



501 (C) (3) • Tax ID # 87-2110928

Volunteer Policies & Procedures

All H4H volunteers can expect to be treated with fairness, respect, and without discrimination. In an effort to create a fulfilling and gratifying experience for all volunteers, H4H has created the following policies and procedures. As representatives of the organization, we want to equip you with all of the necessary information you need to feel confident in working with the community. Below, we attempt to clearly explain and outline the responsibilities and expectations of both the organization and volunteers. Please thoroughly read the policies and procedures below. If you have any questions or concerns, contact the Volunteer Coordinator.

Volunteer

Volunteers are considered to be non-paying individuals who are voluntarily donating their time towards a service or undertaking.

Volunteer Program Process

All volunteers are required to follow and complete the same process in joining the H4H Volunteer Program. One must go through the entire process before being eligible to volunteer with H4H.

- Fill out Volunteer Application Form
- Interview with Volunteer Coordinator
- Attend Volunteer Orientation & Training

The only two exceptions to this process are when a volunteer offers a special skill in facilitating an educational workshop or class (i.e., financial literacy, career development, etc.) and/or offers pro bono services in their chosen career or field. A volunteer in either of these cases would NOT be eligible to volunteer in any other capacity with H4H

Grievance Policy

- In situations where differences arise between volunteers or between volunteers and staff, it is advised to first try to resolve these differences amongst the parties involved.
- If the situation cannot be resolved between the parties involved, the volunteer should let the Volunteer Coordinator know of the dispute and what steps have been taken up to

that point to remedy the situation. If the Volunteer Coordinator cannot resolve the dispute, the Executive Director will be consulted in finding a solution to the problem.

- If the grievance is against the Volunteer Coordinator, the volunteer can make an appeal to the Executive Director in resolving the issue.

Punctuality & Attendance

Volunteers play a vital role in the operation of the agency. Staff, agency participants, and community members depend on volunteers to carry out their commitments responsibly. As with any group effort, functioning effectively takes cooperation and dedication from everyone. Therefore, attendance and punctuality are very important.

Unnecessary absences and lateness are expensive, disruptive, and place an unfair burden on everyone involved. We expect excellent attendance from all volunteers. Excessive absenteeism or tardiness will result in termination from the volunteer program.

Occasionally, unexpected circumstances arise. If you anticipate that you will not be able to volunteer on a previously determined date and time or an emergency situation prevents you from meeting your obligation with H4H, the below protocol should be followed:

1. If you are scheduled to volunteer at a community event, contact the Volunteer Coordinator to let her know you are unable to make it. As a courtesy, try to give as much advanced notice as you can. If you are unable to let the Volunteer Coordinator know in advance and an emergency arises in which you cannot volunteer, contact the staff person whom you are scheduled to be paired up with for the outreach and inform them that you are unable to make it. The volunteer will be given the staff person's contact information ahead of time.
2. If you are scheduled to provide interpretation/translation services or facilitate a class/workshop, allow the proper amount of time for staff to find an alternative or reschedule/cancel the meeting. If an emergency arises, let the staff person(s) who are involved in organizing the event know that you will be unable to volunteer that day.

Volunteer Conduct

H4H strives to maintain a positive work environment. We are invested in ensuring the safety and well-being of all those who work with H4H. Although it is not possible to imagine all situations and scenarios in which behavior would be considered unacceptable, in an effort to maintain integrity there are certain guidelines in which all volunteers are expected to abide by while working within the capacity of H4H. The following are grounds for either limitation or termination from the volunteer program:

- Disclosure of confidential information including, but limited to, verbally sharing personal data, transmitting and/or making copies of private documents.
- Repeated failure to be on-time for volunteer assignments and/or excessive absenteeism.
- Possession, distribution, sale, transfer, use, or under the influence of alcohol and/or illegal substances. Sexual or other unlawful harassment or discrimination.
- Falsification of timekeeping records.
- Theft or inappropriate removal or possession of H4H property.
- Abuse, threats, or mistreatment of other volunteers, staff, and community members. Misuse of agency funds, equipment, or materials.
- Possession of dangerous or unauthorized materials, such as explosives or firearms.

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- Advising, counselling, or advancing one's own agenda under the name of the agency and/or while interacting with community members and participants.
- Using profanity when working with staff, participants, or other volunteers.

Volunteer Record-Keeping

H4H recognizes that volunteers donate a very valuable asset, time. In appreciation and respect of the energy you choose to give to H4H, we keep track of your hours and ask that you help us maintain an accurate account by doing the following:

1. When volunteering in the office, input the following information in the Volunteer Sign-In Binder: Name, Date, Time In, Time Out, Total Time, and Activity.
2. When volunteering out of the office, email the Volunteer Coordinator the following information: Date, Time In, Time Out, Total Time, and Activity.

It is important that you update the Volunteer Coordinator with your current volunteer activities, this means any time you volunteer your time with H4H, including during meetings, trainings, presentations, office work, outreach, translation and/or interpretation.

Dress Code

When representing H4H in the community, all volunteers are expected to wear their H4H t-shirt. This includes during outreach and education events, such as festivals, fairs, cultural events, as well as community engagement with local businesses and faith-based organizations.

In all other circumstances and if not otherwise specified, standard dress code applies: well-groomed, clean, and appropriately dressed according to the requirements of your position. Inappropriate attire includes:

1. Restrictive and revealing attire.
2. Exposed under garments.
3. Torn or stained clothing.
4. T-shirts with inappropriate messages or pictures.
5. Flip flops or house slippers.

Reimbursement Policy

Volunteers are expected to provide their own transportation to the H4H office and to any H4H events or outside projects. H4H reimburses volunteers for travel to and from volunteer service by motor vehicle. Reimbursement is based on mileage and the standard rate per mile. Proper documentation should be provided before the end of the month in which the volunteer activity took place. Proper documentation includes the date(s), addresses of the locations from which you drove to and from for the volunteer activity, the total number of miles between locations, and proof of volunteering at event, i.e., flier, ticket, photos.

Communication Policy

The Volunteer Coordinator will periodically check in with volunteers through email, in-person meetings, and phone calls. This is to ensure that you are having a positive experience and allows you an opportunity to provide feedback. Communication is not solely restricted to the Volunteer

Coordinator initiating contact. Volunteers are encouraged to have open communication with the Volunteer Coordinator, especially if any issues or problems arise. Quarterly and annual meetings and/or social gatherings will also be organized for volunteers. We encourage you to join us during these opportunities to get together with other volunteers and staff.

Protecting Confidentiality & Privacy

As volunteers you may be exposed to sensitive participant information or have a community member disclose a private situation to you. Volunteers should use discretion in protecting confidentiality. We ask that you always remain vigilant of your environment when using identifying information (names, addresses, phone numbers, etc.) and keep conversations private, sharing it with staff only for purposes of serving the needs of the person seeking help. H4H asks that if you know a participant who seeks services with the agency, that you disclose this information to staff so that we can openly address any concerns that may arise and assure that everyone feels comfortable in working with the organization.

Conflict of Interest

As representatives of H4H, it is important that both staff and volunteers recognize their responsibility and duty to the community. Acting in accordance with the mission and philosophy of H4H will help keep the organization's message consistent and strengthen public confidence.

Volunteers should refrain from furthering personal interests. We understand that individuals are often times motivated to volunteer with H4H by their chosen careers, the experiences they have had, and their own personal beliefs. However, in an effort to equally serve the community, we ask that while in the role of volunteer you represent H4H. This means mindfully engaging with others to share information about services and programs and to raise awareness and access in the community.

Furthermore, volunteers are asked to not engage in any situation in which they could influence a decision that may result in a personal gain for themselves or a relative. Below are examples of circumstances in which a conflict of interest may arise:

Accepting Payment or Gifts: No volunteer shall accept payment of any kind (including gifts, cash, discounts, concessions, services or other similar item or benefits) for services rendered as part of his or her volunteer service. Unless otherwise given notice, volunteers are not to accept gifts intended for participants of any program, including kind and in-kind donations. All donations (money, food, clothing or any other in-kind donation) are to be used for the benefit of H4H, its participants and residents. Volunteers are not authorized to use these donations for a personal benefit or to distribute them to participants without specific authorization from the appropriate supervisor.

Political Activities: Volunteers are encouraged to take an active interest and to participate in the political and governmental process. However, staff and employees are not to endorse any specific party or individual, while representing the organization. Volunteers can encourage the community to learn more about the political system, including the issues and laws, and help others register to vote.

The Making of Statements: No volunteer shall use stationery or any title of or refer to or

misidentify himself or herself as an employee thereof in connection with any matter as to which he or she is not authorized as a representative of H4H and to express an opinion on its behalf.

Personal Belongings: H4H does not assume responsibility for the loss, damage, or theft of personal belongings, and volunteers are strongly advised not to carry unnecessary amounts of cash or other valuables with them when they come to volunteer. Please, under no circumstances leave your purse, wallet or other valuables on the seat of your car even if the car doors are locked.

Interacting with Participants

If you are in the H4H office or volunteering at a community event, you may occasionally interact with former and current participants. Unless someone identifies themselves as having received services from H4H, we ask that if you recognize an individual as a H4H participant, you continue to acknowledge them as any other community member. Participants may want to keep their interactions with H4H private and discrete. In order to protect their confidentiality, volunteers should not disclose any identifying information, including but not limited to, meeting with a service, or asking follow up questions. Following rules are to be followed:

- Refrain from developing personal relationships and/or sexual relationships with participants. Avoid interacting with participants for personal reasons or socializing while off volunteer duty.
- Practice active listening and empathy. Do not make decisions for participants. Always refer participants to staff members for questions and assistance.
- Always remain calm when speaking with participants. Remember that our participants are going through difficult times and their stress level may be high. Never take any negative comment made by a participant personally and never allow yourself to be drawn into an argument.
- Refrain from transporting or allowing participants in your personal vehicles.
- Refrain from engaging in unauthorized transaction with participants, including borrowing, lending, giving/receiving money or anything of value, buying and selling or acting as a participant's agent in any of the above.
- Avoid accepting any personal favors from participants.
- Refrain from showing favoritism between participants or doing a personal favor for a participant without appropriate authorization.
- Refrain from conduct that demeans, humiliates, or embarrasses a participant.

Resignation from Volunteer Program

While we hope both you and will mutually benefit from your continued volunteering, we realize that it may become necessary for you to leave your volunteer job with. If you anticipate having to resign from your volunteer position, you are expected to notify the Volunteer Coordinator as far in advance as possible. The Volunteer Coordinator will make arrangements for an exit

interview, giving you an opportunity to share your experience and provide feedback.