SAEHC staff supervisor immediately. It is OK to let the client know that you are a volunteer and are just trying to help.
- Communicate any serious medical conditions you may have to the SAEHC staff supervisor
- Always wear closed-toed shoes and dress appropriately for the volunteer activity

Threats, Violence or Suspicious Activity:

- No volunteers should confront anyone acting threatening or suspicious. Notify an SAEHC staff member immediately, and prompt, appropriate action will be taken.
- When leaving the premises, if you notice anyone threatening or suspicious near the facility, go back inside the building to notify an SAEHC staff member
- If you see or hear anything suspicious, notify an SAEHC staff member immediately

Photo Release

Sacramento Area Emergency Housing Center (SAEHC) frequently captures photos of volunteers and staff on-site during volunteer hours to use for publications, outreach and fundraising. It is important to share the amazing work our volunteers accomplish with supporters, potential volunteers, and prospective clients.

As a volunteer, we ask that you agree to the following photo release guidelines:

- Give consent for and release photographs and/or videos taken of volunteers for the purpose of promotion or advertisement
- Release SAEHC, its officers, director and employees from any and all liability arising from the use of a volunteer's photographic image and/or volunteer's name
- Volunteers under the age of 18 must have approval from their legal guardian to release their photo
- This agreement will remain in effect until such time as the volunteer revokes it in writing

Taking the time to review the guidelines listed above and agreeing to uphold them, helps volunteers share with the rest of our community the amazing work accomplished at Sacramento Area Emergency Housing Center.

After you have read the Photo Release information, please sign the agreement on the back of your Volunteer Application.